

12/1/2022

Lt. Colonel Aretha Pegram  
Southside Regional Jail Authority  
244 Uriah Branch Way  
Emporia, VA 23847

**RE: Clarification questions for RFP: 01-FY2023 Inmate Telephone and Video Visitation System**

Lieutenant Colonel Pegram,

I would like to thank you and the Southside Regional Jail Authority for the opportunity to participate in the procurement process for the referenced Request for Proposals. Global Tel\*Link Corporation d/b/a ViaPath Technologies ("ViaPath") looks forward to providing a fully compliant and competitive response to the County, facilitating the continuance of our partnership. After careful review of the solicitation, we respectfully submit the following questions for clarification:

1. Vendors' questions are currently received through 12/8, with no date provided for all responses to be received. If all responses were provided by no later than the same date, 12/8, vendors would have only approximately five working days to process answers and ship the hard copy submittal before the current deadline of 12/16, at 2 PM. To ensure that all vendors have the ability to digest and adjust their RFP response as needed, we respectfully request that the Regional Jail Authority grant a two-week extension to the due date from the date all responses are released for the RFP.  
[There will not be a 2 week extension to the due date.](#)
1. a) Additionally, if an extension is granted, we respectfully request the Regional Jail Authority maintain the 12/8 date as the closing of the questions period.  
[Refer to Question one](#)
2. Regarding ink signatures, please confirm that the Regional Jail Authority will accept electronic signatures for this proposal response.  
[Yes, Electronic Signatures are accepted](#)
3. Please confirm that the submitting vendor may provide Confidential information in a sealed envelope inside our proposal binder. [Yes, the submitting vendor may provide Confidential information in a sealed envelope inside our proposal binder](#)
4. Regarding the last sentence of section 2.28 Mail Scanning: "The Contractor shall provide a portable drug detection device capable of scanning for illegal mail." Please confirm the requirement should read: The Contractor shall provide a portable drug detection device capable of scanning for illegal drugs.

[Regarding the last sentence of section 2.28 Mail Scanning, the RFP will remain as is](#)

5. Within the issued RFP there are two separate sections that refer to references. Section 3. Proposal Preparation, item 3 on page 14 states... “A list of 5 references in the State of Virginia where vendor has successfully deployed a 1 to 1 ratio is a mandatory requirement.” On page 29, Exhibit A states “Indicate below a listing of at least three (3) recent accounts, either commercial or governmental, that your company is servicing, has serviced, or has provided similar goods/services. Include the length of service and the name, address and telephone number of the point of contact.” Please confirm that Southside Regional Jail is requesting a list of three (3) references in the State of Virginia where vendor has successfully deployed a 1 to 1 ratio and is a mandatory requirement.  
[The RFP will remain as written](#)
6. Page 27 of the issued RFP outlines penalties for service failures. Please confirm that the Regional Jail Authority is willing to negotiate applicable penalties, post award, based upon issue severity.  
[There will be no negotiations on the penalties for service failures.](#)

In closing, I would like to again thank you for the opportunity take part in this solicitation and retain your business. Should you have any questions or need additional clarification, feel free to contact me at your convenience.

Sincerely,

John Rogers, Senior Account Manager  
804-304-9653  
[John.Rogers@viapath.com](mailto:John.Rogers@viapath.com)

## Questions received from Combined Public Communications:

1. Item 3 continued on Page 14 (under Proposal Preparation and Submission Requirements), it states "A list of 5 references in the State of Virginia where vendor has successfully deployed a 1 to 1 ratio is a mandatory requirement."

Unfortunately, this requirement will result in Southside Regional Jail receiving limited responses to the RFP and eliminate the opportunity to evaluate competitive proposals and determine the best choice.

If the intention of this requirement is to ensure you select a vendor that is already established in providing technology at a 1 to 1 ratio successfully, would you consider amending this requirement to accept vendors who do not necessarily have 5 facilities yet in the State of Virginia, but do have ample experience with facilities of similar size in other states, deploying 1 to 1 ratios?

Allowing this amendment will enable Southside Regional Jail to have a competitive bid process and make an active choice in who their next inmate telephone provider will be. It will also result in the opportunity to evaluate telecommunications companies that have a demonstrated history of providing superior customer service and new innovative solutions.

[Per Superintendent Johnson, the RFP will remain as written](#)

2. Item 2 on page 4 states "Responding vendors must have a physical brick and mortar location in the commonwealth of Virginia". Would the SSRJA consider removing this requirement? The on-site administrator will be local and the service level agreement requested section 6.12 on page 27 identifies response time that vendors must adhere to.

[Vendors must have a physical brick and mortar location in the Commonwealth of Virginia](#)

3. For page 15 item 6- Please describe what information you would like regarding parts availability.

[The Vendor is responsible for listing the available parts as part of the RFP](#)

4. Item 4 on page 16- In the Evaluation Criteria chart, the SSRJA is evaluating proposals based partially on Information supplied by Virginia references. Would the SSRJA consider changing this criteria, to be more inclusive of other vendors interested in proposing solutions that have proven success in multiple other states that they can provide references from?

[The RFP will remain as written, the criteria will not be changed.](#)