## Midstate Security

1) Is this a prevailing wage job?

Answer: Yes

2) Is this bid to be tax exempt as documents mentioned to include taxes?

Answer: Yes, tax exempt

3) CAT 6 cable to be plenum rated?

Answer: Yes

4) Start dates and finish dates?

Answer: Project is to start as soon as possible with installation to be completed as expeditiously as possible.

5) Does County want public visitation from home/web?

Answer: Yes

6) Or, does County want just scheduling from the home/web?

Answer: Web scheduling from standard web browser required.

Please clarify the extent of the video arraignment and what software you currently use for your video arraignment system.

Answer: Please see Section 3.3 Video Arraignment. There is no dedicated software employed to conduction of video arraignment. The court record is preserved FTR Court Recording software. The video connectivity is made via a standard Polycom 7000 codec with custom command calls made via Crestron controllers through Creston touch panels.

8) Please clarify the extent of the interface between the video visitation system and jail management system (Archonix X-Jail)

Answer: There is a flat file containing the required visitation system fields that are uploaded to the video visitation system at 15 minute intervals. The file is copied via a scheduled job on the X-Jail system via mapped drive to the visitation system share. The file contains fields containing inmate status, location, restrictions, and other information which is used by the visitation to

provide management of inmate visits. FTP is available as an alternate means of file transfer from the X-Jail system.

9) Web scheduling. Please clarify the extent of this.

Answer: Please see section 3.4 Visitation Stations sub section B Items "A" through "KK".

10) It sounds like your existing system does most of these RFP requirements. Why are you requiring a new system?

Answer: The current system is manufacturer discontinued. Endpoints repairs and availability of spare parts are of concern.

11) Who is the manufacturer of your existing VV system and software?

Answer: The current system is manufactured by VisVox/M2 Technologies.

#### Renovo:

- 1) Section III Page 13: RFP states that customer (Washtenaw County) is seeking a video solution which among other things can provide remote web based home visitation.
  - a. Will Washtenaw County be implementing remote web-based visitation at the "go-live" date of this project? If not, does Washtenaw County have a timeline or date that remote web visitation will be utilized?

Answer: The County no plans to implement home visitation at this time. The system must have this capability and will be evaluated as part of the RFP process. Costs, capabilities and options should be detailed. Questions b, c, and I through iv should be addressed as capabilities or options as they appear in the visitation systems ability to provide home visitation.

- b. If or when Washtenaw County utilizes the remote web-based visitation capability; will Washtenaw County charge fees to the public for the convenience of this service? Or is this a "free" service Washtenaw County would like to offer?
- c. With remote web-based visitation there are many options which would need to be considered, i.e.:
  - i. What rate to charge the public and/or professionals in a \$/time block or \$/minute?
  - ii. What additional fees above the visit are allowed connect fees, processing fees and what are those amounts?
  - iii. How does one request and/or receive a refund on the visit if the visit needed to be cancelled by Washtenaw County or there was a technical problem? Credit for another visit? Or Transaction void to their method of payment? Or direct refund to their method of payment?

- iv. What commission on paid visits will be distributed to Washtenaw County?
- v. Under Section 7.1 System Pricing Does Washtenaw County want pricing of the four options split out under 2 categories? i.e. 1. entire system with "free" remote web based visitation, 2. Entire system with fee-based remote web-based visitation with added fields of \$/minute of visits, fees on visits and commission % to Washtenaw County and any minimum number of paid visits per month required?

### Answer:

- A) The pricing under Section 7.1, System Pricing is designed to reflect a direct replacement for current system as it exists today. Any system with capabilities utilizing remote web access hosted on site (home visitation) should have all costs reflected.
- B) Those systems with the capability to provide on-site system hardware to satisfy bid requirements but, have off- site hosted web based home visitation solutions should include all pricing that would be required for both of these services for the on-site equipment, if any. If there is additional pricing/costs for the off-site hosted home based visitation, an addenda to the pricing marked ADDENDA "J" should provide detailed pricing for this service.
- C) For Cloud based off-site hosted systems: The vendor will provide pricing per Section 7.1 System pricing to the extent applicable. The vendor will provide pricing under ADDENDA "J" as to the costs for home visitation services as well as any and all services designed to satisfy the requirements of this bid.
- 2) Section II Item H. Conflict of Interest Page 3: Will Washtenaw County allow consideration of any video visitation pricing offers under this RFP to be referenced or tied to the existing Inmate Phone Contract?
  - Answer: No. Pricing for this product is to be stand a lone.
- 3) Section III, Item 3.4, A. VVS Stations, 4. Monitor Page 18: In specifying a 17" monitor; does Washtenaw County desire that viewing of other party utilize a nearly "full screen" as opposed to smaller windows (as several manufacturers seem to only have a solution for lower bandwidth use by operating the system with smaller viewing windows, which seems to defeat the purpose of a 17" monitor)?
  - Answer: A current endpoint spec sheet will be posted. The size of the display must not be smaller than the current unit. The image displayed fills the current screen. The expectation is that regardless of the screen size the image quality will be no less than experienced now. No ghosting, no delay, full motion, no pixilation.
- 4) Section III, 3.2, Item 6 Page 15: "The system shall comply with all standard network and video conferencing protocols and provide the standard functions of these products." Is this specification requiring that in all communications and functions other than remote web-based;

that the VVS utilize the open standards of SIP and/or H.323 protocols which would make the system non-proprietary?

Answer: The statement addressed the need for the system to maintain required connectivity to external and internal video systems. If the solution is proprietary but can meet the current standards based requirements of remote and internal access, the system would be in compliance. As long as there is no loss in functionality or means in which these systems connect.

5) Section III, 3.3 Video Arraignment: Is it the intent to have connections made for video arraignment made through the VVS without the need to dial from the Polycom codec (while still allowing that functionality)? If done through the VVS then is there a need to be able to capture data for reporting of the date/time of hearing and inmate information (and possibly record the session if needed)?

Answer: All calls made for arraignment originate from the arraignment system and the Polycom 7000. Arraignments are not recorded.

6) Is it possible to get a copy an electronic copy of the RFP in Word format?

Answer: Yes, please contact the Washtenaw County Purchasing Manager (Information on the cover bid sheet).

7) Is Juniper network design experience required?

Answer: No. The question referees to if you have experience with implementing your solution in a Juniper networked environment.

8) Will the system be installed or required to be installed on a separate VLAN?

Answer: The system will be installed on a separate VLAN and subnet.

9) Will all the questions be posted?

Answer: Yes

10) Will attendee list be added to addendum?

Answer: Yes. Bidder attendance to the bidders conference will be posted.

### HomeWav

1) How many inmates are local? Non-local? Any Federal or Ice inmates? (This doesn't have to be exact)

Answer: All inmates are local. Other types of inmates are rare and of short duration.

2) When does your phone contract expire?

Answer: Checking on information

3) What are your current phone rates?

Answer: Checking on information

4) I'm assuming you will want the contractor to remove current system, what would you like to be done with the equipment?

Answer: The County will remove existing equipment.

5) It is understood that the county is apprehensive in giving a facility layout. Can you please provide a breakdown of the pods with # of inmates, # of beds and how many current video visitation are located in them? i.e. "D" Pod – 25 inmates – 30 beds – 1 station

Answer: A facility layout is being email to all in attendance at the pre-bid conference. The average number of inmates per pod is 33.

6) What are the current hours for lobby visitation?

Answer: 11am to 7pm

7) There seems to be some confusion on what is already provided with your current system that we will be able to use. I understand there is currently cat 6 ran to each station currently. Can we use that cat 6 for the new system? Also, what kind of power is current system using? And can we use that power for new system.

Answer: Please refer to Section 2.24 Structured Wiring. In addition there is currently install two Category 6 cables running to each endpoint. One for DC power, and one for network communications. There are DC power supplies located in each network closet serving the installed units. It is the Countys position that due to the age of the system and availability of parts that the existing units not be reused. This would also apply to any existing UPS units currently in use to support the system.

### **Securus Technologies**

1) The RFP ends at page 45 of 47. Are there two pages missing?

Answer: The first two bid cover pages added by Washtenaw County Purchasing are not counted in the page totals.

2) Section 3.10 Final Project Close out and Documentation states (not at this time). Some of the items listed in that section are in section 4.3 response documentation, which states to include with the RFP response. Please clarify if all the documentation in section 4.3 is to be included with the RFP response or upon award of contract.

Answer: The information requested in Section 4.3 should be provided with the bid response. Section 3.10 is final, as-built documentation required for final payment.

3) Section 3.5 Audio/Video recording Capabilities, requirement 1: The last sentence says, the recording system shall provide the following functionality: Is this referring to the requirements listed right after this one, questions 2 -14, or is part of requirement 1 missing? Please clarify.

Answer: Disregard the sentence in question referred to in your question.

4) Section 3.5 Audio/Video recording Capabilities, requirement 12: Please clarify if this requirement is complete or if part of the last sentence is missing, "Administration HTTP/HTTPs interface".

Answer: Disregard the sentence in question referred to in your question.

5) Is the County open to a different solution other than Polycom for video arraignment?

Answer: Please refer to Section 3.3 Video Arraignment. There are no exceptions to this section.

6) How many video arraignments does the County do in a year?

Answer: 3600 to 3700

7) What time and days of the week are video arraignments held?

Answer: Every day beginning at 1pm until completion.

8) What is the total duration of a video arraignment?

Answer: There is no fixed duration, as long as it takes. Usually 10-15 minutes.

9) Are video arraignments recorded?

Answer: No

10) Section 3.4.9 requires two ADA stations at the Corrections Lobby? Please describe what makes these ADA compliant?

Answer: Primarily mounting height, and hearing aid compatibility. Although other Federal codes may apply. Consult manufacturer of your system for compliance.

11) Please elaborate on where the terminals described in section 3.4.10 are intended to go and who will use them.

Answer: A facility drawing will be provided to each bidding company present at the bidders conference.

12) Please elaborate on Section 3.B.1.w.4, what is meant by "Can restrict a specific visitor from another visitor?"

Answer: This refers to "known associations". The requirement to block a visitor will suffice. The item in question can be ignored.

13) Per section 3.B.1.w.4, does the county know what information they would like pushed from the VVS system to their JMS database?

Answer: At this time only information is being provided (pushed) from the JMS system. We would like to know the visitation systems capability to push data to the JMS system if necessary. Does it hove this capability/ If so how?

14) Please elaborate on section 3.6.d. What is meant by "Real-time playback..."?

Answer: Current in progress calls must be able to be viewed without impacting the ability to record the session.

- 15) Regarding Section 3.4 Visitation Stations, A VVS Stations, requirement 10; Concealed speaker as required for hands free operation plus dual handsets. Provide these at the attorney visitation stations at the Visitor Center; include jacks for headsets and microphones. Please see the following questions:
  - a. Does the unit have 2 handsets for 2 participants (besides the attorney)?

Answer: The clarification is, does the unit have two handsets?

b. A third participant that can "conference" via a Headset/microphone combination?

Answer: Is this a question or system capability?

16) Does the County want the awarded vendor to run new cable?

Answer: Please refer to Section 2.24 Structured Wiring.

# AF Smith

1) Will there be facilities drawings supplied?

Answer: A facility drawing will be provided to each bidding company present at the bidders conference.

Edge Access Inc.

1) Is a Kiosk required in the lobby?

Answer: No Kiosk is required.

2) What is the average cable length to each endpoint?

Answer: 280ft for jail endpoints, 75ft for lobby endpoints.

3) Can we get a facilities drawing?

Answer: A facility drawing will be provided to each bidding company present at the bidders conference.

4) Where can the SCAO requirements be found?

Answer: The information is available from the State of Michigan Courts or by following the attached link:

http://courts.mi.gov/Administration/SCAO/Resources/Documents/standards/dv\_stds.pdf

Note: No claims are made as to the relevance or validity of this document. All information is to be verified by the vendors through the State of Michigan Courts for the most up to date information.