Addendum #1

RFP # 2026-03

Inmate Telephone System

Jasper County Sheriff's Office

1. Will county allow for a proposal to present multiple pricing options for the County's consideration? Yes
2. Breakdown of housing units and inmate capacity in Each:
   A pod-18
   B pod-26
   C pod-40
   D pod-43
   E pod-26
   F pod-10
   G-pod-12
   H pod-12
   J pod-5
   K pod-24
   L pod-24
   M pod-24
   T4-12
   T5-12
   Booking-27

3. The inmate trust account is managed through the commissary system:

   Stellar Services LLC. Contact: Levell Coppage (Sales Director) 1-866-320-4200

4. The table on page 14 of the RFP includes 32 kiosks. What services do these offer and is the same functionality expected to be provided by the awarded vendor under the new contract? 32 kiosks was included for information purposes and is not expected as part of this bid.
5. The current bidder does provide debit calling but it is not utilized at this agency.
6. Anticipated start date of new contract: The anticipated start date shall be 90 days following contract execution to allow sufficient time for implementation and transition. The successful proposer shall coordinate with the County and the existing

service provider, as applicable, to ensure a seamless transition and uninterrupted inmate telephone services.

Report period: January 1, 2026 - October 1, 2026

Call Type	Call Rate	Description	Records	Revenue	FCC Tax	State USF	Commissionable Revenue
Online PPCard	Intrastate	null	6133	4919.93	0	7.41	4912.52
Online PPCard	Local	null	1259	888.17	0	1.33	886.84
Online PPCard	LongDist	null	2759	2940.99	815.04	0	2125.95
PPAcct	Intrastate	Intrastate	15357	15797.32	0	23.75	15773.57
PPAcct	Local	Local Calls	2661	2367.21	0	3.56	2363.65
PPAcct	LongDist	Long Distance	5445	7952.18	2188.54	0	5763.64
PPCard	INTL	International	60	277.92	79.4	0	198.52
PPCard	Intrastate	Intrastate	11140	10397.46	0	15.72	10381.74
PPCard	Local	Local Calls	3524	3771	0	5.7	3765.3
PPCard	LongDist	Long Distance	5548	6358.58	1751.16	0	4607.42

Evaluation criterion	What to evaluate	Weight
1. Cost and rate structure	Inmate and family calling rates, fees, hidden charges, billing transparency, and total cost of ownership	10%
2. Security and fraud prevention	Call monitoring, recording, PIN controls, fraud detection, investigative tools, and unauthorized-call prevention	10%
3. System reliability and availability	System uptime, call quality, network redundancy, disaster recovery, and outage response	10%
4. Regulatory compliance	Compliance with applicable federal and state requirements, privacy rules, accessibility obligations, and facility policies	10%
5. Customer service and technical support	Support availability, response times, issue resolution, escalation procedures, and family assistance	40%
6. Features and functionality	Call management, approved-number controls, scheduling, blocking, multilingual options, and integration capabilities	5%
7. Reporting and administration	Detailed call records, audit trails, usage reports, analytics, and ease of administration	5%
8. Implementation and training	Installation timeline, transition plan, staff training, testing, and minimal service disruption	5%
9. Accessibility and usability	Ease of use for inmates and families, disability accommodations, language access, and simple account funding	3%
10. Contract terms and flexibility	Contract length, termination provisions, price adjustments, data ownership, and vendor transition assistance	2%
Total		100%