

Additional Questions- RFP#VCR-FY21-007, Inmate Telephone Services  
Valencia County

1. Does the County wish to keep the current video arraignment system?  
Yes the county will keep the current system
2. If yes, are there annual or monthly fees associated with the current service?  
There is zero cost for the service
4. If yes, are is the County seeking reimbursement for those fees from the successful ITS vendor?  
None
5. Does the County want a new system offered for video arraignment?  
The county will entertain a new system when needed
6. Can we/vendor offer a technology grant in lieu of providing a JMS product?  
Valencia county wants the JMS provided as part of the contract with inmate phones. The county does not want the responsibility of establishing a JMS provider. The county is open to the offeror getting or establishing themselves with a grant to cover the cost of the JMS but this should be done without discrepancies with providing the JMS for the length of the contract.
7. In response to Question #4, the County says current funding fees for Web and IVR are \$3.75, and did not note a fee for live operator funding.
  - a. The FCC caps Web and IVR funding fees at \$3.00, so can the County confirm that current Web and IVR funding fees exceed the FCC cap?
  - b. The FCC caps Live Operator funding fees at \$5.95. Will the County confirm that the current vendor does not charge this allowable fee?

\$3.75 is the current fee the county is waiting for confirmation on the \$5.95 that is not charged. The actual funding fees being charged today are \$3.00 for Web and IVR, and \$5.95 for Live Operator which are both within the FCC caps.
8. Responses to questions 17-20 suggest that video arraignment is not part of this RFP. However, Section XV on p. 33 of the RFP requires video arraignment. Please clarify, is video arraignment required as part of this RFP? No
9. If video arraignment is part of this RFP, what equipment is required to be supplied by the Inmate Telephone System vendor to support video arraignment?  
Video arraignment is not needed.
10. Do inmates have text/email messaging on the current tablets? If yes, what are the rates associated with messaging and photo sharing, if available?

Yes, 050 per message (including photo attachments) This is not refundable if pictures are denied by staff members (not appropriate)

11. Q&A #28 says inmates pay \$0.99 for one hour of tablet use “to play games and other apps.” First 15 min free, 99 for one hour, Inmates receive 15 minutes of “free” tablet use every 3 hours, after which the rate to use the Tablet is \$0.99 per hour.
  - a. Besides games, what other apps are available at this rate?  
Music,books,radio (local stations only) The available applications are quite varied, the Valencia County Detention Adult Center decided which applications they wanted to make available to inmates and which they did not. The applications include but are not limited to; Music, Video Games, Commissary Ordering, Law Library, Books, Religious Materials, Electronic Messages, Information (Calendars, Schedules, Facility Handbook, Orientation Video), PREA Video, Grievances, Educational Content (GED practice tests, study guides, and other Educational content), Medical Requests.
  - b. Are movies and/or music included at this rate? No
  - c. Do inmates have to purchase tablet usage in one-hour blocks? If no, what is the smallest time or dollar increment that may be purchased? \$0.99 is for hour increments (multiple hours can be purchased back to back)