

Questions and Answers

RFP 2016-008 Webb County Inmate Phone Services

1. I do have a question – We installed brand new phones 3 years ago AND extra phones (20) and conduit, that were not in the original RFP. The RFP says that all new equipment is required. When a phone is repaired, it is equivalent to a new phone. Will all respondents be required to put in NEW telephones?

Requirements shall remain the same as published on the RFP.

2. Can you tell me if the County has Cat5 or Cat6 cable currently wired to all the current inmate phone locations?

CAT 5

3. Who is your commissary?

QV Supplies

4. Do you do PIN Debit/Phone Time through your commissary, or do you sell calling cards?

Using PIN currently but will require Commissary vendor to sell calling cards with new contract.

5. Who is your JMS? We integrate with pretty much everyone, but it still helps to know who you're using.

Tyler Technologies is currently working on setting up a JMS. Odyssey.

6. It looks like the RFP wants a timeline for the transition process. What day does the current contract expire? We see the award date but we want to know a rough timeline to when we can start putting in the equipment to give a better estimate for the transition period.

The current contract expired. On a month to month basis. Transitional period 30 days or less.

7. It also looks like the RFP states a hardware requirement for 10 workstations, 1 printer, 2 laptops. In the past this was a normal thing to include for an inmate telephone system as the platforms were not web based. With our proposed platform being web based, allowing any internet PC to access it, would it be necessary to include these items? We only ask so that we can offer the best financial option available to the county reflective of the upfront costs that might go into the system.

When referring to workstations the Webb County Jail is asking that at least ten (10) users have the ability to log in from their work area (computer) and monitor the phone calls. Printer is not necessary, but we are requesting twelve (12) new headphone sets and two (2) laptops to monitor calls remotely. In addition, four (4) rollaway phones are required.