

Request for Proposals for Inmate Tablet and Video Visitation Services

Responses to Questions Submitted by Potential Proposers

May 5, 2021

1. We understand that the County does not wish to receive any commissions generated by the Inmate Tablet and Video Visitation Services. Are any other shared revenues or contributions allowed, such as technology grants, signing bonuses, or endowments?
No.
2. Tab 4 on RFP p. 14 requires disclosure of costs to the County but does not mention rates or fees charged to inmates and public users. Are rates and fees required to be disclosed?
Yes. All rates and fees passed on to the inmates and the public need to be disclosed in vendors' proposals. Fees and charges include, but are not limited to, charges for electronic messaging; photo sharing; streaming services such as music and movies; educational based applications; and any other charges associated with inmate tablets and video visitation services.
3. RFP p. 5 states that the video visitation system will "be accessed at County's existing kiosks and on Provider's tablet system." Does the County have kiosks today? If so:
 - a. How many kiosks are currently installed?
We have 146 kiosks.
 - b. Where are they located?
100 kiosks are located at the Maple Street Correctional Center and 46 kiosks are located at Maguire Correctional Facility.
 - c. What is the screen size?
The screen size is 17 inches.
 - d. What kind of wiring is in place to support the kiosks?
The kiosks are operated by using power over ethernet (POE). The kiosks have switch patch connections to a POE+ switch which then patches to the power splitter to each station which splits the power to the monitor and the workstation unit.
 - e. What services are provided via the kiosks?
Video visitation services are provided via the kiosks.
4. We would like to point out that no vendor can provide their proprietary video visitation software on another vendor's kiosks. Therefore, does the County expect the awarded vendor to replace the existing kiosks, or would you like video visitation provided on the tablets in lieu of kiosks?
If the awarded vendor cannot provide their video visitation software on our existing kiosks, they may need to replace the kiosks.
5. Section V, the formatting section starting on pg. 11 of the RFP does not provide for a table of contents. Would it be acceptable to have a table of contents and if so, will it count against the page limit?
Yes, it is acceptable to have a Table of Contents and it will not count against the page limit.

6. Although tabs may have page numbers, can the County confirm the tabs will not count against the page limit since they will only have the headings?

The tabs will not count against the page limit.

7. Tab 2 – Philosophy and Service Model is limited to 3 pages max and appears to be where we describe our products and how we will meet the scope of work. Answering just the required questions will take at least 3 pages. Would the County consider increasing the page limit in this section to 23 pages to get a full explanation of products? This would extend the RFP to 40 pages total not including attachments, exhibits, charts, tabs, TOC...

Vendors are encouraged to be as clear and concise as possible in their responses. However, the County will increase the page limit for “Tab 2 – Philosophy and Service Model” to 13 pages.

8. In the event the County does not increase the page limit in Tab 2 to 23 pages, can the County waive the page limit for this section?

No.

9. The schedule has responses to questions released on May 5, 2021. Since it would be difficult to fully prepare the response without answers to questions, would the County consider releasing at least the formatting answers earlier or in the alternative, extending the deadline to two weeks (5/20) after the response?

The County will extend the deadline one week to 4:00 p.m. PST on Thursday, May 20, 2021.

10. Please confirm the 12-point Arial font does not apply to headings, tables, fonts for illustrations, exhibits and attachments.

The 12-point Arial font does not apply to headings, tables, fonts for illustrations, exhibits and attachments.

11. Will the County please provide calling data on all call types for 6 to 12 months with the associated ADP?

The Sheriff’s Office requires further clarification about the meaning of this question prior to responding.

12. Will the County please confirm the network infrastructure at both facilities. What is in place today for Video Visitation?

The County uses a fiber connection from Maple Street Correctional Facility to Maguire Correctional Facility which is connected to a fiber panel and patched to the Adtran switch FTP ports. Both facilities have the same network infrastructure.