

Questions & Answers
 (DEADLINE February 21, 3:00pm EST)
 #2

(QA1 revision in yellow)

10. Please provide the fee structure for all Trust Fund deposit methods:

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

Handling Service Fee Structure for Deposit Services					
Gross Amount Deposited	Credit/Debit Deposits via Web/Mobile App	Credit/Debit Deposits via Phone	Credit/Debit Deposits via Lobby Kiosk	Cash Deposits via Lobby Kiosk	Walk-In
\$0.01 - \$XX.XX	\$X.XX	\$X.XX	\$X.XX	\$X.XX	\$X.XX
\$XX.XX - \$XX.XX	\$X.XX	\$X.XX	\$X.XX	\$X.XX	\$X.XX
\$XX.XX - \$XX.XX	\$X.XX	\$X.XX	\$X.XX	\$X.XX	\$X.XX
\$XX.XX - \$XX.XX	\$X.XX	\$X.XX	\$X.XX	\$X.XX	\$X.XX

Answer: HCSO currently partners with ViaPath for inmate communication services, and Aramark for commissary services. HCSO remains uninterested in fees.

(QA1 revision in yellow)

8. How is commissary ordered today?

Answer: Exhibit A (III) (5): Currently, pod kiosks are used for various functions, such as: facility messaging and staff-to-inmate communication; commissary purchasing; review of court information, such as court and trial dates. HCSO wants commissary-ordering capabilities to remain on the tablet system as well.

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

Answer: Please refer to Attachment 1 – Facility Data

17. Please provide a copy of each agreement/contract and all amendments (if applicable) the County has executed with its incumbent inmate Telephone System (ITS), Video Visitation System (VVS) and Tablet provider(s).

Answer: Requested documentation to be distributed by secure mail to participants of the pre-bid 2/21/25.

18. How many inmate telephone stations are currently installed?

Answer: Facility tablets are—and to remain—capable of making phone calls. **Fixed phone stations:** Each general population pod has six (6), except for FRJ 2C and 2D – both of which have zero. Each confinement MOD has one (1); confinement PODs have varying numbers of MODs (refer to site map). Each FRJ medical pod has five (5). ORJ Booking has eleven (11).

19. How many inmate multi-function/video visitation kiosks are currently installed.

Answer: Our visitation center has twenty (20). Each confinement MOD has one (1). Each medical POD has one (1).

20. Please provide the current service and commission rates associated with each of the following inmate services: a). ITS, b). VVS, c). Electronic Messaging (aka Email) and d). Entertainment/Media. NOTE: If any inmate service is not currently utilized by the County or is not relevant to the RFP, please mark the appropriate service item response as "not applicable."

Answer: Current commission rate is 25% of tablet revenue ONLY. Refer to recent FCC ruling for current restrictions on commissions from inmate communication services. It is widely known the recent FCC ruling has been heavily challenged and is under review.

21. To allow a contractor to present their best possible offer, it is very important to have historical information regarding revenue data for current inmate services. Will the County please provide copies of Service Usage/Revenue/Commission reports for the past three months for the following County services: a). ITS, b). VVS, c). Electronic Messaging (aka Email) and d). Entertainment/Media? NOTE: If any inmate service is not currently utilized by the County or is not relevant to the RFP, please mark the appropriate service item response as "not applicable."

Answer: Please refer to Attachment 1 – Facility Data.

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

Answer: Unless disciplinary or other restrictions dictate otherwise, each inmate to be allowed two (2) hours of no-cost onsite video visitation each week. There are no other maximum numbers of calls or video visits imposed. With a 1:1 tablet ratio, HCSO generally seeks to maintain unrestricted access to calls and visitation.

23. The RFP indicates that the County currently has an inmate tablet program in place. Will the County please provide the following details regarding its current inmate tablet program: a.) Who is the current tablet manufacturer/provider?, b.) How many tablets does the County have today? c.) Do inmates share the tablets?, d.) How do they check them out? e.) What services are currently available on the tablets (i.e., education, electronic messaging, entertainment, video visitation, etc.) and f.) How many tablet charging stations are currently installed?

Answer: A) Tablets are currently provided by ViaPath.

B) HCSO owns zero tablets, however we seek to maintain an approximate 1:1 ratio with the current vendor.

C) We currently use a “community use” model, wherein if a pod houses 72 inmates, said pod should have 72 tablets. Currently, the tablets are assigned to the pods, not the inmates.

D) Inmate requests a tablet from the deputy and generally may use it for the day.

E) All of the above, plus phone capabilities. We use mobile charging carts, and each pod is outfitted with enough carts to ensure allocated tablets have enough ports to charge all tablets simultaneously.

24. RFP section “4. COMMISSION AND PAYMENT,” located on page #28 states, “The successful Contractor shall pay commissions calculated on all applicable gross revenues generated by and through the Inmate Communications System (ICS). Gross revenues will include all additional charges and fees other than those mandated by law.” Based upon the FCC rule under the Martha Wright Reed Just and Communication Act of 2022 (“MWR Act”), please identify the specific ICS revenue generating services in which the contractor shall pay the County commissions on.

Answer: Any that are within the bounds of applicable law throughout the duration of the contract. It is widely known the referenced ruling has been heavily challenged and is under review.

25. Exhibit A: Inmate Communications System Requirements, item #7, states, “Provide each inmate with a specified amount of no-cost phone time per week, to be reset weekly.” What is the specific amount of “no-cost” phone time per week the County requires contractor to provide.

Answer: All calls made from Central Booking shall be free. Additionally, HCSO seeks proposals for additional no-cost phone time, in weekly intervals; five (5) minutes per week is a reasonable point of reference.

26. Exhibit A: Inmate Communications System Requirements, item #11, states, “For the duration of this agreement, to include any/all extensions or amendments to this agreement, Awarded Proposer will, at no cost to HCSO, provide HCSO with fulltime on-site technicians (employees)...” What is the specific number of “fulltime on-site technicians” the County requires contractor to provide?

Answer: Enough to ensure all operational requirements of this RFP are met. Currently there are two (2), but they do not currently manage legal mail. HCSO has not specified a number.

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

Answer: Additional clarification thought to yield additional enlightening information will be answered. Questions deemed to be redundant or inconsequential may not be answered.

28. Will HCSO please confirm that in order to ensure the selected vendor is financially stable and can provide the services required through the contract term, all vendors are required to disclose any pending, current or prior bankruptcy filings?

Answer: Only disclosure that is required by any/all RFP documents is requested.

29. Exhibit A, Item 16, Page 7: The kiosk currently onsite in the booking/intake areas at Hillsborough is provided by Aramark. Will HCSO please clarify if the request is for a separate kiosk for deposits only for the Inmate Communication services included in this solicitation?

Answer: Kiosks in intake/booking to be operated and maintained by the awarded inmate communications provider. It will be incumbent upon the awarded communications provider to do what is necessary to ensure continued interoperability with the commissary provider. A total of two (2) “intake cash” processing kiosks are currently provided in intake/booking and HCSO requests to maintain two for redundancy purposes. However, the referenced item calls for a minimum of one of the kiosks be equipped to support self-bail purposes.

30. Exhibit A, Item 17, Page 7: Will HCSO please confirm if the 2 kiosks required will be for deposits for services only in the solicitation & not commissary or trust? As those deposits are currently managed by Aramark.

Answer: HCSO requests funds collected by kiosks to remain capable of being used for communications or commissary purposes. A “unified wallet” concept is preferred. Inmates are currently able to move funds from their trust to communications account balances.

31. Will HCSO please provide a firm date as to when responses to vendor questions will be provided?

Answer: All questions received prior to the Q&A listed deadline have been included in Q&A #1 and Q&A #2.

32. Will HCSO please allow for additional questions to be asked after the reception of the initial responses? This is normal and customary as the dissemination of answers will potentially spark additional questions that will need to be submitted and answered.

Answer: Additional Q&A thought to yield additional enlightening information will be answered. Questions deemed to be redundant or inconsequential may not be answered.

33. Will HCSO please agree to accept a digital scan or stamped signature for this proposal response from a Chief Growth Officer who is authorized to bind the company in lieu of a pen ink signature?

Answer: HCSO will accept electronically signed documents and thusly be considered original documents and will be legally binding and enforceable to the fullest extent permitted by applicable law, including the Florida Electronic Signature Act (Chapter 668.001-668.006, Florida Statutes).

Electronic signatures will be deemed valid if they are verifiable. Verification methods may include, but are not limited to:

- Digital Certificates: Signatures accompanied by a digital certificate issued by a trusted certification authority.
- Unique Identifiers: Signatures linked to a unique identifier, such as an email address or IP address, that can be reasonably associated with the signatory.

34. Will HCSO please confirm that vendors are allowed to submit multiple offers? If so, are they allowed to submit them electronically via DemandStar and how will they be evaluated?

Answer: HCSO will not allow vendors to submit multiple offers. All electronic responses will only be received through the secure portal at DemandStar. Evaluation procedures are outlined within the RFP.

35. Does the 60 days install apply to both locations, or only what is in use today?

Answer: Transition plan to turn-key solution may not exceed 60 days for the occupied pods and associated inmate communication needs at the time a new contract/agreement is executed. ORJ Housing Unit #5 shall also be included as its use is anticipated prior to the end of the year.

36. Is there flexibility regarding the 60 days install?

Answer: The turnkey implementation is 60 days from contract award. Vendors should propose an implementation plan that aims to achieve this deadline. Proposals that require an insignificantly longer timeframe may be considered, provided a clear justification and detailed schedule are included.