

RFP 2016-02 Official Responses to Questions

Question Number	RFA Section	Questions Received in Writing	DOCCS' Responses to Questions
1	Sections 1.4; 1.7; 3.11.2	Whether companies from Outside USA can apply for this? (like, from India or Canada)	Only entities with registered to do business in New York State can apply.
2	Sections 3.8.1.1; 4.24;	Whether we need to come over there for meetings?	Yes
3	Sections 1.4; 1.7; 3.11.2	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	No
4	Section 9.3	Can we submit the proposals via email?	No, DOCCS will not consider emailed or faxed bid submissions.
5		Who specifically is the technical lead/project manager for this effort?	This is irrelevant to bidders.
6		Approximately how many inmates do you expect to use this solution?	Population is approximately 51,500. See <i>Call Summary Reports</i> provided to all vendors who attended the Bidders' Conference for usage.
7	RFP, Section 7.2.5	What was the total outgoing calls for the past 12 months?	The Call Summary Reports for the six months prior to the conference date were provided to those attending the Mandatory Bidders' Conference on December 8, 2016.
8	RFP, Section 3.5.3 and Attachment B	How many phones/booths are expected to adequately supply all the institutions?	RFP Attachment B provides a list, by facility, of the total number of phones. As outlined in the subsections of 3.5, at DOCCS sole discretion, DOCCS may direct the reuse or replacement of currently installed telephones at some or all locations. DOCCS may request additional telephones and enclosures be added on an as needed basis during the term of the contract at the selected vendor's expense.

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9	RFP Section 8.26	Will inmate e-mail services and video visitation services be contracted for through the establishment of the resulting contract from RFP 2016-02? If not, do you still plan to acquire these solutions; how and when?	There is the POTENTIAL that inmate e-mail services will be pursued through this contract. See Section 8.26 regarding requirements for a Secure Messaging Option. Video Visitation Services will NOT be established through this contract.
10	General	Will the DOCCS permit the use of electronic signatures on the required forms?	No
11	Section 3.1.3 Network Services	Please clarify whether this requirement is intended that all ITS equipment – in prisons and administrative buildings – such as DOCCS headquarters and investigative sites (in DOCCS facilities or co-located facilities), require a private network connection provided by the vendor?	Yes, all equipment provided for the Inmate Phone System, including all equipment required for monitoring, playback, and downloading of live or recorded calls and administrative or investigative use of the system by the Department, must use private network connections provided by the selected vendor.
12	Section 3.1.8.1 Investigative Support	The RFP requests that bidders describe the proposed system's ability to fulfill the real-time analysis requested, the number of analysts, and the percentage of calls that will be analyzed. Can DOCCS provide quantitative requirements of the actual volume or percentage of calls, minutes, or other selection increments used to define the quantitative expectations as well as the number and skill (subject matter expertise) levels of analyst(s) expected? The logic behind this question is to ensure the impact of various bidders' solution approaches meet minimal performance standards and are normalized as they relate to DOCCS operational needs, impacts to quality of service, and costs that drive the final rate to consumers.	The bidder must describe the proposed system's ability to fulfill the real-time analysis requested in 3.1.8.1, the number of analysts, and the percentage of calls that will be analyzed. The submission will be evaluated based on those criteria.
13	Section 3.1.8.6 Equipment and Network Access	The RFP requests that bidders describe all alternative methods available to access and monitor live and recorded calls from portable devices, including but not limited to, laptops, tablets, and smart-phones. Include all system features available and all standard system features not available through these devices. Identify how access from	DOCCS minimum requirement is one work station per facility and 67 remote workstations. In addition, we will evaluate any alternative methods available to access and monitor live and recorded calls from portable devices outlined by the bidder for ease of access, reliability and security.

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	<p><i>(Continued from last page.)</i></p>	<p>these devices is authenticated, managed, identified, and tracked and the security features associated with each type of access. Is it DOCCS expectations that bidders provide comparable equipment, i.e., 54 work stations at sites and ~67 remote workstations as a minimum delivery or is DOCCS prepared to accept alternative methods of monitoring access – such as all VPN access using DOCCS provided workstations, wireless laptops, or tablets? If so, what objective means of measurement will be used to evaluate the alternative access types?</p>	
<p>14</p>	<p>Section 3.1.8.7 Access to Recordings</p>	<p>The RFP states that access to live monitoring or recordings must be controlled by a multi-level password authentication that provides at least the following differentiating functionality:</p> <ul style="list-style-type: none"> • listening to live conversations only • listening to live or recorded conversations with the ability to store to removable media. <p>Typically, user authority and permission levels are a factor of work groups users are assigned to. Currently most agencies rely on Active Directory to facilitate common passwords between the ITS and the agencies' internal networks. User Group Credentials typically determine access levels such as live listen only or listen with ability to store. Is DOCCS looking for the access authority to be granted at a password level, and if so, how would vendors map passwords to access levels?</p>	<p>DOCCS utilizes Active Directory (AD) and expects the vendor to control access and abilities of DOCCS users through established user groups in AD. Access by DOCCS users and placement in the appropriate User Group would be controlled by DOCCS.</p>
<p>15</p>	<p>Section 3.5.4 Tablets, page 19</p>	<p>The RFP states that the vendor must provide tablets for a portion of the Department's special population such as Special Housing Units and Regional Mental Health Units, etc. (approximately 5,000), to allow inmates to complete telephone calls via the tablet from their cell. Will the vendor need to provide tablet capability in all or a portion of the Department's correctional facilities? If only a portion of the Department's correctional facilities, can the Department specify which facilities will require tablet capability? Is the Department planning on providing detailed information (blueprints, etc.) as to the exact physical</p>	<p>Currently the Department requires this capability in facilities as shown in Exhibit B attached to this response. The Department reserves the right to add or remove sites from this list during the term of the contract.</p> <p>As part of the deployment process the Department will conduct site reviews at each location with the selected vendor to determine optimal placement of the secure wireless transmitters. The Department will rely on the vendor's expertise and recommendations</p>

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	<p><i>(Continued from the last page.)</i></p>	<p>locations and building characteristics (thickness of wall, cell block construction, material used to construct this space, etc.) for each of the specific locations within each of the specific correctional facilities where these tablets are to be deployed and provided by the vendor? Is the Department going to conduct site visits at all locations in each of the correctional facilities where tablets are to be deployed to allow vendors to appropriately assess deployment needs/requirements related to the secure wireless transmitters needed to provide the required functionality for these tablets at each correctional facility? Is it DOCCS intent to provide the preloaded content (off-line entertainment, as well as educational and religious content) on a fee for service basis? The introduction of 5,000 tablets with connectivity to the Inmate Telephone Solution will require network facilities and equipment that essentially would mirror the addition of 5,000 inmate telephones. This would essentially increase the system maintained database of ANIs that will have to be factored from an operational policy perspective. Is this design concept consistent with DOCCS' expectation of how the tablets will be used?</p>	<p>to determine final placement and will require testing and confirmation of signal strength in all areas covered by the secure wireless hubs. See Exhibit B for SHU Building, Cell and Cell Door characteristics for each location.</p> <p>The Department will make reasonable accommodations to provide requested power and cable paths requested by the selected vendor to support the installation of wireless hubs.</p> <p>The Department will not be conducting site visits at the correctional facilities prior to the award of the contract resulting from this RFP.</p> <p>The pre-loaded content of these devices is to be provided with no additional charge to inmates or DOCCS. Cost is to be absorbed by vendors within the per minute call cost.</p> <p>The Department does not require that each tablet be considered a separate ANI for record keeping purposes.</p>
16	Section 3.5.5 Wiring	<p>The RFP states that the vendor is responsible for the installation and maintenance of all ITS wiring from the Intermediate Distribution Frame (IDF) to the telephone and/or wireless tablet instruments. Category 3 or better cabling is required. At its sole discretion, DOCCS may direct the reuse or replacement of current wiring at some or all locations. All wiring and cabling shall be performed in accordance with manufacturer standards and guidelines and industry practices. All installations shall be labeled and documented as mutually agreed upon between DOCCS and the vendor. The solicitation states that DOCCS will provide space, electricity, and HVAC to support up to two (2) nineteen-inch racks for premise-based equipment. The</p>	<p>The Department will make reasonable accommodations to support additional environmental requirements. However, the Department's ability to supply additional environmental infrastructure and associated costs will be factored into the evaluation of each proposal. Proposals should include estimated power and HVAC requirements for their proposed solutions as part of their response to Section 3.5.</p>

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17	RFP Section 9.3	As I understand it, the Proposal Format (9.3 – page 54) is to include the Appendix K checklist, required Proposal Response Forms, and any required documents. My preference is to include all sections of the RFP document and provide the narrative text where required and additional information deemed relevant. Please confirm/clarify how the DOCCS wants the RFP response submitted.	Please see the Response to Question 19.
18	RFP Section 9.3, page 55, sixth bullet	Please clarify how the proposal should be submitted for updated pages after submission. (9.3 – paragraph 6, page 55)	As stated in the RFP, Bidders should “Submit the proposal so that updated pages can be easily incorporated into the original.” Since this functionality is possible with various formats, DOCCS cannot recommend a specific format for the proposal submission.
19	RFP Section 9.3, page 55, ninth bullet	Does the DOCCS want the cross references to the original RFP, or in the narrative text cross referencing any attachments? Please clarify how the DOCCS wants the documents cross referenced.	The instructions in Section 9 state: Include all required substantiating documentation and responses as specified in the RFP and the Response Forms for Sections 2 through 7 of the proposal. The substantiating documentation and responses shall cross reference the associated paragraph number of the RFP . It is not necessary to repeat each paragraph text as it appears in the RFP, it is only necessary to ensure that the Proposal Response form is properly completed and the responses and required documentation are cross referenced to the appropriate RFP paragraph number .
20	RFP Section 3.5.4	Based on feedback provided at the mandatory bidder’s conference, DOCCS’ executives indicated the selected bidder would be allowed sufficient time to conduct site surveys after award in order to design the wireless networks. The details needed to incorporate communications and networking capacity to support 5000 (potential) tablets is something that all bidders would need	See response to question 15 above.

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	<p><i>(Continued from the last page.)</i></p>	<p>to know in advance of preparing a bid in order in [to] ensure adequate budgeting to support requirements in included in each responder's bid. Here are a few considerations for DOCCS to address for bidders to develop adequate bid responses;</p> <ul style="list-style-type: none">• The number of tablets by sites is critical because each tablet will function like an additional fixed inmate telephone as far as communications and network sizing is determined. Each tablet will require a [an] ANI and associate port on the network. Ports required terminating equipment at each prison therefor the quantity by site will need to be communicated to all vendors prior to bid responses.• Networking capacity for each tablet will have to be planned based on distribution per prison. Vendors will have to anticipate capacity of telecommunications trunks going into each facility in order to meet RFP MOS scores of 3.9. As such, large concentrations of tablets at any given prison will most likely increase the number of trunks required to support the expanded calling capacity over the trunks currently required to support the fixed inmate phones.• The layout of the cells and cell blocks where tablets will be used needs to be analyzed in order to determine the quantity of wireless access ports and the location of where the ports will be positioned in order to ensure appropriate coverage. As such, vendors will not be able to estimate the quantity of wireless access ports nor the complexities of wiring the ports until questions about quantities by location, prisons to receive tablets, locations within prisons for tablet users, and prison construction details that might mandate greater volumes or complexity of running wiring and access point quantities. <p>We reiterate the need for additional information from DOCCS to address this requirement. We are requesting minimally DOCCS provide [the following information:]</p> <ul style="list-style-type: none">• List of prisons to receive tablets• Quantity of tablets by prisons	
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	<p><i>(Continued from the last page.)</i></p>	<ul style="list-style-type: none"> • Locations within each prison where tablets will be used • Floor plans of prisons to receive tablets in order to calculate complexity of wiring and location of wireless access points • Extensive site surveys to adequately calculate transmission requirements in order to ensure each tablet works as intended in the areas where the inmates will be when attempting access to the ITS. <p>Based on the volume and detail of information required plus complexity of site surveys needed to determine adequate coverage, we are also expanding this question to include a request for DOCCS to consider extending the due date of the RFP. Based on comments from the bidder's conference, it seems tablets will be used at roughly 40 locations. To adequately conduct engineering analysis and equipment estimates, it does not seem likely that bidders could adequately do this within the targeted time for the RFP response due date. Without this information, and detailed site surveys, DOCCS runs the risk of vendors underestimating technical requirement and costs to build the wireless network and thus risks inadequate calling capabilities and unhappy inmates who attempt to use tablets that may not connect effectively to the ITS network.</p>	
21		<p>Based on the volume and detail of information required plus complexity of site surveys needed to determine adequate coverage, we are also expanding this question to include a request for DOCCS to consider extending the due date of the RFP. Based on comments from the bidder's conference, it seems tablets will be used at roughly 40 locations. To adequately conduct engineering analysis and equipment estimates, it does not seem likely that bidders could adequately do this within the targeted time for the RFP response due date. Without this information, and detailed site surveys, DOCCS runs the risk of vendors underestimating technical requirement and costs to build the wireless network and thus risks inadequate calling</p>	See response to Question 15 above.

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	<i>(Continued from the last page.)</i>	capabilities and unhappy inmates who attempt to use tablets that may not connect effectively to the ITS network.	
22	6.2.1 Past Performance Security Incidents	On page 34 of the issued RFP, DOCCS references “Past Performance – Security Incidents” in section 6.2.1. Since the state requires a flow down of performance and past performance to subcontractors, we respectfully request that the RFP be amended to require all submitting vendors supply any and all security breaches that they, any of their partners, their subsidiaries, parent companies, or subcontractors have had (i.e. credit card, call data, etc.) in the course of supporting inmate phone solutions. This information should not be limited to phone data only, as any breached data such as family credit information, account addresses, recordings, etc., can have negative impacts on the security and integrity of the new ITS for DOCCS.	DOCCS requires submitting vendors to supply details on security breaches and lost/misused data occurring during the provision of Inmate Telephone Services by either the prime bidder or any subcontractor proposed by the prime bidder. This information is not limited to phone data.
23	Appendix H, Cost Proposal Form	DOCCS states within the Domestic and International response box, “Total Cost Per Minute (including taxes, fees and surcharges). We respectfully request that DOCCS amend its position on taxes and permit taxes to be assessed separately as is the case with current NYS rates for the ITS. We make this request because with the taxation of inmate calls the called destinations mandate that the call be taxed based upon the termination point (city, state) and these rates can vary by locale (city, county, state). Each terminating locale also has the authority and historical evidence of changing tax rates on telecommunication services over extended periods of time. Additionally, the Federally mandated Universal Service Fund (FUSF) charge is a percentage that only applies to Interstate Calling and by FCC mandate changes every quarter – therefore it would be unreasonable for bidders to attempt to determine what that rate will be at any point in the future over the life of the contract. Further, traditional Collect calls that are billed by the LEC have taxes applied by the billing LEC. We further	<p>The current cost is .048/minute PLUS federal fees and taxes. DOCCS agrees that Appendix H should be amended as annexed to this response document, since all providers are required to charge mandatory Federal Fees and Taxes.</p> <p>ANY vendor-imposed fees that are not imposed per calling minute should be listed separately.</p> <p>Appendix H, Cost Proposal Form, has been amended and will be available to those present at the Mandatory Bidders’ Conference. Please see Addendum II that is posted on the NYS Contract Reporter: https://www.nyscr.ny.gov/ And DOCCS Web site: http://www.doccs.ny.gov/RFPs/rfps.html</p> <p>The Addendum must be signed and returned by all bidders by COB Thursday, January 12, 2017.</p>

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	<i>(Continued from the last page.)</i>	request that the term “fees” be removed from the two boxes since they are addressed directly below within Appendix H. We are requesting that the “Total Cost Per Minute be exclusive of any Federal, State, or Local Government mandated taxes, fees, and surcharges, but inclusive of any fees established by the bidders.	
24	RFP Section 1.7 Schedule of Events, Pg. 4	Section 1.7 states that questions must be submitted on December 16, 2017. Will DOCCS please allow for additional questions to be asked after the reception of the responses to the initial questions and modify the schedule to reflect such? This is normal and customary as the dissemination of answers will potentially spark additional questions based on DOCCS responses that will need to be submitted or clarified prior to bid submissions.	DOCCS will allow vendors to submit specific follow up questions to the responses contained in this document. The follow up questions need to be received by DOCCS by January 9, 2017 COB (5:00 p.m. ET). DOCCS will respond in writing to the follow up questions by January 12, 2017 COB. The receipt of proposal date will be changed to January 23, 2017.
25	RFP, Section 3.1.3	Item 3.1.3 indicates that a vendor may not utilize existing or future DOCCS telecommunications services. Please clarify that vendors may utilize the existing wiring infrastructure that is servicing the existing inmate telephones.	The selected vendor will have use of all existing cabling in use for the existing Inmate Phone system at the time of the conversion to the new service. For telephones and enclosures, refer to the response to Question number 8.
26	RFP, Section 3.1.8.6	Item 3.1.8.6 describes the number of existing workstations provided by the incumbent vendor. Does DOCCS require proposing vendors to provide a similar number of workstations, even if the proposed system can be utilized from the DOCCS workstations without the need for complicated VPN or specialized network connectivity?	For the purposes of their proposals, all vendors must match the minimum number of workstations currently in use by DOCCS regardless of alternative access methods they may suggest. Also see response to Question #13.
27	RFP, Section 3.4.6	Item 3.4.6 indicates that the vendor must validate both the inmate PIN and location prior to allowing calls. Does the DOCCS wish for PINs to be restricted for use only at a specific phone or group of phones in order to facilitate this feature?	Inmate PINS are to be limited to a specific facility, not specific phones within the facility.

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28	RFP, Section 3.4.14	Item 3.4.14 describes the requirement for TDD devices and functionality. Will DOCCS please provide more details about the number and locations of TDD devices required?	<p>A minimum of one (1) telephone with the capabilities as described in Section 3.4.14 will be required at each facility. DOCCS reserves the right to expand the number of phones or facilities during the term of the contract. Specific locations of the phone will be determined by DOCCS.</p> <p>The devices must run on the proposed Inmate Telephone Network.</p>
29	RFP, Section 3.5.2	Item 3.5.2 describes portable telephone units that are required. Will DOCCS please provide more details about the number and locations of the portable telephone units that are required?	The portable phone units are the same telephone units described in Section 3.5.1 mounted to rolling carts allowing them to be moved to a cell for use by the inmate. These units are currently utilized in special housing units. A list of those locations is attached as Exhibit B. DOCCS reserves the right to request additional such devices or the redeployment of existing devices to different locations.
30	RFP, Section 3.5.11	<p>Item 3.5.11 requires that all equipment proposed be new. It is our understanding that DOCCS owns all of the telephone instruments.</p> <p>A. Does DOCCS intend to continue the practice of using their own phones or does the vendor need to propose their own telephone instruments?</p> <p>B. Or, if the incumbent owns the current telephone instruments, please confirm that the incumbent must provide all new telephone instruments as well?</p> <p>C. Additionally, please clarify that the incumbent must provide all new equipment, inclusive of workstations, adtran/network connectivity devices and any other DOCCS-specific ancillary equipment.</p>	<p>DOCCS owns all existing premise based equipment installed for the inmate phone system. As stated in response to Question #8, at DOCCS sole discretion, DOCCS may direct the reuse or replacement of currently installed telephones at some or all locations. DOCCS may request additional telephones and enclosures be added on an as needed basis during the term of the contract at the selected vendor's expense.</p> <p>The bidder must submit proposals outlining the use of all new equipment assuming that the existing phones and enclosures will not be used. The selected vendor, including the incumbent, will be required to fully meet the requirements of Section 3.5.11.</p>

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31	RFP, Section 3.8.2	<p>Item 3.8.2 describes a requirement that existing call recordings be transferred into the potential new inmate telephone system. However, this is not the industry standard, nor are we aware of a situation in which one vendor's call recordings have been seamlessly migrated into another vendor's system while maintaining full chain of custody. This is due to the proprietary nature of each vendor's encryption and call recording formats. This requirement has been reviewed by other Departments of Correction in the past and all have ultimately moved forward with a "leave behind" system to maintain access to existing recordings.</p> <p>Will the DOCCS consider revising or replacing this requirement to more broadly require the awarded vendor to work with the DOCCS and the incumbent in order to provide access to the existing call recordings?</p>	<p>DOCCS is obligated to follow the terms and conditions as outlined in the contract with the current incumbent and the agreed upon transition plan.</p> <p>DOCCS agrees to amend 3.12 of the RFP to include the ability for a phase-out plan to allow the option of a "leave behind" system to maintain access to existing recordings upon expiration of the contract resulting from the RFP at the sole discretion of DOCCS.</p>
32	RFP, Section 8.6	<p>In item 8.6 regarding the Diversity Practices Questionnaire, there is a statement that bidders responses will be evaluated using a predetermined rating scale. Will DOCCS please disclose this predetermined rating scale and how it will be used in the evaluation of the questionnaire?</p>	<p>Pursuant to § 313-a of the Executive Law and § 142.3 of Title 5 of the New York Codes, Rules, and Regulations, NYS agencies and authorities must evaluate the diversity practices of respondents to best value procurements expected to exceed \$250,000 (value) whenever practical, feasible, and appropriate. The predetermined rating scale is based on the diversity practices of contractors such as the development of mutually beneficial relationships with NYS-certified MWBEs outside of the context of state contracting. Points are awarded to contractors based on their efforts to collaborate with and promote MWBEs.</p>
33	General	<p>In case any of the State's responses require additional clarification, will the State allow for a short round of follow-up questions?</p>	<p>See response to Question 24 above.</p>
34	RFP, Section 3.5.4.1	<p>3.5.4.1 Device Specifications states that the tablet solution requires "user anonymity: no-sign required to access</p>	<p>No</p>

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35	RFP, Section 3.8.2	Section 3.8.2 states that recordings must be transferred to the new system without loss of information or chain of custody. Is the current vendor required by contract to provide the new vendor with recordings from their system (a) with all available information included and (2) with chain of evidence preserved?	See the response to Question 31 above.
36	RFP, Section 7.2.1	7.2.1 (p. 37) states that the rate proposed shall be inclusive of taxes, and that rates shall be the same for pre-paid and collect calls. The New York State Sales Tax Guide, Section 532.1 requires that sales tax be stated separately from the rated cost of services delivered, and that bundling of taxes into rates under the designation of “tax included’ or words of similar import” is not allowed. In addition, taxes for collect calls are imposed by the billing phone company – these rules are “hard-coded” into their billing systems and cannot be modified. To ensure compliance with state law and the continued availability of collect calling, will DOCCS please revise 7.2.1 to state “The rate proposed and charged by the vendor shall be a single, per minute rate inclusive of all fees, taxes , connect charges or other costs for all calls...”	See response to Question 23 above and Addendum II posted on the NYS Contract Reporter and the DOCCS Web site.
37	RFP, Section 7	Section 7. In order for vendors to provide the most advantageous rates, will the State please provide calling	Section 7.2.1 requires that domestic call rates not exceed \$0.050 per minute. The current contract provides a flat rate (\$.048) regardless of where a

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38	RFP, Section 7	Section 7. General. Because the imposition of additional taxes and fees directly impact calling volume, will the State provide answers to the following questions: Q1: Whether taxes are currently bundled into calling rates or whether they are charged separately? Q2: Transaction fees charged by the current vendor: <ul style="list-style-type: none"> - Prepaid purchase by Live Representative - Prepaid purchase by automated phone system - Prepaid purchase by web - Collect bill pay (aka "Bill Statement Fee" or "Bill Processing Charge") - Other 	Taxes are currently charged separately. All transaction fees currently charged are the maximum allowed under FCC regulations.
39	RFP, Appendix C	Appendix C. MBE/WBE Business Participation. Q1: Will the 2 points for MBE/WBE participation be scored on a sliding scale relative to participation level or any bidder gets 2 pts for a displaying a good faith effort and providing all required documentation pursuant to 5 NYCRR §142.8? Q2: What is the current participation rate for the current vendor/contract?	DOCCS is not scoring M/WBE participation. The Diversity Practices (Appendix M) are scored based on the bidders' responses to the Diversity Practices Questionnaire. See the response to Question 32 above. The agency goal when the current contract was implemented was 20%.
40	RFP, Section 3.5; 3.5.3; 3.7	How many pedestals does the State currently have in place and, of those, how many does the State anticipate will need to be replaced immediately upon commencement of this contract?	See response to question 8 above.
41	RFP, Attachment B	For each facility listed in Appendix [Attachment] B, does the State require or desire any equipment in addition to the inmate phones (e.g., portable phones, workstations, TDD devices, etc.)? If so, please specify quantities required at each location.	See responses to questions 8, 29, and 42. A solution is required as described in Section 3.4.14. DOCCS reserves the right to request additional devices throughout the life of this contract.

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42	RFP, Section 3.1.8.6	Are the "67 remote workstations" mentioned in Requirement 3.1.8.6 provided by the current Inmate Telephone System vendor? Does the State require that these be replaced by the incoming vendor upon commencement of this contract?	<p>The majority of the existing workstations are provided by the current vendor.</p> <p>DOCCS requires replacement of all existing workstations upon commencement of the contract regardless of whether they are provided by DOCCS or the current vendor.</p>
43		Are dedicated Site Administrators provided by the current ITS vendor, and are they required or desired in this contract? If so, state the number and locations where each is stationed, and whether each is full-time or part-time.	No
44	RFP, Appendix C	If M/WBE subcontractors are used: Since this is a zero-cost contract, how is the 30% participation goal measured or calculated?	The 30% is based on the contract value.
45	RFP, Section 3.5.4	Regarding Section 3.5.4, please provide a breakdown of the specific locations where tablets are required and the quantity required at each location. This information is essential in estimating the cost for providing the required tablet program.	See Exhibit B attached and response to Question #15 above.
46	RFP, Section 3.8.2	Section 3.8.2 states, "...The vendor must transfer exiting recordings from the current vendor system to the proposed system without loss of information, chain of custody and playback ability." Please confirm that the current vendor is required to cooperate with the awarded vendor and will also transfer the existing call recordings to the awarded vendor in a playable format with the chain of custody preserved.	See responses to Questions #31 and #35 above.
47		In past procurements with regards to the inmate telephone system, vendors have not been permitted to participate as both a prime bidder AND as a subcontractor for another prime vendor's proposal. Please clarify whether the State and DOCCS are planning to allow one vendor to participate as both a prime and subcontracted vendor in this procurement, or if vendors are limited to a single participation.	DOCCS will not entertain bids with a vendor as a prime on one bid and a subcontractor for another bid.

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Question Number	RFA Section	Questions Received in Writing	DOCCS' Responses to Questions
48	RFP, Section 2.7; Section 6.1	<p>Section 2/para[graph]: Prime Contractor Responsibility/page 6; and Section 6 Vendor Qual[ification]s/para[graphs] 2 and 4. Section 2 paragraph states: Subcontractors may be used to meet the qualifications required herein; however, subcontractors must be fully disclosed in the same manner as required of the prime contractor and must provide the same information including Vendor Responsibility Questionnaires company finances and staff qualifications.</p> <p>Section 6 paragraphs state: The bidder shall submit three (3) client references to support their experience claims; and the subcontractors that will be used to perform any aspect of the work must complete Appendix F by providing three (3) references in the relative field of services.</p> <p>Does this mean if there is a Prime and 1 subcontractor, and references from the subcontractor will be used by the prime that there must be a total minimum of 6 references provided, or that there is only a total of 3 references for Prime and Subcontractors combined to be submitted?</p>	The Primary and the Subcontractor must each supply three references.
49	RFP, Section 3.1.8.7	On page 11 of the issued RFP, DOCCS references "Access to Recordings" in section 3.1.8.7. Is the DOCCS requiring all vendors to divulge if privileged calls are not recorded or if their recordings are simply restricted from access? If so what section of the RFP should vendors respond to set requirements.	All calls are to be recorded.
50		On page 19 of the issued RFP DOCCS references off-line content for tablets. In other areas of the RFP DOCCS references wireless for tablets. Please confirm that wireless capabilities for downloading and update all content is an approved methodology provided the vendor is supplying the necessary wireless access points to facilitate use.	Downloading of content by inmates will not be allowed. The ONLY connectivity allowed for tablets is to the ITS to allow telephone calls.

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Question Number	RFA Section	Questions Received in Writing	DOCCS' Responses to Questions
51	RFP, Section 3.6	On page 20 of the issued RFP, Section 3.6: DOCCS requests "Provide complete documentation for all software upgrades or enhancements." Please confirm what information DOCCS is looking for the vendor to supply at the time of the RFP submission vs after award.	DOCCS requires that all software meet the requirements of Section 3.6 at the time of initial implementation and is not seeking any documentation related to upgrades or enhancements at the time of proposal submission. Documentation related to any future upgrades or enhancements required to remain in compliance with Section 3.6 must be provided to DOCCS for its review and approval prior to scheduling any upgrades or enhancements.
52	RFP, Section 6.2.1	Page 34, Section 6.2.1: DOCCS references "Past Performance – Security Incidents" in section 6.2.1. Does the DOCCS have any specific requirement for data protection and security? If so, what are the requirements all vendors must meet? Is there a minimum amount of time in which a vendor must have had zero breaches? Are breaches required to be disclosed? What section of the RFP should vendors respond to set requirements.	Section 3.11 details Security Requirements. There is no minimum time in which a vendor must have zero breaches. All breaches are required to be disclosed utilizing 6.2.1
53	RFP, Section 1.7/General	Page 4, Section 1.7: Will DOCCS consider a period for additional questions to be asked after the reception of the responses to the initial questions? This is normal and customary as the dissemination of answers will potentially spark additional questions that will need to be submitted or clarified.	See the response for Question 24 above.
54	RFP, Section 3.10	Page 24, Section 3.10: Section 3.10 states that the "DOCCS shall own all . . . customer account records (collect call, pre-paid, and credit) . . ." Customer accounts and associated records belong to the customer, and the vendor is required by FCC regulations (CPNI and newly enacted privacy regulations) to safeguard these records. Did the DOCCS intend in this section to reference <i>call detail records</i> instead of <i>customer account records</i> (which contain private financial data)?	Section 3.10 is amended as presented in Addendum II to the RFP. Please review the Addendum on the NYS Contract Reporter and/or the NYS DOCCS Web site.

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Question Number	RFA Section	Questions Received in Writing	DOCCS' Responses to Questions
55	RFP, Section 8.21	<p>Section 8.21 Equipment and Licenses Upon Termination, page 51: We understand that it is NYDOCCS's intent to ensure a seamless transition from one ITS vendor to another at the conclusion of the contract being solicited. It is standard and customary within the industry for the exiting vendor to facilitate such a transition through what is referred to as a "leave-behind solution," comprised of call detail records, call recordings, and hardware and software. The leave-behind solution affords the agency the ability to continue to access, and conduct research and investigations using, the data generated during the performance of the contract. Please confirm that this is the intent of the sections of the RFP concerning ownership of and/or access to data, software, and hardware.</p>	<p>See Addendum II as referenced in response to Question #31.</p>
56	General	<p>Based on a number of detailed questions and what we anticipate will be challenging answers to be developed by DOCCS, if DOCCS plans to issue an extension on the RFP due date, would you consider issuing notification of the extension prior to providing full answers to the questions as scheduled on 1/5/17? In order to develop comprehensive solutions that fully anticipate the complexity and fully capture appropriate costs estimates, vendors will need answers to the full set of questions. The current schedule allotment of 2 weeks between planned answers and the RFP due does not appear to facilitate such and if vendors attempt to develop solutions in order to meet planned schedules without full insight, it might result in less than optimized solutions for DOCCS.</p>	<p>See response to Question #24 above.</p>

Exhibit A

RFP 2016-02 Official Responses to Questions

The following information is associated with Question number 37:

<u>Jurisdiction</u>	<u>Collect/Direct Bill</u>			<u>Pre-paid</u>		
	Calls	Minutes	Revenue / Rated Cost	Calls	Minutes	Revenue / Rated Cost
Local			\$			\$
IntraLATA Intrastate			\$			\$
InterLATA Intrastate			\$			\$
Interstate			\$			\$
Other			\$			\$

SHU Cell Characteristics									12/15/2016
Facility	Bldg. No(s).	No. of Cells	No. of Floors	No. of Cells on each Gallery	Building Construction (Masonry, Precast, Poured Concrete)	Cell Wall Construction (Steel, Masonry, Precast)	Cell Door Construction, Type (Solid w/ Vision Panel, Bars)	Cell Size Sq. Ft.	
MAXIMUM SECURITY									
Attica	17	116	2	18, 6, 24, 10, 18, 6, 24, 10	Masonry	Steel	Bars	50	
Auburn	4	83	1	44, 39	Masonry	Steel	Bars	52	
Bedford	118	24	1	12, 12	Masonry	Masonry	Solid w/Vision Panel	82	
Clinton	14	48	1	12 x 4	Masonry	Steel	Solid w/Vision Panel	66	
Coxsackie	63,1	32,22	1, 1	8, 12, 12 / 11, 11	Masonry	Masonry	Solid w/Vision Panel	80, 70	
Downstate	1E	36	1	6 x 6	Masonry	Masonry	Solid w/Vision Panel	72-78	
Eastern	85	32	1	8, 12, 12	Masonry	Masonry	Solid w/Vision Panel	71-82	
Elmira	76	54	1	18	Masonry	Masonry	Solid w/Vision Panel	83	
Five Points	12	150	2	25	Masonry	Precast	Solid w/Vision Panel	105	
Great Meadow	4/2	68	1, 1	15, 15 / 38	Masonry	Masonry	3/8" Woven Rod, Bars	51.5, 47	
Green Haven	2	50	1	12, 13 x 4	Masonry	Steel	Bars	46	
Shawangunk	1A	16	1	16	Masonry	Masonry	3/8" Woven Rod	88	
Sing Sing	28	60	2	15 x 4	Masonry	Steel	Bars	47	
Southport	16	32	1	8, 12, 12	Masonry	Masonry	Solid w/Vision Panel	60	
Southport	4,5 & 6	756	3	21 x 36	Masonry	Masonry	Bars	60	
Sullivan	4	24	1	16, 8	Masonry	Masonry	3/8" Woven Rod	110, 165	
Upstate	8,9,10,11	600	2	12, 13 x 24	Masonry	Precast	Solid w/Vision Panel	104, 124	
Wende	16	34	1	17, 17	Masonry	Steel	Bars	43	
SHU 200									
Cayuga	38	100	2	12, 13 x 4	Masonry	Steel	Solid w/Vision Panel	108, 125	
Collins	130	100	2	12, 13 x 4	Masonry	Steel	Solid w/Vision Panel	108, 125	
Fishkill	100	100	2	12, 13 x 4	Masonry	Steel	Solid w/Vision Panel	108, 125	
Gouverneur	28	100	2	12, 13 x 4	Masonry	Steel	Solid w/Vision Panel	108, 125	
Greene	45	100	2	12, 13 x 4	Masonry	Steel	Solid w/Vision Panel	108, 125	
Lakeview	29	100	2	12, 13 x 4	Masonry	Steel	Solid w/Vision Panel	108, 125	
Marcy	30	100	2	12, 13 x 4	Masonry	Steel	Solid w/Vision Panel	108, 125	
Mid-State	125	100	2	12, 13 x 4	Masonry	Steel	Solid w/Vision Panel	108, 125	
Orleans	34	100	2	12, 13 x 4	Masonry	Steel	Solid w/Vision Panel	108, 125	
MEDIUM SECURITY									
Albion	95	48	1	16 x 3	Masonry	Masonry	Solid w/Vision Panel	81	
Albion (keeplock)	22/23	16	1	4 x 4	Masonry	Masonry	Solid w/Vision Panel	84	
Bare Hill	6	32	1	8, 12, 12	Masonry	Masonry	Solid w/Vision Panel	86	
Cape Vincent	6	32	1	8, 12, 12	Masonry	Masonry	Solid w/Vision Panel	80	
Cayuga	6	32	1	8, 12, 12	Masonry	Masonry	Solid w/Vision Panel	80	
Fishkill	21	84	3	28 x 3	Masonry	Masonry	Solid w/Vision Panel	117	
Franklin	16	32	1	8, 12, 12	Masonry	Masonry	Solid w/Vision Panel	80	
Gouverneur	6	32	1	8, 12, 12	Masonry	Masonry	Solid w/Vision Panel	90	
Gowanda	121	48	1	16 x 3	Masonry	Masonry	Solid w/Vision Panel	85	
Greene	11	15	1	8, 7	Masonry	Masonry	Solid w/Vision Panel	80	
Groveland	17	24	2	9, 15	Masonry	Masonry	Solid w/Vision Panel	82-98	
Hudson	62/4	28/4	2, 1	10, 18/4	Masonry	Masonry	Solid w/Vision Panel	77-92/82-88	
Livingston	6	32	1	8, 12, 12	Masonry	Masonry	Solid w/Vision Panel	80	
Marcy	6	32	1	8, 12, 12	Masonry	Masonry	Solid w/Vision Panel	80	
Mid State	10	32	2	16, 16	Masonry	Steel	Solid w/Vision Panel	80	
Mohawk	147	48	1	16 x 3	Masonry	Masonry	Solid w/Vision Panel	94	
Orleans	16	32	1	8, 12, 12	Masonry	Masonry	Solid w/Vision Panel	80	
Riverview	6	32	1	8, 12, 12	Masonry	Masonry	Solid w/Vision Panel	84	
Ulster	6	32	1	8, 12, 12	Masonry	Masonry	Solid w/Vision Panel	80	
Washington	16	32	1	8, 12, 12	Masonry	Masonry	Solid w/Vision Panel	80	
Watertown	112	12	1	12	Masonry	Masonry	Solid w/Vision Panel	82	
Woodbourne	4	14	1	10, 4	Masonry	Masonry	Solid w/Vision Panel	64-71	
Wyoming	16	32	1	8, 12, 12	Masonry	Masonry	Solid w/Vision Panel	80	
MINIMUM SECURITY									
Lakeview Shock	6	32	1	8, 12, 12	Masonry	Masonry	Solid w/Vision Panel	87	