



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

**ADDENDUM 3**

**Request for Proposal (RFP) # 23-0002**

**Project Name: Inmate Communication Services**

**January 30, 2024**

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

(Continued from Addendum #2)

Question 15

Please provide a copy of all current contracts and amendments pertaining to all services under this RFP.

Response – A copy of the current contract and all associated addenda will be posted to the CCSO website following the posting of this Addendum.

Question 16

Does the County receive commissions on revenue generated by interstate calls today?

Response – Yes, currently the CCSO receives commission on ALL call types.

Question 17

Does the County require that proposals include commissions on interstate calls?

Response – This is preferred.

Question 18

Will the County allow for a proposal to present multiple pricing options for the County's consideration?

Response – Yes, multiple options are acceptable and encouraged. Each offer should be completed on a separate page (Page 1 of Cost/Fee Schedule) but only one signature page is required.



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Question 19

Please provide a breakdown by housing unit of the inmate capacity in each. The inmate capacity for each cell block is necessary for determining network requirements and charging stations needed to support the tablets.

Response – See graph below:

UNIT	# HOUSED	UNIT	# HOUSED	UNIT	# HOUSED
A	50	C	34	F1	10
B1	10	D1	78	F2	27
B2	23	D2	78	F3	10
B3	10	E1	13	F4	12
B4	10	E2	12	G1	20
B5	23	E3	28	G2	60
B6	14	E4	10	H1	55
Medical	14			H2	20
2ND FLOOR ADDITION	24				
3RD FLOOR ADDITION	70				
		TOTAL POPULATION	715		

Question 20

Please provide a breakdown of the inmate population, in percentages or actual numbers, by local, DOC, or other agency.

Response – [This is an ever changing number. Currently, there are 451 local inmates, 21 DOC inmates and 0 from other agencies.](#)

Question 21

In order to ensure a level playing field for all bidders, please confirm that the successful vendor must provide new equipment. Also, please verify that this applies to both new potential bidders and the incumbent provider.

Response – [Yes, All equipment provided for these services is to be new, regardless of provider.](#)





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Question 22

Please provide the schedule in which the inmates have access to the inmate phones.

Response – Program usage hours are currently set to be 8 AM to 10 PM seven days a week.

Question 23

What limits does the County place, if any, on use of the services in this RFP –maximum number of onsite visits allowed per week (or other interval), remote visits per week, calls per week, minutes per call/visit, etc?

Response – Maximum of two (2 ) onsite visits per week, no limit on remote visits, no limit on calls per week. Calls are purchased in twenty (20) minute blocks. Visitations are in twenty (20) or forty (40) minute blocks.

Question 24

Mail scanning is a required service listed under Section 2.10 on RFP p. 23. What is the average number of inmate mail pieces received daily? Of these, what percentage are legal mail?

Response – An average of 20 pieces of mail are processed by the vendor, daily. Legal mail is currently delivered directly to the detention facility. We prefer vendor to process ALL inmate mail in the future.

Question 25

Section 2.12.2 on RFP p. 25 requires “Law Library Access” on the tablets. Do you have a subscription to a law library service today, or is the vendor expected to provide the law library subscription?

Response – CCSO does not have a subscription. This will be the responsibility of the vendor.

Question 26

Section 3.2 on RFP p. 29 outlines several items that will be considered in the evaluation of proposals. Will the County please provide weights for each of the criteria?



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Response – See table below:

<b>Evaluation Criteria</b>	<b>Weight</b>
1. Understanding of the Project and Requirements	10
2. Methodology and Management Plan for the Project	20
3. Experience and Qualifications	20
4. Contract Value / Commission Rates	50

Question 27

Can the County provide further information regarding station-to-station calls, what it entails, etc.?

Response – Station-to-Station calls are identified as calls that begin as soon as the other party answers. On a person-to-person call, the operator will announce the call and ask for the specific person the inmate is attempting to reach. Charging won't begin until the specific party comes on the line.

Question 28

We understand that the County plans to transition to handset-free devices. Is it your intention for the awarded vendor to get rid of handsets with the initial install of services under this RFP or to install handsets initially and then take them out and replace them with tablets at some point in the future. If the latter, how far down the road to expect this to take place?

Response – It is the intent of the CCSO that all wall mounted telephones, with the exception of those in the booking area, be removed from jail and be replaced by tablets, portable phones, and kiosks in the types and quantities as outlined in the response to Question 30 below.

Question 29

Section 2.3.14 on p. 15 requires contact information for “each of the customers [the vendor has] provided the Services to in the last three (3) years,” while the Reference List Form on p. 47 requires this information for just 5 customers. Will the 5 references on the Reference List Form be sufficient to meet the requirement on p. 15.

Response – If the five (5) references listed on the Reference List Form are Customers that the Vendor has provided the same or like services to then this will be sufficient.



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Question 30

Please clarify the quantities of equipment required for each type (as applicable):

- a. Inmate telephones 4 each (only in Booking area, 2 in each cell)
- b. TDD/TTY devices All kiosks
- c. VRS devices All kiosks
- d. Visitation phones (connected to the inmate phone system) Phones should be a part of the video visitation kiosks.
- e. Cart phones - 0
- f. Hands-free inmate phones - 0
- g. Portable cordless phones – 6 (4 for C wing (confinement) and 2 for Medical).
- h. Enclosures / pedestals (specify type) - 0
- i. Workstations - 0
- j. Wireless inmate tablets – One per inmate plus ten percent (10%) for population spikes, failures, etc. Beginning quantity to be estimated at 495 units. An ADP of 450 inmates plus the 10%. As the jail expansion is completed later this year this number will increase to a maximum amount of 788 tablets.
- k. Wireless access points – To be determined by Vendor needs.
- l. Cell phone detection devices – Vendor should give details on what is available in the response.
- m. Video visitation kiosks – inmate – At project startup - 25 total wall mounted units  
A - Wing = 1 Multiuse dorm = 1 Booking = 1  
B – Wing = 6 (one in each cellblock) D – Wing = 4 (two in each cellblock)  
E – Wing = 4 (one in each cellblock) F – Wing = 4 (one in each cellblock)  
G – Wing = 2 (one in each cellblock) H – Wing = 2 (one in each cellblock)
- n. Video visitation kiosks – visitor building – 6 total
- o. Lobby kiosk - Kiosk in Lobby is for Inmate Fund Accounts only. Not a part of this RFP other than to be compatible.
- p. Other kiosks (specify type) – None
- q. Other equipment (specify type) - None

Response – See data above for required types and quantities.

Question 31

Section 2.3.6 states Four (4) kiosks in jail booking area. Will the County please confirm how many of the 4 kiosks are used for the actual Booking/Intake process? In addition, please confirm the number of lobby kiosk, related to trust deposit, currently in place today?

Response – This is an error in the RFP. There will be just one (1) kiosk in the jail booking area used for Inmate Communications. The others referenced are for monetary transactions within the Inmate Fund Accounts (IFA) system and not a part



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of the Inmate Communications System. There is one (1) kiosk in the lobby for trust (IFA) deposits as well.

Question 32

The Calendar of Events section states the contract award date of March 1, 2024, and the services estimated start date of March 15, 2024. The period of 15 calendar days between award of contract and provision of service is feasible only with the incumbent vendor will you accept alternate implementation timelines?

Response – With the Proposal Due Date being extended all other dates will be adjusted as well. CCSO acknowledges the complexity of the Services and time needed for Vendors to acquire the necessary resources therefore, the actual services start date will be negotiated with the awarded vendor as necessary.

Question 33

We respectfully request that the County extend the bid submission date by two weeks from when the final vendor question responses will be provided. This would allow vendors to have an adequate opportunity to review answers to questions that are currently only known to the incumbent provider. The current schedule accepts questions until 01/26/24, which is only 3 – 4 business day(s) prior to when vendors will need to ship their proposals.

Response – Given the quantity and depth of the questions submitted by vendors, CCSO shall extend the Proposal Due Date by an additional fourteen (14) days.

Amendment #3 to RFP 23-0002

Proposal Due Date shall now be 02/14/2024.

Question 34

Within the evaluation criteria, what is the distribution of points related to each of the evaluation criteria and how are these points calculated? What is the distribution of points related to the offered commission versus rates and how are these points calculated?

Response – Refer to response for Question 26 above and the following formula information.

The distribution of points based on commission will be determined as shown in the example below. The Proposal which provides the highest commission will receive the maximum number of points allocated to commission.



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**EXAMPLE**

**Formula Used to Convert Cost to Points**

**STEP 1.** List all Proposal per minute charges and Commission rates.

**STEP 2.** Multiply Proposer's Commission by their rate to determine CCSO's share of each minute.

**STEP 3.** Convert Commission to points using this formula:

$[(\text{Highest CCSO Share of Minute}) \times (\text{Maximum Points for Cost})] \div (\text{Applicable Proposer CCSO Share of Minute}) = \text{POINTS}$

Example:

This RFP allots 50% (50 points) for cost.

Proposer #1 – Charges \$1.05 per minute; Commission 60% = .63 Commission

Proposer #2 – Charges \$.8 per minute; Commission 70% = .56 Commission

Proposer #3 – Charges \$1.2 per minute; Commission 40% = .48 Commission

**Proposer #1 receives 50 points.**

$[(.63) \times (50)]/(\$ .63) = 50$

**Proposer #2 receives 44.44 points.**

$[(.63) \times (50)]/(\$ .56) = 44.44$

**Proposer #3 receives 38.10 points.**

$[(.63) \times (50)]/(\$ .48) = 38.10$

**Question 35**

Will the County agree to accept a digital scan or stamped signature for this proposal response in lieu of a pen ink signature?

Response – No, at this point CCSO still requires original “wet” signatures on all proposals.

**Question 36**



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Section 2.8.5 states equipment recording calls must be located within the Clay County Jail. Since all vendors have transitioned to cloud-based platforms, will the County please confirm that Clay County will accept off-site recording systems?

Response – It is understood and acceptable that off-site recording systems be used provided CCSO Staff and Investigators have ready access to such system(s).

Question 37

Will the County please confirm if multiple offers are allowed and if multiple pricing/commission forms and signatures are required per offer?

Response – Similar to Question 18. Yes, multiple offers are acceptable. Each offer should be completed on a separate page (Page 1 of Cost/Fee Schedule) but only one signature page is required.

Question 38

Will the County please provide the annual number of all trust deposits and amounts, minus any vendor fees?

Response – For the period Jan. 1 through Dec. 31, 2024 there were 2166 transactions for a total deposit amount of \$309,612.89. It needs to be noted that the IFA process will not be replaced by this RFP or the resulting contract. Proposed ITS must be capable of integrating with the current IFA system only.

Question 39

Will the County please confirm the contact's name, phone number, and address vendors need to address proposals to?

Response – Please refer to page 2 of RFP regarding instructions for delivery of Proposals.

Contact Information:

John Householder  
Contracts Analyst  
Clay County Sheriff's Office  
901 N. Orange Avenue  
Green Cove Springs, FL 32043  
(904) 529-6033





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Question 40

With regards to Question 1 provided by Clay County on January 10, 2024 stating the requested data (copy of the agreement/contract and all amendments the County has executed with its incumbent Inmate Telephone System (ITS), Video Visitation System (VVS), Tablet and Mail Scanning Service provider) is unable to be provided as the data is considered to be confidential.

Response – Update for Question 1 - A copy of our current contract and associated addenda will be posted on our website following this addendum.

Question 41 - With regards to Questions 2, 4, 5 and 7 provided by Clay County on January 10, 2024 stating the requested data is unable to be provided as the data is considered to be confidential. It is our understanding that under Section 119 Florida Statute (Public Records) this data does not fall under items able to be considered confidential.

Response – Question 2 - Updated response below

Call Category/Tariff Type	Call Rate/Min.	Commission Rate Percentage
Local -- Collect	.16 per minute	89 %
IntraLata - Collect	.16 per minute	89 %
InterLata – Collect	.16 per minute	89 %
Interstate - Collect	.21 per minute	89 %
International - Collect		
Local -- Prepaid Collect	.16 per minute	89 %
IntraLata - Prepaid Collect	.16 per minute	89 %
InterLata – Prepaid Collect	.16 per minute	89 %
Interstate - Prepaid Collect	.21 per minute	89 %
International - Prepaid Collect		
Local -- PIN Debit	.16 per minute	89 %
IntraLata - PIN Debit	.16 per minute	89 %
InterLata – PIN Debit	.16 per minute	89 %
Interstate - PIN Debit	.21 per minute	89 %
International - PIN Debit		

Question 4 - Updated response below:

VVS Call Category/Type	Call Rate/Min.	Commission Rate Percentage
On-site VVS	.47 per minute	20% if total qty. > 350 per month
Remote VVS	.47 per minute	20% if total qty. > 350 per month

Question 5 and Question 7 - Latest reports will be posted on CCSO website following this Addendum.





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Question 42

2.3.14 The Vendor shall provide a list of each of the customers they have provided the Services to in the last three (3) years, to include customers name, address, telephone number, contact name, and telephone number. Customers on this list will be contacted to verify the Vendor's ability to satisfactorily provide Services. IT IS NOT ACCEPTABLE FOR VENDORS TO RESPOND THAT CUSTOMER REFERENCES ARE PROPRIETARY INFORMATION. FAILURE TO PROVIDE THIS INFORMATION MAY CAUSE YOUR PROPOSAL TO BE REJECTED AS NON-RESPONSIVE.

This seems to refer to two items: (1) The references (References List Form), which we provide for you to contact, and (2) The three-year client list.

We consider the references non-proprietary, but we do consider the Client List as trade secret Proprietary and Confidential information. If we mark the client list as confidential, will that make us non-responsive?

In other words, are you requiring that both items be non-proprietary/non-confidential?

Response – In addition to Question 29 response, Client list may be marked as “Confidential” and will be considered as such. CCSO shall only use information from this list as a means to contact customers the Proposer has provided Services to in the past. Vendor will NOT be considered non-responsive.

Question 43

Will the County please confirm if fees are allowed for deposits per the FCC?

Response - Yes, and Proposer should list those fees in their Proposal.

Question 44

Will the County confirm vendor responses are only to include Section Two Scope of Work and Appendix A Required Forms?

Response – Vendor responses must include Section Two Scope of Work and Appendix A Required Forms at a minimum. Proposers are encouraged to submit as much additional information as desired in order to assist CCSO in the review and evaluation process.



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Question 45

Page 17 – 2.4.21. Regarding the 30-day accumulated account balance, can the county please clarify if this is for direct billed customers only? Would a current account balance suffice?

Response – Yes this is for direct billed customers. Yes, a current balance should be sufficient. We choose to provide this service to an inmate's friends and family as a courtesy.

Question 46

Page 19 – 2.8.1 – View, monitor, and record all calls and video visitations. Will the county please clarify the county's definition of 'other select telephones outside the facility'? Please provide examples of how this might be used.

Response – The phones referenced are to be used by Investigators when they may be off site. Examples - at another CCSO location or remotely via their agency issued cell phone.

Question 47

Page 27 – 2.14.4 Regarding the payments/transactions, (the ability to view and cancel incoming payments, download payment files, download monthly reports, and investigate and supervise payments) will the county please clarify to what types of payments/transactions this request is pertaining? Will the county please give more detail regarding this request?

Response – This is to allow CCSO to review payments/transactions as part of an investigation or for disciplinary actions; allowing for the review of who was contacting inmates for investigative purposes and cancel or postpone requests as needed for disciplinary actions.