



**MEMORANDUM
REGINALD B. SCANDRETT, SHERIFF**

April 25, 2025

**TO: ALL RESPONDERS UNDER REQUEST FOR PROPOSAL NO. 25-02
TO PROVIDE INMATE TELEPHONE SYSTEM, VIDEO VISITATION
SYSTEM AND INMATE ACCOUNTING SYSTEM AT THE HENRY
COUNTY JAIL AND RESTORATIVE CENTER**

FROM: Chandra D. Brown, Director of Legal Affairs

SUBJECT: ADDENDUM NO. 2

Question 1:

We wanted to ask for a bit of clarification regarding the scope of the RFP. Are communications providers who don't directly offer the banking software services listed still eligible to submit a proposal for just the communications portion? Or is the preference for an all-inclusive package that covers all listed services?

Respectfully, we had understood those particular banking services to typically fall under the offerings of our commissary technology partners. We just wanted to confirm whether their inclusion in this RFP was intentional, or if they may have been intended for the Inmate Commissary Services RFP, #25-01.

Answer 1:

The proposer is required to recommend Inmate Telephone System, Video Visitation System and Inmate Accounting System solutions as a part of their response to HCSO RFP 25-02.

Question2:

We noticed the RFP outlines a 48-month contract with the option for cancellation every 12 months. Would Hall County be open to considering a slight adjustment—such as an initial 36-month term with two auto-renewal options? Given the level of capital investment required to complete the project successfully, a longer initial term would help support long-term planning and sustainability.

Answer 2:

I have no authority to answer for Hall County.

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Question 3:

In Attachment 1 under Equipment and Software, TTY or hearing aid-compatible phones are mentioned. Would placing the TTY phone in the medical area meet the requirement, assuming that most general population phones are equipped with adjustable volume controls?

Answer 3:

The proposer is required to recommend Inmate Telephone System, Video Visitation System and Inmate Accounting System solutions as a part of their response to HCSO RFP 25-02.

Question 4:

Regarding the free public defender phone—does this need to be a dedicated, standalone phone, or can any phone be programmed to allow free calls to approved numbers (such as the public defender's office) while also functioning as a standard per-minute phone for other calls?

Answer 4:

The proposer is required to recommend Inmate Telephone System, Video Visitation System and Inmate Accounting System solutions as a part of their response to HCSO RFP 25-02.

Question 5:

How many phones are currently installed for inmate use, in each area? Are the phones on the wall or are they on floor mounted pods? If so, how many pods and amount of phone on each one?

Answer 5:

There are 144 phones currently installed for inmate use. Phones are mounted on walls, with the exception in medical. Please refer to Answer 24 of Addendum 1.

Question 6:

Would Henry County please provide a copy of the revenue and commission reports for all revenue generating services (phones, video visitation, e-messaging, etc), covering the last 6-month period?

Answer 6:

Please refer to Answer 23 of Addendum 1.

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Question 7:

Would Henry County please provide us with a copy of the current inmate communications agreement, along with any amendments available?

Answer 7:

Please refer to Answer 2 of Addendum 1.

Question 8:

Would Henry County please provide the current rates for all revenue generating services currently installed (i.e. phone calling, video visits, e-messaging, streaming services, entertainment, etc.)?

Answer 8:

Please refer to Answer 12 of Addendum 1.

Question 9:

We would like to respectfully inquire if Henry County would consider granting a two-week extension to the RFP submission deadline, if possible? This would allow vendors additional time to assess the released answers to questions and put together their best possible response.

Answer 9:

No extension.

Question 10:

Would Henry County please confirm how many video visitation kiosks are there per pod?

Answer 10:

Please refer to Answer 24 of Addendum 1.

Question 11:

Would Henry County please confirm how many visitor video visitation kiosks there are?

Answer 11:

Please refer to Answer 5 of Addendum 1.

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Question 12:

Would Henry County be interested in a tablet solution to be installed that would provide all communication services as well as a learning management system? The tablet system will also provide additional phones through the use of a "soft phone" feature on the tablet.

Answer 12:

The proposer is required to recommend Inmate Telephone System, Video Visitation System and Inmate Accounting System solutions as a part of their response to HCSO RFP 25-02.

All questions related to this project must be addressed to Chandra D. Brown **in writing no later than 4:00 P.M. EST on Friday, April 25, 2025** to the following email address: cdbrown@co.henry.ga.us. Questions received after this date and time will not receive a response.