

State of Missouri
Johnson County Sheriff's Office



Scott Munsterman
Sheriff

Last Updated 5/3/2021

DEADLINE FOR QUESTIONS WILL BE APRIL 30, 2021 AT 4:00 P.M.

Questions submitted to the Johnson County Sheriff's Office (hereinafter referred to as COUNTY) by potential vendors pursuant to the RFP released April 15, 2021 regarding inmate video visitation, phone and commissary.

In order to ensure transparency and equal access to all information, the COUNTY is making available answers to questions that have been requested by a potential vendor.

1. If we are to submit questions, who would they go to?
 - ANSWER: Question can be submitted to Major Brown at 660-747-6469 abrown@jocomosheriff.org
2. What is the deadline to submit?
 - ANSWER: The deadline for submission is May 7, 2021.
3. Can a pre-bid tour be performed to tour jail and count phones/units etc? (or provide the number of current/required phones and video units)
 - ANSWER: Please contact Major Brown at 660-747-6469 or abrown@jocomosheriff.org to schedule a facility tour.
4. Are vendors able to present a presentation?
 - We highly recommend all interested vendors to schedule a date and time for a presentation.
5. I see you are on a MB plan –if vendor does not do MB plan, is there a desired rate/fee for phone calls and visits or is vendor allowed to set fair rates.

- ANSWER: There is not a desired rate/fee for phone calls and visits and the vendor is allowed to set fair rates.
6. Who is your internet provider?
- ANSWER: Charter is the COUNTY'S internet provider and the COUNTY receives this service wirelessly.
7. Who gets the commissions? Sheriff's Office or County?
- ANSWER: The Sheriff's Office receives commissions.
8. What is the required tablet ratio?
- ANSWER: There is no required tablet ratio.
9. If there are no cameras on the tablet, is facial recognition 100% required on the wall video kiosks?
- ANSWER: Facial recognition is not a 100% requirement for either video kiosks or tablets.
10. How many pods are in the facility? Also, population by pod?
- ANSWER: The COUNTY Detention Center consists of (6) Dorms: A, B, C, D, E and F Dorms. The COUNTY also has one (1) segregation area.
 - ANSWER: Population by Dorms is as follows: A dorm 16, B dorm 16, C dorm 48, D dorm 48, E dorm 46 and F dorm 30. The segregation area is currently equipped with one (1) cart phone.
11. Does the facility have electrical and data in each pod? If no, does the facility have conduit in place for future projects?
- Each dorm currently has a wall video kiosk and a separate telephone system, each with electrical and data connections.
12. Does the County require that proposals include commissions on interstate calls?
- ANSWER: No
13. Will the County allow for a proposal to present multiple pricing options for the County's consideration?
- ANSWER: Yes

14. Current services in use? Inmate phones. Video Visitation with or without remote visits, tablets, money deposit kiosk?
- ANSWER: Currently, Homewav is the COUNTY'S video visitation vendor and Encartele / CIDNET is the inmate phone service. The COUNTY currently does not have tablets or money deposit kiosks.
15. Please provide a breakdown by housing unit of the inmate capacity and the number of phones/video kiosk currently located in each.
- ANSWER: Population by Dorms is as follows: A dorm 16, B dorm 16, C dorm 48, D dorm 48, E dorm 46 and F dorm 30. The segregation area is currently equipped with one (1) telephone cart. Including cells, dayroom, mini dorm and segregations cells, the phone count is as follows: A dorm 12, B dorm 12, C dorm 3, D dorm 3, E dorm 3, F dorm 3 and booking area 2.
16. Please provide the average daily population for 12 months, broken down by month, if possible?
- ANSWER: (April 2020, 100 ADP) (May 2020, 83 ADP) (June 2020, 90) (July 2020, 104 ADP) (August 2020 121 ADP) (September 2020, 134 ADP) (October 2020, 127 ADP) (November 2020, 133 ADP) (December 2020, 125 ADP) (January 2021, 134 ADP) (February 2021, 133 ADP) (March 2021, 152 ADP).
17. Last 3 months commission statements. Breakdown of call minutes and type etc. along with commissions paid to Johnson County. Last 12 months statements if possible.
- ANSWER: Please refer to the supporting documents available from Major Brown.
18. Current phone contract. Commission rate and commissions paid on types of calls/video visits.
- ANSWER: Please refer to the supporting documents available from Major Brown.
19. We understand that many jails are housing reduced populations due to the Covid-19 crisis. If your current ADP is currently reduced due to Covid-19, what was a typical ADP before the pandemic?
- ANSWER: The ADP during the year of 2019 was 197.

20. Please provide the schedule in which the inmates have access to the inmate phones.
- ANSWER: Current video visitation is available between the hours of 7:00 a.m. and 10:00 p.m.
21. Please provide the weighted values for all criteria to be considered in the evaluation of proposals.
- ANSWER: Weighted values will be on a scale from 1-10.
22. What is the anticipated start date for this contract?
- The COUNTY'S current phone contract expires June 1, 2021 and video visitation contract expires November 9, 2021. The OFFICE currently completes commissary internally.
23. Please provide the quantities of equipment currently installed (as applicable):
- Inmate telephones: ANSWER: 38
 - TDD/TTY devices: ANSWER: 0
 - VRS devices: ANSWER: 0
 - Visitation phones (connected to the inmate phone system)
 - ANSWER: 0
 - Cart phones: ANSWER 1
 - Hands-free inmate phones: ANSWER 0
 - Portable cordless phones: ANSWER 0
 - Enclosures / pedestals (specify type): ANSWER 0
 - Workstations: ANSWER 0
 - Wireless inmate tablets: ANSWER 0
 - Wireless access points: ANSWER, Unsure
 - Cell phone detection devices: ANSWER 0
 - Video visitation kiosks – inmate: ANSWER 9
 - Video visitation kiosks – visitor: ANSWER 2
 - Lobby kiosk: ANSWER 0
 - Other kiosks (specify type): ANSWER N/A
 - Other equipment (specify type): ANSWER N/A
24. Specify the quantities of equipment required in this contract, if different than quantities currently installed. ANSWER: Above are the quantities of equipment currently installed at the COUNTY and please refer to the RFP for other equipment the COUNTY would like.

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

- ANSWER: The COUNTY is interested in learning about any and all features and abilities of systems.

26. Some vendors provide alternate payment options, such as the ability to purchase a one-time phone call using a credit or debit card, without the necessity of setting up a prepaid account, and typically pay little to no commission on these calls. Will the County please confirm that vendors are required to pay the same commission amount for all calls, including premium, prepaid, debit and collect?

- The COUNTY has not set any requirement regarding commissions purchased during a one-time phone call.

27. Who will be on the evaluation team?

- ANSWER: All Proposals will be evaluated by an RFP Evaluation Committee made up of Sheriff's Office staff members that have expertise or experience in the types of the services set forth in the RFP.

28. Will you need a mobile kiosk for any reason?

- ANSWER: The COUNTY would like a mobile kiosk(s).

Added April 29, 2021

29. Is there a cost to interface with Omnigo / ITI JMS? If so, How much?

- This would be a question between Vendor and Omingo / ITI.

30. Is an interface specification available?

- Please refer to 3d in the RFP regarding interfacing capabilities and/or refer question to Omingo / ITI.

31. Is the interface one-way (JMS to Trust Fund) or two-way? If two-way, please explain the process.

- Unable to answer this question due to

32. Is the interface a real-time web service or a batch type interface?

- This would be a question between Vendor and Omingo / ITI.

33. If batch, how often is the data shared?
 - This would be a question between Vendor and Omingo / ITI.
34. How many county computers need to run the software?
 - This answer is unknown; we currently do not utilize commissary software.
35. Can a list of where the computers are located be provided?
 - This answer is unknown; we currently do not utilize commissary software. There are numerous computers located throughout the COUNTY and a site visit may be beneficial.
36. How many county users will use the trust fund software?
 - Unknown, will vary depending on the functionality of the new trust fund software?
37. What equipment is expected from the vendor?
 - Please refer to the RFP on what the COUNTY expects from Vendor(s).
38. Can the vendor use the existing county network & internet if needed?
 - The COUNTY'S RFP expectations may exceed the COUNTY'S existing network & internet.
39. RFP p. 4 states that the Sheriff would like to have "Law Library Access." Do you have a subscription to a law library service today?
 - The COUNTY does not currently have a Law Library subscription.
40. Who is your current vendor for Trust Fund Deposits?
 - The COUNTY does not currently have a Trust Fund Deposit Vendor.

41. Please provide the fee structure for all Trust Fund deposit methods including by amount deposited ranges:
- Phone
 - The COUNTY currently does not have a fee structure.
 - Web/Mobile
 - The COUNTY currently does not have a fee structure.
 - Kiosk
 - The COUNTY currently does not have a fee structure.
 - Walk-in Retailer (Cash transactions)
 - The COUNTY currently does not have a fee structure when accepting cash deposits.
 - Other
 - No other methods at this time.
42. Please provide 3 months of detailed Trust Fund transaction history for all inmates or provide the information below:
- Average number of Trust Fund deposits per month
 - Average deposits are 300 for the last three months.
 - Average amount of total dollars deposited per month
 - Average deposit amount of \$15,000 for the last three months.
43. Who is your current Inmate Release Provider?
- Omnigo / ITI.
44. Does the County currently receive a commission on Trust Fund deposits?
- No.
45. Please provide the fee schedule for inmate release.
- The COUNTY currently does not have a fee schedule.
46. On average, how many inmates are released each month?
- On average, 275 inmates each month.
47. Does the County intend to issue a debit card to all inmates being released or is there a dollar threshold that must be met?
- The COUNTY does intend to issue a debit card to all inmates.

48. Who is your current vendor for cash bond / bail payment services?
- The COUNTY does not currently have a Vendor for these services.
49. Please provide fee structure for all Cash Bond/Bail payments
- Phone
 - The COUNTY currently does not have a fee structure
 - Web
 - The COUNTY currently does not have a fee structure
 - Kiosk
 - The COUNTY currently does not have a fee structure
 - Other
 - No other at this time.
50. Please provide 3 months of detailed Cash Bond/Bail transaction history or provide the information below:
- Average number of Bond/Bail payments made per month
 - Average number is 40 for the last three months.
 - Average total dollar amount of Bond/Bails paid per month
 - Average number is \$68,000.00 for the last three months.
51. Does the County currently receive a commission for Cash Bond/Bail payments? If so, please provide.
- The COUNTY does not collect a commission for any bonds.
52. Will the County continue to accept Cash Bond/Bail payments at the window or will the awarded vendor be the only option?
- This would depend on each Vendor(s) specifications provided.
53. Who will be responsible for the removal of the cash of the lobby kiosk(s)?
- The COUNTY prefers Vendor(s) be responsible for the removal of the cash.
54. Who will be responsible the removal of cash out of the intake kiosk(s)?
- The COUNTY prefers Vendor(s) be responsible for the removal of the cash.

55. Is the County interested in the awarded vendor processing payments from the public through the lobby kiosk, internet, mobile app or phone for things such as concealed carry licenses, fingerprinting, traffic fines, taxes, etc.?
- The COUNTY is open to additional payment processing options.
56. Do you want voice biometrics?
- The COUNTY prefers voice biometrics to prevent/deter unauthorized use.
57. Would you like an on/off site mail system?
- The COUNTY is open to either mail systems.
58. Who's on the review board?
- Administration from each Division of the COUNTY.
59. Will you have BID opening?
- The BID selection process will not be open to the public.
60. Are third party tablet Vendor(s) excluded?
- Yes, please refer to the "Features and abilities of Systems" in the RFP.

Added May 3, 2021

61. Are you guys locked into 3 years for contract length?
- Yes.
62. Is there currently room onsite to store Commissary products? If so, what is the rough size of that room?
- The COUNTY currently completes commissary in house and the current storage room has an estimated size is 10x20 ft.
63. Does the facility currently deliver commissary twice per week?
- Prior to COVID, the COUNTY was providing commissary twice per week. Currently, the COUNTY provides commissary once per week.

64. Does the facility have a secure area for the commissary vendor to store/stage commissary products? If yes, what is the approximate size of the room?

- The COUNTY currently completes commissary in house and the current storage room has an estimated size of 10x20 ft.

Question regarding Add#1 and the factors of Award: Revenue Paid on Gross Sales with no deductions.

65. Can the county further identify what they consider "deductions", is deductions being referred to as the Sales taxes due to the state?

- Any and all deductions Vendor's may have from gross sales.

66. The third bullet point, price, services, fee's not changing during course of agreement. Is this county including commissary prices in this as well?

- The COUNTY is not including commissary prices.

END OF QUESTIONS