



ADDENDUM FOUR

Questions and Answers Submitted

Date: September 16, 2013

To: All Bidders

From: Chris Loomis, Assistant Materiel Administrator
 Nebraska Department of Correctional Services

RE: Addendum for Request for Proposal Number RFP 69849-O3
 Inmate Automated Services

Scope of Addendum

1. How often will each inmate be allowed to order commissary?	Once per week.
2. How do inmates in general population currently place an order for commissary?	Paper order form.
3. How do inmates in segregated housing currently place an order for commissary?	Paper order form.
4. How many orders have been placed through the commissary at each facility, for each of the past three months?	<p>Facility, Sales, and Amount for the three month period of June, July, and August 2013</p> <p>NSP 13,646 for \$309,570.07</p> <p>LCC/DEC 8,771 for \$168,030.02</p> <p>TSCI 10,209 for \$220,531.01</p> <p>OCC 7,783 for \$176,729.96</p> <p>NCCW 2,980 for \$70,630.88</p> <p>CCCL 17,000 for \$48,851.93</p> <p>NCYF 1,032 for \$12,816.64</p> <p>WEC 1,426 for \$29,777.91</p> <p>Total 62,847 for \$1,036,938.42</p> <p>DEC inmates are served by the LCC canteen and the sales cannot be split by facility. CCCL inmates are allowed to order multiple times in a week at the present time.</p> <p>The above sales also excluded token sales.</p>

<p>5. Please provide the total commissary sales for the previous 6 month and 12 month periods – please do not include phone sales and/or sales tax.</p>	<p>Net Sales for July 2012 thru December 2012</p> <p>NSP \$571,218.06 LCC \$359,362.22 TSCI \$430,399.32 OCC \$278,078.98 NCCW \$124,050.26 CCCL \$164,180.12 NCYF \$ 20,819.55 WEC \$ 61,019.49</p> <p>Total \$2,009,128.00</p> <p>Net Sales for July 2012 thru June 2013</p> <p>NSP \$1,223,892.81 LCC \$ 736,616.28 TSCI \$ 884,713.72 OCC \$ 584,899.47 NCCW \$ 262,731.41 CCCL \$ 308,481.72 NCYF \$ 47,594.86 WEC \$ 130,043.33</p> <p>Total \$4,180,973.60</p>
<p>6. Can a current commissary list with pricing be provided? If so, please confirm that the listed prices do not include sales tax.</p>	<p>Refer to Attachment O for the order forms with the current wholesale prices.</p>
<p>7. Please provide the statewide ADP for each of the past 12 months.</p>	<p>If ADP stands for automated data processing, the amount related to this RFP cannot be determined as it is combined with other functionality.</p>
<p>8. Please confirm that the state is requiring a bag-and-drop operation utilizing the commissary vendor’s warehouse (off-site inventory)?</p>	<p>Yes</p>
<p>9. Will deliveries of commissary orders be made directly to each individual facility?</p>	<p>Yes</p>
<p>10. Is each facility equipped with a loading dock for receiving the delivery of orders?</p>	<p>No, if you are referencing a raised loading dock. Only TSCI, NCCW, and LCC has raised loading docks. LCC has a restriction on the size of truck. NSP Warehouse has a portable dock.</p>

<p>11. Is there an electrical outlet currently in place where each kiosk for both commissary and video visitation will be located? If not, who will be responsible for the cost of installation?</p>	<p>No there is not, NDCS will bear the cost of installation of electrical outlets.</p>
<p>12. Is the state's preference to have all the kiosks mounted to a wall (as opposed to the floor)? Who will be responsible for mounting the kiosks?</p>	<p>Not all kiosks will be wall mounted. Contractor will be responsible for mounting the kiosks.</p>
<p>13. The Cost Proposal section on page 67 states: "The component costs of the fixed price proposal for providing the services set forth in the Request for Proposal must be provided by submitting forms substantially equivalent to those described below.</p> <p>1. PRICING SUMMARY This summary shall present the total fixed price to perform all of the requirements of the Request for Proposal. <u>The bidder must include details in the Cost Proposal supporting any and all costs.</u> These details must include, at a minimum, detailed descriptions and/or specifications of the goods and/or services to be provided, quantities, and timing and unit costs, if applicable.</p> <p>Since all pricing will have already been submitted (On various Attachments), is it necessary to provide a response to this section? If so, could you provide further clarification as to what would be expected in the response?</p>	<p>Completion of Attachments D, K, L, and M meet the requirements.</p>
<p>14. On page 63, it states that the Technical Proposal should consist of four (4) sections, and goes on to list each of the four (4) sections, however there are more than four (4) section headings listed on pages 65 – 66. Would we be compliant with the desired format if we were to include section headings E. Contract Performance, F. Summary of Bidder's Corporate Experience, G. Summary</p>	<p>All items need to be included from pages 63 through 67.</p>

<p>of Bidder’s Proposed Personnel/Management Approach, and 1. Subcontractors in the Corporate Overview section of the Technical Proposal?</p>	
<p>15. What Offender Management System (OMS) is currently used by the state?</p>	<p>Current system is an NDCS designed system in conjunction with the Nebraska OCIO.</p>
<p>16. Will the vendor be subject to incurring costs associated with the development of any interfaces between the commissary system and the state’s OMS? If so, have these costs already been determined (if so, please specify the cost) or will it be up to the awarded vendor to work with the OMS provider to determine the costs?</p>	<p>Vendors will not interface with the NDCS system, files will be sent between the NDCS system and the vendor. NDCS is responsible for the costs to modify our system when deemed necessary.</p>
<p>17. Section - IV. PROJECT DESCRIPTION AND SCOPE OF WORK</p> <p>D. ELECTRONIC FUNDS</p> <p>20. The Contractor is required to send all card transactions through the State of Nebraska merchant services bank for processing including using the State of Nebraska Merchant identification number (MID). The State merchant bank may change throughout the term of the contract. The Contractor will also be required to make a transition if a new merchant services provider is hired. The term of the merchant services contract is approximately 5 years with additional renewal options. The Contractor will not charge NDCS or the State Treasurer’s Office for any transition to a new State of Nebraska merchant services bank.</p> <p>Question 1. – for the purposes of the contract that may result from this RFP is the State of Nebraska merchant services bank required to have a Nebraska Money Transmitter License?</p> <p>Question 2. - Will the State of Nebraska assign the successful vendor a State of Nebraska MID that will be tied directly to the successful</p>	<p><i>Information has been sent to the State Treasurer for answers.</i></p> <p>Pending response by State Treasurer’s Office.</p> <p>Vendor will use a State of Nebraska MID.</p>

<p>vendor's bank account?</p> <p>Question 3. – Will the State cover the Transaction Fees of the State of Nebraska merchant service bank?</p> <p>Question 4. – Who is the current State of Nebraska merchant services bank?</p> <p>Question 5. – What are the transaction fees associated with the current State of Nebraska merchant services bank?</p> <p>Question 6. Will the successful vendor be required to establish a merchant services contract with the State of Nebraska merchant services bank?</p> <p>Question 7. Will the successful vendor contact the State of Nebraska merchant services bank for support and troubleshooting of events relating to the merchant service?</p> <p>Question 8. Under the contract that may result from this RFP will the successful vendor be responsible as a merchant or as a service provider</p>	<p>No</p> <p>Pending response by State Treasurer's Office.</p> <p>State of Nebraska has a very competitive rate since it is for all state agencies. Rates are not available to NDCS. Pending response by State Treasurer's Office.</p> <p>Pending response by State Treasurer's Office.</p> <p>Pending response by State Treasurer's Office.</p> <p>Pending response by State Treasurer's Office.</p>
<p>18. Please provide answers to the following questions FOR EACH FACILITY:</p> <ul style="list-style-type: none"> • How many inmate housing units are on each floor in each building? • How's my inmates in each housing unit? • How many network closets support the data network? • Which inmate housing units are supported by each network closet? • Where do they want the visitor center, inside the facilities or remote to the facility? • Is A/C power currently available Are we supplying power? • Are all of the video visitation units 	<p>Information was provided with visual observation during tours. Population counts provided in Attachment G.</p> <p>Information was provided with visual observation during tours. One per unit.</p> <p>No visitor center will exist.</p> <p>A/C is either available or will be provided.</p> <p>Inmate use only.</p>

<p>identified in attachment H for inmate use only? Or are any of them identified for visitor use? If so, where will the visitor stations be located? Some at each facility? Separate remote visitation center? Or is NDCS looking at remote visitation exclusively?</p> <ul style="list-style-type: none"> • Can you please identify the number of network closets that will support the video visitation system in each location and if there are more than one network closet at each location, can you please identify which network closet will service each of the video visitation units? • Are the various facilities network connected via a fiber link? If so will contractor have access to a fiber pair to link the video visitation switches together? • Will the NDCS supply AC power for the video visitation units or will it be the responsibility of the video visitation vendor/contractor to provide a power source? • If more than one network closet exists and will be used to support the video visitation units at each facility, will NDCS provide a fiber link between each closet to establish communication between contractor provided network switches to support the video visitation system? • In Section 3g on page 49, it states, "Remote access is to be coordinated through the NDCS IT Department. NDCS IT will provide a VPN connection." This seems to suggest that NDCS would prefer the video visitation system to operate on the existing NDCS IT network. Or, is it preferred that the video visitation system operate on a completely parallel network provided by the Contractor? • Will NDCS provide the necessary bandwidth to support remote visitation or will that be the responsibility of the contractor? Where would the NDCS prefer the system controls be located? Does the NDCS want the recorded sessions stored on site or utilize a 	<p>None are for visitor use.</p> <p>Remote visitation only.</p> <p>Information was provided with visual observation during tours.</p> <p>Yes No</p> <p>The NDCS will provide AC power for the video visitation units.</p> <p>NDCS will be providing LAN at each facility, but contractor will be providing and installing the cable from the kiosk/VVS to the NDCS switch. NDCS will provide the wireless access point, however the contractor will provide and install the cable from wireless access point to the NDCS switch.</p> <p>NDCS will provide LAN, but contractor will provide WAN.</p> <p>Contractor responsibility.</p> <p>Web-based</p>
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cloud storage solution?	Refer to page 58 R.1
19. Is the NDCS Central Office lobby the only place a lobby kiosk is being requested to allow family and friends to put money on inmates books? Can you help explain the purpose of this kiosk only? What do you envision family and friends using in Omaha or Tecumseh or York to put money on inmate accounts other than phone and web?	Yes This is required to offer individuals an opportunity to send funds electronically to inmates without paying a fee. NDCS will pay the fee for usage of this kiosk. Family and friends will use the phone and web.
20. Please explain in a step by step diagram/explanation of how you envision the inmate accounting system working for commissary funds as well as electronic transfer of funds on inmate accounts	See attachment N.
21. For Commissary , you want to lock in the order for inmates funds 5 days prior to delivery. Please explain how this would work if there are other charges needed to be made within that 5 day period, such as medical.	Commissary Accounts can only be used for purchases from the contractor, this is not an inmates' primary account in our financial system.
22. Page 51 number 3 NDCS talks about Specific Commissary Items. Please explain the difference from ordinary commissary items and these from an accounting standpoint. If you are asking for orders to be locked in 5 days prior especially.	These specific items will still be sold by NDCS and will not be deducted from the Commissary Account, but the inmates' Institutional Account by NDCS Canteen staff. NDCS wants inmates to place these orders via the kiosk and NDCS Canteen staff will print the inmate orders for processing.
23. Page 56 mentions contractor employees. We assume you are referring to employees for startup and installation of equipment...correct? Please verify that you do not anticipate vendor employees on site at any facilities for the contract.	This includes contractor employees for startup and installation of equipment as well as service on equipment. We do not anticipate vendor employees on site at any facilities on an on-going basis.
24. What is the average amount of mail received by the NDCS each month?	Estimated to be approximately 50,000 to 60,000.
25. How many deposit transactions (per type: Money Order, Phone, Web, Walk-In) does the NDCS process each month?	All transactions are through the mail via money order or check. Refer page 39 C
26. Will the NDCS stop accepting deposits once they award this contract?	Not at this time.
27. Section L. COMMISSARY (page 51) states, "Contractor will disclose the base sale price of	

<p>each item, not including any NDCS commission markup.”</p> <p>Question: Since the state is NOT requesting a set commission rate, how will pricing be graded if the pricing submitted is not to include the commission being proposed, and the proposed commissions will undoubtedly vary from vendor to vendor?</p> <p>It goes on to state, “Attachment G will be considered part of the Bid Sheet.”</p> <p>Question: Attachment G is a listing of the kiosks being requested per facility, so it would appear that this is an error. Please confirm.</p>	<p>Products will have a percentage mark up as noted in L. 2. on page 51 to determine the NDCS commission.</p> <p>Attachments D, K, L, and M constitute the bid documents.</p> <p>Error</p>
<p>28. On Attachment D – Cost Proposal, please specify what is being requested for Commissary, Direct Orders and Religious Products, as there is a \$ and not a %.</p>	<p>Complete attachments K, L, and M. Do not enter amounts in Attachment D for Commissary.</p>
<p>29. Please confirm that the kiosk to be installed in NDCS’s headquarters is to accept credit and debit card deposits only and that no cash, checks or other types of payment will be accepted at this location.</p>	<p>This kiosk should accept credit and debit cards only.</p>
<p>30. Who will be responsible for the power required for the kiosks to be installed under this contract?</p> <p>a. What sort of surge protection, back-up power and electrical conditioning is in place at each NDCS facility?</p>	<p>NDCS</p> <p>None</p>
<p>31. Please confirm that the Connect Direct (NDM) application used by the State of Nebraska can export and receive files in XML or CSV format.</p>	<p>We have not used XML with Connect Direct and prefer to not use XML due to the additional programming that is required. A CSV format with Connect Direct is acceptable. The preferred method is a flat file via an SFTP.</p>
<p>32. In the Scope of Work’s Section L Requirement 3 the State requires that certain NDCS Specific Commissary Items like stamps, debit calling and merchandise from Cornhusker Industries be sold through the NDCS’s commissaries via a ‘unique NCCS menu’ option</p>	

<p>on the kiosks. Proposers' commissary software must enable the NDCS to run reports on sales of these items. Requirement 13 in this section specifies that contractors will be responsible for all inventory control and will keep sufficient stock on hand in our warehouse(s).</p> <p>a. Is it correct to interpret L.3 to mean that stamps and other such items will be kept in inventory on the onsite commissary windows?</p> <p>i. If so, who will be responsible for tracking this onsite inventory and for reordering when items run low?</p> <p>b. How do NDCS staff in the onsite commissary windows currently register received merchandise into inventory?</p> <p>i. Will NDCS commissary staff continue to follow this process or should proposers plan to provide a scanning system to ensure that merchandise received at the onsite stores can be tracked in our inventory system?</p> <p>ii. Does all merchandise from Cornhusker Industries arrive bar-coded?</p>	<p>Inventory of these items will be maintained at NDCS and will be NDCS responsibility.</p> <p>NDCS is responsible for tracking and maintaining this inventory.</p> <p>Scanning or entering with UPC's.</p> <p>NDCS will continue with our current process for the items that we will still sell to inmates.</p> <p>UPC's are assigned and created by NDCS.</p>
<p>33. For how long are contractors required to retain all inmate e-mails and images in the searchable database?</p>	<p>Images searchable and recoverable for one (1) year. E-mails will be searchable and recoverable for the life of the contract.</p>
<p>34. The State's RFP variously describes inmates' as having Institutional Accounts, commissary accounts, electronic messaging accounts (F.9 Scope of Work) and phone accounts. There is also an apparent requirement for a media or digital content account (I.1.e Handheld Electronic Device-Security on pg. 48).</p> <p>a. How many different account does each NDCS inmate currently have?</p> <p>b. Are all of these accounts tracked in the State's central database?</p> <p>i. Are purchasing histories aggregated into</p>	<p>a. The only current inmate account that is relevant to this RFP is the Inmate's Institutional Account. With the complete implementation of this RFP the inmate will have a Commissary Account and a Media Account. The Commissary Account will be used only for the purchases of items in Attachment J. The Media Account will be used for inmates to send e-messages and downloading music or other items allowed on their HED.</p> <p>All purchasing history is maintained in the</p>

<p>a central reporting system? If so, what file types does this system receive and what is this system?</p> <p>ii. How many 3rd-party systems does the Institutional Account system interface with to track the various inmate accounts?</p>	<p>Correctional Information and Tracking (CIT) system, which is a mainframe system in DB2. Currently we send and receive files related to debit calling accounts that are maintained external to CIT.</p> <p>CIT does not interface with any other systems but does send and receive files related to debit calling accounts.</p>
<p>34. Section D Requirement 20 on page 44 specifies that contractors will be required to send all card transactions, “Through the State of Nebraska merchant services bank for processing.”</p> <p>a. Does this mean that proposers will process the payments and then forward the funds and records to the State’s merchant services bank or that the State’s merchant services bank will process the payments for us?</p> <p>i. Each time a bank connects to the national credit card providers’ network to process a payment there is a small fee. Will the State’s bank bear this cost or will contractors have to reimburse for the cost of processing credit card payments?</p> <p>1. If we will be required to reimburse the bank for processing payments, please specify what the per-transaction and per chargeback rates will be?</p> <p>b. Will the selected contractor be required to open a merchant account at the State’s bank or will these payments be processed under the terms of the State’s contract with the bank?</p> <p>i. If the selected contractor will need to open a merchant account at this bank, please provide contact information for a bank officer who can speak to the cost(s) and step(s) required to complete this process.</p>	<p>Reference appears to be on page 41, not page 44.</p> <p>Pending response by State Treasurer’s Office.</p> <p>Selected contractor will be provided the needed information following award of the contract.</p>

<p>35. What spending limits will apply to inmate messaging accounts? What about to inmate music/media accounts?</p> <p>a. Will these purchases count against commissary spending limits?</p>	<p>Inmate messaging and music/media accounts will all be one account. A limit has yet to be determined.</p> <p>These purchases will not count against the commissary spending limit.</p>
<p>36. Will purchases of items from the onsite commissary windows (stamps, debit phone time, Cornhusker Industries products) count against commissary spending limits?</p>	<p>The purchases listed will not count against the commissary spending limit.</p>
<p>37. Section K Basic Video Visiting Requirements (page 50) specifies that, "VVS must be both portable and hardwired."</p> <p>a. In how many locations will portable video visitation sets be required?</p> <p>b. How far is each of these locations from the nearest network connection?</p> <p>c. Given that the State is prohibiting any solution using Wi-Fi these 'portable' visitation sets will have to be hard-wired back to a LAN endpoint. Will this be sufficiently 'portable' for the State's purposes?</p>	<p>Addendum 3, Attachment H.</p> <p>Information was provided with visual observation during tours.</p> <p>Addendum 3, attachment H, is allowed as specified.</p>
<p>38. The State's RFP specifies locations for inmate kiosks, but does not distinguish between video visitation kiosks and kiosks for commissary ordering, account look-up etc. Is it the intent of this RFP that private visiting sessions with families will take place in the same common areas and day rooms as other inmate activities?</p> <p>a. May proposers offer alternate plans to provide some privacy and to protect legal confidentiality of some visitation sessions?</p>	<p>Information was provided with visual observation during tours.</p> <p>Alternate plans are not acceptable. All video visits are considered non-legal visits.</p>
<p>39. Will inmates' electronic messaging accounts be used to pay for video visitation sessions?</p> <p>Or will these be paid for from the commissary or institutional accounts? Or will only outside money be accepted for this service?</p>	<p>Inmates will not pay for video visitation, approved visitors will pay for video visitation sessions.</p>

<p>a. What spending limits will these sessions count against?</p>	
<p>40. Section D part 21 on page 44 of the State’s RFP requires that contractors provide documentation of compliance with PCI standards and disclosure of any data breaches during the contract period.</p> <p>a. If the intent is to require bidders to conform to a high standard of data security, will the NDCS require any disclosure of actual prior performance? For instance, would the NDCS like proposers to report how many time they have lost customer data? Had data stolen? How many times their database have been breached? How long it took to detect intrusions? And how long it took to inform customers’ whose data was stolen?</p>	<p>The contractor must maintain PCI compliance during the life of the contract once awarded (page 41).</p>
<p>41. Section I (Handheld Electronic Devices page 48) specifies a preference for devices using AA or AAA non-rechargeable batteries. However part 4 of this section requires the ability to display and view photos and part 6 requests the ability to support e-books, games and other digital content. The RFP also requires a full-color screen.</p> <p>An energy-efficient 4-inch full color LCD screen and standard processor requires about 3.7 volts and will burn 800mAh. Even top-of-the-line “Super Heavy-Duty” alkaline AA batteries can store only 1700-3000 milliamp hours (mAh) and produces a nominal voltage of 1.5 volts. Unless the State permits proposers to offer devices that display photos in black and white or that have pixel densities and refresh rates far below what any games or commercial photo viewers are designed for, this requirement seems to conflict with the set of features and capabilities requested. A device comparable to even a low-end, free-world HED would have to have a slow processor and very short battery</p>	

<p>life (3 batteries would support only 6 hours of continuous use) to meet these conflicting requirements.</p> <p>a. What is the State’s purpose in restricting inmates to such an unusual combination of hardware specifications and features?</p> <p>i. Will the State entertain other options to achieve these objectives?</p> <p>b. The RFP requires that proposers disclose how long their proposed HED will last on a single set of batteries; but does not specify whether that measurement should be taken with the screen on or off, music playing, composing an e-mail or playing a video game. The standard way to measure a handheld device’s battery life is to turn the screen to full brightness and play a video and music simultaneously. Will the State specify that proposers are to use this standard when describing their proposed device’s battery life?</p> <p>c. How will the cost of burning through batteries at these rates be factored into the cost proposal evaluation process? For instance, a \$50 device that requires \$5 (a 4-pack of AAs is \$3.99 + tax at Wal-Mart) a week of batteries will cost an inmate more than \$300 a year before any content is purchased. A \$150 device that can be recharged would cost the same inmate half as much despite 3x the list price.</p> <p>i. How will these factors be weighted?</p> <p>d. Alkaline batteries are e-waste and cannot be disposed of with regular trash. There are often fees associated with e-waste disposal, or the NDCS will have to collect these batteries for transport to a designated e-waste depot. How will these costs be factored into the evaluation of the HEDs proposed?</p>	<p>NDCS will also allow rechargeable batteries, integrated, internal battery preferred.</p> <p>Screen at full brightness</p> <p>None</p> <p>Scoring criteria is not disclosed. Scoring criteria is not disclosed.</p>
<p>42. In response to questions asked during the State’s procurement process for Inmate Media Services in July of 2011 (Addendum 5),</p>	<p>The network that runs to the inmates phones was from PCS; PCS has since been bought by GTL.</p>

<p>the State said that there is power running to each of the locations where kiosks are to be installed because there are inmate phones in the same locations. Who owns the network that runs to the inmate phones? Who owns the raceways and conduit to these locations?</p> <p>a. Is all cabling Cat 5E or better?</p>	<p>NDCS owns the raceways and conduit to these locations.</p> <p>Cabling is Cat 6.</p>
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