1. What is the initial term length and renewal periods associated with the contract that may result from the RFP? **Three (3) years with 2 one-year renewal options but could be changed by committee recommendation after reviewing the RFP proposal.**

2. Please provide a copy of each agreement / contract and all amendments (if applicable) the County has executed with its incumbent inmate Telephone System (ITS) Provider. **Due to the nature of this request regarding an RFP solicitation: We do not believe it is in the best interest of the County to supply this information as it can impact competitive bidding by vendors. We would like to see a vendor’s proposal independent of history.**

3. What limits does the County place, if any, on use of the services in this RFP such as maximum number calls per week, minutes per call/visit, etc.? **Each inmate call is limited to 15 minutes each and there is no limit on the number of phone calls. Visitation is limited to two half hour visits per week per inmate.**

4. Will the County please provide a copy of Call Detail/Commission Summary Reports for the past three months which shows a breakdown of all ITS calls, minutes, commission rates and revenues? **This request would be reasonable if we were to remain in our currently existing facility. However, the reason for this solicitation is due to the move into our new justice center that is currently under construction. As we are doubling bed capacity from approximately 320 to 620 inmates, a comparison of the prior three months of numbers will be of no value to this RFP since we anticipate unknown, and escalating, numbers of inmates after expansion.**

5. Does the County receive commissions on revenue generated by interstate calls today? **NO**

6. Does the current vendor offer any alternate calling types, such as Advance Pay, Pay Now, or Text-to-Connect? If so, what are the rates and fees charged for these calls? **Contract states we have Pay Now and Text2Connect through a third-party service.**

7. Some vendors provide alternate payment options, such as the ability to purchase a one-time phone call using a credit or debit card, without the necessity of setting up a prepaid account, and typically pay little to no commission on these calls. Will the County please confirm that vendors are required to pay the same commission amount for all calls, including premium, prepaid, debit and collect? **YES**

8. Does the current vendor provide debit calling? Is so, how are debit accounts funded – e.g., through an inmate’s trust account, lobby kiosk, phone/website payments, etc.? Please list all available methods. **Yes, debit account is offered per current contract by means of commissary transfer.**

9. Please outline the fees that are being charged to end-users: a) Bill Statement Fee b) Prepaid Account Funding Fee via Web, c) Prepaid Account Funding Fee via Live Operator and d) Fees for Instant Pay Calls (if applicable). **The County will incur no fees. No current list of end-user fees.**

10. Please provide a breakdown by housing unit of the inmate capacity in each. The inmate capacity for each cell block is necessary for determining network requirements and charging stations needed to support the tablets. **The new facility has 12 pods with 40 available beds, 6 pods with 20 available beds, and a workhouse with 37 available beds.**

11. 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? **No questions will be accepted after the deadline of May 21, 2024 @ 2:00pm.**

1. Will the County consider requiring all vendors to include all fees associated with their service? Including, but not limited to: Transaction fees, first minute fees for phone and video (if they differ from every additional fee), Connection fees. **Please see above answer #9.**

2. Will the County please provide the current vendor’s commission reports (revenue share letters) for the last six months? **Please see above answer #4.**

3. Will the County please provide a copy of the current vendor’s contract and all relevant amendments? **Please see above answer #2.**

1. What are the current per-minute phone rates charged for all call types? **$0.21**

2. What is the anticipated ADP at the go live date of the new facility?  Is this expected to increase within the first year? **We anticipate our ADP to be 320-350 when we go live, and we do expect it to increase significantly during the first year.**

3. Can the County provide the classification breakdown of inmates (i.e. county, federal, ICE, work release, etc.) if applicable? **We do not currently hold federal or ICE inmates, although ICE does routinely place holds on inmates in our custody. We average one or two work release inmates at any given time, and we also average 60-70 state inmates at the current time.**

4. Can the County provide the past 6 months of ITS commission reports showing a breakdown of calls, minutes, commission rates and revenue? **Please see above answer #4.**

5. Can the County provide past 6 months of usage & revenue information on additional services such as email, video visitation, video messaging etc.? **This information will not be provided.**

6. Does the County or Sheriff’s office receive any payments or other remuneration in addition to commissions, including Tech Grants, Signing bonuses or other bonus compensation? **Yes, Text2Connect through a third-party service provider. Vendor will pay Customer a bonus payment for each transaction fee billed and collected by the wireless carrier.**

7. Is there currently a kiosk installed in the lobby that allows for bond deposits? If so, who provides this kiosk? What software is currently being used to take bond deposits? **There is a kiosk in the lobby, but it does not allow bond deposits.**

8. Can the county provide the number of handheld devices (ie. tablets) that will be required? **We do not have this information. However other vendors have told us they can provide tablets on a one-to-one ratio if we desire. I would anticipate being close to that ratio.**

9. Please provide facility layout with housing unit capacity. Inmate capacity is helpful for determining network requirements and charging units needed for handheld devices. **Please see above answer #10.**

10. Please outline the fees that are being charged to end-users: Bill Statement Fee, Prepaid Account Funding Fee via Web, Prepaid Account Funding Fee via IVR, Prepaid Account Funding Fee via Live Operator, Fees for Instant Pay Calls. **The County will incur no fees. No current list of end-user fees.**

11. Please provide the schedule in which the inmates have access to the inmate phones. **Rec times are TBD, but the phones are on from 5am-11pm. We would anticipate inmates using the tablets to make calls as well, even when they are in lock down.**

12. Are there limits placed by the County on use of any of the services included in this RFP? For example, maximum number of remote visits per day/week/month, calls per week, minutes per call, etc. **Visitation will be limited to two ½ hour scheduled sessions a week (with tablets they would have access to “on demand” visits), phone calls are limited to 15 minutes but there is no limit on how many they place.**

13. Do the VendEngine in pod kiosks also offer messaging of any type?  If so, is there a contract that contains messaging exclusivity with VendEngine? **We have Vend Engine kiosks which are primarily used for ordering commissary. Texting and Messaging will be exclusively with our communications vendor.**

14. Is Lexus Nexus the required law library provider or would the County be open to other options? **We are open to options if the new option is comparable to the currently existing law library provider.**