

1. In Section 6.3.3 on RFP p. 15, does "wall ports" refer to wall-mounted kiosks? If not, please clarify what type of equipment this is.

I believe that this is the number of wall ports that are available, some may not currently be in use. This would be the port to install a phone or S-phone to.

2. In the same table, does "mobile devices" refer to tablets (handhelds) or some other portable units? Please clarify what type of equipment this is.

I believe that we would like to have the capacity of a mobile device, some might be a tablet or a portable video phone or phone.

3. Section 1 on RFP p. 1 states, "The system will need to support our Juvenile Detention facility..." What services are required at this facility? What equipment types and quantities do you want there? How many juveniles are housed at the facility?

We are ok with the services that are provided now. They are three phones for inmates, recording capability, storage of recorded calls and the ability to access and give other agencies access to the calls.

4. RFP p. 3 under "Data Conversion" asks for the migration of historical grievance and kites data. What form will this data be provided to the selected vendor? We will need to know the data forms and fields. This data would have to be non-proprietary to be imported into the new vendor's system.

Waiting to hear back from Securus.

5. Tab 6.5 of the Requirements document, item #7 states, "The video visitation system must be compatible with portable device technology." Does this mean that the County wants video visitation on the tablets?

Yes, but these would potentially be limited to Attorney or medical/mental video.

6. Tab 6.9 of the Requirements document is entitled "Inmate Trust Account System," but it seems to refer to deposits rather than a banking software. Can the County confirm that no banking software is required?

There needs to be a link with lockdown/Jpay/Numi financial, that allow funds to be added to an inmates account that they can utilize to purchase phone time or commissary. Famil should also be

Yes, this is correct.

7. Tab 6.9 item #1 requires "4 kiosks/terminals" and item #7 requires 2 lobby kiosks. Please confirm that this is 4 booking/intake kiosks for self-depositing inmate money in the intake area of the facility, 2 at each building, and 2 deposit kiosks in the lobby for friends and family, 1 at each building. If this is correct, would the County be willing to consider proposals for a more advanced intake/booking kiosk solution, including extra-large cash boxes designed for larger jails, that would efficiently process inmates with less facility involvement and fewer kiosks?

We are open to an advanced system. I want to correct this information. We currently have 2 lobby kiosks for friends and family, 1 for the SCCJC and 1 for the SCSO. We currently have only 1 deposit kiosk in the intake a booking area for to accept funds from the new arrests.

8. Tab 6.9 item #3 states, "The system must allow the issuance of checks." Please clarify, will the facility staff be issuing these checks or the ICTAS vendor? For what purpose will these checks be issued?

We currently use lockdown, TechFriends, Numi Financial. When an individual is released from our facility out into the community, we return any remaining funds by way of a debit card. If an individual is being transferred to another facility or prison, we return any remaining funds using a check.

9. Tab 6.11 item #3 requires an interface with the TechFriends / Lockdown system. What is the cost of this interface?

Mike?

10. Can vendors omit the Cost Proposal.xls file from their submissions, since the system and maintenance will be provided at no cost to the County, and since all applicable costs are captured on Form D – Call and Video Visitation Cost and Commission Analysis?

The document is a required document. If there is no relevant costs to the Community Justice Center, then it can be left blank or better, state in the spreadsheet that there are no applicable costs.

11. Does the County current receive a commission for trust deposits? If so, what it is?

Yes, attached is a copy of the agreement.

12. Please provide the Fee structure for all Trust Fund deposit methods:

- Phone
- Web/Mobile
- Lobby Kiosk (Credit/Debit and Cash)
- Walk-in Retailer (Cash transactions)
- Other

Please see attached agreement from question 11.

13. Please provide 3 months of detailed Trust Fund transaction history for all inmates or provide the information below:

- Average number of Trust Fund deposits per month
- Average amount of total dollars deposited per month.

All the commission reports have previously been provided with reports on when funds are received and amounts.

14. Who will be responsible for the removal and delivery to bank of the cash of the lobby kiosk(s)?

It is my understanding that J-Pay that is through our current vendor makes the arrangement for the armored cart to pick up the kiosk funds.

15. Who will be responsible the removal delivery to bank of cash out of the booking/intake kiosk(s)?

Sheriff/Jail Accountants.