



Government of Bermuda  
Ministry of National Security  
Department of Corrections

**Addenda**  
**For**  
**Inmate Telephone Systems & Services**

Procurement No.: DOC # 2021 – 1

Issued: Friday March 11, 2022

Submission Deadline: **Monday April 18, 2022 04:00:00 PM AST**

Addenda No, 4

**Addenda Type: Questions and Responses**

The following addendum supersedes information contained in the solicitation document issued for this procurement to the extent referenced. This Addendum forms part of the solicitation documents and will be subject to all of the conditions set out in the contract conditions.

<b>Question 1:</b>	<b>Will existing handsets be left back on the premises from the previous vendor?</b>
<b>Answer 1:</b>	<b>Previous vendor has stated that they are prepared to sell the existing equipment should the new service provider wish to purchase it.</b>

<b>Question 2:</b>	<b>Can respondents reach out to the previous vendor to leave the handsets?</b>
<b>Answer 2:</b>	<b>Yes previous vendor can be contacted about the equipment.</b>

<b>Question 3:</b>	<b>Can calling cards be sold from retail shops outside the premises?</b>
<b>Answer 3:</b>	<b>No as currently calling cards are not used in the facilities.</b>

<b>Question 4:</b>	<b>Are long term prisoners allowed to opt for phones?</b>
<b>Answer 4:</b>	<b>All inmates are allowed to use the PIN system.</b>

<b>Question 5:</b>	<b>Are there any special requirements like special extensions, 911/medical calls etc.?</b>
<b>Answer 5:</b>	<b>No special extension needed.</b>

<b>Question 6:</b>	<b>How frequently can technicians have access to the phones for maintenance?</b>
<b>Answer 6:</b>	<b>Service arrangements can be made within working hours as long as vendor makes arrangements to visit the facility prior.</b>

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<b>Question 7:</b>	<b>Current culture doesn't support a solid revenue, will they be willing to provide a guarantee for a minimum revenue?</b>
<b>Answer 7:</b>	<b>No we are not prepared to provide a minimum revenue guarantee.</b>

<b>Question 8:</b>	<b>Is a cell phone signal blocking service/technology required to be implemented?</b>
<b>Answer 8:</b>	<b>No not at this time.</b>

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**End of Addenda No, 4**