



CLAY COUNTY SHERIFF'S OFFICE
PROUDLY SERVING WITH HONOR AND COURAGE
SHERIFF MICHELLE COOK

ADDENDUM 1

Request for Proposal (RFP) # 23-0002

Project Name: Inmate Communication Services

January 10, 2024

Special Note: Amendments and questions are numbered sequentially through all issued addendums.

Amendment #1 to RFP 23-0002

Bottom paragraph of Page 5 referencing the pre-proposal conference shall be amended to reflect a January 17, 2024 date.

Amendment #2 to RFP 23-0002

Section 2.2 Statistical Information shall be amended to reflect the following:

2.2.2 Below are the statistics for phone usage during the period of September 2023 through November 2023 (3 months usage).

	Local	Intra-Lata	Inter-Lata	Interstate	International	Total
Total number of calls	34,665	9,327	8,432	8,561	0	60,985
Total duration of calls (in minutes)	433,121	117,026	105,459	99,331	0	754,937
Average number of calls per month	11,555	3,109	2,811	2,854	0	20,328
Average duration of calls per month (in minutes)	144,374	39,009	35,153	33,110	0	251,646
Average duration of each call (in minutes)	12	13	13	12	0	12

2.2.3 During the period referenced in 2.2.2 above there were a total of 21,573 text messages sent. This is an average of 7,191 per month.





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2.2.4 During this said period there were also 1,175 video visitations or an average of 392 per month.

Question 1

Would the County please provide a copy of the agreement/contract and all amendments (if applicable) the County has executed with its incumbent Inmate Telephone System (ITS), Video Visitation System (VVS), Tablet and Mail Scanning Service provider(s)?

Response – Unable to provide, the contract is considered confidential by incumbent.

Question 2

Would the County please provide their current ITS call and commission rates for each applicable call category/tariff type identified in the table below?:

Call Category/Tariff Type	Call Rate/Min.	Commission Rate Percentage
Local -- Collect		
IntraLata - Collect		
InterLata – Collect		
Interstate - Collect		
International - Collect		
Local -- Prepaid Collect		
IntraLata - Prepaid Collect		
InterLata – Prepaid Collect		
Interstate - Prepaid Collect		
International - Prepaid Collect		
Local -- PIN Debit		
IntraLata - PIN Debit		
InterLata – PIN Debit		
Interstate - PIN Debit		
International - PIN Debit		

Response – Unable to provide, this data is considered to be confidential.

Question 3

Will the County please provide a copies of Call Detail/Commission Summary Reports for the past three months which shows a breakdown of all ITS calls, minutes, commission rates and revenues?

Response – Revenue data will not be released, please refer to the chart in Section 2.2.2 above for other data.





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Question 4

Will the County please provide their current VVS call and commission rates for each applicable call category/type identified in the table below?:

VVS Call Category/Type	Call Rate/Min.	Commission Rate Percentage
On-site VVS		
Remote VVS		

Response – [Unable to provide, this data is considered to be confidential.](#)

Question 5

Will the County please provide copies of Call Detail/Commission Summary Reports for the past three months which shows a breakdown of all VVS calls, minutes, commission rates and revenues?

Response – [All releaseable usage data is available in amended Section 2.2 referenced above.](#)

Question 6

Are inmate tablets currently installed at the facility? If so, will the County please provide the following information:

- How many inmate tablet devices are currently available in the facility
- How many inmate tablet charging stations/carts currently installed at the facility?
- What services (i.e. education, electronic messaging, entertainment, video visitation, etc.) are available on the tablet devices currently in use at the facility?

Response – [Tablets are not currently used at the facility. This will be a new program within our facility.](#)

Question 7

Will the County please provide usage and revenue information for the past three months on any additional services such as inmate electronic messaging (aka email), entertainment, video messaging, etc?

Response – [All releaseable usage data is available in amended Section 2.2 referenced above.](#)





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Question 8

How many inmate telephone stations are currently installed at the facility?

Response – There are currently 41 single receiver terminals in confinement and 6 dual receiver terminals in the visitation center.

Question 9

Item #2.5.5. on page #17 of the RFP states that, "CCSO requests one (1) ADA compliant kiosk in each dorm..." Will the County please provide the number of facility dorms?

Response – Once the current construction is complete there will be 24.

Question 10

Item #2.14.2 on page #27 of the RFP states that, "Services must provide, free of charge, the ability for family members and friends to deposit money into an inmate's account by each of these three (3) methods: 1) Secure Website (credit/debit card); 2) Twenty-four (24) call center or toll free number (credit/debit card) and 3) Lobby Kiosk." Typically, vendors will access a fee that is regulated by the FCC on a monetary deposits to help offset transaction processing costs and/or equipment maintenance. Will the County please advise if the charging of deposit fees are allowable?

Response – Fees are not allowable. There should be no charge to family or friends for services.

Question 11

Will the County please provide the name and contact information of their current Jail Management System (JMS) provider?

Response – Central Square Technologies

Question 12

Will County please provide the name and contact information of their current Inmate Fund Accounts (IFA) provider?

Response – Swanson Services Corporation/Cobra Banking Systems



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Question 13

Will County please provide the name and contact information of their current Commissary services provider?

Response – [Keefe Group](#)

Question 14

After the first round of questions are answered, will the County accept additional questions if clarification is needed for any of the County's responses?

Response – [Yes, Questions and follow ups are allowed until five \(5\) business days prior to Proposal Due Date.](#)