



July 15, 2011

MASTER Q & A FORM  
VIDEO VISITATION SERVICES  
RFI D58-623-11

Master Q&A: Any questions regarding this Request for Information shall be submitted according to the process outlined below. The County’s response to questions will be in accordance with Section 4, General Requirements and Information.

- Q&A Process:**
1. Prepare questions or concerns on the template provided.
  2. Complete the table in full, providing a date for each question and a section of the RFI to reference (if applicable).
  3. Submit the completed form via email to [kdpoole@solanocounty.com](mailto:kdpoole@solanocounty.com) or fax 707 422-9770. Attach associated documents as necessary. Please contact Karen Poole (RFI Coordinator) with any questions regarding this process.

ITEM	DATE	REFERENCE SECTION	QUESTION OR COMMENT	COUNTY RESPONSE
1.			Has the County considered the need to record these video visits?	The county has the expectation and will require the ability to record the visits.
2.			If so how long would the County anticipate the need to retain them before archiving?	The county would expect to be able to retain the visits for 6 months and up to a year with the ability to archive the recordings.
3.			Has the County considered the need to monitor the video meetings for objectionable activities?	We expect that we will be able to monitor all visits, subject to conforming with legal requirements, and observe multiple visits at the same time on the same screen.
4.			If so, would the County anticipate the jail personnel monitoring the sessions with the ability to stop a session if needed?	Jail personnel will be able to monitor the visits via a monitor. More than one visit should be able to be viewed at a time. If an officer wants to view a specific visit they should be able to call up that visit. Staff should be allowed to monitor visits from any PC that has been given that capability via system security or user access. It should not be limited to computer equipment located in the visiting area. If staff saw inappropriate behavior they should be able to either intervene verbally to the person visiting or choose to immediately terminate the visit.
5.			Has the County considered the need for detectives to “barge” unnoticed into a visit for	Subject to legal requirements, we expect that we can allow access for law enforcement or any other person we designate or give security to be able to view and listen in on

			intelligence gathering?	the visit without being detected.
6.			How many Court rooms would the County anticipate equipping for video arraignments?	There are currently 24 courtrooms in three separate buildings in two cities (2 in Fairfield, 1 in Vallejo) in Solano County and three more are planned in the immediate future in a separate building in Fairfield. We are unsure at this time how many video court rooms we would service.
7.			What bandwidth will be available at the jail for the possibility of 24 simultaneous video sessions?	100 Meg or 1 Gig.
8.			Would the County entertain a solution that replaces the traditional inmate phone system with a video inmate phone system that provides both functions?	We are open to suggestions.
9.			What Jail Management system needs to be interfaced?	We are currently using Premier IMS (Inmate Management System) which is owned by Tiburon. We may be purchasing a new Jail Management System (JMS) as a result of this project.
10.			Would the County consider a response that includes an integrated Jail Management system /Inmate Video Phone response?	We are in the process of gathering information to publish an RFI/RFP in the future but would be interested in receiving any information about any vendors' capability to provide an integrated video visitation and jail management system.
11.			Does the new facility have CAT5e wiring in place and AC or DC wiring for each position?	We will have CAT6 wiring and AC positions.
12.	7/5/2011		Will there be an opportunity, after the RFI, to do a demonstration?	Should the RFI result in an RFP, the County reserves the right to request vendor demonstrations as part of the evaluation process.
13.	7/5/2011	Page 2. III. Scope of Services, 1.	What is the State mandate for number of visitations?	The following link can take you to Title 15 State of California regulations. <a href="http://www.cdcr.ca.gov/Regulations/Adult_Operations/docs">http://www.cdcr.ca.gov/Regulations/Adult_Operations/docs</a> Inmates will receive a <b>minimum</b> of 2, thirty minute visits at this facility.
14.	7/5/2011	Page 2. III. Scope of Services	Do you plan on charging for remote visitation only?	The current plan is to charge for remote visitation only. Public that arrive at the visiting lobby will not be charged a visitation free.
15.	7/5/2011	Page 2. III. Scope of Services	Do you have an acceptable range for the cost to the family for remote visits? 30 minute? 60 Minute?	We have not determined what the charge would be for the remote visitation. It is expected that inmates housed at this facility would receive a minimum of 2, 30 minute visits weekly.
16.	7/5/2011	Page 3. III. Scope of Work, 1.	Who is your Jail Management System Provider? Will they have a charge for integration?	We are currently using Premier IMS (Inmate Management System) which is owned by Tiburon Inc. We may be purchasing a new Jail Management System (JMS) as a result of this project.

17.	7/5/2011	Page 3. III. Scope of Work	For the secure user locations, Staff, medical offices, classifications and gang offices, will equipment be needed or do they have computers with high speed internet to receive video calls?	All of these locations will have computers with internet connection and should be able to handle receiving video calls.
18.	7/5/2011		Will there be an opportunity for a pre-bid meeting?	The County will conduct a pre-bid meeting should this solicitation be used for an RFP.
19.	7-5-2011		Who is the Counties current inmate telephone services provider? When does the existing contract expire?	Our telephone service provider is Global Telelink. The contract expires in 2014.
20.	7-5-2011		Is it the intention of the county to run this system on the existing data network or would it be preferable to operate on a parallel network dedicated to video visitation?	We prefer a parallel network dedicated to video visitation.
21.	7-5-2011		How many network (MDF or IDF) closets will support the network requirements throughout the facility? The Fairfield facility? The Claybank facility?	<p>We have one MDF room and an IDF room for the new Claybank Facility that can used for video court and visitation purposes. The AB900 project will only provide for the new facility costs.</p> <p>There is a MDF room at the existing downtown Fairfield Facility that should have space to accommodate video visitation equipment.</p> <p>We may have room at the existing Claybank facility for the equipment but it needs further research.</p> <p>As part of a separate project and depending on the network requirements of the video visitation system the County recognizes that modifications to the existing Fairfield and Claybank spaces may or may not be required.</p> <p>Provide general space requirements for control equipment in the MDF rooms.</p>
22.	7-5-2011		Will the County supply the remote bandwidth to support the visitation from the home or work computers of the family members or attorneys?	If the decision is made to attach the visitation system onto the County network we will make every effort to ensure that the bandwidth meets the vendors suggested requirements. The vendor should provide the system requirements to support their design. If the system is stand alone and not connected to the County network then the vendor will need to supply or make provisions for all solutions to satisfy the system requirements. There is some possibility that some integration could take place between the two networks once we have an understanding of the final design and requirements.
23.	7-5-2011		Will the video arraignment connection to the local or state courts operate on dedicated wide area bandwidth or on the	The court currently does not provide video arraignment or court appearances so we are unsure how the network issues will be resolved. The courts are a State agency that runs on a separate network from the county. If the decision is made to attach the video visitation system

			County or State Court network?	onto the county network we will make every effort to ensure that the bandwidth meets the vendors suggested requirements. The vendor should provide system requirements to support their design. If the system is stand alone and not connected to the county network then the vendor will need to supply or make provisions for all solutions to satisfy system requirements.
24.	7-5-2011		For what period of time does the County want recorded visitation sessions to be stored?	The county would expect to retain the visits for 6 month and up to a year with the ability to archive the recordings
25.	7-5-2011		The RFI calls for 24 inmate units and 36 visitor units for visitors and attorneys which would mean that 12 visitor units would always be idle at full usage, Why?	We are anticipating future use for the existing Claybank and Fairfield visitors. We would make the new facility the visitor center; therefore we would need more visitor units installed to accommodate the additional inmate population.
26.	7-5-2011		Would the County be interested in a low voltage DC power source on a parallel video visitation network as opposed to the capital investment on the counties part to supply AC power to the Video visitation devices?	Provide power requirements for video visitation stations AC or low voltage DC will work in the new facility. The existing facilities will probably require low voltage DC. Power over Ethernet is another viable alternative.
27.	7-5-2011		On the video arraignment and court appearance feature is the county including document collaboration and electronic signature as a part of the overall arraignment package?	We would like to see the collaboration of electronic signatures in the arraignment package.
28.	7/7/11	I.1.	What percentage of the local population (within 25 miles) has broadband installed at their homes?	We are estimating that approximately 57% of Solano County Homes have High Speed Internet access. This is solely based on statistics gathered nationally, not for Solano County specifically.
29.	7/7/11	I.1.	What is the Internet bandwidth capability at the location of the facility?	Please provide the communication and power cabling requirements for Video Visitation workstations. The cabling may be incorporated into the new facility design.
30.	7/7/11	I.1.	Will the facility be providing adequate dedicated bandwidth so the web based system will function properly?	Data infrastructure is currently being pulled from each video visitation station location to the IDF rooms. Currently it consists of 3, CAT 6 drops. The data cabling requirements for these systems are brand specific. When we get further clarification of the specific manufacturer we will revise the cabling as appropriate. Whatever the cabling, the data pathway has been accounted for.
31.	7/7/11	I.1.	Will on-site visits be conducted by video visitation, with few if any exceptions?	Yes

32.	7/7/11	I.1.	Will remote visits from home or office be allowed 7 days a week from 8AM to 10PM, excluding meals and other required breaks? If not, what will be the days & hours for remote visits?	We have not determined the visiting hours for this facility. We expect that we would be able to change visiting hours as we deem necessary and make those changes to the website/system without cost or assistance from the vendor.
33.	7/7/11	I.1.	To reduce your overhead & increase your revenue share, will you consider taking steps to promote remote visits, such as: a. Allowing on-site visits only on weekdays or only on weekends or only on certain days of the week, not all 7 days (like Wed-Sat) b. Allowing on-site visits only between 10AM to 6PM, excluding meals and other required breaks c. Allowing only one free on-site visit per week and charging for additional on-site visits in the same week	We will not determine our visiting hours based on revenue sharing.
34.	7/7/11	III.1.	When you say "provide...network components," does the vendor need to provide & install network cabling from the head end equipment to the visitation stations? If so, is surface-mount conduit allowed?	The vendor will only be required to provide control and switching equipment. Cabling infrastructure will be provided by the construction project.
35.	7/7/11	III.1.	Does the vendor need to provide & install electrical wiring from the power source(s) to the visitation stations? If so, is surface-mount conduit allowed? Will low-voltage electrical be allowed?	Provide power requirements for Video Visitation stations. AC or low voltage DC will work in the new facility. The existing facilities will probably require low voltage DC. Power over Ethernet is another viable alternative.
36.	7/7/11	III.1.	How many beds are in each of the 12 housing units?	They vary but the majority contains 34 beds.
37.	7/7/11	III.1.	Are the "visitation rooms located in each of the 12 housing units" accessible to the inmates without corrections officers having to escort them or to open doors for them to get into	Correctional Officers will be required to open doors for them to access the visitation space.

			the rooms?	
38.	7/7/11	III.1.	Are you saying you want 24 inmate visitation stations, 28 visitor visitation stations and 8 attorney visitation stations? If so, are you willing to consider different quantities that can be demonstrated to easily handle the visitation load you expect?	We have already completed the design and spacing for the video visitation lobby and housing units and will not be changing the quantities.
39.	7/7/11	III.1.	What is your projection for Average Daily Population at the facility for the first 5 years?	362
40.	7/7/11	III.1.	What is the inmate mix projected at the facility: Local _____%, In-State (Non-Local) _____%, Out Of State _____%	We do not keep statistics of In-State vs. Out of State for our inmate population.
41.	7/7/11	III.1.	What are the "required state mandates" for visitation? Can the mandates be fulfilled by on-site video visits only, leaving all visits above the mandates and all remote visits to be fee based?	Inmates at this facility will receive a minimum of 2, 30 minute visits per week. The current plan is to charge for remote visitation only. Public that arrive at the lobby will not be charged a visitation fee.

INSERT ADDITIONAL ROWS AS NEEDED

Email this form to the RFI Coordinator (kdpoole@solanocounty.com) on or before July 7, 2011, 3:00 P.M.