

ADDENDUM #1 Vendor Responses  
Bid #2025-01 Jail Inmate Phone and Video Visitation Services

1. Can the County provide past 6 months of usage & revenue information on additional services such as email, video visitation, tablets, video messaging etc.

**The County will not provide this information.**

2. Can the county provide the current ITS call rates, video visitation rates, email rates, tablet rates, video messaging rates etc. ?

**The County will not provide this information.**

3. Does the County currently receive a minimum annual guarantee, monthly guarantee, technology grant, or signing bonus? If so, please provide details.

**No.**

4. Do commissions for this contract go to the County general fund, inmate welfare fund, or sheriff's office?

**Inmate welfare fund.**

5. Can the county provide the number of tablets that will be required?

**Currently 180.**

6. Please provide facility layout with housing unit capacity. A list of all pods/cells and other areas (medical, intake, work release, etc) that would require equipment. Inmate capacity is helpful for determining network requirements and charging units needed for handheld devices and chargers.

**Please see attached maps.**

7. What pods/cells require in pod charging units for tablets?

**Blocks: A,B,C,D,E,EE,F,K,LL,M,N,P,R,S,WRA,WRB,WRC, and kitchen.**

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

**0700-2300, off during meals 0715-0745, 1115-1145, 1615-1645.**

9. Are there limits placed by the County on use of any of the services included in this RFP? For example, maximum number of remote visits per day/week/month, calls per week, minutes per call, limited access to tablets, etc.

2 free visits, lobby kiosk per week. No limits on remote visits. Video visits can be 20 minutes or 40 minutes. Phone calls up to 15 minutes each with no limits.

10. Does the County require inmate refund upon release? What products?

Yes, debit cards.

11. Does the facility currently have AIS enabled? Is this a desired service?

No, the county does not currently have AIS enabled and it has potential for a desired service.

12. Comments during the pre-bid indicated that the County intends to hold live demonstrations. When will the demos be held during the week of April 14th?

Demonstrations will be held for top competitive bidders after the bid opening date.

13. Who does the County use as your Internet provider?

Spectrum.

14. Who provides the Cable TV services to your inmates today?

Spectrum

15. How is legal mail currently handled at the Jail?

By the officers, opened by the inmate while observed.

16. The RFP states on p. 3, "Preliminary transition plan and readiness to implement no later than thirty (30) days after contract signing." However, only the incumbent vendor can meet this requirement, since any new vendor will have to order new circuits, order and assemble tablet components, and coordinate the transition with the incumbent provider. Therefore, will the County allow a more realistic installation timeframe for all bidders, such as 60 days?

Yes.

17. Is the County interested in any additional equipment that is not required? If so, specify the type(s) and desired quantities?

**Tablet charging stations in the blocks.**

18. If we are offering tablets and any other services that are not in the RFP, should we include that as Attachment R?

**Yes.**

19. Please provide the average daily population for the last three months, broken down by month, if possible.

**January: 83, February:92, March: 100.**

20. Please provide a copy of each agreement/contract and all amendments (if applicable) the County has executed with its incumbent inmate Telephone System (ITS), Video Visitation System (VVS) and Tablet provider(s).

**The County will not provide this information.**

21. How many inmate telephone visitation handsets are currently installed?

**32.**

22. How many inmate multi-function/video visitation kiosks are currently installed?

**19.**

23. How many public user video visitation kiosks are currently installed?

**2.**

24. 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.

**Please see attached.**

25. Who is the County's current Jail Management System (JMS) provider?

**Tyler New World.**

26. Who is the County's current commissary service provider?

**Tiggs Canteen.**

27. Who is the County's current inmate banking/trust fund services provider?

**Canteen.**

28. Is the inmate banking/trust account managed through the commissary system or the Jail Management System (JMS) or other system? If other, please specify.

**Commissary.**

29. Please provide the current service and commission rates associated with each of the following inmate services: a). ITS, b). VVS, c). Electronic Messaging (aka Email) and d). Entertainment/Media. NOTE: If any inmate service is not currently utilized by the County or is not relevant to the RFP, please mark the appropriate service item response as "not applicable."

**The County will not provide this information.**

30. To allow a vendor to present their best possible offer, it is very important to have historical information regarding revenue data for current inmate services. Will the County please provide copies of Service Usage/Revenue/Commission reports for the past three months for the following County services: a). ITS, b). VVS, c). Electronic Messaging (aka Email) and d). Entertainment/Media? NOTE: If any inmate service is not currently utilized by the County or is not relevant to the RFP, please mark the appropriate service item response as "not applicable."

**The County will not provide this information.**

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

**2 onsite visits (free) per week, no limits on remote visits, no phone limits.**

32. It is our understanding that the County currently has an inmate tablet program in place. Will the County please provide the following details regarding its current inmate tablet program: a.) Who is the current tablet manufacturer/provider?, b.) How many tablets does the County have today? c.) Do inmates share the tablets?, d.) How do they check them out? e.) What services are currently available on the tablets (i.e., education, electronic messaging, entertainment, video visitation, etc.) and f.) How many tablet charging stations are currently installed?

**a. Tablets provided by Securus.**

**b. 180.**

**c. No.**

**d. Inmates sign a tablet agreement.**

**e. Inmate guide, law library, books, educational material, Bible, Koran, music, movies. Currently have a "charging cart".**

33. Do you currently have an inmate tablets program? If so: a.) Who is the current tablet manufacturer/provider?, b.) How many tablets does the County have today? C.) Do inmates share the tablets?, d.) How do they check them out? e.) What services are currently available on the tablets (i.e., education, electronic messaging, entertainment, video visitation, etc.) and f.) How many tablet charging stations are currently installed?

**Asked and answered.**

34. Requirement #2 in the "Physical Installation Requirements" section located on page #3 of the RFP states, "The Proposer must list delivery methods available." Will the County please clarify what it means by "delivery methods"?

**Explain how your system communicates.**

35. Requirements #33 - 52 in the "Additional Investigative Software" section located on pages #15-17, pertain to location based cell phone services. The provisioning of these services are currently unlawful. Will the County please consider removing these requirements?

**Yes.**

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

**Yes.**

37. Please provide historical usage data for all revenue streams associated with the current contract. In addition, please provide the current rates charged to end-users for each service offering to help us assess pricing models and identify potential areas of revenue enhancement.

**The County will not provide this information.**

38. Please provide the average daily inmate population for the past 12 months, broken down by month.

**April 2024: 101, May 2024: 94, June 2024: 103, July 2024: 105, August 2024: 115, September 2024: 115, October 2024: 96, November 2024: 104, December 2024: 99, January 2025: 83, February 2025: 92, March 2025: 100.**

39. Please outline any restrictions the County places on usage of the services:

a. Maximum number of on-site visits per inmate per week (or other time interval)

- b. Maximum number of remote visits
- c. Call limitations (e.g., minutes per call, number of calls per day/week)

Asked and answered.

#### 40. Current Video Visitation System

- a. How many inmate kiosks are currently installed? 19.
- b. How many visitor kiosks are currently installed? 2.
- c. Are there any portable kiosks in use? No.
- d. Will the County require the same quantity of equipment as currently deployed? If not, please specify the expected quantities. 2 additional kiosks.
- e. What type of cabling or wiring is used to connect the kiosks to the equipment room? CAT 6.

#### 41. Current Inmate Tablet Program

- a. How many tablets are currently deployed in the facility? 106.
- b. Who is the current tablet manufacturer? JP6 Shen Zhan battery, SGS Model 7095105
- c. Are tablets shared among inmates? If so, how is access or checkout managed? None.
- d. What services and applications are currently available on the tablets? Asked and Answered
- e. Are the tablets integrated with the Jail Management System (JMS)? If so, please explain the nature of the integration. No.

42. We are concerned that the County is issuing various requirements in this RFP that are specific to a single vendor's solution and, as the requirements are written, cannot be met by any other solution provider without custom development. For example, several requirements under the "Additional Investigative Software Attachment M" section. While other bidders could accomplish the same goal with a different, possibly better solution, these solutions could potentially be deemed non-compliant given the restrictive RFP requirement language and would also lead to an unusual number of exceptions.

a. To establish a level playing field would the County be open to receiving bids that accomplish the same goal with a different and potentially better solution than outlined in a specific requirement?

Yes.

b. Should vendors be allowed to submit solutions that accomplish the same goal with a different and potentially better solution from the technical requirements, will vendors be allowed to respond with “Company has Read, Understands, and will comply” as only one vendor can respond in such a manner to the vendor specific requirements as written?

Yes.

c. How will vendors be equitably evaluated if the specifications are so unique to one vendor?

The county is looking for the best solution provided by publishing a competitive bid.

43. Regarding Additional Investigative Software Attachment M, there are several requirements that refer to a geofence or geographical locations of cellular phones. As this technology has fallen under legal scrutiny for privacy reasons, please note that all major cell phone carriers have publicly announced a major shift from past practices. The carriers will now only share cell phone location information under limited circumstances, which excludes those circumstances contemplated by these requirements. Accordingly, we respectfully request that the County strike these requirements, as we believe that no bidder will be able to meet the requirement without location information from cell phone carriers. Agreed.

44. Will Bay County be issuing an addendum adding tablets, charging, and connectivity as a requirement to the RFP response?

The county currently has tablets, would like “in block” charging stations.

45. We respectfully request that Bay County grant all vendors an extension to the due date until May 22, 2025, allowing additional questions with the addition of tablets in our response. This would allow vendors to incorporate the responses to the additional tablet requirements. This will also ensure that the County receives the most comprehensive responses that bring the most benefit to your agency, inmates, and family and friends.

The County will not provide an extension to the due date.

46. Will Bay County please provide the past 12 months of inmate phone data to include type of call and minutes used?

The County will not provide this information.

47. Will Bay County provide the past 12 months of total inmate video visits? Are all video visits currently on kiosks?

The County will not provide this information

48. Will Bay County provide the past 12 months of inmate tablet usage, by total minutes used?

The County will not provide this information.

49. What method of charging tablets is required and preferred by Bay County?

In-block charging stations.

50. Can inmates have video visits currently on tablets?

No.

51. Are inmate tablets assigned or shared?

Assigned.

52. How are Professional video visits currently conducted?

Primarily on Zoom.

53. Will Bay County allow for use of existing wiring and circuits?

Yes.

54. Page 7, Call Detail Reporting and Storage: (1) "On-site storage capacity for a minimum of two (2) years' worth of call records." QUESTION: The majority of vendor ICPs are hosted systems with hosted, off-site storage of all data and records/recordings. Please verify that the County will accept off-site, hosted storage.

Yes, The County will.

55. Page 7, Call Detail Reporting and Storage: (5) "Flexible call detail reporting by PIN dialed number, phone or trunk. On-site administrators must enter all PINs daily." QUESTION: Will the County allow for automated entry of PINs between your JMS and the ICP?

PINS will be entered by on-site administrators.

56. Page 10, Fraud Management: (18) “The system shall be able to provide real-time validation of calls that are forwarded.” QUESTION: Please define the meaning of “real-time validation” in this context. Since the ICP is to prevent call forwarding, does this mean that the system will flag and record in real-time when an attempt is made to forward a call?

Yes.

57. Page 23, Hardware Requirements: (15) “The terminal must have heat syncs and heat vents located at the back of the terminal to allow for proper cooling.” QUESTION: Please confirm that if newer tablet-based technology is used for the terminal that heat syncs and heat vents are not required.

Based off the equipment provided.

58. Will the County please confirm that in order to ensure the selected vendor is financially stable and can provide the services required through the contract term, all vendors are required to disclose any pending, current, or prior bankruptcy filings?

The County is unable to answer this question.

59. What are the evaluation criteria for both the RFP response and pricing? Are points or percentages being given as part of the evaluation criteria, of so, how are those points allocated?

Based on a weighted score sheet.

60. Within the evaluation criteria, will the County be evaluating the Commissions and Fees? If so, what is the distribution of percentage points related to the offered commission versus rates and how are these points calculated?

Based on a weighted score sheet.

61. Will the County allow multiple financial offers? How will those offers be evaluated?

Yes, based on best value to the County that meets requirements.

62. Please confirm that it is acceptable for vendors to provide material deemed confidential in a separate envelope marked “CONFIDENTIAL” within each binder.

Yes.

63. Please confirm how the results of the RFP will be provided once evaluations are complete and the intent to award and/or award has been made, for example will all Proposers be notified

by email?

**Proposers will be notified by email with the bid award.**

64. Please confirm the County will accept an electronic/stamped signature for this proposal from an Executive Vice President who is authorized to bind the company.

**An electronic signature will be accepted.**

65. Can the County confirm that the 12-point font requirement does not apply to cover sheets, headings, tables, inserts, or exhibits?

**Correct.**

66. Does Bay County, MI require all bids to comply with the requirements of the 2024 FCC Order?

**Bay County requires all bids to comply with the 2024 FCC Order**

67. Will Bay County, MI accept bids that do not comply with the requirements of the 2024 FCC Order?

**Bay County will not accept bids that do not comply with the 2024 FCC Order**

68. Will Bay County, MI issue an award to an offeror whose bid does not comply with the requirements of the 2024 FCC Order?

**Bay County will not issue a bid award to an offeror who does not comply with the 2024 FCC Order**

69. Does Bay County, MI require offerors to submit bids that pay a Commission on Regulated Revenue?

**Bay County requires all bids to comply with the FCC requirements.**

70. Will Bay County, MI accept bids that pay a Commission on Regulated Revenue?

**Bay County requires all bids to comply with the FCC requirements.**

71. Will Bay County, MI issue an award to an offeror whose bid pays a Commission on Regulated Revenue?

**Bay County requires all bids to comply with the FCC requirements.**

72. Does Bay County, MI require offerors to submit bids that include Safety and Security Services provided at no cost to Bay County, MI, with the cost of those services paid for (in whole or in part) from Regulated Revenue?

**Bay County requires all bids to comply with the FCC requirements.**

73. Will Bay County, MI accept bids that include Safety and Security Services provided at no cost to Bay County, MI, with the cost of those services paid for (in whole or in part) from Regulated Revenue?

**Bay County requires all bids to comply with the FCC requirements.**

74. Will Bay County, MI issue an award to an offeror whose bid includes Safety and Security Services provided at no cost to Bay County, MI, with the cost of those services paid for (in whole or in part) from Regulated Revenue?

**Bay County requires all bids to comply with the FCC requirements.**

75. Can you please define what an "Attachment" is in this context? Are these just section titles?

**Correct, these are section titles in the bid response.**

76. We assume you want vendors to respond to pages 3-32, and 34-38. Is that correct? Where are these to be included in the response? Do we just fit them under whatever the categories are in the outline provided on pages 32-34?

**Correct, answers will correspond with "attachments" on pages 32-34.**

77. On pages 40-43, the County includes the following forms: Non-Bidder's Feedback Form, Bid Response Cover Sheet, Bidders' Checklist, and Bidder's Acknowledgement. These are not labeled as Attachments. We assume these are to be included in the response (except, perhaps, the Non-Bidder's Feedback form). Since we are bidding, do we need to include the "Non-Bidder's Feedback Form"?

**No.**

78. On page 32, #4, under Submittal requirements, the County states: "Additional information must be limited to no more than 1 page per section". Many of our "additional information" items will be in excess of one page. For example, sample CDR screenshots information runs multiple

pages. Would the County please explain what this 1 page limitation applies to? We typically create a section at the end of the response

called, "Securus Attachments" and include longer responses in that section, and refer to that in the body of the response. Is that an acceptable approach to the County?

Yes.