

Non-citizen Communication Services Questions/**Responses**

1. Which, if any, of the requested services does ICE currently have today:
 - a. Tablets – **Currently have**
 - b. Online commissary ordering – **Currently have**
 - c. Grievances – **Currently have**
 - d. Electronic law library access – **Currently have**
 - e. Purple VRS – **Currently have**
 - f. Email – **Messaging capabilities similar to Email**
 - g. Deposit kiosks – **Available at the facilities that require/request kiosks**
 2. Based on the way the draft SOW is written, the bidding vendor must own the entire solution, but it is typical for phone vendors to license tablet solution from other manufacturers and deploy them as part of an integrated communication package. Would such an arrangement be acceptable as long as the vendor is solely responsible for support and maintenance of an integrated solution? **The successful contactor will be responsible for the integrated communication package.**
 3. Will the RFI be used to shortlist vendors for a future RFP? **the RFI helps to understand the market and for planning purpose.**
 4. Section 3. Requested Information in the RFI document, #4 states, "Availability of a data management system to track and monitor non-citizen with services and activities provided." What is meant by this? **Data from tablet and phone usage needs to be available for ICE to have access.**
 5. Since the RFI was released yesterday, and given the short turnaround, we would like to request a one-week extension to the response deadline. **No**
 6. Please confirm that all RFI responses will be kept confidential until after an RFP is released and awarded. **No**
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