

REQUEST FOR BIDS

FOR

Inmate Communications Services



Issued By:

**St. Johns County Sheriff's Office
SJSO Finance Section
Division of General Services
4015 Lewis Speedway
St. Augustine, Florida 32084**

Due Date/Time for Proposed Bids: 15 August 2022 – 5:00PM

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**ST. JOHNS COUNTY SHERIFF'S OFFICE
REQUEST FOR BIDS**

INMATE COMMUNICATIONS SERVICES

To: All Prospective Vendors
From: Sheriff Robert Hardwick
Subject: Request for Inmate Communications Services
Date: 18 July 2022

Dear Prospective Vendor:

Notice is hereby given that the St. Johns County Sheriff's Office, an accredited Law Enforcement Agency within the State of Florida, will be accepting Letters of Interest and Qualifications for Inmate Communications Services from all vendors interested in providing the services generally described herein and specified in the "Scope of Services" section of this Request for Bids document.

The successful vendor shall prove by their qualifications, experience and availability, the approach and plan for the work that will best serve the overall needs of the Sheriff's Office. Bid packages may be obtained from Purchasing Specialist Melissa Meisterhans, via email request to mmeisterhans@sjso.org or by calling 904-209-2197. Bid packages may also be downloaded from the Sheriff's Office website at www.sjso.org or from the Demand Star website at www.DemandStar.com.

The selection of the successful vendor shall be at the Sheriff's discretion and shall be made in a prompt manner after receipt and evaluation of all responses. Responses will be accepted until **5:00 P.M. on 15 August 2022, (Firm)**. Responses may be sent to the main Sheriff's Office Administration Building located at 4015 Lewis Speedway, St. Augustine, Florida 32084 (to the attention of Melissa Meisterhans), or sent via email to mmeisterhans@sjso.org.

Qualified vendors desiring to respond to this Request for Bids must submit **four (4)** bid packages for evaluation and review to the **St. Johns County Sheriff's Office, 4015 Lewis Speedway, St. Augustine, Florida 32084**, by or before the time stipulated above.

We welcome your response to this Request for Bids. Please complete, in the manner prescribed, all the requirements set forth in this document. The St. Johns County Sheriff's Office reserves the right to reject any proposed bids which are found to be non-responsive, vague, non-conforming or irresponsible. The St. Johns County Sheriff's Office may withdraw all or part of the proposed bid at any time to protect its best interest. The desire of the St. Johns County Sheriff's Office to pursue Requests for Bids shall in no way obligate the Sheriff to compensate you for your efforts nor to execute a contract with you. All bidders are asked to be thorough yet concise in their

response. Failure to provide your response in the manner prescribed herein may be grounds for disqualification.

Please note that your response is a binding offer to perform in the manner you describe in the proposed bid for a period not to exceed 180 days from the public opening date and time.

All vendors are advised that under Chapter 119, Florida Statutes, all responses are deemed a public record and opened to public scrutiny as provided for in said statute.

INTRODUCTION: The St. Johns County Sheriff's Office is currently seeking bids from qualified vendors interested in providing Inmate Communications Services to the St. Johns County Detention Center. All vendors must meet the minimum qualifications and provide the services described below.

The Sheriff's Office encourages all prospective and qualified vendors to submit their proposed bids to provide the services described in this document. The Sheriff's Office expects vendors who submit their bids to be highly experienced, a leader and innovator in the inmate communications industry and have the ability to provide comprehensive services at a competitive price.

The Sheriff's Office reserves the right to select one vendor to deliver the services described herein if the combination of cost and the level of services are beneficial to the Agency. The overall objective of the Sheriff's Office is to secure the most efficient and cost effective Inmate Communications Services to meet the needs of the Agency.

QUALIFYING REQUIREMENTS: It is the intent of this request to obtain bids from qualified vendors to provide hosted, IP-based services for inmates. The Inmate Communication Services platform must include:

- Software
 - IP-based
 - Mobile-friendly (Android and Apple)
- Applications
 - Inmate Telephone Service
 - Video Visitation
 - Automated Information Services
 - Inmate Electronic Mail
 - Custom Web-Based Application(s)
 - Law Library
 - MP4 Video Application
 - Jobview Application

- Hardware, as described herein

The services are requested at the following County facilities:

- St. Johns County Main Detention Center and Community Work Release Center located at 3955 Lewis Speedway, St. Augustine, FL 32084
- St. Johns County Sheriff's Office Visitation Center located at 4500 Avenue D, St. Augustine, FL 32084
- Average Daily Population (ADP) is 418 (2020)

Any item not specifically mentioned but necessary for the delivery and operation of the proposed system shall be included in this bid. These specifications and requirements should be in sufficient detail to secure bids as they pertain to comparable services.

The requirements listed herein should be met by all vendors responding to this Request for Bids. In instances where the proposed bid differs from these requirements, the vendor shall note the difference and describe in detail how their commodity will meet the needs of the Sheriff's Office without the inclusion of this specific requirement. Failure to meet these requirements may be cause for rejection of the vendor's proposed bid at the discretion of the Sheriff's Office.

To be considered by the Sheriff's Office, potential vendors must have adequate organization, facilities, equipment and personnel to ensure prompt and efficient services to the Agency. The Sheriff's Office reserves the right before recommending any award to inspect the facilities, organizations and financial condition, or to take any other action necessary to determine ability to perform in accordance with specifications, terms and conditions. Each vendor shall provide information relative to the ability to provide the services that the Sheriff's Office shall require both now and in the future. At a minimum, this information shall include:

1. The legal name, address and telephone number of the communications provider (corporation, firm, partnership, or individual). Bids shall be signed above the typed or printed name and title of the signer. The signer shall have the authority to bind the communications provider to the submitted bid.
2. The successful vendor will be required to execute a sworn statement to the effect that no person or affiliate has been convicted of a public entity crime as defined in Section 287.133 F.S. (Appendix B)

Vendors desiring to provide the required Inmate Communications Services should apply by submitting **one (1) original** and **three (3) copies** for a total of **four (4) sets** of the entire bid containing the following information:

1. Each response must be accompanied by a letter of interest, not exceeding two (2) pages, which summarizes key points of the response in this Request for Bids document. The bid document must be signed by an officer of the company who is responsible for committing the company's resources. The letter of transmittal should include the following:

- Name of the vendor submitting the response;
 - A statement that the vendor is responding to the St. Johns County Sheriff's Office request for qualifications to provide Inmate Communications Services to our Agency;
 - Brief narrative of the company's qualifications and company background information;
 - Name, title, and witnessed signature of the individual with responsibility for the response and to whom matters regarding this RFB should be directed;
 - Mailing, street and email addresses;
 - Telephone and fax number of vendor's primary contact;
 - Vendor's Federal Tax Identification Number;
 - A listing which includes location and business hours;
 - A listing of any agencies to whom the vendor has provided the type of services required herein;
2. Capability to meet deadlines.
 3. Status of any disciplinary actions undertaken against the vendor at a Federal or State level. If such action has been undertaken, the current status of the action must be provided.
 4. Proof of Liability Insurance, and its limits including deductibles.
 5. Drug-Free Workplace Form – A completed Drug-Free Workplace Form, (attached hereto as Appendix A) should be submitted with the vendor's response. Failure to certify the vendor as a drug-free workplace in accordance with Florida Statutes, Subsection 287.087, may result in rejection or disqualification of your response.
 6. Conflict of Interest - Without breaching client confidentiality to include:
 - a statement indicating whether any clients are currently involved or to your knowledge anticipate being involved in proceedings or transactions involving the St. Johns County Sheriff's Office as an adverse party, and
 - a description of any existing or potential conflicts of interest for the vendor or its employees pertaining to the St. Johns County Sheriff's Office from the date hereof. (Appendix C).

DEFINITIONS:

For the purpose of this competitive bid, the terms "Vendor" and "Bidder" refer to the provider of equipment and services.

The "System" shall be referred to as the Inmate Communications System, to include but not be limited to; telephone, messaging, tablets, mail systems and any other technology that may be developed by the vendor.

"Inmate Communications Services" refers to telephone, messaging, tablets, mail systems and any other technology that may be developed by the vendor to enable communications by inmates of the St. Johns County Detention Center to designated and/or approved recipients.

The acronym "VVS" refers to Video Visitation Solution.

"St. Johns County Sheriff's Office" refers to "Agency."

"SJSO" shall refer to personnel of the St. Johns County Sheriff's Office.

COMPETITIVE BID SUBMISSION FORMAT:

Each vendor must prepare a written response and shall be formatted consistent with the specific sections and numbered paragraphs. The information, documents and materials submitted in the response must be complete and accurate in all material aspects. All responses must contain direct responses to the following questions or requests for information and be organized so that specific subject areas are readily identifiable. Vendors must respond to all paragraphs in the order in which they appear in this competitive bid.

A Letter of Transmittal must be attached to the proposed bid. Included in the letter shall be a statement that identifies all materials and enclosures being forwarded and also provide a summary of compliance with technical requirements. The Letter of Transmittal must be signed by the person who is authorized to contractually commit the vendor's organization.

One (1) original hard copy (FIRM) and three (3) copies of the proposed bid (MAY BE IN PDF FORMAT), must be returned no later than 5:00P.M. by 15 August 2022 to the following address:

St. Johns County Sheriff's Office
Attn: Mrs. Melissa Meisterhans
4015 Lewis Speedway
St. Augustine, FL 32084

Or via email to: mmeisterhans@sjsso.org

Bids not received by this time and date will be automatically disqualified from consideration. Each proposed bid shall be marked "Inmate Communications System Request for Bid, St. Johns County Sheriff's Office" on the outside of the package and should be sealed. The original bid document must be clearly marked "ORIGINAL" and contain all original signatures.

Each question in this competitive bid response should be answered with one (1) of the following answers:

1. Company has Read, Understands, and will comply:
2. Company has Read, Understands, and will partially comply:
3. Company has Read, Understands, will not comply:

Questions should be answered with one (1) of the three (3) responses above, then a short description on how the vendor meets the requirement of the competitive bid.

Any materials submitted by the vendor considered confidential in nature must be clearly marked as such. Due to applicable laws and regulations concerning public documents, the Sheriff's Office makes no representation that such material will be kept confidential.

DEMONSTRATIONS:

Demonstrations may be required after bid responses are submitted. Once scoring is completed based on competitive bid responses, the top three (3) vendors will be selected for demonstrations. At the Sheriff's Office's option, live demonstrations may be held at the offices of the bidding vendor and may request faculty tours so the agency can see customer service and corporate capabilities live in action. The Sheriff's Office may also request the prospective vendor to demonstrate their services at the Detention Center. The Sheriff's Office requests these visits be covered at the expense of the vendor and are no more than six (6) hours in length.

In the event the evaluation team travels directly to the vendor for demonstrations, the vendor will cover the reasonable travel costs for up to three (3) evaluators. Reimbursement for these expenses shall not exceed the amount such evaluators are allowed to receive under the Sheriff's Office's travel and expense reimbursement policy.

VENDOR INQUIRIES:

Please direct all inquiries regarding this competitive bid to:

Mrs. Melissa Meisterhans
mmeisterhans@sjso.org
904-209-2197 OFFICE

If additions, deletions, modifications, or clarifications to the competitive bid become necessary, the changes will be noted by written addendum to the vendors. Nothing presented orally during vendor inquiries will modify or alter the specifications.

The vendor shall identify a contact person who will be responsible for coordinating the efforts and personnel of all parties involved in the response, to include, but not be limited to; oral presentations, demonstrations, site visits and responses to requests for clarification, if any, and must provide the following:

- Name:
- Organization:
- Address:
- Email address:
- (Area Code) Telephone Number: Office & Cell

SECTION A - BASIS OF AWARD:

The Sheriff's Office will review all responses to ensure compliance with the specifications. Vendors may be excluded from further consideration for failure to comply with the specifications of the competitive bid.

An Inmate Communications System is a vital service to the Sheriff's Office; the investigative tools, operational efficiencies, and added security are some of the important aspects expected to be derived from this service.

The Sheriff's Office prefers a vendor that develops its own software and builds its own systems because it is advantageous to have a single point of contact. It is our preference to work with a company that is the sole source for engineering, deploying and maintaining its own solutions.

- Systems would include, but not be limited to; features such as collect and debit calling, tablets, video visitation, electronic mail, messaging, specific products or features, in-house product development, staff support and customer support.
- Describe your system and how it will meet this requirement. In addition, vendors must be prepared to demonstrate all features and functions described within this competitive bid response.

The Sheriff's Office expressly reserves the right, in its sole judgment, to accept or reject any or all proposed bids, with or without cause, modify, alter, waive any technicalities or provisions, or to accept the bid that is determined to be the best-evaluated offer.

To ensure specified performance of the proposed system, the Sheriff's Office requires all vendor(s) demonstrate their systems and any features proposed in response to this competitive bid.

All bids will be evaluated with regard to the following criteria:

- 35% - Vendor experience, commitment to new technology offerings, account support team, financial stability and current customer references.
- 35% - Demonstrated ability to meet the technical requirements, based upon the competitive bid responses and performance evaluation.
- 30% - Installation and cutover, maintenance and training.

CONTRACT TERM:

The selected vendor and Sheriff's Office will negotiate a contract that will be for a period of three (3) years. At the expiration of this contract, the Sheriff's Office will have the option of continuing the phone services with the vendor at the same commission and rates for a period of four (4) additional years in two (2)-year increments. Each optional renewal will require Sheriff's Office approval. The current Sheriff's term expires on 05 January 2024. In the event a new Sheriff is elected, the terms and conditions of this contract are subject to the new Sheriff's discretion.

TERMINATION:

The obligation to provide further service under the terms of the resulting agreement may be terminated by the Sheriff's Office upon thirty (30) days written notice in the event of a material breach by the successful vendor to perform in accordance with the terms hereof, or any contract resulting from this competitive bid. In the event that the Sheriff's Office chooses to discontinue this contract either by termination or by not extending the contract, the vendor warrants that it will remove all its equipment from the facilities without charge. Service and equipment will not be removed until another vendor has been acquired. The removal of equipment and disconnecting of service processes will occur during the implementation of the new system with minimal interruption of service to this facility. It will be necessary that the incumbent vendor cooperate with the new vendor during the implementation of the new system.

If either party defaults in the performance of any obligation under this Agreement, then the non-defaulting party shall give the defaulting party written notice of its default setting forth with specificity the nature of the default. If the defaulting party fails to cure its default within thirty (30) days after receipt of the notice of default, then the non-defaulting party shall have the right to immediately terminate this Agreement and pursue all other remedies available to the non-defaulting party, either at law or in equity.

DAMAGE AND REPAIR LIABILITY:

The Sheriff's Office will have no liability to the vendor for fraud, theft and vandalism/damage or loss of the vendor's equipment inflicted by the inmates or the public. All costs associated with the repair will be the responsibility of the vendor. Vendor warrants that all repairs will be made at their expense. Vendors shall make all reasonable efforts to ensure that the communications system is operational and repaired as quickly as possible.

INSTALLATION / DISCONNECTION:

The vendor will be responsible for all costs of installation or disconnection throughout the term of the contract.

The vendor will be required to furnish and install equipment, dedicated lines, and any other item necessary to make this service functional. The incumbent vendor will remove all equipment, dialers, and/or dedicated phone lines from the Sheriff's Office facilities without charge.

CURRENT COUNTY INMATE COMMUNICATIONS SYSTEM:

PayTel (vendor) is currently providing inmate communications services to the St. Johns County Sheriff's Office. The current number of inmate telephones and video visitation kiosks is as follows:

- Detention Center A= 74 Total Phones; 71 Total Kiosks
- Inmate Phones = 73
- Public use coin phones = 1
- Video Visitation Kiosks = 71

MANDATORY PRE-BID CONFERENCE:

The purpose of the pre-bid conference is to provide prospective vendors with a forum in which questions pertaining to this solicitation can be considered. Due to the need for all vendors to possess a complete understanding of the requirements of this solicitation, attendance at this pre-bid conference is mandatory.

- Mandatory pre-bid conference will be held via virtual platform

MISCELLANEOUS REQUIREMENTS:

The Sheriff's Office will not be liable for any of the costs incurred in the preparation and presentation of a vendor's response. Any materials submitted by the vendor that are considered confidential in nature must be clearly marked as such.

INSURANCE:

Bidder shall provide the Sheriff's Office with a Certificate of Insurance, both Workman's Compensation Insurance and General Liability Insurance coverage for work at the various county facilities with limits of not less than \$100,000 | \$300,000 | \$100,000 with an excess umbrella liability of \$1,000,000. The successful vendor must submit copies of insurance certificates to the Sheriff's Office before any work can begin.

SECTION B - VENDOR QUALIFICATIONS, EXPERIENCE, FINANCIAL STABILITY AND COMMITMENT TO NEW TECHNOLOGY:

EXPERIENCE:

1. Due to the complex nature and security concerns of correctional facilities, Vendors must be well experienced in providing this type of service. The vendor shall demonstrate at least ten (10) years of experience providing inmate communications services to counties of similar size.
2. The vendor should provide an overview of their company, including years and nature of experience in the inmate communications business.
3. The vendor shall provide information describing its client base and the proposed system's position in the facilities of the State of Florida.
4. The vendor must have at least five (5) years of experience providing web-based/ hosted inmate communications systems.
5. The vendor must demonstrate a commitment to technology upgrades, including consistent new technology deployment over the last three (3) years or more.

FINANCIAL STABILITY:

Bidder shall provide the Sheriff's Office with financial statements, including statements of operations, balance sheets and statements of cash flows, for the last two (2) fiscal years.

REFERENCES:

The vendor will provide three (3) customer references of accounts similar in size and scope to the Sheriff's Office.

NEW TECHNOLOGY:

New technology is important to the Sheriff's Office. The proposed system must include frequent technology upgrades:

1. Vendor will identify the number of currently held patents.
2. Vendor further asserts that to the vendor's knowledge the equipment and software proposed does not infringe on any U.S. patent or copyright.
3. Vendor will hold harmless the Sheriff's Office, its officers and employees against all claims that hardware or software supplied infringe a U.S. patent or copyright.
4. Vendor will demonstrate technology leadership in the industry. State the amount of money reinvested each year in developing and deploying new technology.

SECTION C - TECHNICAL REQUIREMENTS: INMATE COMMUNICATIONS SERVICES:

GENERAL INFORMATION:

REQUIREMENTS:

The vendor will be responsible for all costs of installation and/or disconnection throughout the term of the contract. The vendor will also be required to furnish and install equipment, dedicated lines and any other item necessary to make this service functional. The incumbent vendor will remove all equipment, dialers and/or dedicated phone lines from the Sheriff's Office facilities without charge.

1. The system shall be a hosted and Internet based application that is securely accessible from a single portal anywhere at any time, including from mobile devices, with a single sign-on capability.
2. The system shall allow outgoing calls only.
3. The system shall have the capability to allow for voicemail.
4. The system shall limit inmate calls to configurable minute increments. Call duration configurations can apply to, location, inmate, site, facility or by telephones.
5. The system will notify the inmate and called party of any time limits in advance of the system terminating the call.
6. The system shall include voice prompts in English and Spanish. Please identify other language capabilities of the system.
7. The system must provide active acceptance by the called party.
8. The system must provide proactive account set-up for called parties who are not able to accept collect calls. Please describe this process.
9. The system must notify the called party when they have reached a set balance of its site or personal credit limit. Please describe this process.
10. The stored call recordings should be maintained at the vendor's central depository and remain uncompressed and accessible for download by Sheriff's Office authorized personnel.
11. All call recordings shall be stored online and available through the online user interface for 180 days.
12. The system shall be a turnkey telephone system and service.
13. The vendor shall provide non-coin, inmate telephones composed of durable equipment suitable for jail environments.
14. The system must be able to utilize current PCs that are available at the Sheriff's Office without the need for additional PCs.
15. All vendor equipment shall comply with FCC regulations.
16. The proposed equipment and system shall be scalable to meet the growing needs of the Sheriff's Office.
17. Vendor equipment shall include backup power in the event of temporary loss of commercial power.

PERSONAL IDENTIFICATION NUMBER (PIN):

1. The system will utilize Personal Identification Numbers (PIN) for the inmates. Describe your system's use of PINs, including Open PIN, Restricted PIN and Closed PIN.
2. The system will have the capability to automatically create PINs without burdening facility staff.
3. The system will prevent assigning duplicate PINs and not allow a PIN to be used by two inmates at the same time.
4. The system will allow for PIN digits to be at least four (4) and not greater than sixteen (16).

FRAUD MANAGEMENT:

1. The system shall be able detect, notify and prevent three-way or conference calls, except for those calls to attorneys or other approved numbers. Please provide a description of the process you have deployed on your platform and why you feel the technical approach provides the best 3-way detection solution.
2. The system shall prevent the inmate from obtaining a second dial tone or "chain-dialing."
3. The system shall prevent the inmate or called party from dialing extra digits after the call is accepted, unless to authorized destinations.
4. The system must be able to allow extra digits to specified dialed numbers by the facility. Please describe process.
5. The system shall be able to remotely monitor inmate calls and be able to transfer calls in progress to investigators.
6. The system shall identify the name of the facility and the inmate placing the call to the called party.
7. The system shall be able to play prompts randomly or at configurable timed intervals throughout the call.
8. The system will prevent "Hook-switch dialing," and other fraudulent activities. Please describe this process.
9. The system shall allow client to block the calling of specific numbers for the entire agency and/or configurable by each site.
10. The system shall provide the ability to approve and disapprove specific phone numbers by telephone.
11. The system shall permit the called party to block future calls from inmates at the facility.
12. The system shall have the capability to suspend inmate privileges from placing a call and set a beginning and end date without the need to manually re-enable privileges.
13. The system shall allow the inmate to record their name once and store this recorded name for all future calls.
14. The system shall be able to detect and prevent remote call forwarding.
15. The system must have the capability to change an inmate's location to another without the need to re-enter information.

16. The system must allow department personnel to assign surveillance alerts by an individual inmate PIN or dialed number. These alerts should include, but not be limited to, the following features:
 - a. Alert to an investigator's cell phone or any direct dialed number.
 - b. Allow real time listening of the conversation in progress.
 - c. Allow the ability to disconnect the call in progress.
 - d. Allow barge-in and talk capabilities and return back to listen only mode.
 - e. Allow the ability to hide the alert from other authorized users that have access to the system.
 - f. Allow investigators to enter an optional e-mail address to receive notification of calls by inmates or to dialed numbers that are under surveillance.
 - g. Allow investigators to enter an optional cell phone number to receive text notification of calls by inmates and to dialed numbers that are under surveillance.
17. The system must provide the ability for investigators to add notes to a call record and view it from a report such as a call detail report.
18. The system shall allow investigators to share notes about a call or keep them private, if they choose, and use text entries, such as a case number or a specific gang affiliation in the case-notes as the search criteria to retrieve specific case-notes with the associated call detail record, as well as provide the ability to do a full text search against the notes attached to the call.
19. The system must protect the recording from being purged when the client storage policy expires by allowing the investigators or other authorized staff to extend the expiration date of the associated call or download.
20. The system must have the capability to download a call directly from the call detail report as well as allowing authorized staff to create a collection of multiple calls for download at a later time with the option to e-mail a link to the download.
21. The system must support unlimited grouping of recordings via keyword tags. The tags must allow recordings to be downloaded in the recordings' native format as well as .WAV and .MP3 formats. The system must allow recordings to be downloaded as a compressed file.
22. The download image for recordings must contain all components necessary for playback, regardless of the software installed on the playback computer.
23. All recordings must maintain chain of custody that meets or exceeds the Rules of Evidence used in state and federal courts for the admissibility and authenticity required in a court of law.

ADDITIONAL INVESTIGATIVE SOFTWARE:

1. Please list and describe additional investigative tools available with the system.
2. Vendor investigative software must be wholly owned by the provider and not provided through the use of a contractor or vendor. This is to ensure quality and ongoing commitment of development as technology progresses.
3. The investigative software must be completely integrated and accessed from the calling platform and not require the export and import of inmate call records, inmate account information, or called party billing name and address

- information related with the Sheriff's Office. Please describe your solution and related features.
4. The investigative software must provide facilities with the option to be a part of a community based information sharing platform, allowing data sharing amongst other facilities within this shared community. This shared data is incorporated from all facilities who opt in to a data sharing service including state run facilities, counties and small jails. Please describe your solution and related features.
 5. The investigative software must be able to provide a way to import phone call records and stored contact data. Please describe your solution and related features.
 6. The investigative software must be able to provide a way to import data from cell phones, including contacts, emails, text messages, call records and pictures. Please describe your solution and related features.
 7. The investigative software must be able to analyze data between multiple correctional facilities, so as not to limit the investigation to only the Sheriff's Office. Please describe your solution and related features.
 8. The investigative software must be able to notify investigators when information is found related to any report or analysis previously configured. Please describe your solution and related features.
 9. The investigative software must provide investigators with the ability to share information with other investigators. Please describe your solution and related features.
 10. The investigative software must be able to allow investigators to schedule reports and analysis. Please describe your solution and related features.
 11. The investigative software must be able to identify an inmate's closest associates (Inner Circle).
 12. The system must identify called party billing name and address and include these called parties as entities in the investigative software. Please describe your solution, related features and the amount of billing names and addresses in your system today.
 13. The investigative software must be able to provide communication activity reporting. Please describe your solution and related features.
 14. The investigative software must be able to provide calling frequency and statistics. Please describe your solution and related features.
 15. The investigative software must be able to provide an inmate's contact listing. Please describe your solution and related features.
 16. The investigative software must be able to provide a contact listing for called party information. Please describe your solution and related features.
 17. The investigative software must be able to provide a way to import cell tower information obtained from public phone companies such as AT&T and Verizon. Please describe your solution and related features.
 18. The investigative software must be able to provide analysis based on sequence dialing. Please describe your solution and related features.
 19. The investigative software must be able to provide analysis based on pattern dialing. Please describe your solution and related features.
 20. The investigative software must be able to provide analysis based on chain dialing. Please describe your solution and related features.

21. The investigative software must be able to identify gaps in inmate calling behaviors, which may be used to identify the possible existence of a contraband cell phone. Please describe your solution and related features.
22. The investigative software must be able to identify concurrent phone usage. Please describe your solution and related features.
23. The investigative software must be able to identify common contacts between inmates. Please describe your solution and related features.
24. The investigative software must be able to identify linkages between multiple parties, whether those parties are inmates or constituents. Please describe your solution and related features.
25. The investigative software must be able to show calling activity on an easy to view timeline. Please describe your solution and related features.
26. The investigative software shall not only be able to accommodate investigating inmates, but also called parties and organizations. Please describe your solution and related features.
27. The investigative software must be able to display information on an interactive map that allows investigators to add or remove information from the map as it pertains to their investigation. Please describe your solution and related features.
28. The investigative software must be able to identify timeline changes in associates (Inner Circle Delta).
29. The investigative software must be able to identify changes in inmate contacts or dialed numbers (contact swap).
30. The investigative software must be able to identify complex connections between inmates with multiple degrees of separation (two entity linkage analysis).
31. The investigative software must be able to create manual associations/linkages which can be analyzed in conjunction with prison communications records.
32. The investigative software must provide all reports listed below for one (1) or more facilities.

COMMUNICATION BEHAVIOR REPORTS:

1. Communication Activity - Search within subscriptions, mail covers and tracking numbers to identify every known subscriber and communication for a set of subscriptions.
2. Frequency and Statistics - Generate a statistical analysis of frequent communication with each contact of a given set of target subscriptions. Multiple targets/subscriptions selected will be treated as the same target for analysis.
3. Contact Listing - Generate a list of all subscriptions and subscribers either contacted by or in the phone book of the selected target(s).
4. Communication Listing - Provide/export a CSV of every communication involving a set of selected targets or between two sets of selected targets.

ORGANIZATION ANALYSIS:

1. Inner Circle Identification - Identify the most important set of interrelated contacts for a selected target based on repeated calling patterns. Contacts who are not involved in patterns of communicating will be filtered out providing a set of contacts who are likely working together.
2. Inner Circle Delta - Identify changes to a selected target's inner circle of associates over a designated time span. This report compares the set of contacts in a target's inner circle from the first selected date range to inner circle contacts in the second selected date range. Select a subscription or subscriptions for a single target subject or organization.
3. Leader Identification - Identify the targets most likely to be the leader of an organization based on chains of communication that take place across all selected targets.
4. Sequence Analysis - Identify communications for a selected target that occurs in sequence and may be related due to the short time between ending communication with one contact and starting communication with another. The sequence can contain many communications as long as the time between each contact is within the specified time span.
5. Pattern Analysis - Identify communication sequences that occur multiple times for a selected target. Generate a timeline distribution of the sequences and a conspiracy analysis.
6. Chain Analysis - Identify chains of communication that start with a call to or from the selected set of targets. Communication chains consist of the set of communications that result from a target calling Contact #1 who then calls Contact #2, and then Contact #2 calls Contact #3 and so on, within a specified time between calls. The chain can start with either a selected target or the contact of an incoming call to a selected target.

SUBSCRIPTION USAGE ANALYSIS REPORTS:

1. Hole Detection - Identify holes or gaps in communication activity that is greater than a specified minimum time span for a selected target.
2. Concurrent Phone Usage - Identify when a set of selected subscriptions are being used simultaneously.
3. Contact Swap - Identify subscriptions that may be changing hands between multiple users by identifying sets of contacts that are exclusive to certain periods of time.

COMMON COMMUNICATION REPORTS:

1. Common Contact - Identify contacts that are common to any two (2) selected targets or groups of selected targets.
2. Concurrent Common Contact - Identify possible 3-way calls by finding concurrent calls to common contacts of two (2) targets or groups of targets.

LINKAGE REPORTS:

1. Entity Linkage - Generate a graphical linkage chart that shows the known connections to a selected set of targets. Connection types are configurable and can consist of communications, mail covers, associations, phone book records, etc.
2. Two (2) Entity Linkage - Generate a graphical linkage chart that shows the known connections between two (2) sets of selected targets. Connection types are configurable and can consist of communications, mail covers, associations, phone book records, etc.
3. Interconnected Entity Linkage - Generate a graphical linkage chart that shows the known connections within a set of selected targets. Connection types are configurable and can consist of communications, mail covers, associations, phone book records, etc.
4. Intercommunication - Identify all communications between targets in the selected group of targets.
5. Device Activity - provide inmate relationship details for cellular devices as it pertains to inmates who are high probability users of a cellular device, have relationships with the number of a cellular device and inmate relationships with contacts found within the cellular device.

TIMELINE REPORTS:

1. Timeline - Generate a graphical timeline for the selected set of targets containing all related events with a date such as communications, mail covers, associations, etc.

CORRELATION REPORTS:

1. Cross-Site Analysis - Identify common subscriptions involved in both a selected target case and every available case or a second set of selected cases.
2. The investigative software must allow users to schedule reports on a consistent basis as well as provide a proactive email notification of events.
3. The investigative software must analyze all types of communication records including inmate calls, text messages, public phone, e-mail and any other forms of communication.
4. The investigative software must provide the user a way to group items of interest for review and analysis.
5. The investigative software must allow for users to create a secure data environment for importing or adding external data during an investigation.
6. The investigative software must allow for the ability to add custom events beyond communication activities to any investigation (i.e., detailed surroundings, criminal activity, etc.).
7. The proposed system must provide the ability for authorized users to get the location of a cell phone number on demand and in real-time.

8. The proposed system must provide a way for authorized users to upload a warrant or court order document when searching for a phone number location on demand.
9. On-demand coordinates must perform a real-time dip at the time of the request and must not use cached data.
10. On-demand location coordinates must not be stored in the information technology service.
11. The proposed system must offer an alternative to GPS coordinates when identifying the location of a phone number, as GPS requires cell phones to allow location tracking. The proposed solution must work even when the device has location-tracking disabled.

CALL MONITORING & RECORDING:

1. The system shall maintain all call recordings centrally on SAN storage technology and not use tape drives for storage of call recordings.
2. The stored call recordings should be maintained at the vendor's central depository and remain uncompressed until the Sheriff's Office authorized personnel requests them to be downloaded.
3. All call recordings shall be stored online and available through the online user interface for one (1) year.
4. Facility personnel must be able to search call recordings by dialed number, date, time, inmate account, or site name.
5. Facility personnel must be able to simultaneously live monitor conversations while the system is recording the conversations.
6. Facility personnel must be able to monitor, disconnect, and/or barge into a live call.
7. The system must have the ability to have a selectable scan of all live calls in progress - the scanning feature must have the ability enter a configurable time frequency in which the system will play active calls and rotate through active calls for the set amount of time for each call.
8. The system must provide a call history through live monitoring to allow personnel to see recent activity for phone numbers and phones without navigating away from live monitoring.
9. The call detail reporting module shall provide quick link access to billing name and address (BNA) when BNA is available.

CALL ACCEPTANCE:

1. The system will not allow communication with the called party until the call has been accepted.
2. The system shall detect the difference between an accepted call, an answering machine, busy signal, and other telephone activity. Please describe this process.
3. The proposed system shall provide an option for the called party to request rate of the call prior to acceptance.

4. The called party must actively accept the call with the option to enable auto accept of designated telephone numbers.
5. Billing does not begin until the call is accepted by the called party.

SYSTEM SECURITY:

1. The system must be programmed for auto shut-off at times designated by the Sheriff's Office and must be capable of being enabled by customer, site phone group, and inmate.
2. Sheriff's Office personnel must be able to manually shut down the system in case of emergency and must be capable of being enabled by customer, site, phone group and/or telephone.
3. The system shall be password protected to permit only authorized facility personnel access to the system.
4. The system must have the capability to enable and disable any phone at the facility from any secured internet capable computer.
5. The system's user security must provide restrictive access by public and private IP address. Personnel logging in from an unassigned IP address will not be allowed to access the system remotely.

AUTOMATED INFORMATION SERVICES (AIS):

1. System must be successfully deployed and operating in more than fifty (50) sites.
2. System must be bilingual for non-English speaking constituents.
3. System must use Voice Recognition and Response for interactions.
4. System must offer inmate-facing applications which provide the distribution of inmate-related information, which includes but is not limited to charges, court dates and bonds
5. System must offer a constituent-facing application which provides distribution of inmate and general facility information such as inmate requests, grievances, court dates, charges and bonds, in addition to facility info, visitation policies, etc.
6. System must allow constituents to fund phone service and trust fund accounts with an automatic notification to the inmate or inmate application.
7. System must have the ability to customize settings based on facility and constituent needs.

INMATE MESSAGING:

1. Vendor's system is proprietary and managed within the organization.
2. Vendor's system must allow constituents to search for inmates using first name or last name.
3. Vendor's system must allow constituents to send messages with a maximum length of 6,000 characters.

4. Vendor's system must be configurable to allow constituents to upload their own photo image.
5. Vendor's system must be configurable to allow constituents to choose from a library of pre-approved photo images.
 - a. Vendor's system must allow approved facility staff to upload additional pictures to the pre-approved photo image library.
6. Vendor's system must provide two (2) separate word watch lists that distinguish between high security concern and medium security concern.
 - a. Vendor's system must allow approved facility staff to upload additional words to either of the two (2) separate word watch lists.
 - b. Inappropriate words that are found within a message, based on the two (2) separate word watch lists, must be color coded, highlighted, and capitalized for easy visibility.
7. Vendor's system must translate no less than five (5) languages into English and Spanish for facility review.
 - a. Vendor's system must have the capability to translate multiple languages within an email into one (1) single language.
8. Vendor's system must provide proactive notification back to constituents when messages are approved/rejected.
 - a. Vendor's system must allow approved facility users to modify approval/reject reasons.
9. Vendor's system must provide a web-based interface for facility staff and constituents to send messages and manage the system.
10. Vendor's system must send text message notifications to facility staff when new messages are received.
11. Vendor's system must provide storage of all messages, including pictures, for the duration of the contract at no cost to retrieve.
12. Vendor's system must provide a graphical reporting dashboard that shows activity within the system (messages received, messages approved, messages rejected, messages pending, etc.).
13. Vendor's system should address both electronic mail and physical mail processing to reduce contraband entering the facility through the postal service.
14. System must allow for voicemail communication between friends and family and inmates.

REPORTS:

1. The reports to the Sheriff's Office will contain a variety of call information to suit the needs of the Sheriff's Office.
2. The system must be capable of providing web accessible real-time and historical reports which include but are not limited to:
 - a. Call Activity Reports
 - b. Frequently Dialed Number Reports
 - c. Three (3)-Way Call Attempt Report
 - d. Dialed Number by More Than One (1) Inmate Report
 - e. Call Volume by Phone Report
 - f. Phone Location of Originating Call
 - g. Time of Call

- h. Telephone Number Called
- i. Most Frequently Called Numbers
- j. Length of Call
- k. Identify Numbers Called from a Specific Telephone
 - 1. Identify Telephone Numbers called by a Specific Inmate
- 3. Vendor shall attach samples of their reports.
- 4. The system shall have the ability to export reports in Excel, PDF and comma separated formats.
- 5. Vendor shall provide a secure access to all reports and calling activity within the facility via the internet/web.

COMPLIMENTARY EQUIPMENT CONSIDERATIONS:

- 1. The system shall be a turnkey telephone system and service.
- 2. The vendor shall provide non-coin inmate telephones composed of durable equipment suitable for jail environments.
- 3. The system must be able to utilize current PCs that are available at the Sheriff's Office without the need for additional PCs.
- 4. All vendor equipment shall comply with FCC regulations.
- 5. The proposed equipment and system shall be scalable to meet the growing needs of the Sheriff's Office.
- 6. Vendor equipment shall include backup power in the event of temporary loss of commercial power.
- 7. Vendor's system must be accessible via a modern web browser and be protected by SSL (secure socket layer) security that uses the same security protocols that banks use for establishing a connection for customer online banking.

VISITATION PHONE MONITORING & RECORDING:

- 1. Vendor will provide detail of the proposed visitation phone recording & monitoring system. This detail shall include but not be limited to the name of the manufacturer/vendor used, if service and equipment are not provided directly by vendor, scheduling software, user interface, control/administrator interface, integration requirements, and remote network capabilities.
- 2. System should be integrated with inmate calling system.
- 3. System should include anti-tamper screws on a stainless steel wall plate, spiral-sound stainless steel armored cable and anti-tamper transmitter/receiver installed in a small encasement.
- 4. System must have the ability to record all visitation conversations.
- 5. System must have the ability to monitor live conversations.
- 6. System must be scalable and easily upgraded.
- 7. Call detail records must be stored for each visitation conversation for 1 (one) year and retrieved at no cost.
- 8. System must have the ability to specify specific visitation phones as private attorney visitation phones whose conversations will not be recorded.

VOICE BIOMETRICS:

1. The system will be fully integrated into the vendor's inmate calling system and not require any 3rd party software.
2. The system will provide a secure, fully-vetted, voice signature database created through the covert enrollment of each inmate, which establishes the voice-to-PIN relationship.
3. The system will do continuous voice signature monitoring for 100% of each and every call: 100% coverage of not only each and every call, but also 100% coverage of every second of every call for both the inmate and the called party, without gaps in the conversation and without tipping off the inmate or called party. It will function continuously and covertly with no audible sounds or interruptions of the phone call for the purpose of identifying the inmates speaking on the call.
4. The system will display a numerical confidence rating of the actual identities, by name, of all inmates whose voices are detected on the call, whether the PIN owner or not. The numerical rating will represent the probability of an inmate's voice matching the voice on a call, e.g. 85%, 95%, or 100%.
5. The system will identify all inmates by their voice signatures on every call: continuous biometric identification by name of all inmates speaking on a call.
6. The system will identify called parties by name label if the called party has been identified to the system via current or previous contact.
7. The system will provide the ability to search and find every occurrence of an inmate's voice and name on every call, whether or not the inmate initiated the call. Investigators will be able to submit a sample of an inmate's voice into the entire call database to find every call on which the inmate's voice appears, whether or not he initiated the call.
8. The system will provide the ability to search and find every occurrence of a called party's voice on all calls. Investigators will be able to search on a called party's voice and identify all the calls on which that voice appears.
9. The system will allow for the retention of the inmate's voice signature file for repeat offenders so that the inmate's voice does not have to be re-enrolled at intake or booking upon the inmate's re-entry.
10. The system will provide the option of either call cutoff or call allowance based on inmate voice biometric technology that validates identity. The system will provide associated reporting.
11. The system will automatically detect calls that include three (3)-way calling events.
12. The system will provide automated reverse-phone lookup of called party telephone numbers.
13. The system will identify likely cases of PIN abuse along with inmate names.
14. The system will automatically detect and flag all inmate-to-inmate calls no matter how or where they happen and no matter whether the inmates are within the same facility or in different facilities across the country.
15. The system will provide the ability for investigators to flag and track inmates and telephone numbers by high interest groups, including custom-defined groups, such as gangs, high profile inmates, institution drug dealers, escape risks and mail-monitored inmates.

16. The system will provide the ability for investigators to search the call database by inmate, date range, voice, case number, high interest group or other criteria.
17. The system will provide the ability to create and export reports showing misused PINs, three (3)-way calls, frequently called numbers and suspicious called parties.
18. The system can be configured to automatically show recent calls that fit custom criteria, such as calls by known gang members.
19. The system will flag three (3)-way, PIN abuse and inmate-to-inmate calls for immediate review.
20. The system will provide the ability to display summary facts about any inmate's calling activity.
21. The system will provide tools that give management the ability to track and report on staff usage of the software.
22. The system will provide a call player that pictorially displays details of every call along with live action buttons: Investigators will be able to view every second of every call from start to finish with the ability to scan and replay call segments. Investigators will be able to separate, graphically view and independently listen to either/both the inmate's side and called party's side without the need for additional switching and listening equipment. Investigators will be able to vary call replay speed, visually pinpoint, identify and play three (3)-way calls, and easily make notes related to each call or call segment. Investigators will be able to capture and forward calls and call segments via secure email. The call player will also provide these features:
 - Allow forwarding of inmate calls that contain intelligence information to designated staff for further investigation or intervention.
 - Let staff assign an investigation case number and associate multiple telephone call records to that case number.
 - Automatically identify each 3-way call attempt and/or conversation without the investigator having to review the entire conversation, even if there are multiple three (3)-ways on the same call. The three (3)-way segment(s) can be isolated, sped up/slowed down, replayed, copied and forwarded via secure email without having to burn to a CD.
 - Automatically detect inmate-to-inmate calling events and show where they occur.
 - Ability to split call audio and isolate just the inmate or called party side of the call without the need for additional speakers or manual switching.
 - Ability to skip pauses in the conversation to reduce the required listening time.
 - Ability to intelligently accelerate the speed of the call, such that the voices are still intelligible even at the highest speeds.
 - Ability for an investigator to listen to, save and email selected portions of a call.
 - While staff listens to a call on the call player screen, the system will display the name of the inmate heard speaking on the call.
 - A suspicious call displays a color-coded probability that the inmate voice detected on the call is not the PIN owner, and identifies the inmate voice on the call.

- Ability for staff to capture voice samples from the inmate and/or called party side of the call, and search the call database for all calls where that voice occurs.

23. Please describe any additional features of the voice biometrics solution.

VIDEO VISITATION:

Hosted Video Visitation - Software Requirements

1. Vendor must demonstrate software that has been provided consistently over the past thirty-six (36) months. Software must be updated regularly.
2. The system, which includes visitation scheduling, user management and policy management software, must be web-based and allow for SJSO to administer visitation sessions and visitation operations based on SJSO policies.
3. Visitation sessions shall connect automatically without any intervention from SJSO.
4. The system must assign a unique identification number to each inmate and user.
5. The inmate interface must have a multi-lingual interface (English and Spanish at a minimum).
6. The system must be able to support multiple facilities in multiple locations with multiple housing units and visitation locations.
7. The system must allow for SJSO to view up to twelve (12) concurrent live video sessions with expansion capabilities.
8. The system must allow the SJSO to automatically or manually rotate between the next set of up to twelve (12) concurrent live video sessions with the ability to terminate a video session for inappropriate or suspicious behavior.
9. The system must have the ability to select which visits are monitored.
10. The system must have the ability to barge into the visit with a message to either the inmate, the visitor or both.
11. The system must have the ability to terminate a video session.
12. The system should provide web-based visitation scheduling for authorized users (Agency staff, attorneys, the public) utilizing any standard web browser.
13. The system must display pending visits to SJSO staff and to those incarcerated.
14. The system must be able to automatically detect if remote visitor's computer system meets minimum requirements for system connectivity.
15. The system must allow family, friends, attorneys, etc. to easily schedule onsite video visits using an onsite terminal, a smartphone, tablet or web browser.
16. The system must have the ability to restrict visitors to visit with only approved inmates.
17. The system must have the ability to approve a visitor with a specific inmate once and have subsequent visits be automatically approved.
18. The system must have the ability to integrate with Agency JMS to manage inmate specific visitors' list.
19. Remote video visitation sessions must be able to be conducted on both Android and Apple smartphones and tablets.
20. The system must require visitors to provide both a photo of themselves and photo of identification (e.g. driver's license) during registration for SJSO staff approval prior to scheduling a visitation session.
21. Visitors must be able to pay for the video visitation session using either a credit card or debit card.
22. Inmate must be able to schedule a video session with a visitor and pay for session with their inmate debit account.
23. The system must only display timeslots that meet SJSO policies.

24. The system must have the ability for availability to be defined at the facility and/or housing unit level with ability to impose additional time restrictions per inmate.
25. The system must conduct conflict checking and only display times which are available when visits are being scheduled.
26. The system must allow visitors to easily change their personal information (i.e., password, address, phone number, etc.).
27. The system must send an email to a visitor when a visit is scheduled, modified or cancelled.
28. The system must assign unique visitation identification numbers for every visit for reporting and tracking purposes.
29. The system must offer customizable set durations (e.g. twenty- (20), thirty- (30), forty- (40) minutes) for each visit.
30. The system must have the ability to define how far in advance visits must be scheduled (e.g. twenty-four (24) hours in advance of scheduled visit).
31. The system must provide a visual warning message to inform the visitor that the session will be ending in "XX" minutes or provide a visual countdown timer.
32. The system must provide different levels of permissions to facility staff users based on user type. For example:
 1. Administrators: create/manage/edit – users, schedules, visitation rules, download recorded sessions, etc.
 2. Users: create/manage scheduled video visits, live monitoring sessions, approve/deny visitors
 3. Read-only user: can only view scheduled visits
33. The system will require a unique username and password that will allow the facility user access based on their allowed permissions.
34. The system shall provide specific information for tracking inmate and visitor activities and patterns by, at a minimum, the following criteria:
 1. Inmate ID number
 2. Session ID
 3. Appointment ID
 4. Inmate First/Last Name
 5. Visitor Name
 6. Date and Time of Visit
 7. Inmate Video Visitation Station; and Location/Housing Unit
35. The system will provide an audit trail/logs of all activity (i.e., user login times and locations, which users have scheduled/modified/cancelled a visit, etc.).
36. The system will allow for an interface with or data retrieval from SJSO Jail/Offender/Inmate Management System.
 1. The system must use the same inmate identification number as created by the Jail Management System to identify the inmate on the video visitation system.
 2. The system must have the ability to control visitation eligibility status independent of calling eligibility.

3. The system must automatically cancel a visit if the inmate's visitation eligibility status has changed, the inmate is moved to a location which doesn't allow or doesn't have visitation available, or the inmate has been released.
 4. The system must send an email cancellation notification to the visitor if a visit is cancelled.
37. The system will provide for an Exclusion List which allows the SJSO to set visitor exclusions (i.e., Visitor A is allowed to visit with anyone in the jail EXCLUDING one or more selected inmates) because they are known gang affiliates, contraband smugglers, etc.
 38. The system will provide cancellation/interruption capabilities. SJSO staff should be able to interrupt ongoing visits.
 39. The system provides authorized administrative users the ability to do searches and create reports which include both calls and video records.
 40. The system provides a way to display and filter scheduled visits to Staff so they know where and when an inmate needs to be available for pending video visits.
 41. The system provides notifications with configurable frequency of delivery on a per user basis to include:
 1. Pending visit requests.
 2. Pending visitor requests.
 3. Pending requests to visit a specific inmate.
 4. Appointments of the day.
 42. The system shall allow for visitation recording:
 1. Visits will be recorded by user type.
 2. Recorded visits will be searchable and viewable.
 3. Recorded visits will be stored for a minimum of one (1) year.
 4. SJSO must be able to lock certain recordings such that they will not
 - i. be purged as part of the standard retention duration.
 5. Recorded visits must be able to be downloaded into a standard video format (e.g. MP4).
 6. Recorded visits must be backed up daily to at least two (2) off-site, environmentally controlled data centers.
 43. Authorized personnel must be able to quickly and easily schedule visitation sessions.
 44. The system will provide Visitation Rules capabilities that allow for configurable rules to be established in order to encourage usage and minimize the number of people in the lobby. Such should be configurable to include at least the following:
 1. Inmate is allowed X quantity of on-site visits
 2. Inmate is allowed X quantity of remote visits
 3. Inmate location A is allowed X quantity of on-site visits
 4. Inmate location A is allowed X quantity of remote visits
 5. Visitor type A is allowed X quantity of on-site visits
 6. Visitor type A is allowed X quantity of remote visits

45. The system should allow for promotional rates such as a buy one (1) visit, get one (1) visit at % off, free visit, subscriptions, etc., at the discretion of the facility.
46. The system must be able to communicate with the video hardware at the time of a scheduled visit so that the visitation session will automatically commence without staff involvement.
47. All scheduling of video visitation sessions must be able to be performed through a vendor's custom app, a mobile smartphone, tablet or web browser.
48. Vendor's VVS must have been successfully installed and functional in at least twenty-five (25) client facilities, with at least five (5) installations being larger than seventy-five (75) VVS stations.
49. VVS must be successfully installed and functional with correctional agencies having multiple facilities requiring different hours and policies for each facility.
50. VVS visitation center must be able to support visits with inmates with any desired combination of facilities.
51. Video visitation will be used by attorneys, County staff, including probation and parole, as well as the public, and will allow for the scheduling and management of on-site and at-home visitation sessions.
52. VVS must provide the ability for staff to schedule free remote visits with inmates.
53. The Hosted Video Visitation Solution proposed for SJSO must meet or exceed the technical requirements outlined in this competitive bid. The Hosted Video Visitation Solution proposed to meet these technical requirements must be provided for all SJSO facilities at no cost to the SJSO including system installation, training, operation and maintenance of the system and its components.
54. The video visitation system must provide inmate kiosk functionality that allows for multiple capabilities. These capabilities should be available for use at predetermined scheduled times outlined by SJSO and must be customizable to the exact feature. These functionalities should perform as follows:
 1. Ability to place inmate telephone calls
 2. Ability to access to a Law Library
 3. Ability to provide employment information that will allow an inmate to search for jobs upon release and any other information deemed necessary for reentry service connections
 4. Ability to upload PDF documents such as an inmate handbook or any other documentation deemed necessary by SJSO
 5. Ability to upload a Video (MP4) files deemed necessary by SJSO
 6. Ability to enter a customized digital announcement that will allow SJSO facility staff to broadcast concise messages to facility population. This announcement should be customizable to exact areas of the facility, such as a particular housing area. The digital announcement should rotate between multiple messages and have configuration for the duration it is shown
 7. Ability to allow inmates to access multiple languages from the home screen
 8. Ability to allow access to commissary ordering for the inmates
 9. A fully functional Video Visitation capability fully compliant with the specifications outlined in this competitive bid

10. Ability for applications to be configured, enabled or disabled for periods of time by housing unit or facility (for example the Commissary Application may only be available Tuesdays and Thursdays from 9 to 5 when inmates can order commissary).
11. Methods to avoid inmate monopolization of terminals:
 1. The kiosk must have a method for conflict resolution which will give both verbal and visual warnings as to pending, approved and scheduled events. Some form of warning should notify an inmate PRIOR to placement of a call as to the time allowed to place a call should it be less than the standard duration allowable. Conflict resolution must be configured such that certain scheduled communication events (i.e. video visitation sessions) take priority over unscheduled communication events (i.e. telephone calls)
 2. The kiosk must allow for the ability to multitask whereas the inmate can perform multiple functions at the same time, (i.e. an inmate could be on the phone while reading the inmate handbook and relaying details of the facility rules to the caller or placing a commissary order)

Hosted Video Visitation – Hardware Requirements:

55. Inmate hardware options should include the following:
 1. Terminal or kiosk
 2. Tablet
 3. Tablet in docking stations
56. The terminal must include a detention-grade hardened steel enclosure.
57. The terminal must have a detention grade wall mounted enclosure.
58. The position of the hook-switch must not enable/disable a live visitation session.
59. The terminal must prevent spills from entering the enclosure.
60. The terminal must be able to access the web-based application and be enabled for touch screen inputs.
61. The terminal shall not have any openings exposed to the user - this includes all wiring and ventilation holes.
62. The terminal shall not have any external hinges.
63. The terminal will have a shatterproof touchscreen LCD display.
64. The terminal will have a built-in camera.
65. The terminal will have a detention-grade audio handset.
66. The terminal will have the option for one (1) or two (2) handsets or a hands-free device.
67. The terminal shall be powered by 110VAC or Power-Over-Ethernet.
68. The terminal will utilize standards based videoconferencing CODEC (Encoder/Decoder) based on the H.264 video conferencing compressions.
69. The terminal must have heat syncs and heat vents located in the back of the terminal in order to allow for proper cooling.
70. The terminal must have an adequate ventilation system.
71. The terminal must be secured to the wall with security screws.

Hosted Video Visitation – Technical Requirements:

72. The system shall be a complete TCP/IP-based system. All video and audio streams between the terminals, visitors and management equipment (servers) shall be transmitted over TCP/IP Ethernet. Systems that utilize analog audio/video matrix switching systems are not acceptable.
73. The system must consist of inmate terminals connected over a 100 Mbps dedicated Ethernet network so that any terminal can be connected to any other terminal.
74. The visitor must be able to access the video visitation solution via local area network (LAN) or via a broadband internet connection using an Android or Apple smartphone, tablet, computer, or laptop with web camera.
75. The system should utilize:
 1. High quality video using low bandwidth
 2. Video Standards: H.264
 3. Video Transmission Speeds: 64 Kbps – 2 Mbps
 4. Wide range of video resolutions and bit rates: CIF (352 x 288 pixels), SIF (352 x 240 pixels), QCIF (176 x 144 pixels)
76. The system must be designed for:
 1. Up to fifteen (15) frames per second of high quality video at 64 – 320 Kbps
 2. Constant or variable bit rate and frame rate
77. The system must provide end to end encryption for all video visitations.

CORRECTIONAL TABLETS

GENERAL REQUIREMENTS:

1. Vendor shall provide a turnkey tablet program for all facilities at no charge.
2. Vendor shall provide a tablet program that is affordable for users.
3. Vendor shall provide a tablet program that is easy to administer.
4. Vendor shall provide a tablet program that is flexible to accommodate facility specific needs.
5. Vendor shall provide a tablet program that is designed so it is fully utilized by inmates.
6. Vendor shall provide a tablet program that is educational.
7. Vendor shall provide a tablet program that allows for inexpensive purchases for the users.
8. Vendor shall provide free community tablets that offer equal access to inmates of all critical content. Critical content includes, but is not limited to, communication tools such as telephone call ability and an e-messaging application, mental health and addiction recovery, educational programs, religious scriptures and sermons, inmate handbooks and PREA information, job search tools and commissary access, all at no charge to the facility.
9. Vendor shall provide officer tablets that control the inmate tablets at no charge to the facility.

10. Vendor should have an automated method of controlling inventory of free community tablets on-site, to have enough tablets with no need to store an abundance of inventory. Each inmate should have a tablet unless security restrictions prohibit.
11. If subscriptions are available, vendor should have an automated method allowing inmates to purchase a subscription and premium content (with no staff involvement).
12. Vendor should provide as many free community tablets as needed for inmates to access critical content such as communication apps, mental health, education, betterment, religion and facility operation tools, such as an inmate handbook (PDF app), and PREA videos (MP4 app).
13. Vendor shall provide the facility with a revenue share opportunity.
14. Vendor shall provide three (3) references where tablets have been implemented for > eighteen (18) months.

TECHNICAL REQUIREMENTS:

15. Vendor shall provide inmate and officer tablets that are Wi-Fi enabled.
16. Vendor tablets shall be updated wirelessly in real time.
17. Vendor shall provide tablet warranty and refurbishment to the facility at no cost.
18. Vendor shall provide each housing unit with a charging station for safe and secure charging of all the tablets.
19. Vendor provided charging stations shall be ruggedized for use in the facility.
20. Vendor shall work with commissary company to provide access to order commissary goods, including vendor approved earbuds via the tablet.
21. Vendor inmate tablet shall require an inmate to enter credentials and log in to the tablet before being able to access all applications.
22. Vendor inmate tablet shall display terms and conditions to users the first time they login or for subsequent changes to the terms and conditions.
23. Vendor inmate tablet shall provide a configurable option, where a tablet that is enabled for inmate login, times out after a period of inactivity.
24. Vendor inmate tablet shall provide a means where the login for a tablet uses the same credentials inmates use to make phone calls and access other applications.
25. Vendor inmate tablet shall have options to display all or a subset of the following items on the lock screen display: digital clock, day, month, date, agency name, barcode and unique identifier for the tablet hardware.

SECURITY REQUIREMENTS:

26. Vendor shall provide security measures which prevent inmates from network breach.
27. Vendor shall provide tablets which have been wiped of any residual operating systems.
28. Vendor shall provide the following security measures to harden the firmware on the tablets:

- a. Browser, contacts, calendar, native phone and messaging clients have been removed.
 - b. No option for users to change the settings.
 - c. NFC, Bluetooth and Cellular wireless radio has been disabled, except for Wi-Fi.
 - d. Users cannot install and un-install apps.
 - e. Authorized apps are pushed to the tablets through an app state management process.
 - f. No access to the third-party app stores.
29. Vendor's wireless network traffic must be routed through the vendor system with no exception and provide firewall, transparent proxy, DHCP, DNS and routing services for the tablets.
30. Vendor shall furnish a recent independent report from a certified vendor of network and program security that notes no vulnerabilities were found.
31. Vendor shall provide secure Internet Protocol communications by authenticating and encrypting each IP packet of a communication session.

TABLET HARDWARE REQUIREMENTS:

- 32. Vendor inmate tablet hardware should be deployed and in the hands of more than fifteen thousand (15,000) inmates currently.
- 33. Vendor inmate tablet hardware should NOT have a camera.
- 34. Vendor inmate tablet hardware should have at least thirty-two (32) GB of storage.
- 35. Vendor inmate tablet hardware should utilize a barrel charger port for security.
- 36. Vendor inmate tablet hardware should be high strength, impact-resistant security glass with integrated screen protector.
- 37. Vendor inmate tablet hardware should have an impact resistant body.
- 38. Vendor earbuds should be certified to support advanced voice biometric audio.
- 39. Vendor tablets shall integrate with current ITS, JMS, or other systems as applicable.

TABLET APPLICATION REQUIREMENTS:

- 40. Vendor tablets shall have the ability for inmates to place a phone call with all restrictions enabled just as a normal phone call via inmate telephones on the wall.
- 41. Vendor's Inmate Tablet Devices have current and minimum capabilities to provide:
 - a. Phone calling
 - b. Mail/Messaging Application
 - c. Job Search Application
 - d. Law Library Application (compliant with 1977 Supreme Court Ruling: Bounds vs. Smith)
 - e. Podcasts
 - f. Education
 - g. Mental Health Services

- h. Documents Viewer Application (Inmate Handbooks, Reentry Manuals, etc.)
 - i. Videos Applications (PREA and such)
 - j. Music
 - k. Games
 - l. Movies
 - m. Reentry Assistance
 - n. Religious Application
 - o. Spiritual and Self Help Application
42. Vendor shall offer a media store where users can make purchases of songs, games, and videos.
43. Vendor shall offer a media store where users can rent movies.
44. Vendor shall offer purchases to users via the media store that allow for a low cost single song, album, game, or video one (1) time purchase with unlimited usage.
45. Vendor shall allow purchases via the media store to be available to the user even if their subscription lapses for up to eleven (11) months.

OFFICER TABLET REQUIREMENTS:

46. Vendor shall provide as many officer tablets as needed.
47. Vendor shall provide a detailed officer user guide directly on the officer tablet for easy reference.
48. Vendor shall provide officer tablets that have total control of inmate tablets.
49. Vendor has current and minimum capabilities providing officer tablets with real-time:
- a. Behavior Modification Application – ability to modify what applications are available on an individual tablet, group of tablets or all tablets on demand or scheduled for a number of hours/days/weeks/months or until a selected date
 - b. Permissions – so staff can be granted only those permissions critical to their specific job responsibilities
 - c. Eligibility Status – notification via the JMS or officer input if the inmate is eligible for a tablet
 - d. Services to allow officer tablets to formulate notifications and communications that can be pushed to one inmate tablet, a group of tablets or all inmate tablets
 - e. Scheduled availability of Applications
 - f. Activation / Deactivation of any or all applications by:
 - i. Inmate
 - ii. Groups of Inmates
 - iii. Facility

PAYMENT OPTIONS & PRODUCTS:

1. The system shall allow automated operator calling.
2. The called party shall be provided an option to request cost of the call prior to accepting the charges.
3. The system will allow inmate families and friends to set-up alternate billing methods directly with the vendor. Two (2) of the methods the County would like to see offered are:
 - a. A system that will allow inmate families and friends to set-up an account directly with the vendor
 - b. A system that provides customers to prepay for calls from the facility
 - c. Provider must offer constituents a multitude-of-sale to accept payments for services such as Western Union, MoneyGram, Provider's Customer Service Center, Provider's IVR along with ancillary provider points-of-sale such as Lobby and Booking kiosks
 - Direct Bill
 - Money Gram
 - Western Union
 - Lobby Kiosk
 - Booking Kiosk
 - AIS
 - Instant Pay Service
 - Customer Service
4. Vendor shall provide the ability for inmate families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.
5. Outline all vendor proposed convenience fees which are passed to family and friends. This includes fees on any products listed in this document.
6. Vendor must allow calls to cell phones and have the ability to establish accounts for such customers.
7. Vendor must have the ability to provide promotional calls to cell phones and text messaging information on how to establish an account.
8. Vendor must allow constituents deposits/payments of non-fixed amounts.
9. Vendor must offer an automated promotional program to allow calls to be connected and paid for instantly by non-traditional means when the call would otherwise be blocked due to lack of constituents having a calling account established with the ITSP or not having adequate funds in their account to support an inmate call.

SECURITY & ACCESSIBILITY:

1. The system must be programmed for auto shut-off at times designated by the Sheriff's Office and must be capable of being enabled by customer, site phone group and inmate.

2. SJSO personnel must be able to manually shut down the system in case of an emergency and must be capable of being enabled by customer, site, phone group and/or telephone.
3. The system shall be password protected to permit only authorized facility personnel access to the system.
4. The system must have the capability to enable and disable any phone at the facility from any secured internet capable computer.
5. The system's user security must provide restrictive access by public and private IP address. Personnel logging in from an IP address not assigned will not be allowed to access the system remotely.
6. Must be security controllable by IP address.
7. Must have security templates that limit access by job role within the department.
8. Must be password protected.

OPTIONAL TECHNOLOGY:

1. The Sheriff's Office is interested in additional, optional technology that the vendor can provide, such as video relay services, automated information systems (AIS) and managed access to combat inmate cell phone use.

DIGITAL MAIL TECHNOLOGY:

1. Digital mail solution must provide a full offsite mail solution, thereby keeping all physical non-privileged mail (financial, medical and legal mail) from being delivered to the agency.
2. Easily configurable to automatically release scanned mail to inmates, allow for administrative approval for all mail prior to being electronically released and delivered, or require administrative approval for inmate-specific mail.
3. Digital mail solution must provide flexible handling directives for processed facility mail.
4. Digital mail solution must allow for the facility to have mail managed offsite at a digital mail processing with electronic delivery of mail to the agency.
5. Digital mail solution must process all pieces of mail up to 8.5" x 11" letters and images.
6. Digital mail solution must offer the ability to assign alert notifications when select inmates receive digital mail. Alert notifications must be capable of being transmitted and delivered via:
 - a. Text Message (SMS)
 - b. Email
7. Digital mail solution must provide full audit logs of all mail activity to allow for management oversight.
8. Digital mail solution must allow for letters to be transcribed.
9. Digital mail solution must provide a custom word watch list with reporting, where all transcribed messages are searched for assigned words.

10. Digital mail solution must support all paper and image sizes up to but no larger than:
 - a) 8.5 inches wide
 - b) 11 inches tall
11. Digital mail solution must provide a processing and delivery turnaround time of no greater than forty-eight (48) hours from the mail items receipt.
12. Digital mail solution should provide configurable handling directives that support the agency's ability to have their physical mail properly disposed by digital mail solutions company or delivered back to the agency.
13. Digital mail solution must maintain a legally supported chain of custody for the receipt and handling of physical mail.
14. Digital mail solution must provide a flexible user permissions assignment for those individuals who will have access. These permissions need to allow for the following:
 - i. Read only access
 - ii. Scan, upload, view and edit transcriptions
 - iii. Scan, upload, view, approve/reject and administration functions
15. Digital mail solution should be remotely managed and provide an easy to access web portal.
16. Digital mail solution should provide full operational support across multiple browser types:
 - iv. Google Chrome
 - v. Microsoft Edge
17. Digital mail solution must provide the ability to place and remove holds on the delivery of mail to inmates.
18. All data for digital mail solution shall be owned, managed and hosted by company providing service to the agency.
19. Digital mail solution must retain all mail records and system logs for the duration of the contract, thereby providing the agency with access to all electronic documentation.
20. Digital mail solution must be able to be displayed to both:
 - vi. Digital Phone Terminals
 - vii. Inmate Tablets

SECTION D - CUSTOMER SERVICE:

Describe bidder facility and family and friends' operations and customer support capabilities.

FAMILY & FRIENDS CUSTOMER SERVICE:

1. Please describe your family and friends' customer service operations and services.
2. How does your company provide customer service to inmate family and friends?
3. Where is your company's family and friends' customer service center located?
4. List and describe the ways inmate family and friends can contact your customer service center.

5. Do you out source any of your customer service operations? If so, to whom and identify the location of their customer service center.
6. Vendor must provide live domestic CSR & IVR support to the County twenty-four (24) hours a day - year round, for issues.
7. Vendor must provide live domestic CSR & IVR support to constituents twenty-four (24) hours a day - year round, without exception allowing constituents to set up accounts, make payments, access account information and resolve issues.

INMATE ACCOUNT FUNDING:

1. Vendor shall provide the ability for inmate families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.
2. Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.
3. Vendor must allow constituents deposits/payments of non-fixed amounts.
4. Vendor must apply constituent and inmate electronic deposits/payments to calling accounts in real-time upon receipt of payment.
5. Vendor must offer pre-paid products for constituents and inmates, post-paid constituent accounts.
6. Vendor must offer an inmate-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should facility change commissary providers.
7. Vendor must offer a system that will allow inmate families and friends to set-up an account directly with the vendor.
8. Vendor must offer a system that provides customers to prepay for calls from the facility.
9. Provider must offer constituents a multitude of options to accept payments to fund accounts. Options include and are limited to: (Please select the options you currently support):
 - a. Direct Bill (Vendor agrees to send bills directly)
 - b. Money Gram
 - c. Western Union
 - d. Lobby Kiosk
 - e. Booking Kiosk
 - f. IVR payments supported by calling the facility main number directly
 - g. Payment for an individual call via premium text messaging charge
 - h. Integrated Voice Response funding via a toll free number
 - i. Call center with agents to take funds
 - j. Account funding via text messaging
 - k. Ability to automatically recharge accounts when balances run low
 - l. Direct trust fund integration for debit calling
10. Vendor shall provide the ability for inmate families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.
11. Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.

12. Vendor must allow constituents deposits/payments of non-fixed amounts.
13. Vendor must apply constituent and inmate electronic deposits/payments to calling accounts in real-time upon receipt of payment.
14. Vendor must offer pre-paid products for constituents and inmates, post-paid constituent accounts.
15. Vendor must offer an inmate-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should facility change commissary providers.

SECTION E: INSTALLATION & CUTOVER, MAINTENANCE & TRAINING:

INSTALLATION & CUTOVER:

1. Vendor will provide inmate phones, remote administration station, the automated inmate call control system and other proposed products and/or features to be completed within sixty (60) days after contract award and full execution.
2. Vendor shall submit a complete and detailed schedule of the time-frame required for installation, utility coordination, training, cutover and testing. The system must be installed in an expert manner and under a time-frame designed to minimize disruption of the normal functioning of the facilities.
3. If the Sheriff's Office's schedule cannot be met within the 60 days stated above, vendor must propose an installation schedule of events. Failure to state installation time in the bid will obligate the vendor to complete installation so as required in the bid. Extended installation time may be considered when in the best interest of the Sheriff's Office.
4. Any delay in the implementation of the vendor's schedule that is caused by the Sheriff's Office will increase the vendor's time allowance to complete installation but the vendor must submit a complete and detailed schedule of additional time required.
5. The risk of loss and/or damage will be assumed by the vendor during shipment, unloading and installation.
6. The vendor must have a plan to provide planned technology upgrades. Please describe this process.
7. The vendor must describe their experience with implementing services detailed in the RFB.

VVS-SPECIFIC INSTALLATION REQUIREMENTS:

1. The bidder must work with SJSO to determine the exact times when Hosted Video Visitation equipment can be replaced to reduce "down time".
2. The bidder must describe, in its response, how it performs standard system testing to ensure that the proposed Hosted Video Visitation Solution and its network services are fully implemented and ready to accept visitation traffic and SJSO use. This description must include the bidder and industry standard methodologies, procedures and protocols consistent with the Hosted Video Visitation Solution proposed for SJSO. The bidder must describe what is

required of SJSO personnel during this system testing. All hardware, software, software licensing, etc. required to perform this testing must be provided to SJSO at no cost.

3. The bidder is required to provide system testing which simulates normal operating conditions of the installed Hosted Video Visitation Solution to ensure proper performance after hardware and software configuration is complete. This simulation must include full traffic load representing high traffic situations for visitation traffic.
4. The bidder must agree, in its response, to SJSO's right to require the replacement of any network service or system component whose failure to meet required performance levels during testing has risen to a chronic problem level.

SERVICE & MAINTENANCE:

1. Vendor must provide live domestic CSR & IVR support to the County twenty-four (24) hours a day, year round, for issues.
2. Vendor must provide live domestic CSR & IVR support to constituents twenty-four (24) hours a day, year round, without exception allowing constituents to set up accounts, make payments, access account information and resolve issues.
3. Vendor must provide constituents full service online support including ability to set up accounts, make payments, access account information, calculate call rates and resolve issues (including online CSR chat and email support) via company website.
 - a. Constituents must have the ability to manage phone services, video visitation services and email services from one centralized web-based portal.
 - b. Proposer's website must dynamically display available products to constituents based on previous calling history.
 - c. Proposer's website and constituent portal must be accessible and enhanced to support mobile devices such as cell phones and tablets.
 - d. Proposer's website must allow constituents to configure text and email low balance notifications.
 - e. Proposer's website must allow constituents to subscribe to text payment services, specifically the ability to fund accounts and pay invoices via text messages.
 - f. Proposer's website must allow constituents to subscribe to automatic payment services, specifically the ability to automatically fund accounts or pay invoices.
 - g. Proposer must support customizable service and courtesy notification campaigns to constituents via various methods (phone dialer, text message, email) to alert friends and family of bills due, bills past due, low account balances, account blocks, etc.
4. Vendor shall respond to all major service outages within two (2) hours. Major outage is defined as 30% or more of the functionality of the system.
5. Vendor shall provide service policies and procedures as an attachment to this proposed bid.

6. Describe the maintenance and quality assurance programs for telephones to be installed. The vendor shall only have personnel employed by the inmate telephone provider and no subcontractors shall be utilized.
7. Detail equipment installation charges, if any.
8. Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.
9. Provide a contact person who will be responsible for ongoing account management and support.
10. System shall have the capability for remote diagnostic to minimize facility visits by vendor. Describe your system's diagnostic process and tools.

DISASTER RECOVERY AND CYBERSECURITY:

1. Describe your disaster recovery and cybersecurity systems.
2. Vendor shall provide redundant data centers. How many data centers do you have? Please describe.
3. How many staff do you have dedicated to managing and operating your data centers?

TRAINING:

1. Vendor shall provide initial installation training to SJSO staff in system administration, operation and reporting. Upgrade and refresher training is also required for the length of the contract at no cost to the County.
2. The vendor must have the ability to provide initial and ongoing training through multiple options such as live training and web-casting, as well as having an online help system integrated into the system.
3. Describe your training program; include description of course(s) and any applicable documents.

SECTION F - CALL RATES, COMMISSIONS & FEES:

Call rates shall be detailed as follows

Call Type	Connect/First Minute	Each Additional Minute	Total for a 15-Minute Call
Local collect	\$xx.xx	\$xx.xx	\$xx.xx
Local prepaid	\$xx.xx	\$xx.xx	\$xx.xx
Intrastate/intraLATA collect	\$xx.xx	\$xx.xx	\$xx.xx
Intrastate/intraLATA prepaid	\$xx.xx	\$xx.xx	\$xx.xx
Intrastate/interLATA collect	\$xx.xx	\$xx.xx	\$xx.xx
Intrastate/interLATA prepaid	\$xx.xx	\$xx.xx	\$xx.xx
Interstate collect	\$xx.xx	\$xx.xx	\$xx.xx
Interstate prepaid	\$xx.xx	\$xx.xx	\$xx.xx

1. The commission rate on all commissionable calls shall be specified by the vendor.

2. Commissions shall be paid on all calls to the extent allowed by federal and state law.
3. The fees charged to users shall not exceed those mandated by applicable tariffs and/or any rules of the Public Utilities Commission and Federal Communications Commission for all services. Vendor's proposed bid shall specify all fees that will be charged to end users.

SECTION G - BILLING:

1. The system must inform the called party of the call cost prior to acceptance.
2. The vendor shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.
3. The vendor shall be responsible for any and all billing disputes, claims or liabilities that may arise in regards to its provisions of this contract.
4. Vendor billing to called parties must include the vendor information and a toll-free telephone number to resolve billing disputes.
5. Billing charges begin at the time of the call connection when the calling party is connected to the called party and shall be terminated when either party hangs up. Network intercepts, recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc., shall not be billed.
6. Describe the procedure for billing.

SECTION H - EVALUATION OF PROPOSED BIDS:

Proposed bids will be evaluated in accordance with the St. Johns County Sheriff's Office Purchasing Policy and the specific criteria as follows:

- 35% - Vendor experience, commitment to new technology offerings, account support team, financial stability and current customer references.
- 35% - Demonstrated ability to meet the technical requirements, based upon the competitive bid responses and performance evaluation.
- 30% - Installation and cutover, maintenance and training.

<u>Criteria</u>	<u>Rating Points</u>
Vendor Experience, Technology & Support	0-35
Ability to meet Technical Requirements	0-35
Installation, Cutover, Maintenance & Training	0-30
Maximum Points Allowed	0-100

Please see attached Evaluation Sheet and Criteria. Review Committee members will individually review all proposed bids. Final rankings will be compiled, summarized and ranked at the St. Johns County Sheriff's Office Detention Center, 3955 Lewis Speedway, St. Augustine, FL 32084. The evaluation team will make recommendations based upon the written submittals. The Sheriff's Office reserves the right to receive in-person presentations, if deemed necessary. Award of this RFB shall be made to the vendor(s)/bidder(s) who, in the sole opinion of the Sheriff's Office, is/are deemed the most advantageous for the Sheriff's Office.

The St. Johns County Sheriff's Office intends to select vendors/bidders who demonstrate, in the Agency's opinion, the highest degree of compliance with the criteria listed in this RFB. SJSO reserves the right to request clarification of information submitted and to request additional information pertaining to one or more responses.

In the event that a Contract/Agreement is attached to the RFB, such Attached Contract/Agreement is for Discussion Purposes Only, and Not Necessarily Reflective of any Contract That May Be Ultimately Entered into By the Sheriff's Office. In the event that a Contract/Agreement is Not Attached to the RFB, it is expressly understood that the Sheriff's Office preference/selection of any proposed bid does not constitute an award of a Contract/Agreement with the Agency. It is anticipated that subsequent to the Agency's preference/selection of any proposed bid, contract negotiations will follow between the Sheriff's Office and the selected vendor/bidder. It is further expressly understood that no contractual relationship exists with the Sheriff's Office until a contract has been executed by both the Sheriff's Office and the selected vendor/bidder. The Sheriff's Office reserves the right to delete, add to, or modify one or more components of the selected vendor's/bidder's proposal, in order to accommodate changed or evolving circumstances that the Sheriff's Office may have encountered

since the issuance of the RFB. It is further understood, no vendor/bidder (whether selected or not) may seek or claim any award and/or reimbursement from the Sheriff's Office for any expenses, costs, and/or fees (including attorney's fees) borne by any vendor/bidder during the entire RFB process. Such expenses, costs, and/or fees (including attorney's fees) are the sole responsibility of the vendor/bidder. By submitting a proposed bid, a vendor/bidder agrees to be bound by these terms and provisions of the RFB.

Finance Section
St. Johns County Sheriff's Office
Definitions of Evaluation Criteria for
Ranking of RFB

- Ability to Provide Vendor Experience, Commitment to New Technology, Financial Strength and current customer references (0-35 Points) - SJSO requires that each vendor responding to this Request for Bids address the requested information under this particular subsection of the RFB beginning on Page 10. This will be graded on a 0 – 35 scale.
- Demonstrate the ability to meet Technical Requirements, based upon the competitive bid responses and performance evaluation (0-35 Points) - SJSO requires that each vendor responding to this Request for Bids address the requested information under this particular subsection of the RFB beginning on page 11. This will be graded on a 0 – 35 scale.
- Ability to Demonstrate and Provide the efficient management of Installation and Cutover to the selected system, as well as provide training and effective maintenance and training. SJSO requires that each vendor responding to this Request for Bids address the requested information under this particular subsection of the RFB beginning on page 38. This will be graded on a 0 – 30 scale.

EVALUATION SHEET
Inmate Communications Services

St. Johns County Sheriff's Office
Criteria for Ranking

Date: _____
Project: RFB for Inmate Communications Services

VENDOR	Vendor Experience, Comiitment to Technology, Financial Strength	Ability to meet Technical Requirements	Demonstrate & Provide efficient Management of Installation, Cutoff, Maintenance & Training	TOTALS
	0 to 35 POINTS	0 to 35 POINTS	0 to 30 POINTS	

SIGNATURE OF RATER: _____

PRINT NAME: _____

DATE: _____

CONTACTS: Questions related to the RFB should be directed to Melissa Meisterhans, St. Johns County Sheriff's Office Finance Section, 4015 Lewis Speedway, St. Augustine, FL 32084, e-mail: mmeisterhans@sjso.org, fax number (904) 209-3123. Inquiries related to the work scope, clarification or correction must be in writing – by fax, email or mail - and received no later than 5:00 p.m. on 31 July 2022 to allow adequate time for response. Please do not contact any other staff member of the St. Johns County Sheriff's Office, except the above, with regard to this RFB. All inquiries will be routed to the appropriate staff member(s) for response. All inquiries requesting clarification will be posted on the Sheriff's Office website. Please check www.sjso.org prior to submitting your response to this RFB.

DUE DATE AND LOCATION: All letters of interest and supplemental information will be received until 5:00 p.m. on 15 August 2022. Please mail or deliver all proposed bids to Melissa Meisterhans, Purchasing Specialist, St. Johns County Sheriff's Office Finance Section, 4015 Lewis Speedway, St. Augustine, FL 32084.

The St. Johns County Sheriff's Office reserves the right to reject any or all proposed bids, waive minor formalities or award to and negotiate with the vendor whose bid best serves the interest of our Agency.

SCHEDULE - ACTION DATES:

The estimated schedule for the competitive bid is as follows:

- Release of Competitive Bid – 18 July 2022
- First Advertisement (St. Augustine Record) – 19 July 2022
- Second Advertisement (St. Augustine Record) – 25 July 2022
- Mandatory Pre-Bid Conference - TBD
- Question Deadline – 29 July 2022
- Answers to Questions – 05 August 2022
- Competitive Bid Response Deadline – 15 August 2022
- Vendor Demonstrations - TBD
- Contract Award – 30 September 2022
- Installation/Cut-Over – TBD

BID PROTEST: Any bidder, vendor or person substantially and adversely affected by an intended decision or by any term, condition, procedure or specification with respect to any bid, invitation or solicitation requests for qualifications, shall file with the SJSO Finance Section, a written notice of intent to protest no later than seventy-two (72) hours (excluding Saturdays, Sundays and legal holidays for employees of SJSO) after the bid award is made. Filing such a protest shall stay all further contract proceedings until all protest measures have been exhausted. The decision of the Sheriff is final.

INDEMNIFICATION: To the fullest extent permitted by law, the contracted vendor shall indemnify and hold harmless the St. Johns County Sheriff's Office and its employees from and against liability, claims, damages, losses and expenses, including attorney's fees, arising out of or resulting from performance of the work, provided that such liability, claims, damage, loss, or expense is attributable to bodily injury, sickness, disease, or death, or injury to or destruction to tangible property (other than the work itself) including loss of use resulting therefrom, but only to the extent caused in whole or in part by negligent acts or omissions of the contracted vendor, or anyone directly employed by them or anyone for whose acts they may be liable, regardless of whether or not such liability, claim, damage, loss, or expense is caused in part by a party indemnified hereunder. The indemnification obligation under this paragraph shall not be limited by a limitation on amount or type of damages, compensation, or benefits payable by or for the contracted vendor under workers' compensation acts, disability benefits acts or other employee benefit acts.

DRUG-FREE WORKPLACE PREFERENCE: Whenever two or more proposed bids are equal with respect to price, quality, delivery and services are received for procurement, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference, in accordance with Florida State Statutes 287.087. Certification of an implemented drug-free workplace program must be included with the bid when the bid is submitted. **(Appendix A)**

PUBLIC ENTITIES CRIMES: A person or affiliate who has been placed on the Convicted Vendors list following a conviction for public entity crime may not submit a proposed bid to provide any goods or services to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Florida Statutes, Section 287.017, for Category Two for a period of thirty-six (36) months from the date of being placed on the Convicted Vendor list. By signature on this solicitation and confirmation on the attached form, vendor certifies that they are qualified to do business with the St Johns County Sheriff's Office in accordance with Florida Statutes. **(Appendix B)**

CONFLICT OF INTEREST STATEMENT: Conflict of Interest - Without breaching client confidentiality include:

- A statement indicating whether any clients are currently involved or to your knowledge anticipate being involved in proceedings or transactions involving the St. Johns County Sheriff's Office as an adverse party, and
- A description of any existing or potential conflicts of interest for the vendor or its employees pertaining to the St. Johns County Sheriff's Office from the date hereof. **(Appendix C)**.

Appendix A
St. Johns County Sheriff's Office
Request for Bids
Inmate Communications Services

Drug-Free Workplace Certification

In case of ties, preference must be given to vendors submitting a certification with their proposed bid certifying they have a drug-free workplace in accordance with Section 287.087, Florida Statutes. The drug-free certification form below must be signed and returned with your response.

In order to have a drug-free workplace program, a business shall: (1) Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and must specify the actions that will be taken against employees for violations of such prohibition. (2) Inform employees about the dangers of drug abuse in the workplace, the business' policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations. (3) Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in the first paragraph. (4) In the statement specified in the first paragraph, notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five days after such conviction. (5) Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted. (6) Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that our organization complies fully with the above requirements.

Appendix A (Cont'd)
St. Johns County Sheriff's Office
Request for Bids
Inmate Communications Services

Drug-Free Workplace Certification

Vendor's Signature

Title

Date

Dated this _____ day of _____, 20_____

AFFIANT

Typed Name of AFFIANT

Title

NOTARY:

STATE OF _____)
COUNTY OF _____)

Sworn and Subscribed before me this _____ day of _____, 20_____

Personally known: _____

Or Produced Identification: _____

Notary Public - State of: _____ Commission Expires: _____

>>>Failure to submit this form may disqualify your response<<<

Appendix B
St. Johns County Sheriff's Office
Request for Bids
Inmate Communications Services

Public Entity Crimes

SWORN STATEMENT UNDER SECTION 287.133(3)(a) - FLORIDA STATUTES: THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with Bid _____, for
2. _____.
3. This sworn statement is submitted by _____
whose business address is [Name of entity submitting sworn statement]
_____ and (if applicable) its Federal Employer Identification Number (FEIN) is _____
(If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: _____).
4. My name is _____ and my relationship to
the above is [Please print name of individual signing]
_____.
5. I understand that a "public entity crime" as defined in Section 287.133(l)(g) Florida Statutes means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity in Florida or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
6. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(l)(b), Florida Statutes means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.
7. I understand that "affiliate" as defined in Paragraph 287.133(l)(a), Florida Statutes means:
 - i. A predecessor or successor of a person convicted of a public entity crime; or
 - ii. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate.

Appendix B (Cont'd)
St. Johns County Sheriff's Office
Request for Bids
Inmate Communications Services

Public Entity Crimes

8. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
9. I understand that a "person" as defined in Paragraph 287.133(l)(e), Florida Statutes means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
10. Based on information and belief, the statement, which I have marked below, is true in relation to the entity submitting this sworn statement. [Please indicate which statement applies].
11. ____ Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members or agents, who are active in the management of the entity, nor any affiliate of the entity have been convicted of a public entity crime subsequent to July 1, 1989.
12. ____ The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989, and [Please indicate which additional statement applies].
13. ____ There has been a proceeding concerning the conviction before a judge or hearing officer of the State of Florida, Division of Administrative Hearings or a court of law having proper jurisdiction. The final order entered by the hearing officer or judge did not place the person or affiliate on the convicted vendor list. [Please attach a copy of the final order.]
14. ____ The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a court of law having proper jurisdiction or a judge or hearing officer of the State of Florida, Division of Administrative Hearings. The final

Appendix B (Cont'd)
St. Johns County Sheriff's Office
Request for Bids
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Public Entity Crimes

order entered by the judge or hearing officer determined that it was in the public interest to remove the person or affiliate from the convicted vendor list. [Please attach a copy of the final order.]

____ The person or affiliate has not been placed on any convicted vendor list. [Please describe any action taken by or pending with the Department of General Services.]

Dated this _____ day of _____, 20____

AFFIANT

Typed Name of AFFIANT

Title

NOTARY:

STATE OF _____)
COUNTY OF _____)

Sworn and Subscribed before me this _____ day of _____, 20____

Personally known: _____

Or Produced Identification: _____

Notary Public - State of: _____ Commission Expires: _____

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Appendix C
St. Johns County Sheriff's Office
Request for Bids
Inmate Communications Services

Conflict of Interest Statement

STATE OF _____)

COUNTY OF _____)

Before me the undersigned authority personally appeared _____,
who was duly sworn, deposes and states:

- A. I am the _____ of _____ with a local office in _____ and principal office in _____.
- B. Said entity is submitting this bid to the St. Johns County Sheriff's Office RFB for Inmate Communications Services.
- C. The AFFIANT has made diligent inquiry and provided the information in this statement affidavit based upon his full knowledge.
- D. The AFFIANT states that only one submittal for this solicitation has been submitted and tendered by the appropriate date and time and that said above stated entity has no financial interest in other entities submitting a proposed bid for the work contemplated hereby.
- E. Neither the AFFIANT nor the above named entity has directly or indirectly entered into any agreement, participated in any collusion or collusion activity, or otherwise taken any action which in any way restrict or restraint the competitive nature of this solicitation, including but not limited to the prior discussion of terms, conditions, pricing or other offer parameters required by this solicitation.
- F. Neither the entity nor its affiliates nor anyone associated with them is presently suspended or otherwise prohibited from participation in this solicitation or any contracting to follow thereafter by any government.
- G. Neither the entity nor its affiliates nor anyone associated with them have any potential conflict of interest because and due to any other clients, contracts, or property interests in this solicitation or the resulting project.
- H. I hereby also certify that no member of the entity's ownership or management or staff has a vested interest in any County Division, Department or Office.
- I. I certify that no member of the entity's ownership or management is presently applying, actively seeking or has been selected for an elected position within the St. Johns County Sheriff's Office.
- J. In the event that a conflict of interest is identified in the provision of services, I, the undersigned will immediately notify the Sheriff in writing.

Appendix C (cont'd)
St. Johns County Sheriff's Office
Request for Bids
Inmate Communications Services

Conflict of Interest Statement

Dated this _____ day of _____, 20_____

AFFIANT

Typed Name of AFFIANT

Title

NOTARY:

STATE OF _____)
COUNTY OF _____)

Sworn and Subscribed before me this _____ day of _____, 20_____

Personally known: _____

Or Produced Identification: _____

Notary Public - State of: _____ Commission Expires: _____

>>>Failure to submit this form may disqualify your response<<<