



PROCUREMENT DEPARTMENT

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ADDENDUM # 1

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PROPOSAL ID #3029

RFP #3029
Inmate Telephone Services for Detention Center

THE FOLLOWING INFORMATION SHALL BE INCORPORATED AS PART OF THE ABOVE MENTIONED SOLICITATION; ALL OTHER TERMS AND CONDITIONS SHALL REMAIN THE SAME.

Change 1: Reference Section 1 SCOPE OF WORK AND SPECIFICATIONS;

Add: 1.9 through 1.11 attached

Change 2: Reference Section 2 OTHER REQUIREMENTS;

Add: 2.3 through 2.12 attached

1.9 WIRELESS TABLETS SYSTEM SPECIFICATIONS

1.9.1 Offeror must have its own proprietary operation system (OS) on tablets. Commercial tablets are not acceptable. Offerors only able to offer commercial tablets will be disqualified.

- Must offer inmate telephone calling.
- Must be implemented in a minimum of 2 customer facilities for at least 6 months.
- Must be able to be deployed in a 1 tablet to 1 inmate format.
- Shall provide streaming music to offer more value to inmates versus buying ala-carte mp3s.
- Over-the-air update to upgrade OS (similar to how commercial Windows or smart phone providers requests to upgrade for security issues).
- System must be deployed as a wireless network.
- Tablet must be a corrections-grade device.

Tablets should be able to provide the inmate the ability to earn recreation/entertainment credit by completing educational/self-help classes.

1.9.2 TABLET HARDWARE AND ACCESSORY CAPABILITIES MUST INCLUDE THE FOLLOWING:

- Case should be either sealed or accessible only by security screws with unique unlock tool
- Data only enabled USB port (cannot be used to charge other electronics)
- Barrel Port (for charging tablet)
- Flame resistant
- Drop Resistant
- 4" and 7" screen size options
- Multiple Storage space options
- FM Tuner for connection to unit televisions audio (at no cost to inmate) or other suitable option (at no cost to inmate)

- Non-Removable Lithium Battery (specify hours it will run with a charge)
- Tablet Charging systems (i.e. cart, secured wall units)
- Ear buds with optional built in microphone

1.9.3 WIRELESS TABLET SECURITY REQUIREMENTS

- Tablet hardware security capabilities must include the following:
- Exoskeleton with a clear view of tablet components (so facility staff can visually inspect devices for physical intrusion and/or hardware modification)
- Security Screws with unique unlock tool
- Ability to disable any camera
- Data only enabled USB port (cannot be used to charge other electronics)
- USB port should not recognize human interface devices (i.e. keyboards) allowed
- USB port should not recognize Ethernet connections
- Barrel ports for charging tablets
- Flame resistant
- Drop Resistant

1.9.4 Tablet operating system security must include the following:

- Locked bootloader (Only Operating Systems digitally signed by Offeror can be installed)
- Custom OS that removes risky OS features such as safe boot, factory reset, command line access, blue tooth, wireless tethering, etc.
- OS should be capable of remote management that is inaccessible to offenders
- Should have custom software for communicating with tablets from a connected computer and tablet should be devoid of any standard communication tools (ex. for android OS a common tool would be adb)
- All installed applications should be evaluated and approved by certified security experts in the field

- Wireless security provides the ability to remotely monitor the airspace of the prison and all wirelessly connected devices for security breaches. Capabilities must include:
- The ability to detect and quarantine an offender tablet that has attempted to connect to an unauthorized wireless network
- Ability to detect and quarantine a rogue wireless access point that has been smuggled into the airspace of the facility
- Offeror should monitor wireless activity and provide tools for prison security staff to monitor all wireless activity
- System should be able to remotely measure signal strength and noise floor of all tablets
- Monitor tablet inventory
- System must have wireless airspace reporting

1.10 NETWORK SECURITY

Offeror must put in their own wireless network and control internet access. Access to the secure wireless access points must be granted to Guardian RFID for use with their inmate tracking technology. Additional access to non-competing Offerors must be considered when requested.

Offeror network appliance must have access control lists that capable of a 1) deny all approach or 2) white List

Offeror network appliance must have stateless inspection with 1) attack checking 2) automatically discard traffic initiated from the internet

Offeror network appliance must deploy only with Offeror's circuit so that only Offeror engineers have access to firewall

1.10.1 APPLICATION SECURITY – THE OFFEROR MUST PROVIDE A MOBILE DEVICE MANAGEMENT TOOL CAPABLE OF THE FOLLOWING:

- Must be custom solution to meet the needs of corrections
- Built into the Operating System layer to prevent removal
- Critical tablet settings must be controlled remotely
- Ability to disable any tablet setting

- Able to shut down any tablet or group of tablets remotely
- Updated applications can be installed remotely
- Tablet applications can be removed remotely

1.11 System Compatibility and Security

1.11.1 All software systems must be fully compatible with the current Offeror's operational systems to allow consistent transactional processing and reporting involving deposits and withdrawals in real time across all platforms.

1.11.2 All transactions must be encrypted using current industry standard encryption protocols and best practices for security.

1.11.3 The Offeror must demonstrate that their systems have been in use for at least two years, in multiple locations, providing multiple types of transactions.

1.11.4 The Offeror must demonstrate the effectiveness of integrated security features across all platforms in order to maintain utmost privacy, protection from data intrusion and fraud prevention for all parties, including York County Detention Center, the Offeror, and end users.

1.11.5 The Offeror must provide proof of achieving PCI compliance standards and hold a current Money Transmitter's License in the State of South Carolina.

1.11.6 In addition to other security protocols, the Offeror must provide picture capability to assist with the apprehension of those involved in fraudulent activity.

1.11.7 All transactions accepted by the Offeror's automated payment systems must be guaranteed to York County Detention Center.

2.3 Maintenance and Support

On-Site Equipment Ownership & Service:

The Offeror will provide a four-hour maximum response to out-of-order calls, 365 days per year. If a piece of equipment cannot be repaired, it must be replaced within 24 hours.

The Offeror must notify York County Detention Center when they notice a software failure. This notification shall be made within two hours and provide York County Detention Center with the estimated repair time.

Training: Proposals shall include a complete description of the training to be conducted for York County Detention Center staff. Training should include equipment operations and office administration concerning reconciliation and auditing of transactions and report usage.

In addition to initial training required at the time of system installation, if deemed necessary by the York County Detention Center, the Offeror must offer and provide additional training to existing or new York County Detention Center employees. Describe follow-up training options such as on-site and webinar-type training if available.

2.4 Reporting

Reporting capabilities must enable York County Detention Center easy access to integrated, on-demand reporting for payments made in real time. Reports should allow customizable fields detailing the activity of each transaction, IVR payment, online payment, or Counter-top transaction including payer name/account information, payment details (time/location/etc.), transaction volume, dollar volume and fees generated. Reports must reflect transaction details from all the payment portals together and each one separately. They must include data filters that can be sorted to provide the information that is required.

Standard reports must include: Transaction Reports, Banking Reports, and a Monthly Summary and all reports must allow filtering by limiting data parameters. These reports must allow for breaking out the payment method as well as the payment portal (web, IVR, Counter-top Terminal), location, payment type, payment method (cash, credit, debit,), as well as period of time (daily, weekly, monthly, etc.).

The Offeror shall provide reporting capabilities that allow York County Detention Center's personnel to audit the system on a daily basis. These reporting capabilities shall meet accounting standards and be acceptable to York County Detention Center Financial Services Section Administrative Services Officer.

2.5 Promotional Materials

Offeror must provide and assist with the dissemination of instructional and promotional materials, which include information on usage and availability of online payment portal and interactive voice response system to York County Detention Center payers. Such materials may include pamphlets, materials for York County Detention Center's website, tablet signage, and other appropriate materials mutually agreed upon by Offeror and York County Detention Center

2.6 Customer Service

Offeror shall be able to provide bilingual customer service in English and Spanish to cover end-user inquiries regarding the acceptance of payment through the online payment portal and interactive voice response system. At a minimum, customer service telephone communications shall be available to end users between 8:00am to 5:00pm (EST). Customer service shall be available with on-line assistance during all hours of operations.

2.7 Fiduciary Responsibilities

The Offeror will process all monies. The Offeror accepts full responsibility for all monies received. The Offeror is responsible for any acceptance of counterfeit money. The Offeror is responsible for all fraudulent credit/debit card transactions.

The Offeror will transfer funds from their banking account to the appropriate York County Detention Center banking accounts on a daily basis. Monies collected for York County Detention Center fees and services shall be deposited into a York County Detention Center Account. Monies received for Inmate Trust Account Services shall be deposited into the York County Detention Center.

2.8 Inmate Trust Account Services

If the Offeror finds a fraudulent transaction and the inmate is still in custody with a sufficient balance, monies may be recovered from that inmate by withdrawing the appropriate monies from his or her account. However, if the inmate is out of custody or in custody with an insufficient balance, the Offeror will be unable to recoup its losses through the York County Detention Center. All transactions accepted by the Offeror's automated payment systems must be guaranteed to York County Detention Center.

2.9 Maintenance and Support Commitment

The awarded Offeror shall maintain sole and absolute responsibility for the maintenance and service of the proposed systems at no cost to York County Detention Center.

Offeror shall describe in detail how the systems are maintained and supported to ensure, for the duration of the contract term, reliable service for inmates and consistent access to system controls and reporting capabilities by the York County Detention Center. The Offeror's service and support plan must address at a minimum the following topics:

Local Maintenance and Repair Service: The Offeror shall provide local service personnel to maintain and/or replace broken or malfunctioning telephones, tablets, or system equipment as needed.

Remote Access for System Monitoring and Software Maintenance: The Offeror's technical experts must be able to remotely monitor system performance and, if necessary, remotely reconfigure or repair the system's software control program. Include the company's policy for updating the user interface software as new versions are released.

Trouble Help Desk: Offeror shall provide facility staff a toll-free Help Desk number that can be reached 24 hours a day, 365 days a year to report system problems, ask for help with system functionality or submit requests for additional equipment or services. The Help Desk should be Offeror-run and staffed with the Offeror's trained personnel.

Trouble Ticket Tracking and Escalation: Offeror must have and describe in the proposal a well-defined process for logging, tracking, and resolving issues related to the proposed systems and services. Define the proposed emergency-priority levels and proposed response and resolution times for each level. Provide the escalation plan for dealing with issues that are not resolved within the agreed upon time frame. Upon contract award, the Offeror is to provide York County Detention Center with specific names, titles, and personal-contact information for all individuals involved in ticket escalation.

2.10 Public Customer Support Plan

Offeror shall provide a Offeror-run and staffed billing customer support help desk for public users of the proposed systems such as called parties. Describe in detail the availability of the helpdesk as well as the services provided to the public by this support group. The Offeror's Billing Customer Support Plan must address at a minimum the following requirements:

Live Customer Service via Toll Free Number: Called parties must be able to contact the Offeror's live customer service representatives seven (7) days a week via a toll free number for assistance with any issues, including but not limited to: billing disputes, blocked calls from inmates, dropped calls, and setting up or replenishing prepaid accounts.

Customer Service via Phone IVR and Website The Offeror's Customer Service shall include self-help options via an automated telephone IVR system and an easy to navigate Website.

2.11 Implementation

The awarded Offeror shall provide and be responsible for the installation of all equipment and any necessary cabling related to the required services at no cost to the York County Detention Center. Installation of the system shall be at the awarded Offeror's expense, as will removal of same upon cancellation or completion of the contract. The Offeror shall be totally responsible for all equipment and services.

The risk of loss and/or damage of Offeror's equipment will be fully assumed by the Offeror during shipment, unloading and installation.

Delivery and Unloading: The Offeror must provide transportation to and unloading of equipment at York County Detention Center's designated location. York County Detention Center will not be liable for any charges related to packaging, delivery, or storage of equipment or materials required for proper implementation of the required services. All packing crates, boxes, paper, packing materials, and all other such extraneous material shall be removed from the premises by the Offeror at his/her expense after installation.

Implementation Plan: Offerors must submit with proposal a detailed implementation plan that indicates the time and activities required for installation, utility coordination, training, cut-over and testing. The system must be installed in a manner and under a time-frame designed to minimize disruption of the normal functioning of York County Detention Center facilities and security concerns. Any delay in Offeror's implementation schedule that is caused by York County Detention Center personnel will increase the Offeror's time allowed to cut-over by the length of such delay.

At no additional cost to York County Detention Center, hands-on training is to be provided on-site for all York County Detention Center personnel authorized to access the telephone system. At no charge, the Offeror must provide, upon, completion of training, one (1) set of appropriate documentation per installed facility. Describe, in the proposal, the training program for York County Detention Center staff, including a description of topics covered and any applicable documentation or training aids.

System acceptance shall be determined by a consecutive thirty (30) day period during which the system must function "error free". The Offeror must work with the York County Detention Center to determine the actual definition of "error free" operation.

2.12 Billing, Rates, and Commission

2.12.1 Billing and Collections

The Offeror shall be the responsible for call billing and collections. Billing for an inmate's call shall not begin until the call is positively accepted by the called party and shall end when either party hangs up. Describe the Offeror's billing processes.

2.12.2 Responsibility for Fraudulent and Uncollectible Calls

The Offeror shall be responsible for any financial losses due to fraudulent billing and/or uncollectible call charges. The Offeror must agree that any losses due to fraudulent calls or uncollectible telephone bills will not be subtracted from the gross revenue from inmate calls prior to the calculation of York County Detention Center's commission rate.

2.12.3 Responsibility for Monthly Line Fees

The Offeror shall assume the responsibility for all monthly line fees associated with the proposed system.

2.12.4 Call Rates/Fees

As the FCC brings equality to the rates and fees of every Offeror and the elimination of commissions, the merits of the proposal will take into account all aspects of the RFP. The State will conduct an RFP that has evaluation criteria that awards more point percentages to the system itself. The rates are set by the State per the FCC rules based on ADP so that all Offeror commission is based upon the same rates and fees.

Payment Services End User Fees: Proposals shall include all possible fees to the end-user (the person making payment) for services listed above and any other services offered. Fee structures should be submitted using the following format. Additional information may be included if there is more than one set of fees to be considered, or the requested formatting is not appropriate.

2.12.5 Other Charges

Offeror shall define below other costs/fees that will be charged to public, the York County Detention Center or users of other proposed services (public or inmate) including:

- Wireless Tablet equipment.
- Services delivered through Wireless Tablets
- Investigative/Administrative Tools

2.12.6 Revenue

In response to the Federal Communications Commission's recent regulatory actions impacting inmate communications services, the York County Detention Center is seeking a detailed revenue proposal. YCDC expects Offerors to provide revenue projections that are transparent and compliant with FCC directives, to include the following:

A clear explanation of projected revenues associated with inmate phone and tablets communication services that complies with applicable FCC rate caps and fee prohibitions. Proposals must demonstrate how pricing structures will align with current regulatory requirements that limit call rates, eliminate ancillary charges, and prohibit traditional commission arrangements.

Details on any allowable facility reimbursement or cost-recovery mechanisms (in lieu of prohibited site commissions), including methodology for calculating reimbursements for costs incurred by the facility for services that support safe and compliant operations. Offerors should clearly distinguish between reimbursable costs and revenue-generating activity.

For tablet solutions that include voice, video calling, messaging, and entertainment functions, the Offeror should provide projected revenue in compliance with FCC rules and clearly articulate how revenue is derived.

A statement outlining how the Offeror will ensure ongoing compliance with FCC reporting, transparency, and inmate disclosure requirements, including publication of rate schedules and compliance with any future regulatory changes.

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