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ADDENDUM 4

To: All Interested Responders
From: Lucy Balderama, Inventory Bid Technician
Date: September 2, 2015
Subject: RFI# 15-031, Video Conferencing Systems for the County of El Paso

This addendum has been issued to notify vendors of the following modifications and questions:

- **The opening date has been extended to Friday, September 11, 2015 at 2:00 p.m.**

1. Do all Inmate Video Visitation Sessions need to be recorded?

Response: Yes.

2. Is there a need for the system to support "County Residents" to contact a County Subject Matter Expert (SME) through Video (Free or Chargeable)?

Response: Yes, this would probably be a free service, but that will be determined prior to the issuance of the RFP. Options that would carry a cost to the end user will definitely be considered.

3. Is there is a need for the system to support town hall meetings given by each Commissioner within their district?

Response: On a limited basis, yes, but that was not listed as a high priority in our departmental surveys.

4. On the original RFI, under Response Format item 3, a minimum of 3 references are required. Will a response be accepted if less than 3 references are included? Also, can they be OEM references or do they need to be references specific to the responder?

Response: The County is requesting equipment to include installation in this RFI, so all vendors must submit three (3) references. References cannot be OEM.

5. What is the average daily prisoner count for both detention centers and can that number can be combined?

Response: Approximately 2200, Downtown Detention Facility: 900, Annex: 1300.

6. Who is the current phone carrier to the detention centers?

Response: That information is not necessary for purposes of this RFI.

7. Please list the quantity of courtrooms to receive Video Conferencing Equipment.

Response: The quantity is forty- eight (48).

8. Please list the quantity of conference rooms to receive Video Conferencing Equipment.

Response: Approximately twenty-five (25), but a per room estimate should be included in order to allow for upward or downward adjustment of that number.

9. Please list how many workstations (desktop computers) are desired that will have the capability to monitor video conferencing visits. Also, are new workstations required, or can monitoring software be installed on existing workstations?

Response: We would want this to be dynamic, i.e. any workstation should be able to access the system, preferably through an Internet portal instead of a desktop application. We would not require new workstations as part of this project.

10. Please list how many workstations are desired that will have the capability to schedule visits and perform administrative duties relative to the system. Also, are new workstations required, or can scheduling/administrative software be installed on existing workstations?

Response: There will probably be seventy-five (75) workstations that will need the capability to accept a scheduling request. Again, this should be somewhat dynamic, but if only certain workstations can perform this function, seventy-five (75) is a good estimate. This should not require new workstations.

11. Please list how many equipment rooms are located at each jail facility, and list how many visitation stations homerun to each equipment room. This information is needed for sizing head end equipment.

Response: Currently, the visitation stations are self-contained intercoms and do not terminate to an IDF. The estimates of visitation stations included in the original request should be used to estimate this.

12. Please provide a floor plan showing the location of equipment rooms at each jail facility.

Response: Floor plans are not available at this time.

13. Is there a fiber optic network backbone in place that connects the two jail facilities and all of the equipment rooms?

Response: No, currently both jails are connected via lease circuits. The circuits connect directly to the County's NOC.

14. Did the County want Office Communicator?

Response: If it is robust enough to handle the required functionality, then by all means submit it, but no one will be held to using or submitting just that.

15. Is the County using a general account for the Microsoft Communicator?

Response: Yes, but that is a temporary measure.

16. Do you prefer that we have specific accounts for specific people?

Response: Yes.

17. The video system equipment that the county has right now and what is being requested in this RFI an on to be an RFP; what is the county hoping to accomplish with a new system that the Jail Annex and Downtown Jail don't have now?

Response: What our system provides now for a small number of court is working well, but it requires a lot of manual intervention on both sides. What the County is envisioning in the ability to go into some type of video conferencing directory and be able to establish those connections without a whole lot of manual hand holding on either end. Then we would want some very basic, normal, standard conference room settings for other departments.

18. So you want the system a little more automatic?

Response: Yes.

19. So right now the County requires more intervention from the IT department?

Response: Yes.

20. The County specifically stated that you are looking for an onsite solution. Can you state why you are not interested in the Cloud Solution?

Response: The County is still not comfortable with the security behind that. There may be times when the communication needs to be secured. If the security can be assured, that answer may change.

21. You mean private?

Response: Yes. An example would be like an attorney and client; that would always need to be secured or private.

22. How many participants would be on at one time in a video conference?

Response: A group of eight (8) max would be on at one time during a video conference.

23. Do you have monthly meetings that would add to that amount of participants?

Response: We do have Commissioners Court, but they participate one at a time.

24. What needs to be recorded?

Response: It would be more desirable to be able to request that a session be recorded at the time of initiation, than for the County to have to pre-define everything that needs to be recorded.

25. Is this for the court rooms or visitations?

Response: This is for both.

26. Is there a particular on pilot system that you want incorporated into the system technology for storage or filing of these recordings?

Response: No specific system will be required. We are looking for recommendations.

27. You mentioned earlier of security of outside calls. Can you explain?

Response: Whenever a remote call comes in, whether it's from an attorney to client call, we need to be able to make sure that if it needs to be secure, it can be secured and should be able to happen at that moment.

28. Does the county have a budget in mind?

Response: No.

29. Is the idea that eventually those visitation windows will be removed and the visitors will be outside using the kiosks?

Response: It may very well be where the County may ultimately want to go.

30. What about sharing of documents?"

Response: Our current case management system is going to handle that. They will have the ability with the two (2) screens to handle the document sharing.

31. When you say two (2) screens, you are referring to the existing system?

Response: When you all saw the screen setup, it had a screen to be used for the video portion, so what we would do is have another monitor set up to where the actual case management documents would be displayed and the person can go ahead and sign or view.

32. Do we need to concern ourselves with the existing program?

Response: No.

33. How are the phones controlled in the Jails and is that the same approach that needs to be address for video visitations?

Response: All phone calls, except attorney calls, are recorded, so the same would hold true for video visitation.

34. Is there a limitation to calls and visitations?

Response: They can have four (4), twenty (20) minute visits during the jail visitation time and it is first come first serve.

35. Will video conferencing system be restricted to the same time as the video visitations?

Response: Video conferencing is not for the inmates so the time on will definitely be different.

36. How many visitation conferencing stations will be going on at the same time? We need to determine how much adequate band would be expected on an average day?

Response: This is hard to say. We are asking this information from you, the experts. We will know with what you all provide. Only then will we find out what we need or will need to expand.

37. Will they ever allow video visitation into the cells?

Response: Video visitations kiosks is what we want.

38. So this is in addition to the visitor center, you talk about the front area in the Jail?

Response: The visitor center up front would be for the people that are coming to visit.

39. The network switches for IT hardware will be provided by the County?

Response: No, the specifications for the switches will be provided by the County.

40. For budgetary figures, all configurations will be done in house?

Response: Yes.

41. Why are calls being recorded and not visitations?

Response: Visitations are recorded.

42. So this is an RFI not an RFP?

Response: Yes. This is an Request for Information (RFI).

43. This RFI states something about fingerprinting. Is this something that is used?

Response: What the county is talking about with these documents that will be shared is that sometimes we have the ability to go into someone's information and affix the signatures based on what that matches, but again, this will be taken care of in-house.

44. So we can color outside of the lines?

Response: Absolutely. If you all see an area that we have not addressed, by all means, place in your response.

45. Will all respondents to this RFI be placed on a list for the RFP?

Response: Yes, you will be notified of the RFP. We always advise our vendor to view our website for new solicitations.

46. So there is no reason for me to participate?

Response: The County is requesting information from you, the vendor. This will assist us in the development of the RFP. We need our vendors input.

47. When the County takes what we put on this RFI under consideration like you said "Coloring outside the lines?"

Response: If a vendor colors outside the lines, but is still a very good solution, it will definitely be included on the RFP.

48. So the County is anticipating that within the RFP we will be invited to "Color outside the lines?"

Response: The proposal will definitely have more information and better prepared.

49. Is the County committed to this project?

Response: Yes.

50. Are you anticipating an award to lower RFP?

Response: As stated on our Request for Proposal's; Award will be made based on a review of qualifications, scope of services and price. COMMISSIONER'S COURT RESERVES THE RIGHT TO REJECT ANY AND ALL PROPOSALS AND WAIVE TECHNICALITIES. Only proposals that conform to specifications will be considered.