

**REQUEST FOR PROPOSALS (RFP) NO. 716-SH
INMATE COMMUNICATION SYSTEM AND SERVICES (ICSS)**

**ATTACHMENT 1 TO BULLETIN NUMBER 3
QUESTIONS AND ANSWERS (Q&A)**

QUESTION NUMBER	RFP LANGUAGE (IF PROVIDED)	PROPOSER'S QUESTION	ANSWER
1.		The Rates and Payment Schedule in Appendix B states, "The County's required minimum revenue percentage is 50%." RFP section 2.3 states, "...It is the Department's intent to help alleviate the financial burden experienced by the incarcerated population and their families by continuing to provide free phone calls and by contracting with a vendor who can provide an ICSS which offers the most no-cost ITD service options along with the lowest rates/fees for paid services. Would the County accept options for lower commission offers which would enable vendors to offer lower costs to consumers and would align with the County's stated goal?	No.
2.		Per the County's response to #37 in the Q&A, "multiple pricing options/models" are allowed. If we are proposing an alternative pricing model, such as per-minute, are we required to also propose subscription pricing?	Proposers are required to complete Exhibit 5 (Rates and Payment Schedule) in its entirety, including subscription pricing. Additionally, Proposers are welcome to submit alternative pricing for the County's consideration.
3.		Attachment G.1 lists slightly separate addresses for the Men's Central Jail facilities and the Twin Tower facilities, but they are located on the same street. Is there network connectivity between both locations, or do they require a separate phone room for each? How many separate phone rooms are required and at which locations?	Men's Central Jail (MCJ) and Twin Towers Correctional Facility (TTCF) are separate facilities and currently have separate communications rooms. <ul style="list-style-type: none"> • MCJ has one main communications room and eight satellite communication rooms. • TTCF has one main communications room (Tower 2) and one satellite communications room (Tower 1).

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4.		Attachment G.1 lists slightly separate addresses for the Pitchess Detention facilities – East, North, NCCF, South, Ranch. Is there network connectivity between both locations, or do they require a separate phone room for each? How many separate phone rooms are required and at which locations?	<p>Each custody facility is separate from the other, and each currently has their own communications room, as follows:</p> <ul style="list-style-type: none"> • North County Correctional Facility (NCCF) has one main communications room and one satellite communications room per housing module (five housing modules). • Pitchess Detention Center (PDC) East facility has one offsite main communications room and two satellite communications room in the facility. • PDC North facility has five satellite communications rooms and one offsite main communications room that is shared with other facilities. • PDC South facility has one satellite communications room and one offsite main communications room that is shared. • PDC Ranch has a satellite communications room at the Fire Camp and the laundry room. The main communications room is shared with other facilities.
5.		For each of the following Custody/Detention facilities (taken from Attachment G.1), please provide the housing units by facility (these facilities were missing from Q&A #11 which provided this information for the other facilities):	<ul style="list-style-type: none"> • PDC Ranch: currently not used as housing. • USC County Medical Center (LCMC): One unit of medical housing. • TTCF -pro per: Not a separate facility. • MCJ - pro per: Not a separate facility. • Century Regional Detention Facility (CRDF): 48 housing units, 3 processing units.

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6.		For each of the following Custody/Detention facilities (taken from Attachment G.1), please provide the equipment types and quantities of the equipment currently installed in each:	<ul style="list-style-type: none"> • CRDF: 337 phones • MCJ: 1191 phones • MCJ - pro per: 24 phones • PDC East: 195 phones • PDC North: 132 phones • PDC NCCF: 432 phones • PDC South: 190 phones • PDC Ranch: 26 phones • TTCF: 819 phones • TTCF - pro per: 8 phones • LCMC: 17 phones
7.		In Exhibit A, section 4.4.2.1 (b) states, "Contractor must provide Inmates with unique User IDs/Passwords. Contractor's ITDs must require a two-part secure login identification process which includes Inmate booking number (seven or eight digit)" What does the County mean by "two part"?	Booking number and pin/password.
8.		In Exhibit A, section 4.4.2.1 (g) states, "Contractor must fix/repair all ITDs off-site providing a shipping method, at no cost to the County." Who would be responsible for the damage caused by misuse and willful destruction?	Awarded Contractor, at its sole expense, is responsible for all damage to ITDs. Contractor may elect to pursue criminal charges for willful damage/destruction and seek restitution through criminal proceedings if they desire.
9.		How many rolling/cart phones are in use today?	There are 73 rolling carts in use throughout all facilities; however, they are primarily at MCJ and TTCF.
10.		Does the County have a visitor center where you will want public video kiosks?	No.
11.		Will you need rolling carts for video kiosks? If so, how many?	No.

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12.		In Exhibit A, section 4.4.10.2 (k.ii) states, "Attend/complete court mandated classes." Are these classes interactive, or are they pre-recorded videos?	The County's preference is for virtual instructor-led classes, as they are more likely to be approved by the courts. However, if Proposer offers pre-recorded classes that have been approved, these should also be included in the proposal.
13.		Who will be pulling the wire and fiber for this project, the County or the selected vendor?	The Department's Facility Services Bureau will be responsible for the repair of any existing wiring that awarded contractor intends to utilize to connect their equipment. If new wiring is needed, the exact scope of work and pricing would be negotiated with the awarded contractor.
14.		Does the County prefer to keep the heavy duty pay phone style phones or would the County prefer to have the newer thinner phones installed?	The County is relying on Proposer to determine the type of equipment to be installed at each custody facility/housing location based on best practices for specific housing types.
15.		On pages 22-23, Section 8.5.4., letter i, in the 2nd bullet, the requirement states: "Proposer must describe how its proposed ICSS functions in this area with sufficient detail so that favorable and/or adverse attributes associated with call retrieval and storage can be easily deciphered." Will the County please provide an example of adverse attributes associated with call retrieval and storage easily deciphered?	Examples of adverse attributes would be large file sizes, low bitrate audio, or limited number or simultaneous downloads/saves.