

**VIRGINIA PENINSULA REGIONAL JAIL
WILLIAMSBURG, VIRGINIA**

757-820-3915

Date: February 10, 2026



**Request for Proposals 2026-003- Inmate Telephone, One to
One Inmate Tablet Ratio, & Deposit Services
ADDENDUM 3 -Unanswered Questions Q60 thru Q69
Questions & Responses**

Questions:

Q1. Please provide the average daily population for the last three months, broken down by month, if possible.

A1: October 2025=349 November 2025=355 December 2025= 344

Q2. Please provide a copy of all current contracts and amendments pertaining to all services under this RFP.

A2: Attached at end of Q&A Addendum.

Q3. What is the anticipated start date for this contract?

A3: Contract award March 2nd 2026, full contract implementation April 1, 2026

Q4. Please provide the following information regarding the VPRJ's current inmate tablet program:

- a. How many tablets does the VPRJ have today? **A4a: 145**
- b. Who is the tablet manufacturer? **A4b: Provided by ViaPath**
- c. Do inmates share the tablets? **A4c: Yes** How do they check them out? **Pod officer**
- d. Exactly what services and applications are offered on the tablets? **A4d: Inmate facility communication (request/grievance), video visit, messaging, mail scan, law library, & premium content.**
- e. Please provide all the rates and fees associated with the tablets. **A4e: See Q37.**
- f. Please provide tablet usage reports for the past several months. **A4f: See RFP**

Q5. Please provide a breakdown by housing unit of the inmate capacity in each. The inmate capacity for each cell block is necessary for determining network requirements. Additionally, what is the rated capacity of the VPRJ?

A5:
Alpha 93
Bravo 93
Charlie 94
Delta 94
Fox 94
Echo 94
Security 34
Medical 15
DOC rated capacity =290.

Q6. Is the inmate banking/trust account managed through the commissary system or the Jail Management System (JMS) or other system? If other, please specify.

A6: Inmate banking/trust account is Lockdown and is interfaced throughout facility applications.

Q7. What is the current ITS service rate per minute?

A7: See answer Q37

Q8. What is the current remote VVS service rate per minute?

A8: See answer Q37

Q9. What is the cost for an inmate or public user to receive an electronic (email) message?

A9: There is no cost to receive a message.

Q10. What is the cost for a public user to send an inmate an electronic photo attachment?

A10: See answer to Q37

Q11. RFP Attachment D, Item 2, “*Call Type Breakdown*,” indicates that a total of 2,042,083 ITS minutes were used at the VPRJ between January and December 2025.

To assist contractors in developing accurate and competitive proposals, will the VPRJ please provide the total gross revenue generated from these 2,042,083 ITS minutes, as well as the total commission revenue received by the VPRJ during this period?

A11: VPRJ’s current contract is based on a minimum annual guarantee. No “commission revenue” realized by VPRJ.

Q12. RFP Attachment D, Item 2, “*Call Type Breakdown*,” indicates that a total of 1,078,923 VVS minutes were used at the VPRJ between January and December 2025.

To assist contractors in developing accurate and competitive proposals, will the VPRJ please provide the following information:

Does the 1,078,923 VVS minutes, include both on-site and remote video visitation sessions?
What was the total gross revenue generated from VVS minutes, as well as the total commission revenue received by the VPRJ during this period?

A12: No remote video visitation. VPRJ's current contract is based on a minimum annual guarantee. No "commission revenue" realized by VPRJ.

Q13. RFP Attachment D, Item 2, "**Call Type Breakdown**," indicates that a total of 2,159,492 paid "content" minutes were used at the VPRJ between January and December 2025.

To assist contractors in developing accurate and competitive proposals, will the VPRJ please provide the following information:

- a. What is the per minute service rate for paid "content"? A13a: See answer to Q37
- b. What was the total gross revenue generated from the paid "content" minutes, as well as the total commission revenue received by the VPRJ during this period? A13b: This data is currently not available.

Q14. RFP Attachment D, Item 2, "**Call Type Breakdown**," does not include any data regarding the "number of incoming and outgoing messages" used at the VPRJ between January and December 2025.

To assist contractors in developing accurate and competitive proposals, will the VPRJ please provide the following information:

- a. How many incoming and outgoing messages were sent/received during this period? A14a: Outgoing messages are part of the per minute content volumes
- b. What was the total gross revenue generated from incoming and outgoing messages, as well as the total commission revenue received by the VPRJ during this period? A14b: The commission for VPRJ is a contract-based MAG of \$750.000 per year.

Q15. Are you being invoiced for any services provided by the current vendor? If so, please describe.

A15: Invoiced for inmate phone and video usage, not for services to VPRJ.

Q16. Please provide details about any commission, cost reimbursement, technology grants, signing bonuses, or any other compensation the VPRJ receive from their current inmate communication system service provider(s).

A16: None

Q17. Does the VPRJ's agreement with their current ITS provider include a Minimum Monthly or Minimum Annual Commission Guarantee? If so, please describe.

A17: Yes, minimum annual guarantee.

Q18. The RFP item located on page #18, states, "**2.28. DEBIT PROCESSING SYSTEM:** *The Contractor hereby covenants, represents, warrants, and agrees that it shall design, develop, configure, implement, test, deploy, operate, support, and maintain full and continuous system-level integration and interoperability between the inmate telephone system and all third-party systems, platforms, and service providers identified or referenced in Attachment F to this Contract, including, without limitation, inmate accounting systems, jail or offender management systems, commissary and trust fund systems, payment processing platforms...*" We are unable to locate "**Attachment F**."

Will the VPRJ please provide "**Attachment F**" and/or provide the following information:

- a. Name of and primary point of contact details regarding the VPRJ's current Inmate Account Systems service provider. **A18a: Lockdown (Tech Friends)**
- b. Name of firm and primary point of contact details regarding the VPRJ's current commissary and trust fund system provider. **A18b: Lockdown (Tech Friends)**
- c. Name of firm and primary point of contact details regarding the VPRJ's Jail Management System (JMS) provider. **A18c: JailTracker**
- d. Name of firm(s) and primary point of contact details for any other third-party systems required to be interfaced with the proposed inmate communications system. **A18d: None presently.**

Q19. Will the VPRJ please provide the following information to clarify RFP requirement “**2.32. TELE-MEDICINE VIA INMATE TABLET/KIOSK**” located on pages 20-21:

- a. Please provide details requiring the set-up and operation of the tele-medicine services currently provided via inmate tablets/kiosks? **A19a: Not currently provided.**
- b. Does the VPRJ intend for the contractor to provide only the technology platform for telemedicine, or is the contractor also expected to procure, contract with, or manage medical providers? **A19b: Technology only**
- c. Will the VPRJ be contracting separately with healthcare providers, or must the contractor's solution integrate with an existing medical services vendor? **A19c: VPRJ contracts separately.**
- d. Who is responsible for scheduling tele-medicine appointments (medical staff, custody staff, or the Contractor's system)? **A19d. Contracted medical staff.**
- e. Is the Contractor expected to provide staff-facing scheduling and queue management tools, or will this be handled through an existing medical system? **A19e: Will use existing medical system.**
- f. Must the tele-medicine solution integrate with the VPRJ's existing Electronic Health Record (EHR) system, and if so, which platform is currently in use? **A19f: No**

Q20. The RFP item located on page #21, states, “**2.33. MAIL SCANNING:** *The Contractor hereby covenants, represents, warrants, and agrees that it shall furnish, implement, operate, and maintain, at its sole cost and expense, a comprehensive inmate mail scanning and electronic mail delivery solution for all non-legal inmate correspondence...In addition, the Contractor shall supply and maintain a portable, Jail-approved drug detection device capable of screening incoming mail for the presence of illegal or prohibited substances, including but not limited to synthetic drugs, narcotics, or other contraband, and shall provide training and support necessary to ensure Jail staff can effectively operate such device in connection with the mail scanning process.*”

Many contractors provide mail scanning solutions in which original physical mail is not delivered to the facility or inmates. Instead, all non-legal mail is received at a secure off-site location, scanned, digitized, and delivered electronically, thereby eliminating the introduction of physical mail and substantially reducing the risk of contraband entering the facility.

Please clarify whether contractors proposing a fully off-site mail scanning and electronic delivery model, in which no original physical mail is delivered to the Jail or inmates, are still required to supply a portable, Jail-approved drug detection device as part of their proposed solution.

A20: Yes, for physical legal mail.

Q21. The RFP item located on page #22, states, “**2.36. SYSTEM DEPLOYMENT:** *...The Contractor shall further bear sole responsibility for providing regular, timely, and accurate progress updates to*

the Jail in a manner and frequency acceptable to the Jail, and for ensuring that all hardware, software, firmware, infrastructure, cabling, systems, components, and related equipment are installed, configured, tested, and fully operational in strict accordance with manufacturer specifications, industry standards, contractual requirements, and Jail policies no later than thirty (30) calendar days following the date of full Contract execution. In the event the Contractor fails to achieve full implementation within the thirty (30) calendar day period, the Contractor hereby agrees, acknowledges, and consents to the assessment of liquidated damages in the amount of Three Thousand Dollars (\$3,000.00) per calendar day for each and every day...”

All inmate communications contractors rely on third-party telecommunications providers to provision the broadband network circuits and connectivity required for system operation. The provisioning of such circuits is typically subject to lead times of four (4) to six (6) weeks, which are outside the direct control of the Contractor and may impact the ability to achieve full system implementation within a 30-day period.

Accordingly, will the VPRJ please consider extending the required full implementation deadline from thirty (30) calendar days to sixty (60) calendar days to account for third-party carrier provisioning timelines and ensure a successful, fully compliant deployment?

A21: No.

Q22. Item E, of “**3.2 SPECIFIC PROPOSAL INSTRUCTIONS**” located on page #32, states, “*E. The proposed commission. To be based on the Contractor’s gross revenue for all calls. Gross revenues shall be defined as all revenue, monies, credits or other things of value received by the Contractor, (or by any person or entity having an ownership, management, or beneficial interest in Contractor), from whatever source, as a result of inmate calls, including, but not limited to, revenues received by the Contractor as a result of service charges or surcharges charged to the called party...*”

On December 5, 2025, the Federal Communications Commission (FCC) published a Notice of Proposed Rulemaking on Permanent Rates to the Federal Register (90 RF 56155). This Notice finalizes permanent rate caps for both IPCS audio and video communications and reiterates the prohibition of IPCS providers from paying commissions to agencies on revenue derived from these services. However, agencies are allowed to recover a \$0.02 per-minute rate additive to cover reasonable administrative, maintenance, and monitoring costs associated with service provision. All IPCS providers and correctional agencies must implement all rules identified in the Notice by April 6, 2026. For complete notice details, please visit: <https://www.govinfo.gov/content/pkg/FR-2025-12-05/pdf/2025-22130.pdf>.

A22: Addendum 1 – Change in scope language

Q23. After the first round of questions is answered, will the VPRJ accept additional questions if clarification is needed for any of the VPRJ’s responses?

A23:No

Q24. Please confirm vendors can submit electronic proposals to eVA without also needing to submit hard copies.

A24: Vendors may only submit electronically proposals to eVA.

Q25. Will all vendors, including the incumbent, be required to install new equipment? This creates a level playing field amongst all bidders.

A25: No.

Q26. Please provide the last 12 months of call, video, and tablet data.

A26: See attachment D in the RFP.

Q27. Please provide current calling rates.

A27: See answer to Q37

Q28. Can you please confirm whether VPRJ intends to maintain the current structure, where free video visitation takes place in the separate second floor visitation booths, or if it would be acceptable for inmates to remain in their housing units to complete free video visits?

A28: Will consider.

Q29. Is VPRJ open to utilizing Western Union for the release process, or if release cards are the only acceptable method?

A29: Release Debit cards only.

Q30. Does VPRJ currently utilize a telemedicine provider? If so, which provider does the Jail use?

A30: No.

Q31. Page 2 of the RFP, under "Receipt of Proposals" includes, "Please submit four (4) copies..," and page 4, second paragraph opens with, "It is the express preference and strong recommendation of the Regional Jail that all proposals be submitted electronically through the Commonwealth of Virginia's Electronic Procurement System (eVA)...." Will VPRJ please confirm the required format for the response, uploaded, printed or both?

A31: We will accept electronic proposals to eVA.

Q32. Within the issued RFP the agency asks for submitting providers to provide a "MAG". With the new FCC order vendors are only permitted to provide a cost recovery of two (2) cents per minute for phone calling and two (2) cents per minute for video visitation. For this reason, vendors are not permitted to provide a MAG to an agency for these two services. In addition to the above mentioned cost recovery vendors are permitted to pay commission on non-regulated services. Any vendor who might pay a MAG for non-regulated services and the revenue for those non-regulated services fall short the vendor would be in violation of the FCC order. For these reasons, we respectfully request that any reference to a MAG be eliminated from this solicitation.

A32: Addendum 1 – Change in scope language.

Q33. Pg. 9 of the RFP, requirement 2.3 calls for fully integrated OneTRS solution. What is VPRJ's

current OneTRS integration status? How is this being accomplished currently?

A33: VPRJ does not currently have a OneTRS.

Q34. Call History is provided in Attachment of the RFP. Please provide this information broken down by bill type (prepaid and debit). A34

Row Labels	Sum of Minutes
Advance Pay	1,559,741
CANADA	144
INTERLATA	5,987
INTERSTATE	1,520,448
INTRALATA	11,490
LOCAL	21,672
Advance Pay One Call	239,231
INTERLATA	568
INTERSTATE	229,232
INTRALATA	913
LOCAL	8,518
Collect	48
LOCAL	48
Debit	243,063
INTERLATA	846
INTERNATIONAL	4,040
INTERSTATE	228,738
INTRALATA	2,045
LOCAL	7,059
MEXICO	335
Grand Total	2,042,083

Q35. Does the Call History include both free and paid minutes, or paid minutes only?

A36: Call history only includes paid minutes.

Q36. The “Number of incoming and outgoing messages” on p. 65 is blank. Please provide usage data for messages.

A37: Disregard.

Q37. In order to help us evaluate usage data and recognize additional revenue potential, it is very helpful to have the rates currently being charged to end-users under the current contract. Please provide the following information:

Call Category	Rate Charged	Cost Basis
Local Inmate-Paid Debit	\$0.21	Per Minute
In-state Long Distance Inmate-Paid Debit	\$0.21	Per Minute
Interstate Inmate-Paid Debit	\$0.21	Per Minute
Local Family-Paid Prepaid	\$0.21	Per Minute
In-state Long Distance Family-Paid Prepaid	\$0.21	per minute
Interstate Family-Paid Prepaid	\$0.21	per minute
International	\$0.21	per minute
Tablet Rates	Rate Charged	Cost Basis (flat rate or per-minute fee)
Tablet Rental Fee	No Rental	N/A
Movie Rental	No Rental	N/A
TV Show Rental	No Rental	N/A
Music	\$0.03-\$0.05	Per Minute
Games	\$0.03-\$0.05	Per Minute
Video Rentals	No Rental	N/A
Video Purchases	No Purchases	N/A
Video Visitation Rates	Per-Visit or Per-Minute Rate	Cost Basis (per visit or per minute)
Remote Video Visit	\$0.25	Per Minute
Messaging Rates	Rate Charged	Cost Basis (per message or per minute)
Voicemail	N/A	N/A
Email or Text Message	\$0.25	Per Family & Friend Message
Video Message	N/A	N/A

Q38. Section 3.2.E on p. 32 states that the commission will be “based on the Contractor’s gross revenue for all calls.” The new FCC regulations that were published to the Federal Register in December 2025 prohibit commissions on inmate calling or video visitation. However, the VPRJ is entitled to collect up to \$0.02 per minute of calling and video visitation as a reimbursement for its “legitimate, verifiable facility costs” for providing these services. Does the VPRJ want to revise the commissions section, or should vendors simply propose FCC-compliant offers?

A38: Addendum 1 posted.

Q39. Please provide the Fee structure for all Trust Fund deposit methods:

- Phone
- Web/Mobile
- Kiosk
- Walk-in Retailer (Cash transactions)
- Other

A 39. Cash

\$0.00 to \$20.00 - \$3.95

\$20.01 to \$100.00-\$4.95

\$100.01 to \$200.00-\$5.95

CC

\$0.00-\$20.00 - \$3.95

\$20.01to \$100.00 - \$4.95

\$100.01 to \$200.00- \$5.95.

Q40. Please provide 3 months of detailed Trust Fund transaction history for all inmates or provide the information below:

- Average number of Trust Fund deposits per month
- Average amount of total dollars deposited per month

A40: October 2025: 325 deposits, average \$76.49 including fees

November 2025: 383 deposits, average \$69.87 including fees

December 2025: 342 deposits, average \$78.58 including fees

Q41. Does the VPRJ currently receive a commission on Trust Fund deposits? If so, what is it?

A41: No

Q42. Please provide a copy of all current contracts and amendments pertaining to all services under this RFP.

A42: Attached at end of Addendum 2

Q43. Please provide a breakdown by housing unit of the inmate capacity in each. The inmate capacity for each cell block is necessary for determining network requirements and charging stations needed to support the tablets.

A43: See Q5

Q44. Please confirm that the VPRJ will provide any necessary power (wiring and electricity) for the required tablet chargers.

A44: Yes

Q45. Please provide a breakdown of the inmate population, in percentages or actual numbers, by local, DOC, or other agency.

A45: October DOC-70, Local-279
November DOC-71, Local-284
December DOC-83, Local-261

Q46. In order to ensure a level playing field for all bidders, please confirm that the successful vendor must provide new equipment. Also, please verify that this applies to both new potential bidders and the incumbent provider.

A46: Equipment should be new and upgraded.

Q47. Please provide the schedule in which the inmates have access to the inmate phones.

A47: Current Schedule: 0700-1100
1400-1700
1900-2300

Q48. What limits does the VPRJ place, if any, on use of the services in this RFP –maximum number of onsite visits allowed per week (or other interval), remote visits per week, calls per week, minutes per call/visit, etc?

A48: On site visit = One 30-minute visit per 7-days.

Remote visit = no limit.

Calls = no limit

Minutes per call = 20

Minutes per visit = 15

The above will change with new contract award

Q49. Mail scanning is a required service listed under Section 2.33. What is the average number of inmate mail pieces received daily? Of these, what percentage are legal mail?

A49: Mail scans are less than 10 per day.
All legal mail is received directly to VPRJ.

Q50. Section 2.30 on p. 19 requests law library access on the tablets. Do you have a subscription to a law library service today, or is the vendor expected to provide the law library subscription?

A50: Fastcase software is utilized for the law library application on tablets.

Q51. The RFP requires installation within 30 days of contract award. However, only the incumbent vendor can meet this requirement, since any new vendor will have to order new circuits from the Local Exchange Carrier, who usually requires a minimum of 30 days' notice to install circuits. Therefore, will the VPRJ allow a more realistic installation timeframe for all bidders, such as 60 days, with no negative impact to scoring of the Proposed Project Schedule?

A51: No

Q52. Section 1.2.B states, "All inmate communication(s) will be preserved and available to the Facility during the contract and indefinitely at contract conclusion." Storing video recordings requires a significant amount of space and is costly. So that we can estimate these costs, please define the storage period required for video recordings.

A52: Indefinite.

Q53. Section 1.2 indicates there are 74 pedestal phones currently. Who owns the pedestals? How many phones does each pedestal hold?

A53: Incumbent owns pedestals. One phone per pedestal.

Q54. What is the anticipated start date for this contract?

A54: Start date March 2nd, with implementation April 1, 2026.

Q55. Requirement B.2 on p. 27 requires that, for responses spanning multiple pages, the requirement number and topic should be restated at the top of each page. Would it be acceptable, instead, to respond to each requirement in the exact order they appear in the RFP, using the RFP headings and numbering, so that the proposal formatting matches that of the RFP?

A55: Acceptable.

Q56. Regarding Requirement 6.9 on page 56 of the RFP, would the VPRJ consider removing the one-hour time window during which the required report(s) needs to be submitted?

A56: No.

Q57. Further, also regarding Requirement 6.9 on page 56 of the RFP, which states that failure to provide the required reports (including a timekeeping report for onsite personnel) within the designated time window will result in a financial penalty of \$100.00 per hour, conflicts with the language in Requirement 2.44 which states that failure to provide the required time keeping reports for onsite personnel will result in a fine of \$1,000 per day. Can the VPRJ please clarify the penalties associated with delayed delivery of the report documenting hours worked by onsite personnel each week?

A57: 2.44 is a staffing description, 6.9 is a reporting description.

Q58. Requirement 5.18 on page 45 of the RFP states that offerors may be required to submit financial statements as part of this RFP process if requested by the VPRJ. Please confirm that if any financials are provided under this condition and upon the request of the VPRJ, they will be held confidential and not released as part of any subsequent public records request?

A58: Will consider based on contractor request and advisement of facility Counsel.

Q59. After the first round of questions is answered, will the VPRJ accept additional questions if clarification is needed for any of the VPRJ's responses?

A59: No

- Please provide a copy of all current contracts and amendments pertaining to all services included in this RFP.

Q60. Please provide a copy of all current contracts and amendments pertaining to all services included in this RFP.

A60: Attached at end of Addendum 2

Q61. In order to ensure a level playing field for all bidders, please confirm that the successful vendor must provide new equipment. Also, please verify that this applies to both new potential bidders and the incumbent provider.

A61: See A46

Q62. Please provide the schedule in which the offenders have access to the offender phones and tablets.

A62: See A47

Q63. Are calling cards being used today? If so, how are they purchased and given to the offender?

A63: No

Q64. Section 2.30 on RFP p. 19 requires “earbuds (provided by the Offeror).” Do you require free earbuds for every offender booked for the life of the contract, or is it acceptable for offenders to have the ability to purchase earbuds through the commissary?

A64: Yes and earbud type must be approved prior to distribution.

Q65. What is the anticipated start date for this contract?

A65: See A54

Q66. Do you currently have an onsite technician?

A66: No

Q67. For the past 12 months, what was the total dollar amount of fees or penalties assessed due to non-performance or failure to meet contractual service levels under the current agreement?

A67: Not applicable. Fees and penalties are not provided in current contract.

Q68. Section 2.33, page #21 of the RFP states, “MAIL SCANNING...The successful Offeror shall provide a portable drug detection device capable of scanning for illegal mail.” To assist vendors in drafting an appropriate response to this requirement, will the facility please provide the following information:

- a. If mail scanning solutions are proposed in which inmates are never provided with the original, physical hard copy of postal mail, does a “portable drug detection device” still need to be provided?

A68: See A20

Q69. Please confirm the services currently provided via tablets, for example: Messaging, video visitation, movies, music, books, magazines, and any other services that you are currently receiving.

A69: All the above plus all inmate / facility communication (requests, grievances, sick calls, etc.)