

Smart Communications is excited to have the opportunity to propose our technologies and services in response to the Inmate Communication and Trust Account System (ICTAS) RFP issued by the Skagit County Government.

To help ensure our proposal best meets the County's needs, we are respectfully requesting the following information pertaining proposal submission as well as the items listed on the "Requirements.XLS" file:

RFP section "**3.4.2 Submission**," (Page #5) states, "*All proposals MUST be sent by electronic mail to rfpproposal@co.skagit.wa.us and must be time stamped by Skagit County's system as received as specified in section 3.1. Once your proposal is received you will receive a confirmation via electronic mail. Each submitted proposal shall identify the electronic submission by submitting the proposal with the phrase: "Skagit County ICTAS RFP Response" in the Subject area of the electronic message.*"

Due to the extensive and complex nature of the County's RFP, it is likely that vendor proposal email file attachment size would exceed that which is allowed/supported by an email server. To ensure successful proposal submission, would the County please inform if it would be acceptable for vendors to submit their proposal document(s) via a free file sharing service such as Google Drive or Dropbox?

Requirements.XLS Related Questions:

Section	Title	#	Requirement	Question
6.1	Inmate Telephone System	8	Proposer shall provide information on how the proposed Inmate Telephone System will meet this requirement.	This requirement (#8) does not list any requirements. Would the County please confirm the proposer's response to #8 should address how their ITS meets the requirements set forth in the requirement listed above (#7)? The question is regarding how the proposer will meet question 7, which is a mandatory requirement.
6.1	Inmate Telephone System	27	Please provide screen shots of the user application to demonstrate Proposer is able to meet this requirement.	This requirement (#27) does not list any requirements. Would the County please confirm that the proposer's response to #27 should provide screen shots showing how their ITS meeting the requirements set forth in requirements (#26a) and (#26b) above? If so, would it be acceptable to provide the screenshots as a separate exhibit (i.e. Exhibit X: CDR Search Query Screen Shots) instead of attempting to insert the multiple screen shots within the MS Excel file's " Proposer Response to Requirement " column? Attempting to insert multiple screen shots into the MS Excel file would the proposers to make extensive changes to the file's existing formats. This is asking for screen shoots providing information on how the proposer will meet Requirement 26. Screenshots may be put in a separately submitted files as long as the file and location

				in the file (such as the requirement number) are put in the information section of the requirements spreadsheet. Large files may be submitted separately and sent via Secure File Sharing.
6.1	Inmate Telephone System	28	Please provide screen shots of the user application to demonstrate Proposer is able to meet this requirement.	This requirement (#29) does not list any requirements. Would the County please confirm that the proposer's response to #29 should provide screen shots showing how their ITS meeting the requirements set forth in requirement #28 above? If so, would it be acceptable to provide the screenshots as a separate exhibit (i.e. Exhibit X: ITS Report Screenshots) instead of attempting to insert the multiple screen shots within the MS Excel file's " Proposer Response to Requirement " column? Attempting to insert multiple screen shots into the MS Excel file would the proposers to make extensive changes to the file's existing formats. We believe the requirement number you are asking about is actually requirement 29. This is asking for screen shoots providing information on how the proposer will meet Requirement 28. Screenshots may be put in a separately submitted files as long as the file and location in the file (such as the requirement number) are put in the information section of the requirements spreadsheet. Large files may be submitted separately and sent via Secure File Sharing.
6.2	Security Features	6b	Proposer's RFP proposal shall specifically include; (1) a section to provide an overview of the technology and the inmate enrollment process, (2) a section detailing the enrollment process associated with the voice biometric solution, and; (3) a section indicating	Would it be acceptable to provide issues responses to the three separate sections as a separate exhibit (i.e. Exhibit X: Voice Biometrics Details) instead of attempting to insert it into the MS Excel file's " Proposer Response to Requirement " column? It is acceptable to provide information in separate documents as long as the file and an identifier (such as the requirement number) are listed in the "Proposer Response to Requirement"

			whether the voice biometric technology performs an initial verification and/or continuous verification of the inmate's voice. Proposer shall provide detailed information relative to the analytical tools and capabilities available with Proposer's biometric technology.	area. We want to be able to reconcile all submitted information to the requirement.
6.5	Video Visitation	1	Proposer shall describe, in non-technical terms, its technology solution for video visitation identifying any unique or distinctive features of their products and services. Proposer shall include images of Proposer related products.	Would it be acceptable to provide the screenshots as a separate exhibit (i.e. Exhibit X: VVS Screenshots) instead of attempting to insert the multiple screen shots within the MS Excel file's " Proposer Response to Requirement " column? Attempting to insert multiple screen shots into the MS Excel file would the proposers to make extensive changes to the file's existing formats. It is acceptable to provide information in separate documents as long as the file and an identifier (such as the requirement number) are listed in the "Proposer Response to Requirement" area. We want to be able to reconcile all submitted information to the requirement.
6.5	Video Visitation	33	There will be no cost for video visits from attorneys, medical, etc. from the kiosks in the lobby.	Would the County please confirm that all video visitation sessions conducted on-site must be provided at no charge? Yes, No Charges....for all on-site visits.
6.5	Video Visitation	37	Proposer shall provide a sample of its video visitation detail reporting capabilities and provide sample reports with their response.	Would it be acceptable to provide the screenshots as a separate exhibit (i.e. Exhibit X: VVS Report Screenshots) instead of attempting to insert the multiple screen shots within the MS Excel file's " Proposer Response to Requirement " column? Attempting to insert multiple screen shots into the MS Excel file would the proposers to make extensive changes to the file's existing formats. It is acceptable to provide information in separate documents as long as the file and an identifier (such as the requirement number) are listed in the "Proposer Response to Requirement" area. We want to be able to reconcile all submitted information to the requirement.
6.5	Video Visitation	38	The proposed Video Visitation System shall	Would the County please clarify/provide additional details relating to the desired functionality of the "splash page"

			provide the ability to create a splash page.	requirement? Sent messages to inmate if needed. Like "flu shots are now available."
6.6	Commission & Traffic Detail Reporting	3	Proposer shall supply a report of all pre-paid card orders completed during the traffic month to include (at a minimum) the order date, invoice number and amount.	The County had indicated in response to vendor questions (#21) that prepaid calling cards are not currently in use today. Would the County please advise if it is there intention to implement prepaid calling cards? Not necessarily but we are open.
6.6	Commission & Traffic Detail Reporting	5	Proposer shall provide a sample of its Commission and Call detail reporting capabilities and provide sample reports with their response.	Would it be acceptable to provide the screenshots as a separate exhibit (i.e. Exhibit X: Commission and Call Detail Reports) instead of attempting to insert the multiple screen shots within the MS Excel file's " Proposer Response to Requirement " column? Attempting to insert multiple screen shots into the MS Excel file would the proposers to make extensive changes to the file's existing formats. It is acceptable to provide information in separate documents as long as the file and an identifier (such as the requirement number) are listed in the "Proposer Response to Requirement" area. We want to be able to reconcile all submitted information to the requirement.
6.7	Paperless Request System	4	Proposer shall provide a sample of its Paperless request system reporting capabilities and provide sample reports with their response.	Would it be acceptable to provide the screenshots as a separate exhibit (i.e. Exhibit X: Paperless Request System Reports) instead of attempting to insert the multiple screen shots within the MS Excel file's " Proposer Response to Requirement " column? Attempting to insert multiple screen shots into the MS Excel file would the proposers to make extensive changes to the file's existing formats. It is acceptable to provide information in separate documents as long as the file and an identifier (such as the requirement number) are listed in the "Proposer Response to Requirement" area. We want to be able to reconcile all submitted information to the requirement.
6.10	Records Retention and Disaster Recovery	3	Proposer is to provide the Disaster recovery plan. Please see 7.7 Disaster Recovery plan in Section 7. Technical Specifications and Service - within '2016 RFP Inmate Communication	This appears to be an outdated requirement as it references what appears to be an RFP issued in 2016. Would the County please confirm that it vendor's are to provide a copy of their Disaster Recovery Plan? If so, would it be acceptable to provide the Disaster Recovery Plan as a separate exhibit (i.e.

			System and Trust Account.docx.'	Exhibit X: Disaster Recovery Plan) instead of attempting to insert it into the MS Excel file's " Proposer Response to Requirement " column? We would like to see the disaster recovery plan as the proposed system will have data in it that the County is required by statute to maintain for records retention and public disclosures purposes. It is acceptable to provide information in separate documents as long as the file and an identifier (such as the requirement number) are listed in the "Proposer Response to Requirement" area. We want to be able to reconcile all submitted information to the requirement.
6.11	Interfaces	3	Techfriends campatability/interface. This is the system Numi Financial utilizes for their processes via lockdown.	It is our understanding that the County is seeking vendors to provide an inmate trust account/banking solution. If our understanding is correct, would the County please explain why a vendors proposed inmate trust account/banking solution would need to be compatible with the current system(s) being used? We want to have one kiosk for all payment, bail, phone/visitation, and commissary. The county does not want to have multiple systems that do not communicate, we want everything to interface, making it more user friendly for inmates, and friends and family.