



OFFICE OF WILL COUNTY EXECUTIVE
JENNIFER BERTINO-TARRANT

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2022-61 INMATE TELEPHONE SERVICES
ADDENDUM #3
JANUARY 14, 2022

Please note no further questions will be accepted or responded to for this RFP

We received the following questions/concerns regarding the bid listed above:

Question # 1 Can the County provide a more recent commission report, from November 2021 or later, that reflects the lowered commission rate?

Answer # 1: Please see attached

Question # 2: Is there a current agreement with “PURPLE” that is referenced in Addendum #1 in regard to TDD/TTY devices? Please provide more details on this setup, if possible.

Answer # 2: PURPLE was contacted after seeing a demonstration at a conference. They are federal government funded and provided the equipment (laptop) at no cost. There is no agreement or contract. Purple Communications - Home of P3 Video Relay Service - VRS (purplevrs.com)

Question # 3: Is there a particular cell phone detection device that is of interest to the facility? How many will be required?

Answer # 3: We don't have a current preference for cell phone detection devices. It was offered as a potential in one of the previous questions and peaked our interest. To be clear, it is not a mandatory to satisfy the bid.

Question # 4: We understand that hands-free phones will be used in the medical/intake areas, can you tell us the brand of hands-free and portable cordless phones currently in use, as mentioned on page 4 of Addendum 1 (e & f)?

Answer # 4: Ceeco (Manufacturer) Handsfree Inmate Phone
PHONE, 5042S TALL BLUE, 18 INCH/12 INCH DURACLEAR HANDSET EV, WITH VOLUME BUTTON – Wintel is the manufacturer

Question # 5: Approximately how many free calls are conducted each month?

Answer # 5: For calendar year 2021, there was an average of 881 free calls per month. These occur on the free phones located in A Pod, E Pod, F Pod and Medical housing as these are location based phones. There were also 398 pre-paid (court order phone cards) generated each month. These are issued by the judge to any inmate and can be utilized anywhere in the facility.

Question # 6: The revised pricing sheet provided in Addendum 2 includes a space for "Contract Duration (Years)". Is the County asking the bidder to propose a contract duration? Or should we base our offer on the 3-year term with 2 one-year renewal options, as stated on RFP p. 11?

Answer # 6: Contract is 3 years with 2 one-year renewal options.

Question # 7: The RFP does not ask for rates or fees. Do you require bidders to disclose rates and fees for all services as part of the proposal?

Answer # 7: Bidders are to disclose their rates and fees.

Question # 8: Section B on RFP p. 11 states that "there are phone stands in the common area with 4 phones connected to each other." Are these phone stands owned by the Facility? Will the incoming vendor be required to replace the existing phone stands?

Answer # 8: The phone stands will remain with the Facility.

Question # 9: Please advise if Will County is requiring inmate tablet connectivity/coverage in the inmate day rooms only, or if inmate in cell connectivity/coverage is also a requirement.

Answer # 9: We would like to have full coverage (dayroom and cell), but a breakdown of what it would take to accomplish this should be included in the bid.

Question # 10: We understand from the answer given in Addendum 2, question 4 with regards to Section E of the Original RFP "Performance and/or Payment Bonds (From Successful Bidder)" the successful bidder no longer has to provide a Performance and Labor & Material Payment bond. Can you clarify if the requirement from Section D of the Original RFP "Bid Security" 10% Bid Bond or Cashier's Check are still required?

Answer # 10: Please disregard any bid bond requirements.