

RFP 23-001

Questions and Answers

September 15, 2023

*All questions presented by vendors have been compiled into one document and answered for all to see. The County's answers are in **blue**.*

- 1) Does the County earn any commissions for E-messaging and/or receive any statements of revenue for E-messaging? **The Charlotte County Sheriff's Office currently does not earn commissions for E-messaging nor receive revenue statements on E-messaging.**
- 2) Does the County have debit services turned on for the inmate population? If so, we would like to request 6 months of commission/revenue statements for debit funds please? **No, the Charlotte County Sheriff's Office does not have debit services for the inmate population.**
- 3) Would the County please increase the page limit from one to two pages for Exhibit A? Both the instructions and Exhibit C indicate 1 page, but the required returned document is two pages. **Exhibit A page limit increased to (2) two pages.**
- 4) "Exhibit I - Non-Collusion, Non-Conflict of Interest Statement." The RFP includes a one-page form for the conflict of interest but there is no form for non-collusion. Can the county please provide the required non-collusion form and increase the page limit for this section to allow for submittal of these two forms? **The Charlotte County Sheriff's Office values transparency and the integrity of public contracts. Collusion language is included in the Request for Proposal, and it is the Sheriff's intent to disqualify any proposal if the price was not arrived independently without collusion, consultation, communication or agreement to any matter with other Proposer, Sheriff's Employee or any competitor.**
- 5) The RFP Instructions identifies the proposal order, as well as Exhibit C. Would the County, please clarify which document(s) they would like to have as Exhibit I? The two proposal order documents do not match. **Exhibit I was provided, it is the commission reports from the current vendors for ITS and VVS for the last six months (December 2022 – May 2023).**
- 6) Would the County please provide a copy of the agreement/contract and all related amendments executed between the County and its incumbent Inmate Telephone System (ITS) and Video Visitation System (VVS) provider? **Current ITS and VVS contracts with addendums will be added as Exhibit K.**
- 7) Are inmates currently limited to two free 60-minute on-site video visitation sessions per week? **Yes, currently inmates are allowed two free 60-minute on-site visitation sessions per week. The Charlotte County Sheriff's Office would like to do away with on-site visitation and strictly provide online video visitation with two free 60-minutes sessions per week.**

- 8) Requirement #2.003 of subsection 2 Video Visitation Service of the **VVS Requirements** tab, states “CCSO requires the VVS to allow two (2) free 60-minute video visits per inmate per week onsite or remote video visitation sessions at no cost to the general public or inmate.” However, the subsection 2 VVS Rates and Revenue Share of the **Rate, Fees, Rev Share** tab only references the provisioning of “Two (2) Free 60-Minute Onsite Video Visits” Would the County please provide the following information to clarify what is required?:
- a. Are vendors required to provide inmates with two free 60-minute remote video visits/week? If so, would the County please consider updating subsection 2 VVS Rates and Revenue Share of the **Rate, Fees, Rev Share** tab to reflect this requirement? If vendors are not required to provide inmates with free remote video visits, would the County please remove the reference of free “remote video visits” from requirement #2.003? [The County listed the services currently provided. The Charlotte County Sheriff's Office is looking to close the visitation/information building which will make all video visitation remote. If the decision is made to close onsite visitation, then we want to be sure that two \(2\) free 60-minutes visits will be provided for each inmate.](#)
 - b. Subsection 2 VVS Rates and Revenue Share of the **Rate, Fees, Rev Share** tab states that vendor must provide “Two (2) Free 60-Minute Onsite Video Visits,” but does not state the frequency in which these free visits must be provided (i.e. week, month, etc.). Would the County please provide the frequency in which free on-site video visits are to be provided to inmates and update the **Rate, Fees, Rev Share** tab accordingly? [The frequency of visits is managed weekly.](#)
 - c. What limits does the County place, if any, on on-site and/or remote video visits? If the County limits on-site video visits, please provide the following information:
 - i. What rates are currently charged for on-site video visits after an inmate’s free on-site video visit quota is reached? [Currently inmates are allowed and limited to two \(2\) free on-site video visits.](#)
 - ii. Does the County receive a commission on charges for paid on-site visits? If so, what is the commission rate? [There are no paid on-site visits, the Charlotte County Sheriff's Office does not receive commission on on-site visits.](#)
- 9) Does the County currently offer physical pre-paid ITS calling cards? If so, describe the process in which inmates and/or public users obtain the cards. [The Charlotte County Sheriff's Office does not offer physical pre-paid ITS calling cards.](#)
- 10) 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? [The Charlotte County Sheriff's Office will try to be as clear and concise as possible as there will be no additional questions accepted.](#)
- 11) The table of contents / proposal order indicates that Exhibit A – Proposal Submittal Letter and Receipt of Addenda is limited to 1 page, however this form is 2 pages.

Would the County please increase the maximum page limit for this item to 2 pages so that we have the ability to complete the requested requirements? [Exhibit A page limit increased to \(2\) two pages.](#)

12) Will the County please confirm that the maximum page limit for the Technical Proposal is 150 pages and the items that should be included in this response are section 3 through section 6? [The Technical Proposal shall be no more than 150 pages and include Sections 3 through 6 listed under the Vendor Technical Proposal of the RFP Instructions document.](#)

13) To confirm that we have a complete bid package, can the County confirm on page 3 of the RFP Instructions document where it lists Exhibits D, E, F, and G, that those are incorporated into the RFP on pages 17 through 29 as Sections 3 through 5, and we should not expect separate Exhibit documents? [Sections 3 through 5 are the instructions for the required Exhibits D, E, F, and G of the RFP.](#)

14) The Proposal order indicates that vendors should provide exceptions using Exhibit H however this exhibit was not included with the proposal documents.

Will the County please provide this exhibit? [Exhibit H is not a requirement of the RFP for consideration and there is no specific form for Exhibit H. However, the Charlotte County Sheriff's Office is allowing the proposer the opportunity to request an exemption if needed in writing in a narrative format.](#)

15) Exhibit C Inmate Technology Services, General Installation Tab, #3.001 states there will be integration with the commissary provider to provide "the required services." Please define the services that will be provided by the commissary provider. [The tablet would have a link to the Commissary Server so inmates could order from the device or look up their inmate bank account information. This would include providing commissary items for the eligible offenders \(hygiene, postage, clothing, food, beverages, general merchandise, etc.\) based on the agreed upon menu along with indigent items, our iCare program, CORE Banking, Numi Debit Cards, Integration with the JMS provider \(Zuercher\), interfaces with phone and visitation vendor for deposit services and PIN's, interfaces with kiosk/tablet provider to allow ordering, transactional/commissary historical lookup, etc.](#)

16) Exhibit C Inmate Technology Services, Additional Technology Tab, #1.003 states "All digitized files shall be filtered electronically in accordance with CCSO's security settings." What are the security standards to which the filtering must be in accordance? Is filter expected only on typed text correspondence or handwritten as well? [A filter should](#)

be applied to typed text to find keywords, this filter should also be applied to handwritten scanned documents if capable.

- 17) Exhibit C Inmate Technology Services, Additional Technology Tab, #5.001 does not provide a dropdown to select a required response.

Will the County please provide an updated spreadsheet? [Drop down has been added to Exhibit C Inmate Technology Services, Additional Technology Tab, #5.001.](#)

- 18) In the RFP it lists several areas where “a response indicating this information is confidential and/or proprietary will be considered an exception.” Many of these items requested are protected under the Florida public record law. If vendors label this information as such and still provides the information to the County for evaluation purposes only, will this still be considered an exception? [Trade Secrets submitted in accordance with Section N of the RFP \(Trades Secrets\) will be considered except so long as Florida law provides for such exemption and the proposer has complied with the instructions provided in the RFP.](#)

- 19) Will multiple financial offers be permitted? If so, how does the County want additional offers submitted? [No more than one financial offer will be accepted.](#)

- 20) Would the County agree to accept an electronic/stamped signature for this proposal from an Executive Vice President who is authorized to bind the company? [Electronic signatures will be accepted with an audit report attached.](#)

- 21) On page 5, E. Awarded Contractor Requirements, #2, Insurance states “Proposer, at its own expense, agrees to carry and maintain the following minimum insurance policy of public liability and property damage issued by a casualty company authorized to do business in the State of California, and in a standard form approved by the Board of Insurance Commissioners of the State of California.

Will the County please confirm that the authorized carrier should be issued by a casualty company authorized to do business in the State of Florida? [The authorized carrier should be issued by a casualty company authorized to do business in the State of Florida.](#)

- 22) The table of contents in in Exhibit C, Inmate Technology Services lists Exhibit I Vendor 6-Month Reporting as “no page limit”. The table of contents in the RFP lists Exhibit I as Non Collusion Non Conflict of Interest Statement with a page limit of 1 page.

Will the County please confirm what item should be included with Exhibit I and please confirm the page limit for this exhibit? Exhibit I was provided to show the County's last 6 months of reporting. [Exhibit I is the Charlotte County Sheriff's Office last 6 months of reporting that was provided. Conflict of Interest Statement will be reassigned as Exhibit J and is the last page of the RFP Instruction document.](#)

23) Will the County please provide vendors with floor plans of all areas that require tablet services? No, the Charlotte County Sheriff's Office will not provide vendors with floor plans for security purposes.

24) Please provide a list of housing units/pods with ADP and bed count.

<i>POD / UNIT</i>	<i>ADP August 2023</i>	<i>MAXIMUM BED COUNT</i>		<i>POD / UNIT</i>	<i>ADP August 2023</i>	<i>MAXIMUM BED COUNT</i>
C1	36.81	69		C2	60.39	69
D1	0	69		D2	61.90	69
E1	66.29	69		E2	66.26	69
F1	66.29	69		F2	65.81	69
K1	64.74	69		K2	63.06	69
L1	0	64		L2	0	64
JUV1	0	6		JUV2	0	18
FWR	0	32		MWR	0	48
M2	13.56	79		M3	24.49	52
H	55.16	138				