



July 26, 2023

SUBJECT: Request for Proposal 2023-024, *Inmate Communications System Amendment 2*

MESSAGE: Please note and acknowledge the following changes or additions to be included in the referenced section(s) of 2023-024.

1. Releasing the follow up answers to the questions submitted for incorporation into the RFP document.

Please complete the acknowledgement of this notice on the next page of this document and include it in your proposal response.

Sincerely,

William V. Spinelli, CPA
Chief Financial Officer

WVS/ref

Enclosure



CHAD CHRONISTER, SHERIFF

ACKNOWLEDGMENT OF AMENDMENT

We do hereby acknowledge the information and/or changes described in the Amendment #2 to Request for Proposal 2023-024, *Inmate Communications System*

PLEASE PRINT: Company Name: _____

By: _____

Title: _____

Date: _____

Signature: _____

(Signed Acknowledgment must be included with your Submission)

Questions & Answers 2

- 1. How many video visitation kiosks are currently installed in public areas for onsite visitors?**

Answer: 58

- 2. W Regarding the RFP requirement on page 4: "Contractor to provide and maintain their own off-premises server/s to operate the services described in this RFP. Contractor shall be solely responsible for the operation, maintenance, and upgrades required for the systems/services described in this RFP. Contractor to provide a minimum of 48 hours of notice to HCSO for unscheduled maintenance that could result in any service interruptions."**

In our experience, tablet systems with servers installed off-premise often delay inmate access to tablet content, while onsite servers ensure content is readily available to inmates. To offer the most favorable tablet solution for inmates, will the County please waive this requirement?

Answer: The ideal solution for HCSO would be a cloud based, off-premise solution. (**more information should be gathered to identify/define "Delay")

- 3. Please confirm there is fiber in place at the Falkenberg Road Jail the awarded vendor can utilize.**

Answer: Fiber optic pairs have been designated and assigned for utilization for the current inmate tablet system and will remain moving forward.

- 4. Please confirm there are 12 General Population Housing units with 4 dorms in each, and 72 inmates per dorm.**

Answer: Currently, inmates are housed only at the Falkenburg Road Jail, where there are ten (10) general population housing units. Each general population housing unit has four (4) pods, and each pod currently houses up to seventy-two (72) inmates. Refer to previous questions/answers for more information.

- 5. Who is the current video visitation kiosk provider?**

Answer: All onsite visitation kiosks belong to HCSO.

- 6. At the Falkenberg Road Jail, please confirm there is one (1) network closet per dorm.**

Answer: There is one network closet per 2 pods for a total of two network closets per housing unit.

7. Could the County please confirm there are 2 existing wi-fi antennas per pod at the Orient Road Jail that can be used by the awarded vendor?

Answer: All existing wireless access points belong to the current vendor. Refer to previous questions/answers for more information.

8. Regarding legal mail processing, please clarify whether County staff will be responsible for legal mail or if the phone vendor will be required to scan legal mail.

Answer: This RFP seeks a vendor that will manage incoming legal mail onsite, as described in the RFP.

9. How does the County intend to ensure the inmate is present during legal mail processing?

Answer: This RFP requests vendors to propose a method of processing legal mail onsite for inmates present in jail.

10. How many bail payments are processed per month, and what is the average bail transaction amount?

Answer: This RFP seeks vendors' solutions to allow arrestees to make "bond deposits" in Central Booking. During the month of June 2023, 103 such transactions were made for a total of \$60,893 in arrestee bond deposits (does not include separate "Touchpay" fees collected by current provider).

11. In the Security Requirements in Exhibit A, Section 7, one bullet says "Random MAC's to be enabled, where supported by end devices." Since inmate tablet systems must enforce a uniquely high degree of security, typically non-registered MAC addresses would not be allowed to access the tablet network. Please clarify, what is the purpose of this requirement and under what circumstances would the County want to allow access to random MAC's?

Answer: The use of registered MAC addresses is acceptable.

12. The Supplier Packet contains an ACH Payment Authorization Form. Since the County will not be making payments to the vendor under this contract, may vendors omit this form from their submission?

Answer: Yes