

Questions & Answers

(DEADLINE February 21, 3:00pm EST)

#1

1. **The submission requirements on RFP p. 34 state, “Responses may be submitted by hand-deliver, United States Postal Service (USPS), commercial shipment or electronically at DemandStar.” Our understanding is that if we submit our proposal electronically at DemandStar, no hard copies will be required. Is that correct?**

Answer: Yes, one complete copy of the entire completed RFP package is required by utilizing an option listed in 2025-002, Part D, paragraph 3.

2. **Vendors may list deviations / exceptions on Part D – Proposal Response. However, Section 31 on p. 25 says “In instances where an exception is stated upon the PROPOSAL RESPONSE (PART D), said Proposal Response will be subject to rejection by the HCSO in recognition of the fact that said Proposal Response does not meet the exact requirements imposed upon the Proposer.” Does this mean proposals listing exceptions in Part D will be disqualified, or does it mean the County will review a vendor’s exceptions and may choose to disqualify a proposal if exceptions are not acceptable to the County?**

Answer: Any exception to 2025-002 GENERAL TERMS AND CONDITIONS (PART A), SPECIAL PROVISIONS (PART B), SPECIFICATIONS (PART C) or ATTACHMENT 1 incurs the possibility of rejection by the Hillsborough County Sheriff’s Office (HCSO).

3. **Will the County allow for a proposal to present multiple pricing options for the County’s consideration?**

Answer: HCSO will review all just, fair, and reasonable rate options presented succinctly for consideration.

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

Answer: This information was provided as Attachment 1 *Facility Data* to the RFP.

5. **Is the inmate trust account managed through the commissary system or the Jail Management System or other system? If other, please specify.**

Answer: Inmate trust accounts are currently managed through the commissary provider’s banking system.

6. Jail Management Integration – Please provide the name and contact information for the current JMS vendor.

Answer: The Jail Management System (JMS) vendor is Versaterm; however, the Information Services Division (ISD) will serve as the primary point of contact (POC) for any data-related inquiries. As a matter of policy, HCSO does not permit direct third-party access to Versaterm. Instead, we maintain a dedicated data warehouse that consolidates all necessary inmate-related data. This data is typically made available every 15 to 30 minutes (depending on the requirements) in JSON or XML format. If required, we can explore additional data transfer options to meet specific needs.

7. 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.

Answer: Yes, all proposals are required to include new equipment. All proposals are to provide a transition plan to include deployment of all new equipment and services.

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 on the tablet system.

9. Regarding Exhibit A, Sections V.16 and V.17, are the lobby and intake kiosk requirements to be used for self-bail and phone account transactions only or are they being provided for inmate trust transactions as well?

Answer: Lobby kiosks to allow visitors to deposit funds into inmates' trust accounts; intake kiosks to allow for deposit into trusts accounts and self-bail as described in the exhibit. Inmates can use funds in their trust accounts for self-bail.

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	\$XXX
\$XXX.XX - \$XX.XX	\$X.XX	\$X.XX	\$X.XX	\$X.XX	\$XXX
\$XXX.XX - \$XX.XX	\$X.XX	\$X.XX	\$X.XX	\$X.XX	\$XXX
\$XXX.XX - \$XX.XX	\$X.XX	\$X.XX	\$X.XX	\$X.XX	\$XXX

Answer: *PENDING*

11. 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

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

Answer: Refer to spreadsheet AQ1.11 Core Report 12_24_2_25.

12. Does the County currently receive a commission on Trust Fund deposits? If so, please provide the details for the commission structure.

Answer: No.

13. Lobby Kiosk: who will be responsible for the removal of the cash from the lobby kiosk(s) Agency or vendor by armored car?

Answer: The Awarded Supplier will be responsible for the removal of the cash from the lobby kiosk(s).

14. Intake Kiosk: who will be responsible for the removal of the cash from the lobby kiosk(s) Agency or vendor by armored car?

Answer: The Awarded Supplier will be responsible for the removal of the cash from the lobby kiosk(s).

15. Who is your banking software provider?

Answer: CORE.