

Questions and Answers for the Inmate Phone System RFP as of 06/18/2020

A pre-bid meeting has been scheduled for May 28, 2020 at 10 a.m. at 705 Hanover Street, Hamilton, Ohio. Please RSVP to Lieutenant Nick Fisher at nfisher@butlersheriff.org. Due to the COVID-19 pandemic, participants will be required to wear facial coverings upon entering the facilities. Participants will also be required to drive their own vehicle to the other locations.

1. What is the contract end date of your current inmate phone and video visitation supplier? **We are currently on a month-to-month basis with the current vendor up to one year. The original contract expired 04/30/20.**
2. Do you anticipate extending the bid due date? **No**
3. What additional details are you willing to provide, if any, beyond what is stated in bid documents concerning how you will identify the winning bid? **The winning bid will be awarded based on the needs of the Sheriff's Office, the products presented and the cost of the services.**
4. Was the bid posted to the nationwide free bid notification website at www.mygovwatch.com? **No. The bid has been posted to www.butlersheriff.org and <http://www.butlercountycommissioners.org/index.cfm?page=projectBids> websites. It was also advertised in the Journal News.**
5. Can Butler County clarify the breakdown of the 150-200 visitation booths by facility and housing unit?
 - a. Is this a total count of inmate wall mounted terminals or visitation services provided via tablet configuration as well? **See separate document**
 - b. Can county provide breakdown of inmate visitation units desired along with visitor and/or lobby unit desired? **See separate document**
6. Can Butler County advise equipment counts on total number of phones and Lobby Money Kiosk count? **See separate document - There is only one Lobby Money Kiosk**
7. Can Butler County confirm if the following digital communications solutions would be considered?
 - a. EMessaging – inbound/outbound text messages (to included or not to include photos and video grams) eliminating contraband and providing an additional and efficient communication method. – **Not at this time**
 - b. Complete Off Site Digital Mail Processing Center – fully operated and managed by vendor versus on site program with mail photocopy process? **BCSO will consider any other options the vendor might have available.**
8. Can Butler County advise if they have interest in an inmate tablet program to include digital eBook library, mental health, self-help, and educational resources? **Not at this time**
9. May we receive a wiring diagram of the (3) jail facilities that will need enablement of services to include inmate phone, video visitation and any other services? **This information is not available.**

INMATE TELEPHONE SYSTEM (ITS) RELATED QUESTIONS/ADDITIONAL INFORMATION REQUESTS:

- Who is the incumbent Inmate Telephone System (ITS) service provider at these facilities? **Combined Public Communications**
- How long has the incumbent provider(s) been providing ITS at each facility? **Since 2014**

- Did your agency receive a signing bonus or any other type of concessions when the contract with the incumbent ITS service provider was signed? If yes, please provide the signing bonus amount and/or details related to any/all concessions provided. **N/A**
- Does your agency's contract with the incumbent ITS service provider(s) include a Minimum Monthly Guarantee (MMG) or Minimum Annual Guarantee (MAG)? If yes, please provide the MMG and/or MMG amounts. **N/A**
- What are the current ITS service call rates for each tariff and call types for each facility?
- Does your agency receive a commission from the incumbent ITS service provider(s)? If yes, please describe the commission rate and how it is calculated. **See current contract**
- Please list and describe in detail all ITS service payment/deposit methodologies currently available to the called party and/or inmates along with any applicable fees, surcharges and charges. **Inmates may purchase phone cards from the Commissary, friends and family may purchase phone time for the inmates via online or calling the vendor, and phone time can also be purchased via the lobby kiosk.**
- Please provide "Monthly Commission" or similar monthly activity reports that provides a break down of ITS call details for each applicable tariff type (i.e. Local, IntraLATA, Intrastate, Interstate, International, Caribbean) and call type (i.e. Collect, Prepaid, Debit Card, Inmate PIN Debit) for the past 3 months (past 12 months is preferred) for each facility:
 - ITS Tariff Type
 - ITS Call Type
 - ITS Call Count
 - ITS Minutes
 - ITS Gross Revenue
 - ITS Commission Rate
- Please provide a copy of the signed contract executed between your agency and the incumbent ITS service provider(s) for each facility. **See separate document**
- Has the contract signed with the incumbent ITS service provider(s) been amended? If yes, please provide a copy of all contract amendments. **No**

VIDEO VISITATION SYSTEM (VVS) RELATED QUESTIONS/ADDITIONAL INFORMATION REQUESTS:

- Does your agency currently utilize a Video Visitation System (VVS)?
 - If no,
 - Is your agency interested in an onsite and/or remote VVS service?
 - If yes,
 - Does the VVS support onsite and/or remote visitation? **YES**
 - Who is/are the incumbent VVS service provider(s) and how long have they been providing VVS service to each facility? **Combined Public Communications – Since 2014**
 - Did your agency receive a signing bonus or any other type of concessions when the contract with the incumbent VVS service provider(s) was signed? If yes, please provide the signing bonus amount and/or details related to any/all concessions provided. **N/A**
 - Does your agency's contract with the incumbent VVS service provider(s) include a Minimum Monthly Guarantee (MMG) or Minimum Annual Guarantee (MAG)? If yes, please provide the MMG and/or MMG amounts. **N/A**
 - What are the current VVS service call rates for each facility? **No rates, it is for courts only at this time**

- Does your agency receive a commission from your incumbent VVS service provider(s) for remote visitation sessions? If yes, please describe the commission rate and how it is calculated. **NO**
- Please provide “Monthly Commission” or similar monthly activity reports that provides a detailed break-down for any of the following VVS remote visitation service information for the past 3 months (past 12 months is preferred) for each facility:
 - VVS Call Count
 - VVS Minutes
 - VVS Gross Revenue
 - VVS Commission Rate
 - VVS Commission Earned
- Please provide a copy of the signed contract executed between your agency and the incumbent VVS service provider(s).
- Has the contract signed with your incumbent VVS service provider(s) been amended? If yes, please provide a copy of all contract amendments. **No**

**INMATE COMMUNICATIONS CLERK AND MAIL COPYING/SCANNING
QUESTIONS/ADDITIONAL INFORMATION REQUESTS:**

- Does the agency currently employ an Inmate Communications Clerk? **NO**
- Please provide an overview as to how inmate postal mail is currently processed and delivered to inmates. **The mail is currently sorted and searched by BCSO staff and then hand delivered to the inmates.**
- Approximately, how much time/resources is spent to process and deliver inmate postal mail on a monthly basis to all facilities. **@ 100 man hours**
- If a solution were proposed in which inmate postal mail would be processed, scanned and stored at a remote/offsite location and delivered to inmates electronically via facility’s video visitation kiosks, would it be acceptable propose a part-time and/or remote Inmate Communications Clerk? **NO**

**ELECTRONIC INMATE MESSAGING (EIM) RELATED QUESTIONS/ADDITIONAL
INFORMATION REQUESTS:**

- Does your agency currently utilize an Electronic Inmate Messaging (EIM) service?
 - If no,
 - Is your agency interested in an EIM service? **Not at this time**
 - If yes,
 - Who is your agency’s incumbent EIM service provider and how long have they been providing EIM service to your agency?
 - Did your agency receive a signing bonus or any other type of concessions when the contract with the incumbent EIM service provider(s) was signed? If yes, please provide the signing bonus amount and/or details related to any/all concessions provided.
 - What are the current EIM rates to send and/or receive an electronic message, to send and/or receive a photograph, and/or to send a video clip?
 - Does your agency receive a commission from your incumbent EIM service provider(s)? If yes, please describe the commission rate and how it is calculated.

- Please provide “Monthly Commission” or similar monthly activity reports that provides a detailed break-down for any of the following EIM service information for the past 3 months (past 12 months is preferred) for each facility: **See attached**
 - Total number of messages sent/received
 - Total number of photos sent/received
 - Total number of video clips sent/received
 - Total EIM gross revenue
- Please provide a copy of the signed contract executed between your agency and the incumbent EIM service provider(s). **See attached**
- Has the contract signed with your incumbent EIM service provider(s) been amended? If yes, please provide a copy of all contract amendments.

INMATE KIOSK RELATED QUESTIONS/ADDITIONAL INFORMATION REQUESTS:

- Does your agency currently utilize inmate kiosks?
 - If no,
 - Is your agency interested in inmate kiosks and if so what programs/applications would you like them to feature?
 - If yes,
 - How many inmate kiosks are deployed at each facility and who is the company that had provided them? **These are provided by KEEFE our Commissary Contract**
 - What programs/applications are currently featured on the inmate kiosks (law library, requests, education, job resources, electronic messaging, postal mail, video visitation, phone calling, etc...) at each facility? **Law library, requests, commissary, education material from the Sheriff’s Office, messages of changes in routine**

INMATE TABLET RELATED QUESTIONS/ADDITIONAL INFORMATION REQUESTS:

- Does your agency currently utilize inmate tablets?
 - If no,
 - Is your agency interested in inmate tablets and if so what programs/applications would you like them to feature? **Not at this time**
 - If yes,
 - How many inmate tablets are deployed at each facility and who was the company that had provided them?
 - How are inmate tablets made available to inmates (i.e. are they shared/provided at no charge to the inmate or do they need to be rented or purchased by inmate’s family member or friend)?
 - What programs/applications are currently featured on the inmate tablets (law library, requests, education, job resources, electronic messaging, postal mail, video visitation, phone calling, entertainment etc...).
 - If the inmate tablets provide access to entertainment (music, movies, games, etc...) what are the rates charged to access/download the applicable entertainment options and if the agency receives a commission related to entertainment services, what is the commission rate?

MISCELLANEOUS QUESTIONS/ADDITIONAL INFORMATION REQUESTS:

- Is it acceptable to submit multiple price proposals? **Yes**
- Will there be a bidder's conference prior to RFP submission and a tour of all facilities? If yes, please provide the date(s), location(s) and time(s) for this event. **May 28, 2020 at 10 a.m.**
- Is there existing fiber between the buildings? **Yes but need to check with Information Services to confirm these items**
 - A. Are there any spares pairs? **Not sure what this means.**
 - B. Can the winning bidder use the current infrastructure (cabling and fiber)? **Yes**
- SECTION 5. Certificates and Additional Required Forms (RFP Pg. 13), states, *"This section should include the original forms, completed as required. Only the original copy of the proposal is required to have content in this section. Failure to include these forms/items with proposal may be reason for proposal disqualification: Civil Rights Compliance affidavit (Attachment A), Non-Collusion affidavit (Attachment B) and Form of Perform and Payment Bond (Attachment C)."* We understand that a \$25,000.00 surety bond is required within 10 days after contract award and this bond is to be in accordance with the information contained on "Attachment C." However, "Attachment C" appears to be drafted under the assumption that a contract has already been executed with the County. Therefore, we are requesting clarification/guidance as to how this form is to be completed and remitted with our RFP response to prevent disqualification. **Attachment C is provided as an example document that will be required should a contract be awarded. It does not need to be completed at time of proposal.**

May 27, 2020 update

- Will Butler County entertain a proposed change to decrease or increase per minute calling rates from the \$0.16 per minute? **The prices need to be provided by the vendor that is submitting the RFP**
- Do you currently offer face to face – through the glass – visitation option? If so, how many face to face visitation handsets will you require? **We do at Resolutions for special occasions.**
- Will new vendor be able to provide trust funding capabilities and money transfer options between commissary and phone accounts? **Yes**
- Regarding Inmate Communications Clerk – May this employee's job function include a system administration skillset allowing for additional support, training, and service to your facility (secondary to primary job description)? **As long as the normal duties are completed. Additional skill sets are welcomed.**
- Are we able to provide a solution for the communications system at the Butler County Juvenile Justice Center as well? **The Juvenile Justice Center is not part of this bid.**
 - If no, does this facility conduct their own RFP and/or currently have a provider? **Unknown, you would have to contact the Juvenile Court.**
- Do commissions from this contract go to the Inmate Welfare Fund, the Sheriff's Office discretionary fund, or the County general fund? **The commission is split between the County General Fund and the Inmate Welfare Fund.**
- What is the anticipated start date for this contract? **That is negotiable depending on product purchased and implementation needed.**
- Please provide the weighted values for all criteria to be considered in the evaluation of proposals. **The proposals will be evaluated on the type of product, capabilities of product and cost of product.**
- Will the County allow for a proposal to present multiple pricing options for the County's consideration? **Yes**

- Please provide a breakdown of your inmate capacity by housing unit and the number of phones and video visitation units in each. **See document called “Additional documents” on website**
- On average, how many indigent inmates do you have each month? **Approximately 100**
- Please provide the average daily population for 2019 and for 2020. **2019 is 1061, 2018 is 1025**
- The RFP states on p. 10, “Inmate monitors must ... have law library capabilities (electronic format).” Do your existing Video Visitation have this capability? Do you have a subscription to a law library service today, or is the vendor expected to provide the law library subscription?
Vendor expected
- 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. **I don’t think this is mandatory. The equipment needs to function correctly**
- Please provide the schedule in which the inmates have access to the inmate phones. **All times with exception of 5:00 am until 7:00 am, 11:00 am until 1:00 pm and 5:00 pm until 7:00 pm. This changes as needs of the jail changes.**
- Per the Butler County Sheriff’s Office website, “Visitation at the Butler County Jail is conducted over closed circuit audio/video equipment.”
 - Who owns the existing audio/video equipment? **Equipment is owned by current vendor**
 - Is there an annual Maintenance agreement for the existing audio/video equipment? **No**
 - How much does Butler County pay for the annual maintenance?
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- Can you please share a report of the number of video visits made per day/week/month by video unit, public and inmate side? How many of these are remote? Whatever you can provide would be great. **We do not track that information**
- What are the rates charged for remote visits? **We currently do not do remote visits. We use the remote feature currently for court appearances that do not need in person visit**
- Who manages the inmate visitation list? **The Corrections Officers.** Do inmates submit visitation requests/lists to an officer? **Yes**
- Are there any messaging devices regarding “chirping” that are being used now or in a trial phase currently? **No and not interested at this time**
- 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? **That is correct.**
- Is a Pre Paid Calling Card Vending machine / kiosk required as part of the equipment needed? **Yes** If so, how many in total? **One Machine in the lobby.**
- In the Commission Reports uploaded into Additional Documents, What is the Commissary Profit line on the provided revenue/commission reports? This doesn’t appear on them every month but every other or randomly. **Inmate phone time is sold online, over the phone with the current vendor, through the Lobby kiosk and through the Commissary. The Commission is calculated on based on the sales per sales venue.**
- Regarding the above referenced RFP we respectfully submit the following clarifying question.

Regarding the requirement for *[original signature & notary/seal]* on Attachments A, Civil Rights Compliance Form, and Attachment B, Non-Collusion Affidavit;

In light of various states’ stay-at-home orders, would the County agree to remove the requirement for *[original signature/notary/seal]* or agree to accept *[electronic*

signature/electronic notarization/DocuSign] in lieu of the *[original signature/notary/seal]*? An electronic signature will be acceptable.

June 16, 2020 update

- Per the Q&A provided, video visitation is used for courts only currently. What technology are you using to facilitate the visitation with the courts? Do you have any equipment at the courthouse? If so, what? **The Courts have Polycom VSX units which are connected to their assorted court recording/video systems in a variety of ways. On the Jail side, our current vendor has Polycom VSX units connected into their visitation system. The Court Polycoms dial into the Jail (vendor owned) Polycoms.**
- Does the County require the “Inmate Communications Clerk” be a single, full-time individual or would it be acceptable for this job to be performed by multiple, part-time individuals? **The preference is for a single full time person with additional person’s trained to cover in an absence. We do not want multiple persons doing the work.**

June 18, 2020 update

1. The CPC Commission Statement includes a line item labeled “Additional Value – CPC ITB” for \$4,117.28. Regarding this line item:
 - a. What does this line item represent?
 - b. Is the amount fixed at \$4,117.28 each month, or does it vary? If so, what is the variable?
 - c. When did the County start receiving it?
 - d. For how long is the County scheduled to continue receiving it?

The amount in question is not charged to Butler County. The current vendor absorbs this cost which is the usage of an investigative tool box that is used to monitor inmate telephone calls.