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TPSGC  
11 Laurier St. / 11, rue Laurier  
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Core 0A1 / Noyau 0A1  
Gatineau, Québec K1A 0S5  
Bid Fax: (819) 997-9776

**SOLICITATION AMENDMENT**  
**MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

**Comments - Commentaires**

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du**  
**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**  
Telecommunications Division / Division des  
Télécommunications  
Place du Portage, Phase III  
4th floor / 4e étage  
Core C1 / Noyau C1  
11 Laurier St. / 11 rue Laurier  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> INMATE TELEPHONE SYSTEM	
<b>Solicitation No. - N° de l'invitation</b> 21120-129346/A	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> 21120-129346	<b>Date</b> 2012-07-03
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$EF-712-24533	
<b>File No. - N° de dossier</b> 712ef.21120-129346	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2012-07-17</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Carrara, Ron	<b>Buyer Id - Id de l'acheteur</b> 712ef
<b>Telephone No. - N° de téléphone</b> (819) 956-9518 ( )	<b>FAX No. - N° de FAX</b> (819) 953-3703
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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This amendment is issued to respond to enquiries submitted on the Request for Information (RFI) for the Inmate Telephone System.

### **Enquiry 1**

Are there restrictions that prohibit administration access to the Call Control Service via secure web interface from Ministry computer terminals in place of a standalone network of computer terminals.

### **Response 1**

Correctional Service Canada (CSC) 's requirement would be for a standalone network of computer terminals.

### **Enquiry 2**

Annex A, Section 2.6 - Can you provide an example of a future collateral service?

### **Response 2**

Future collateral services may be include services such as Inmate Canteen and libraries.

### **Enquiry 3**

Can you be more specific about the number of enclosures required and any restrictions associated with the type of furniture? For example, should the enclosures be all steel or aluminum?

### **Response 3**

The Inmate Telephone enclosures must be of a robust construction, and therefore must be made of an extremely durable material such as steel. Other materials, which are equally strong and durable as steel (such as some plastics), would be acceptable provided that the material is such that it would be impossible for an inmate to break off or shatter the material in a manner that would produce debris that could be used as or worked into a weapon.

The majority of enclosures are currently owned by CSC and it is expected that any additional enclosures that may be required would be no more than 400.

### **Enquiry 4**

Are the Smart Cards that are currently used commercially available and are they customized specific to the inmate at all? For example, do you put the inmates' picture on the card?

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**Response 4**

They are a standard commercial cards and are not customized.

**Enquiry 5**

Can you elaborate on the financial transactions associated with inmates? For example:

- a. How do Friends/Family deposit money into an inmate's trust account? What payment methods can they use?
- b. Is the smart Card used for any other purpose in the jail such as Canteen?
- c. Are the inmates funds segregated into a separate phone account or is everything managed out of the Trust Account?

**Response 5**

- a. This is handled by the individual institution on behalf of inmates. There would be no involvement in this process by the contractor. As such, the requested information is not relevant to the Inmate Telephone System RFI.
- b. Currently, the smart card is used exclusively with respect to the Inmate Telephone System.
- c. This process is internal to CSC.

**Enquiry 6**

It appears that the Ministry utilizes a dual authentication consisting of a Smart Card and a PIN. Does the Ministry also use or plan to use a biometric to further identify the caller?

**Response 6**

There is no plan, at this time, to implement this additional authentication nationwide as part of any future services contract.

**Enquiry 7**

Do you currently have any integration between your existing Offender Management System and the Inmate Telephone System?

**Response 7**

There is no integration currently between CSC's Offender Management System and the Inmate Telephone System.

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**Enquiry 8**

Are the current cut-off switches owned by the Ministry or will we need to provide new cut-off switches?

**Response 8**

The cut-off switches are physical switches installed at the institutions and are the property of CSC. The successful contractor of the proposed Inmate Telephone System would be responsible for connecting their system to these switches and ensuring their proper operation.

**Enquiry 9**

Can you elaborate on the functionality and integration requirements of your current call recording technology?

**Response 9**

The current system consists of two parts:

Part 1: audio and on/off hook by bridging across the phone line

Part 2: the service provider sends data packets to the recorder via DSL link with origin phone number, PIN number and destination phone number.

The data and audio are correlated using the Origin Number as the common item.

An algorithm would then define if the call should be recorded or suppressed based on warrant data and the suppression list

The recorder is currently being upgraded to a newer offering from Eventide.

**Enquiry 10**

Can you provide a list of the current rates charged for debit and collect calling?

**Response 10**

The rates are confidential.

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**Enquiry 11**

Does the contract with your current supplier stipulate how quickly they must remove their phones? For example, could you require them to remove 20 phones per day during a transition?

**Response 11**

The information is confidential.

**Enquiry 12**

Would it be possible to tour one of your facilities to get a better understanding of the day to day operation of the phone system and how it integrates with your current systems? This would allow us to better understand and highlight for CSC the improved efficiencies that can be offered.

**Response 12**

There are no site visitations with this RFI.

**Enquiry 13**

Can you provide a full list of the locations and addresses for the facilities that require either inmate phone service and/or access to the ITS platform? We need this information so that we can work on our solution prior to the RFP release.

**Response 13**

A list of institution locations/addresses is attached. Note that the proposed Inmate Telephone System would have to be fully functional at each of the correctional institutions and headquarters locations listed in Appendix B of Annex A of the RFI. Appendix B of Annex A of the RFI provides the number of inmate telephone sets and workstations that would be required at each institution and headquarters locations.

As noted in Section 2 of the RFI , potential suppliers of any goods or services described in the RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. The procurement of any of the goods and services described in this RFI may not necessarily follow the RFI. The RFI is simply intended to solicit feedback from industry with respect to the matters described in the RFI. The RFI does not reflect a real or implied commitment on the part of Canada to implement any or all of the application or infrastructure initiatives described in the RFI.

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001  
File No. - N° du dossier  
712ef 21120-12-9346

Buyer ID - Id de l'acheteur  
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**Attachment to Amendment Number 001  
List of CSC Institutions and Addresses**

<b>Region</b>	<b>Institution / Site</b>	<b>Address</b>
<b>NHQ</b>	National Headquarters	340 Laurier Avenue West, Ottawa, ON, K1A 0P9
<b>Atlantic</b>	Regional Headquarters	859 Main Street, 2nd floor, Moncton, NB E1C 1H1
	Atlantic Institution	13175 Route 8, PO Box 102, Renous, NB, E9E 2E1
	Dorchester Institution	4902 Main Street, Dorchester, NB, E4K 2Y9
	Nova Institution for Women	180 James Street, Truro, NS, B2N 6R8
	Springhill Institution	330 McGee Street, PO Box 2140, Springhill, NS, B0M 1X0
	Westmorland Institution	4902 A Main Street, Dorchester, NB, E4K 2Y9
<b>Ontario</b>	Regional Headquarters	443 Union Street, P.O. Box 1174, Kingston, ON, K7L 4Y8
	Bath Institution	5775 Bath Road, PO Box 1500, Bath, ON, K0H 1G0
	Beaver Creek Institution	Beaver Creek Drive, PO Box 1240, Gravenhurst, ON, P1P 1Y2
	Collins Bay Institution	1455 Bath Road, PO Box 190, Kingston, ON, K7L 4V9
	Fenbrook Institution	2000 Beaver Creek Drive, PO Box 5000, Gravenhurst, ON, P1P 1Y2
	Frontenac Institution	1455 Bath Road, PO Box 7500, Kingston, ON, K7L 5E6
	Grand Valley Institution for Women	1575 Homer Watson Boulevard, Kitchener, ON, N2P 2C5
	Joyceville Institution	Highway 15, PO Box 880, Kingston, ON, K7L 4X9
	Kingston Penitentiary	560 King Street West, PO Box 22, Kingston, ON, K7L 4V7
	Millhaven Institution	Highway 33, PO Box 280, Bath, ON, K0H 1G0
	Pittsburg Institution	3766 Highway 15, PO Box 4510, Kingston, ON, K7L 5E5
	Regional Treatment Centre	560 King Street West, PO Box 22, Kingston, ON, K7L 4V7
	Warkworth Institution	County Road 29, PO Box 760, Campbellford, ON, K0L 1L0
<b>Pacific</b>	Regional Headquarters	Unit 100 - 33991 Gladys Avenue, Abbotsford, BC V2S 2E8
	Ferndale Institution	33737 Dewdney Trunk Road, PO Box 50, Mission, BC, V2V 4L8
	Fraser Valley Institution	33344 King Road, Abbotsford, BC, V2S 6J5
	Kent Institution	4732 Cemetery Road, PO Box 1500, Agassiz, BC, V0M 1A0

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Region	Institution / Site	Address
	Kwikwexwelhp Healing Village	Morris Valley Road, PO Box 110, Harrison Mills, BC, V0M 1L0
	Matsqui Institution	33344 King Road, PO Box 2500, Abbotsford, BC, V2S 4P3
	Mission Institution	8751 Stave Lake Street, PO Box 60, Mission, BC, V2V 4L8
	Mountain Institution	4732 Cemetery Road, PO Box 1600, Agassiz, BC, V0M 1A0
	Regional Treatment Centre	33344 King Road, PO Box 3000, Abbotsford, BC, V2S 4P4
	William Head Institution	6000 William Head Road, Victoria, BC, V9C 0B5
<b>Prairie</b>	Regional Headquarters	2313 Hanselman Place, PO Box 9223, Saskatoon, SK, S7K 3X5
	Bowden Institution	Highway 2, PO Box 6000, Innisfail, AB, T4G 1V1
	Drumheller Institution	Highway 9, PO Box 3000, Drumheller, AB, T0J 0Y0
	Edmonton Institution	21611 Meridian Street, PO Box 2290, Edmonton, AB, T5J 3H7
	Edmonton Institution for Women	11151, 178th Street, Edmonton, AB, T5S 2H9
	Grand Cache Institution	Hoppe Avenue, PO Box 4000, Grande Cache, AB, T0E 0Y0
	Grierson Institution	9530, 101st Avenue, Edmonton, AB, T5H 0B3
	Okimaw Ohci Healing Lodge	PO Box 1929, Maple Creek, SK, S0N 1N0
	Pê Sâkâstêw Healing Lodge	Highway 2A, PO Box 1500, Hobbema, AB, T0C 1N0
	Regional Psychiatric Centre	2520 Central Avenue North, PO Box 9243, Saskatoon, SK, S7K 3X5
	Riverbend Institution	15th Street West, PO Box 850, Prince Albert, SK, S6V 5S4
	Rockwood Institution	Highway 7, PO Box 72, Stony Mountain, MB, R0C 3A0
	Saskatchewan Penitentiary	15th Street West, PO Box 1600, Prince Albert, SK, S6V 5R6
	Stony Mountain Institution	Highway 7, PO Box 4500, Stony Mountain, MB, R3C 3W8
	Willow Cree Healing Centre	PO Box 520, Duck Lake, SK, S0K 1J0
<b>Québec</b>	Regional Headquarters	3 Place Laval, 2nd Floor, Laval, QC, H7N 1A2
	Archambault Institution	242 Montée Gagnon, Sainte-Anne-des-Plaines, QC, J0N 1H0
	Cowansville Institution	400 Fordyce Avenue, Cowansville, QC, J2K 3G6
	Donnacona Institution	1537 Highway 138, Donnacona, QC, G3M 1C9
	Drummond Institution	2025 Jean-de-Brebeuf Boulevard, Drummondville, QC, J2B 7Z6

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<b>Region</b>	<b>Institution / Site</b>	<b>Address</b>
	Federal Training Centre	6099 Levesque Boulevard East, Laval, QC, H7C 1P1
	Joliette Institution	400 Marsolais Street, Joliette, QC, J6E 8V4
	La Macaza Institution	321 Chemin de L'Aeroport, La Macaza, QC, J0T 1R0
	Leclerc Institution	400 Montée Saint-Francois, Laval, QC, H7C 1S7
	Regional Reception Centre	246 Montée Gagnon, Sainte-Anne-des-Plaines, QC, J0N 1H0
	Montée Saint-François Institution	600 Montée Saint-Francois, Laval, QC, H7C 1S5
	Port-Cartier Institution	Chemin de L'Aeroport, PO Box 7070, Port-Cartier, QC, G5B 2W2
	Saint-Anne-des-Plaines Institution	244 Montée Gagnon, Sainte-Anne-des-Plaines, QC, J0N 1H0