



WINNEBAGO COUNTY

— ILLINOIS —

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ADDENDUM TWO

TELECOMMUNICATION SERVICES – WINNEBAGO COUNTY JAIL REQUEST FOR PROPOSAL #25P-2416

1. How many inmate telephone stations are currently installed? **134**
2. How many inmate telephone visitation handsets are currently installed? **0**
3. How many inmate multi-function/video visitation kiosks are currently installed? **56**
4. How many public user video visitation kiosks are currently installed? **28**
5. It is our understanding that the County currently has an inmate tablet program in place. Will the County please provide the following details regarding its current inmate tablet program: a.) Who is the current tablet manufacturer/provider?; **Viapath** b.) How many tablets does the County have today?; **1:1 One tablet per inmate** c.) Do inmates share the tablets?; **Yes and no, visitation tablets are shared however, assigned tablets are not** d.) How do they check them out?; **Tablets are assigned** e.) What services are currently available on the tablets (i.e., education, electronic messaging, entertainment, video visitation, etc.) **Education, messaging, photos, visitation, entertainment, requests & grievance** and f.) How many tablet charging stations are currently installed? **34 Stations.**
6. Digital Postal Mail System is a required service on RFP pages 23-25. What is the average number of inmate mail pieces received daily? Of these, what percentage are legal mail? **89 pieces of mail seems to be the monthly average. 20% is legal more is hand delivered than physically mailed.**
7. Does the current vendor provide debit calling? If so, how are debit accounts funded – e.g., through an inmate's trust account, lobby kiosk, phone / website payments, etc.? Please list all available methods. **Debit is available and transferred to inmate trust account through the inmate commissary. Aramark is the current vendor.**
8. In addition to the 3 intake kiosks, are there any related deposit services required, such as web deposits, walk in retail locations, etc.? **There are web deposits through the online website. There are no options for inmates outside of pre-booking kiosks.**

9. In order to provide our best possible offer, it is very important to have historical usage data for all revenue streams. This data is necessary to estimate costs as well as potential revenues. The current vendor has access to this information, so distributing the information to other vendors in a timely fashion will ensure a level playing field for all bidders. Please provide as much data as possible from the following table:

Call Category	# of Calls Per Month	# of Minutes Per Month	Total Revenue Per Month
Local Inmate-Paid Debit	607	3647	\$ 765.77
In-state Long Distance Inmate-Paid Debit	2,800	16,813	\$ 3,530.71
Interstate Inmate-Paid Debit	57,962	335,986	\$ 70,557.13
Local Family-Paid Prepaid	176	2,062	\$ 433.06
In-state Long Distance Family-Paid Prepaid	503	6,046	\$ 1,269.66
Interstate Family-Paid Prepaid	14,695	218,923	\$ 45,973.81
International	95	458	\$ 116.68
Tablet Revenue	# Transactions Per Month	Cost Basis (per minute / message / month / song purchase, etc.)	Total Revenue Per Month
Tablet Lease	N/A	N/A	N/A
Electronic Messaging	116,344	\$0.05/min	Inmate messaging calculated with paid content
Video Messaging	1,546.25	\$1.00/message	\$1,546.25
Entertainment Content	1,333,764	\$0.03-\$0.05/min	\$62,160
Video Visitation Revenue	# Visits Per Month	# of Minutes per Month (if minute based)	Total Revenue Per Month
Remote Video Visit	8,034	75,178	\$4,698.59

10. Please provide several recent revenue or usage reports for the Jail, showing calls, minutes and revenue (or at minimum paid minutes). **Yes, debit calling is provided and funded through inmate trust account.**

11. In order to help us evaluate usage data and recognize additional revenue potential, it is very helpful to have the rates currently being charged to end-users under the current contract. Please provide the following information:

Call Category	Rate Charged	Cost Basis
Local Inmate-Paid Debit	\$0.21	Per minute
In-state Long Distance Inmate-Paid Debit	\$0.21	Per minute
Interstate Inmate-Paid Debit	\$0.21	Per minute
Local Family-Paid Prepaid	\$0.21	Per minute
In-state Long Distance Family-Paid Prepaid	\$0.21	Per minute
Interstate Family-Paid Prepaid	\$0.21	Per minute
International	\$0.21	Per minute
Tablet Rates	Rate Charged	Cost Basis (flat rate or per-minute fee)
Tablet Rental Fee	N/A	N/A
Movie Rental	\$0.05/min	Per min
TV Show Rental	\$0.05/min	Per min
Music	\$0.05/min	Per min
Games	\$0.05/min	Per min
Video Rentals	N/A	N/A
Video Purchases	N/A	N/A
Video Visitation Rates	Per-Visit or Per-Minute Rate	Cost Basis (per visit or per minute)
Remote Video Visit	\$0.25	Per min
Messaging Rates	Rate Charged	Cost Basis (per message or per minute)
Voicemail	N/A	N/A
Email or Text Message	\$0.25	Per Message from F&F
Video Message	\$1.00	Per Message from F&F

12. For the current video visitation system:

- How many inmate kiosks are installed? **56 stationary dedicated visitation kiosks**
- How many visitor kiosks are installed? **19 visitor kiosks & 9 attorney kiosks**
- Do you have any portable kiosks? **None**

- d. Do you require the same equipment quantities as those described above? If not, please explain.
The current amount is sufficient obviously allowing for repair and replacement when needed.
- e. What kind of wiring connects the kiosks to the equipment room? Cat 6

13. For the current inmate tablets program:

- a. How many tablets does the County have today? Every inmate is allowed a tablet; 1:1 Ratio
- b. Who is the tablet manufacturer? Viapath
- c. Do inmates share the tablets? How do they check them out? Yes and no, visitation tablets are shared however, assigned tablets are not.
- d. Exactly what services and applications are offered on the tablets? Education, messaging, photos, visitation, entertainment, requests & grievances
- e. Are the tablets interfaced with the JMS and for what purpose? Yes, inmate location, inmate ID number, DOB, etc., for tablet mapping and inmate identification purposes.

As always if you have additional questions, please direct all communications to
purchasing@purchasing.wincoil.gov.

END OF ADDENDUM TWO
