

1. General Requirements, number 12, who do you use for the JMS system?

IN-HOUSE CURRENTLY

2. IVR, number 1, do you currently have an IVR in place? If yes, how can I access to listen to the prompts?

NO

3. Investigative tools, number 20, what type of proprietary code are you looking for the files to be saved to?

THE AUDIO FILE NEEDS TO BE STORED IN A VENDOR RECOMMENDED PROPRIETARY FORMAT NOT EDITABLE USING OFF THE SHELF PRODUCTS.

4. Call monitoring and recording, number 9, when you mention voice printing, can you describe what you are looking for?

THE ABILITY TO IDENTIFY A CALLER BY THEIR VOICE

5. Payment options, number 7, do you currently have this option today for family and friends to pay for and accept a single call with a debit or credit card without setting up an account?

NO

6. Equipment number 4, you describe listening and monitor live calls from multiple facilities. Please describe what you are looking for here my understanding is that you only have one (1) facility at St. Charles County.

ALLOW OTHER JURISDICTIONS IN MULTIPLE FACILITIES SHERIFF, PA...

7. Attachment A, with a bed count of 610 and ADP of only 361, has the ADP been increasing? Over the past twelve (12) months what percentage was increased or decreased?

THE ADP WAS AN AVERAGE FROM LAST YEAR

8. Attachment A, inmate visitation phones, what type of visitation are you looking for? There are no requirements within the text portion of the RFP that describes what you are looking for on visitation.

INMATE VISITATION BOOTHS WITH MIRROR BASIS ANALOG PHONES

9. Attachment, Inmate telephones states 45 phones then 11 hands free. Is this a total of 56 inmate phones? Where are the hands free phones located?

IN THE BOOKING DEPARTMENT

10. Attachment A, Can we get a break down of Debit and Prepaid calls like were provided for Collect?

CURRENTLY DO NOT USE THIS FUNCTION

11. Attachment A, Can we get the revenue associated with the calls and minutes in the provided chart?

NO

12. Attachment B, sample rates 1 and sample rates 2, are either of these rates in place today? If not what are the rates being used in the jail today for all three (3) call types.

CURRENTLY ONLY USE COLLECT

13. Who is the current provider?

SECURUS

14. What is the current commission % for each call type?

COMMISSION RATE IS 51% GROSS REVENUE

15. On page 6 of the RFP must the inmate phone provider be the owner/provider of the IVR system? Or can it be provided by a 3rd party.

YES

16. What points are associated with the IVR system and would a lower commission be considered to provide one that is for both inmate and public.

YES PROVIDE AS OPTION

17. For items that ask that the offerer further describe, do you want the description to be filled into the box provided or on a separate page or attachment.

YES ON ADDITIONAL PAGES

18. Since this is a bid, are rates and commissions the only items being evaluated?

NO

19. And finally the last question...would an extension be provided to allow for a truly comprehensive response for areas that are asking for further descriptions.

NOT AT THIS TIME

20. **General** - Please provide a telephone number for Mr. Rick Hooker (because FedEx requires a telephone number at the delivery address).

636-949-7465

21. **General** - Will the County offer any possible extensions to the contract after the completion of the base one-year contract term?

IT IS POSSIBLE TO BE OFFERED TWO ONE YEAR EXTENSIONS

22. **General** - The RFP has explicit requirements for collect (post-paid and prepaid) calling but not for inmate-based debit or prepaid card calling. However, there is a "Debit" column in the Rates and Commission schedules. Does the County desire the contractor to provide (a) prepaid card calling and/or (b) integrated debit calling?

PLEASE PROVIDE WHAT YOU HAVE FOR EITHER ONE.

23. **General** - Will the County provide the current rates and commission paid to the County?

COMMISSION RATE IS 51% GROSS REVENUE

24. **General** - Regarding the proposal response to the **Bid Specification - Minimum Requirements**:

(a) Where should the detailed text that is specifically called for by specifications (e.g. "describe how this works") be placed in the response? Should these be gathered as one section following the "Yes" / "No" specification pages, or should the appropriate responses be placed on the page following the specific specification item to which it applies?

PLACED ON THE PAGE FOLLOWING THE SPECIFIC SPECIFICATION ITEM TO WHICH IT APPLIES.

(b) Does the County desire additional descriptive text for specification items that do not specifically request it, or is the "Yes" / "No" checkmark sufficient?

YES/NO CHECKMARK BUT CAN ADD DESCRIPTIVE TEXT IF DESIRED

25. **ATTACHMENT A** - The table states visitation telephones required is 13. Since visitation telephones are normally "paired" we do not understand how the number of telephones is odd. Does the County mean that there are 13 *stations* (i.e. 26 telephones)?

TECHNICALLY 26

26. **Minimum Requirements - General Requirements, #11** - "*The proposed system will integrate with Keefe Commissary.*" **Question:** what is the purpose of this interface? Is this used for inmates to purchase debit time?

YES

27. **Minimum Requirements - Investigative Tools, #20** - "*The system allows recording files to be saved in a proprietary code.*" **Question:** does "in a proprietary code" mean in encrypted format?

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28. Does the County require inmate phone service only at the main corrections facility or is it also to be provided at the Juvenile

Justice Center as well? If the later, how many of the phones are deployed in the Juvenile Justice Center?

ONLY AT THE CORRECTIONS FACILITY

29. Do you want the entire Request For Bid returned or only those sections requiring a response? (I.e., Instructions, Inquiries, Terms & Conditions, Attachment A don't seem to require a response.

RETURN THE COMPLETE PACKAGE

30. RFB p. 6-7, Interactive Voice Response. Is the information that is to be accessed by this IVR maintained and updated in the County's Jail Management System or some other database from which it can be downloaded into our platform?

YES MAINTAINED AND UPDATED IN THE COUNTY'S JMS, BUT WOULD ALSO LIKE TO LEAVE OPEN TO OTHER DATABASE AS WELL.

31. RFB p. 9 Reports item 8 and p. 12, Commission Structure item 8. What is meant by a "Detail billing report"? Is this a call detail report including the price of the call?

YES, PLEASE ATTACH WHAT YOUR BILLING REPORTS LOOK LIKE

32. Are your visitation phones currently recorded?

WOULD LIKE THE VISITATION PHONES TO BE RECORDED.