1. The RFQ references 650+ inmates. Can you provide current or anticipated inmate population by facility, annual/monthly call volume, and approximate total talk time?

ANSWER: The population estimate is 650 inmates with some upward adjustment ability to go beyond that number. The annual estimated minutes calls to include United States Disciplinary Barracks (USDB), Mid-West Joint Regional Correctional Facility (MWJRCF), and Northwest Joint Regional Correctional Facility (NWJRCF) is 4.5M minutes annually.

2. Is there a required retention period for source audio, transcripts and associated analysis?

ANSWER: 1 Base Year

3. Is ViaPath the sole source system today? Are additional audio, video, messaging or other communication sources anticipated during the period of performance?

ANSWER: ViaPath is the system being utilized where there are no known replacements at this time.

4. The RFQ references messaging / electronic communications. What systems and content types are included, and how will that communication data be made available to the chosen platform?

ANSWER: Telephones, video visitation, and tablet messaging. ViaPath.

5. Is there a defined allowable latency threshold for “near-real-time” transcription, monitoring and alerting?

ANSWER: not more than 2 minutes

6. Will privileged communications be excluded upstream by ViaPath / DoD staff, or is the solution expected to identify and exclude them?

ANSWER: No privileged communication systems will be affected.

7. For Pricing Schedule A1 / CLIN 0001, what period of performance should bidders assume? Are option years or a multi-year structure contemplated or preferred?

ANSWER: One year only requirement to validate quality of service.

8. Should pricing be structured as a fixed enterprise unlimited processing model, or, should bidders model proposals based on usage / volume thresholds?

ANSWER:

9. Can you confirm the required CMMC level and whether information processed under this effort will be treated as CUI?

ANSWER: None of these communications should be privileged or controlled unclassified. This is open communication between the inmate and their contact.

10. Can you confirm the evaluation methodology and basis of award; e.g., LPTA versus best value and any weighting among technical capability, past performance and price?

ANSWER: See latest amendment clarifying LPTA.

11. Lastly, want to confirm the quote submission deadline as 2 pm CST August 13, 2026, along with the required submission method.

ANSWER: See latest amendment updating closing to 20 August 2026 at 2pm CST.