**Questions for RFP CCUS-23-008**

1. CACTUS – patient payment software (Section 1.1 – Background, page 3) Prior to submitting our proposal, we want to make sure that our data integrations team is aware of the requirements to properly integrate with CACTUS. May I please have a point of contact with CACTUS Marshall Boon is CCUSO’s CACTAS representative.  Email: marshallboon@cashlessssystems.com, Phone: (919) 481-1616
2. Facility Floor Plans / Site Tour -When designing the layout and calculating capital expenses, it becomes a much more accurate proposal if we can see the facility in person and/or via floorplan diagrams. May this be allowed? Yes, a site visit can be arranged but requires advance notice for the facility.
3. Equipment Needs-Our educational tablets have a phone call application however I always recommend wall mounted phones as hard-wired backups as well. Can you advise me on how many of these hard-wired phones would be required? Eight
4. Remote Video Visitation -Is the site interested in video visitation options as well? Yes, but should be priced separately.
5. Digital Mail Center-Is the site interested in digitizing incoming mail with the exception of Legal / Priveleged mail? No
6. Emessaging addition-Is the site interested in an additional communication method? Yes, but should be priced separately.
7. Can you clarify if your expectation is that all services will be up and running on July 1st or the installation and training would start on July 1st? When bringing in a new phone system and tablets with media content, we must order a independent circuit from the ISP. The lead times on these are anywhere from 30-90 days from date or order. We would be unable to order this for your agency until we have a signed agreement in place which you have estimated as June 13th. Using the typical circuit timeline – this puts the earliest date of “go live” in the middle of July and the latest in middle of September. Installation and training could start on July 1.  It is recommended that they outline their timeline on implementation in their proposal.
8. The RFP states on p. 3 that the CCUSO intends to “eliminate the use of phone cards.” Please confirm that the use of phone cards will discontinue once the awarded vendor’s system is installed. CCUSO would eliminate the use of phone cards if a suitable replacement to the current phone system was found.  The intent of the RFP is to replace the use of phone cards.
9. Will the CCUSO allow for a proposal to present multiple pricing options for the CCUSO’s consideration? Yes.
10. Please provide a breakdown of the average daily population (ADP) by housing unit? Census by housing unit as of 5/9/22 is as follows: South 9 (25), South 8 (25), south 7 (26), South 6 (24), South 5 (25), South 4 (16).
11. Please provide a breakdown of the patient population, in percentages or actual numbers, by local, DOC, or other agency?  All CCUSO patients are civilly committed to the program under Chapter 229A of the Iowa Code.
12. Offender Management Integration – Please provide the name and contact information for the current OMS/JMS vendor. CACTAS
13. How do patients order commissary today? Patients order commissary utilizing a kiosk that is placed on their living unit.  The orders are filled by a canteen operator and later delivered to patient living units.
14. Section 3.2.7 on RFP p. 13 states “Reserved. (Financial Statements)”. Does the Department have any requirements regarding financial statements? No
15. After the first round of questions is answered, will the CCUSO accept additional questions if clarification is needed for any of the CCUSO’s responses? No, all questions should be ask by due date.
16. Would the Agency please provide Bidders with the required number of communications equipment? There are eight locations that have been identified for telephone equipment.  Six are patient living units, two are multi-purpose units in which patients have access to, but do not reside.
17. We understand that the Patients have a phone in each dorm that they currently use to make outgoing calls with the calling cards. Are these phones available to the Patients to receive Free Incoming calls? If so, please describe the procedure where they are able to receive these incoming calls along with the total daily number of free incoming calls per dorm and patient. No

1. What is the total number of phones currently installed for the Patients to use for Outgoing Calls with the Calling Cards? Could these installed phones be Used (switched over) on our Inmate System Network for Outgoing Recorded Calls with all of the calling controls such as PINs and On/Off capability as our Inmate System Features? (there would not be Media Use on the phones, just Outgoing Recorded Calls) There are currently six locations where patients can make outgoing calls utilizing calling cards.  The locations could be switched over to outgoing recorded calls.
2. Since the facility would like Media Service, this would not be done on Telephones but would be accomplished by the use of Tablets. These Tablets, would be able to make Telephone Calls and also be used for Media in which all uses would be recorded and stored as is the Inmate Telephones Calls. This use of Tablets would require a Dedicated Wireless Network specifically for their use. Does the facility have such a Wireless Broadband Network that will enable the use of these Tablets in each area? (We would provide the separate Internet Connection for this Network) No, the facility does not have a Wireless Broadband Network to enable the use of tablets.
3. If the Wireless Network isn't currently available for the Tablets, would the Hospital Install this Network with Hot Spots? No

1. What is the average daily population of detainees at the facility? The facility has 137 patients in-house as of 5/9/22.  Census by housing unit as of 5/9/22 is as follows: South 9 (25), South 8 (25), south 7 (26), South 6 (24), South 5 (21), South 4 (16).
2. Please provide a breakdown of the areas inside the facility where detainees are housed with the following information. (Area Name-Bed Capacity-Current Inmates) This will give us an idea of how much equipment we will need to effectively outfit the facility.
* South 4 (22 beds) (16 current patients)
* South 5 (23 beds) (21 current patients)
* South 6 (24 beds) (24 current patients)
* South 7 (27 beds) (26 current patients)
* South 8 (25 beds) (25 current patients)
* South 9 (26 beds) (25 current patients)
1. Are you willing to set up a meeting with our team (either in person or via zoom) so we can demonstrate what our system can do, educate you on what configuration options are available, and learn more about your goals/needs? After
2. Are you interested in providing a way for detainees to participate in video calls in addition to telephone calls with friends and family? Not at this time, but perhaps in the future.
3. Is there currently a Wi-Fi network that covers the detainee housing areas? No