

## Question and Answers - Inmate Kiosk, Phone Service, and Visitation Communication System

County of Butler, OH  
Butler County Sheriff's Office  
Request for Proposal Solicitation: 2017-001  
Inmate Kiosk, Phone Service & Visitation Communication System

Questions:

1. To better prepare a fully beneficial and accurate RFP response, will the county allow for an extension?

We respectfully request a one-week extension of the proposal due date.

The RFP due-date, September 5, which is the day after Labor Day. Will someone be available, if needed, to receive proposals on Saturday, September 2?

**NO extensions are being offered. Proposals are due, as instructed in the RFP, on September 5, 2017**

2. Would the County permit a site walk-through in order that offerors may better understand hardware needs for the project?

Will there be a bidder's conference prior to submission and a tour of all facilities?

Will the customer allow for site surveys?

**Yes, Thursday, August 31, 2017 @ 10:00 a.m and Friday, September 1, 2017 @ 10:00 a.m.  
Meet in the lobby of the 705 Hanover Street Facility**

3. Could the County please confirm that all proposers must provide brand new telephone and video visitation equipment as part of the award and contract?

**Not specified as 'new' – must be in good working order and maintained in good working order.**

4. Could the County provide the monthly data of call usage broken down to show numbers of calls and minutes for each facility?

Please indicate what the current commission percentage is (or method of compensation), for the current inmate telephone provider.

**See attached spreadsheet and/or contract**

5. Please provide the current inmate telephone calling rates and fees, charged by the current inmate telephone provider. Please include any "Single Payment" products offered by the current provider.

**See attached spreadsheet and/or contract**

6. Please provide the current call rate and commission rates:

**See the attached spreadsheet and/or contract**

7. Please provide Revenue/Commission statements from the current inmate telephone provider, covering the three most recent traffic months.

Please provide the commission percentage currently received on inmate telephone revenue, an average of monthly commissions received over the past year from the current vendor, and copies of commission statement from the last six months.

**See the attached spreadsheet and/or contract**

8. Is there existing fiber between the buildings? A. are there any spares pairs? B. can the winning bidder use the current infrastructure (cabling and fiber)?

**Unknown**

9. Can the site provide basic diagrams of the facilities? Interested in the cabling and fiber terminations?

**No document to provide.**

10. Can the locations of the main telephone rooms in each building be communicated?

**Yes**

11. Please clarify the evaluation and scoring criteria for this RFP.

**A committee will select the services, technologies, products, etc. that best meet the intent of the RFP including the most cost effective services for the inmate population. The Sheriff's Office will schedule presentations to further evaluate software, product functions, etc. after the RFP's have been reviewed.**

12. Who is the current provider for inmate phones?

Who is the current inmate telephone provider, for Butler County?

**COMBINED PUBLIC COMMUNICATIONS, INC.**

13. Please provide the JMS company contact information, Name, Phone, Email?

**TRI-TECH SOFTWARE SYSTEMS, (Inform Jail) 9477 Waples Street, Suite 100, San Diego, CA 92121 1-858-799-7000**

14. Please provide the approximate cost of the integrate Tri-Tech.

**Unable to approximate a cost as each service may require different interfaces.**

15. Please provide the commissary company and what is their contact information Name, Phone, Email? Butler County is requesting interface with facility's accounting system. Which accounting system is currently in place?

Page 14, requirement e requires "Financial software for in-house commissary ordering and delivery system – record inmate purposes, commissary completion of order, receipt for inmate signature and confirmation order when received by inmate and maintain inventory records." Can you please provide a more detailed description of what you are seeking in "maintaining inventory records"?

**The commissary is currently managed in-house using Inform Jail Software for the account system. It is the desire to provide the most comprehensive software to track sales, product movement, perpetual (real-time) inventory, etc. to assist in State audits and accountability of inventory.**

16. Can you please provide a detailed list of the commissary menu to be applied on the pod kiosks?

**The commissary menu (order sheet) changes from time to time and needs to be flexible/changeable. A current sample menu is attached.**

17. Page 14, requirement g states, “Must provide capability of Sheriff’s Office staff to track and/or monitor usage of pod kiosks and provide detailed reports.” Can you please describe in more the pod kiosks?

**Desire ability to track usage by inmate, amount of time the kiosk is in use, etc. This may be dependent on each bidders product offering and types of applications that are trackable.**

18. Is there a specific format for the Cost Proposal section? If so, do you have form(s) you prefer and can provide? Would Butler County be open to receiving several different compensation offers for the County’s consideration?

Exhibit B requires a “Proposal Quotation Sheet” as part of our Cost Proposal, but we could not locate such a sheet in the RFP. Would the County like to provide one, or should each offeror create their own in whatever format they prefer?

**There are no ‘specific’ formats for Cost Proposal and no form(s) are provided. There is no restriction on your choice of compensation offers or number of options you offer.**

19. Will the County please provide the RFP in Word format to facilitate filling out the forms?

**The format is not within our control.**

How many inmate phones installed today? **94 Hanover Street / 16 Second Street / 16 Court Street**

For each facility, please fill out the following table with quantities of equipment required and/or desired.

<b>Equipment</b>	<b>Quantity</b>	<b>Required or Desired?</b>
Standard inmate telephones	<b>126</b>	<b>Required</b>
Visitation phones	<b>155</b>	<b>Desired</b>
(monitored/recorded)	<b>Monitored &amp; Recorded</b>	<b>Desired</b>
Video Visitation kiosks for visitors	<b>**</b>	
Video Visitation kiosks for inmates	<b>**</b>	
Multi-functional in-pod kiosks for inmates	<b>**</b>	
Video Visitation Enclosures	<b>**</b>	
Pay (coin) phones	<b>0</b>	<b>Desired</b>
TDD/TTY devices	<b>4</b>	<b>Desired</b>
Cart phones	<b>**</b>	
Hands-free inmate phones	<b>**</b>	
Portable cordless phones	<b>**</b>	
Enclosures	<b>**</b>	
Pedestals	<b>**</b>	
Workstations with printers	<b>**</b>	
Laptop computers	<b>**</b>	
Handheld devices	<b>**</b>	
Cell phone detection devices	<b>**</b>	
Other?	<b>**</b>	

**\*\* Sheriff's Office does not currently utilize option, however, would be willing to explore, evaluate, and include new equipment and/or services provided by Offeror.**

20. Page 2 of the RFP lists your inmate distribution, indicating the Main Jail has 11 housing units, and the other facilities have a combination of 6 housing units, while page 13 requires a total of 10 inmate pod kiosk. Does the County require a pod kiosk in each of the inmate housing units listed on page 2? Or, if not, which housing units do not require an inmate kiosk?

**It is desired to have kiosk in each housing unit. The number of units per inmate is open to vendor options in their proposals.**

21. How many visitation phones are installed currently?

The RFP states 60-70 inmate visitation booths. How many are currently in place? Is this 60-70 pair (inmate side and public side)?

The RFP requires 60-70 inmate visitation booths on page 11. How many of these are for inmates and how many for visitors?

**Currently**

**Hanover Street**

**Lobby = 57**

**Inmates = 58**

**Second Street**

**Lobby = 10**

**Inmates = 10**

**Court Street**

**Lobby = 10**

**Inmates = 8**

22. Please provide the current inmate visitation policy, such as any restrictions on number of visits available by inmate or visitor, hours, of visitation, and any other terms and conditions for on-sire and off-sire visitor video visitations.

**INMATE VISITATION: It is the policy of the Butler County Sheriff's Office to enable and encourage inmates to maintain contact with family and friends through regular visits. Restrictions on visits are for the limited purpose of using the Jail staff judiciously and maintaining the security and order of the Jail.**

**Inmate Visitation**

**All inmate visits shall use the visitation areas provided.**

**Contact visits shall only be approved by the Warden or Sheriff.**

**General visitation shall be on the following days and at the following times.**

- a. **Inmate's last name begins with A – J**  
**Saturday 9:00 am to 11:00 am, 1:00 pm to 5:00 pm and 7:00 pm to 9:00 pm**
- b. **Inmate's last name begins with K – Z**  
**Sunday 9:00 am to 11:00 am, 1:00 pm to 5:00 pm and 7:00 pm to 9:00 pm**
- c. **Trustys receive an additional 30 visit each week at the following times:**  
**Thursdays from 7:00 pm to 9:00 pm**

**When circumstances prevent visits from occurring during general visiting hours, special visits shall be allowed at times and under conditions as approved by the Warden or Sheriff.**

**Each inmate shall be permitted a thirty (30) minute visit per visitation day, unless circumstances dictate temporary suspension (i.e. major disturbance).**

**Inmates may only change their visitation list every thirty (30) days.**

23. What denominations of debit calling cards does the County currently sell? **\$8**

24. Please provide the current contract from the ITS providers there today

**See attached copy of contract and addendum**

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

**County General Fund and the Commissary Fund**

26. In lieu of debit cards, will the County consider a card-free inmate debit calling option, which will be faster, more efficient, and easier for the County to manage than physical debit cards?

**The County will consider any and all proposals**

27. All fees being charged

Setup fees

Replenishment fees

Funding fees

Return fees

Any other fees not listed but are being applied today

**See attached copy of contract and addendum**

28. The RFP does not address how proprietary information will be protected, but requires financial statements to be submitted with the proposal. As a privately held company, our financial statements are exempt from public disclosure. Could the County please confirm that, if information marked appropriately as confidential is sought for public disclosure, the County will not disclose such information, but will notify the proper and allow reasonable opportunity to defend the claim that such information is confidential and exempt from disclosure under the Freedom of Information Act?

**The Sheriff's Office recognizes the Freedom of Information Act and does not knowingly provide confidential and/or proprietary information when requested during a public information request. Please ensure that restricted information is clearly marked "proprietary" and/or "confidential".**