



REQUEST FOR PROPOSALS

INMATE TELEPHONE AND VIDEO VISITATION SYSTEM

RFP 23BCP08A

November 7, 2023

ADDENDUM #3

Notice to Respondents:

This addendum will be considered a part of Bastrop County's Request for Proposals for Inmate Telephone and Video Visitation System. Where provisions of this addendum differ from those of the original Request for Proposals, this addendum will govern.

ACKNOWLEDGED

Printed Name of Respondent

Authorized Signature

Date

RETURN ONE COPY SIGNED COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE WITH YOUR SEALED PROPOSAL. FAILURE TO DO SO MAY AUTOMATICALLY DISQUALIFY YOUR RESPONSE FROM CONSIDERATION FOR AWARD.

ITEMS FOR ADDENDUM #3:

Q. In order to provide our best possible offer, it is very important to have historical usage data for all revenue streams. This data is necessary to estimate costs as well as potential revenues. Please provide as much data as possible from the following table:

A. September's numbers. # visits on-site:38, # of remote visits: 410, N/A, \$3275.90

Q. it is very helpful to have the rates currently being charged to end-users under the current contract. Please provide the following information:

A. is all (phone calls) a flat rate of \$0.21/minute but I don't know for sure

- a. video visit per-visit (remote) \$7.99. Onsite is free
- b. we don't do voicemails
- c. e-message is \$0.50 per stamp. Each picture is a stamp. Video message is two stamps

Q. Does the current vendor offer any alternate calling types, such as Advance Pay, PayNow or Text-to-Connect? If so, what are the rates and fees charged for these calls?

A. Advanced Connect and Direct Bill

Q. Do commissions from this contract go to the Inmate Welfare Fund, the Sheriff's Office discretionary fund, or the County general fund?

A. Sheriff's Office discretionary fund

Q. 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.

A. 27- 8 bed units, 2- 12 bed units, 6- 24 bed units (only 4 would need tablet network), 2- 3 bed, 9 - 1 bed

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

A. 40 fed, all others are county

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

A. JMS (Odyssey)

Q. 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.

A. Yes to both

Q. provide the schedule in which the inmates have access to the inmate phones.

A. 0830-2300

Q. How is commissary ordered today?

A. Orders are placed through kiosk but self-filled

Q. Does the current vendor provide debit calling? If 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.

A. lobby kiosk, phone payments, website payments, some things can be funded through Western Union

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

A. 2 onsite/week, unlimited remote, unlimited calls. Calls have a 15 minute limit. Video visitation has a 20 minute limit

Q. RFP requires 46 visitation phones. Is this the same number that you currently have installed today? Are they wired to the inmate phone system for monitoring and recording today?

A. Yes and Yes

Q. The RFP requires 40 kiosks. How many of those are for inmates and how many for visitors?

A. 35- Inmate, 5- Visit

Q. the current video visitation system:

- a. How many inmate kiosks are installed?
- b. How many visitor kiosks are installed?
- c. Do you have any portable kiosks?
- d. Do you require the same equipment counts as those described above? If not, please explain.
- e. What kind of wiring connects the kiosks to the equipment room?

A. a. 33 b. 5 c. 2 d. need two more installed kiosks for Gd 4. IS wired but does not currently have terminals due to damage/remodel e. cat 5 in most places

Q. Addendum 1, in response to "...What type of equipment are you requesting that needs to be onsite?..." the County answered "All equipment that allows the system to work completely and efficiently such as routers, terminals, ports, bridges, charging areas, etc..." Please confirm that this does not include servers and call processor. In modern call processing systems, most or all vendors host the call processor and call data in secure, redundant and geographically separate offsite data centers for security.

A. Correct

Q. Historical calling data was furnished in the RFP on p. 10. Will this historical data be used in the evaluation and assignment of points for calling rates? If not, please clarify and provide the estimated/projected call volumes that will be used in the evaluation and assignment of points for calling rates.

A. No