



**REQUEST FOR PROPOSAL  
RFP NUMBER: RFP 19-002-SHF**

**For the Provision of Jail Management System, Inmate Telephone System and  
Associated Services, *and Optional Tablet Program***

**Date Released: May 20, 2019**

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**Humboldt County Sheriff's Office  
826 4th Street,  
Eureka, California 95501**

**REQUEST FOR PROPOAL – NO. (RFP 19-002-SHF)**

**JAIL MANAGEMENT SYSTEM, INMATE TELEPHONE SYSTEM AND ASSOCIATED SERVICES, AND OPTIONAL TABLET PROGRAM**

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**REQUEST FOR PROPOSAL – NO. RFP 19-002-SHF**  
**JAIL MANAGEMENT SYSTEM, INMATE TELEPHONE SYSTEM AND ASSOCIATED**  
**SERVICES, AND *OPTIONAL TABLETS AND TABLET TECHNOLOGY***

**1.0 DEFINITIONS**

**1.1 Terms**

- 1.1.1 Addenda.** As used herein, the term “Addenda” refers to an amendment or modification to this Request for Qualifications.
- 1.1.2 Sheriff’s Office.** As used herein, the term “Sheriff’s Office” refers to the Humboldt County Sheriff’s Office, a political subdivision of the state of California.
- 1.1.3 Proposal.** As used herein, the term “Proposal” refers to the document or documents submitted by a Bidder in response to this Request for Proposal.
- 1.1.4 Service Agreement.** As used herein the term “Service Agreement” refers to the contract between the County and the Successful Bidder regarding the provision of on-call Services.
- 1.1.5 Successful Bidder.** As used herein, the term “Successful Bidder” refers to the individuals, agencies, firms or companies that the County chooses to enter into a final Service Agreement with after the review, evaluation, selection, contract negotiation and approval processes set forth in this Request for Proposal have been successfully completed.
- 1.1.6 Vendor.** As used herein, the term “Vendor” refers to any individual, agency, firm or company awarded the bid to this Request for Proposal.

**1.2 Abbreviations**

- 1.2.1 ADA.** Americans with Disabilities Act
- 1.2.2 ADP.** Average Daily Population
- 1.2.3 ANSI.** American National Standards Institute
- 1.2.4 API.** Application Programming Interface, which is a set of functions and procedures allowing the creation of applications that access the features or data of an operating system, application, or other service.
- 1.2.5 CD-R.** Compact Disc-Recordable
- 1.2.6 CDN.** Content Delivery Network
- 1.2.7 CPUC.** California Public Utilities Commission
- 1.2.8 IEC.** Interexchange Carrier

- 1.2.9 **FCC.** Federal Communications Commission
- 1.2.10 **GUI.** Graphic User Interface
- 1.2.11 **ITS.** Inmate Telephone Services
- 1.2.12 **JMS.** Jail Management System
- 1.2.13 **CLEC.** Competitive Local Exchange Carrier
- 1.2.14 **HTML.** Hypertext Markup Language - the standard markup language for creating web pages and web applications
- 1.2.15 **ILEC.** Incumbent Local Exchange Carrier
- 1.2.16 **LAN.** Local Area Network
- 1.2.17 **LATA.** Local Access and Transport Area – a term used in the U.S. for a geographic area covered by one or more local telephone companies, which are legally referred to as local exchange carriers (LECs).
- 1.2.18 **LEC.** Local Exchange Carrier
- 1.2.19 **MPLS.** Multiprotocol Label Switching - a routing technique in telecommunications networks that directs data from one node to the next based on short path labels rather than long network addresses, thus avoiding complex lookups in a routing table and speeding traffic flows.
- 1.2.20 **NCIC.** National Crime Information Center
- 1.2.21 **ODBC.** Microsoft’s Open Database Connectivity
- 1.2.22 **OEM.** Original Equipment Manufacturer
- 1.2.23 **OLE-DB.** Object Linking and Embedding, Database, sometimes written as OLEDB or OLE-DB), an API designed by Microsoft, allows accessing data from a variety of sources in a uniform manner.
- 1.2.24 **PCD.** Project Control Document
- 1.2.25 **PST.** Pacific Standard Time
- 1.2.26 **PIN.** Personal Identification Number
- 1.2.27 **PAN.** Personal Allowed Number
- 1.2.28 **RDBMS.** Relational Data Base Management System
- 1.2.29 **RFP.** Request for Proposal

**1.2.30 RMS.** Records Management System

**1.2.31 SLA.** Service Level Agreement is an agreement between the County and the Vendor to provide a service at a performance level that meets or exceeds the specified performance objective(s)

**1.2.32 SQL.** Structured Query Language. SQL is used to communicate with a database. According to ANSI (American National Standards Institute), it is the standard language for relational database management systems

**1.2.33 SWAP.** Sheriff Work Alternative Program

**1.2.34 TDD.** Telephone Devices for the Deaf

**1.2.35 VINES.** Victim Information and Notification Everyday Systems

**1.2.36 VPN.** Virtual Private Network

**1.2.37 WAN.** Wide Area Network

## **2.0 INTRODUCTION**

The Humboldt County Sheriff's Office ("Sheriff's Office") is issuing this Request for Proposal ("RFP") to solicit proposals from firms interested in participating in a project to provide, install, and maintain a combined Jail Management System, Inmate Telephone System and Associated Services for the Sheriff's Office and the County Probation Department. The Tablet Program offering is optional.

## **3.0 PROJECT BACKGROUND AND DESCRIPTION**

The Sheriff's Office's Custody Services Division is the largest division in the Sheriff's Office with 119 full-time employees, including 104 Correctional Officers. The Custody Services Bureau's primary function is the care and custody of sentenced and non-sentenced inmates incarcerated in the Humboldt County Correctional Facility (HCCF). Located in downtown Eureka at 826 4th Street, Eureka, CA 95501, adjacent to the County Courthouse, the HCCF spans approximately 155,000 square feet on 6 floors and has a board rated capacity of 417 beds and an average daily population (ADP) of Three Hundred-Ninety-Eight (398). Male and female inmates are housed in segregated units. Inmates are housed predominantly in dormitories. The capacity rating is set by the Board of State Community Corrections (BSCC) which biennially inspects the facility for compliance to standards.

The HCCF was designed and is operated as a Direct Supervision facility. The majority of the inmate population is classified and assigned to dormitory-style housing units. Those inmates who require separation or segregation are housed in single or double-celled housing unit. Correctional Officers are posted inside the housing units to supervise the inmates 24 hours per day, 7 days a week.

The Humboldt County Sheriff's Office has four stations that provide services throughout the county.

- Garberville Station
- Main Eureka Station
- McKinleyville Station
- Trinity River Division Station

The Average Daily Population (ADP) in the Alternate Custody and Juvenile Halls is approximately Thirty (30). The Humboldt County Juvenile Hall is located at: 2002 Harrison, Eureka, CA 95501. Adult Probation Services is located at: 555 H Street, Suite D, Eureka, CA 95501.

The Sheriff's Office wishes to install a combined Jail Management System and Inmate Telephone System and Associated Services (cumulatively referred to as "Services"). The Tablet Program is optional and may be included in the proposal. The intent and purpose are to expand, enhance, and maximize the current Services using proven, cutting-edge technology and services, and deliver advanced turnkey Services to inmates of the County Sheriff's and County Probation Department facilities, in the most cost-effective pricing package. Bidders that do not offer or provide all components of the Services may sub-contract with other Bidders, designate the Primary and Responsible Bidder, and present a single proposal encompassing all components of the Services.

The Successful Bidder will be responsible for any changeover, interface, or development costs associated with the new installation or conversion of equipment and/or hardware, software, and data. The Services are contained within a custodial environment; therefore, certain security requirements are enforced. Minimally, the Successful Bidder's staff and subcontractors will be required to submit to a background review for clearance, which will be required to be escorted into certain areas of the facilities. The Successful Bidder's staff and subcontractors will also be required to submit lists of equipment and tools to be brought into the facilities. The Successful Bidder shall comply with all Federal and State statutes and regulations as well as local ordinances currently in effect or hereafter adopted.

The Successful Bidder must also have the ability to provide trained and experienced staff as needed, to perform installation, project management, and customer and maintenance services equivalent to those set forth in this RFP. The Sheriff's Office intends to enter into a seven (7)-year contract with the Successful Bidder, with an option to extend up to an additional two (2) one (1)-year term renewals. The Sheriff's Office has designated Captain Duane Christian as the lead executive contact for this project.

### **3.1 Project Component Services Description:**

#### **3.1.1 Jail Management System.**

The Sheriff's Office is currently operating with a Jail Management System ("JMS") originally implemented in 2009 by DSI, which was subsequently purchased by Global Tel Link ("GTL"). The JMS is currently maintained by GTL. The system may be in need of upgrading to improve operational efficiencies, data collection and reporting, and system capabilities. The upgraded JMS will provide an open and integrated solution, addressing the Sheriff's Office and Probation Department's requirements for JMS functionality.

#### **3.1.2 Inmate Telephone Services.** Inmate detainees are generally allowed to make phone

calls without restriction. These phone calls are either Collect, Prepaid, or Debit calls. The Inmate Telephone Services (“ITS”) was originally installed by DSI-ITI in 2009, upgraded by GTL when the company purchased DSI-ITI. The current ITS is provided and maintained by GTL. GTL will continue to operate and maintain their current telephone system and equipment under the terms and conditions of the existing contract, pending the transition and acceptance of the new system at each adult detention facility. The Successful Bidder will be required to provide the same amount of, or more telephones that meet the description provided in this Statement of Work. The Successful Bidder will be required to plan, finance, and implement the integration and testing of all required equipment and software relative to the new ITS, without impacting the normal daily operation of the existing system.

The table below shows the combined (Sheriff’s Office and Juvenile Detention) call breakdown from January–December of 2017 and from January-September of 2018:

<b>2017 (Jan-Dec)</b>			
<b>BILL TYPE</b>	<b>CALL TYPE</b>	<b>Call Count</b>	<b>Minutes</b>
<b>Collect / Direct Bill</b>	Local	4,555	21,201
	Interstate Interlata	79	492
	Intrastate Interlata	98	687
	Intrastate Intralata	322	2,371
<b>Collect / Direct Bill Total</b>		<b>5,054</b>	<b>24,751</b>
<b>Advance Pay</b>	Canada	3	12
	Local	47,345	418,829
	Interstate Interlata	11,279	115,676
	Intrastate Interlata	10,996	103,553
	Intrastate Intralata	10,487	96,121
<b>Advance Pay Total</b>		<b>80,110</b>	<b>734,191</b>
<b>Grand Total</b>		<b>85,164</b>	<b>758,942</b>
<b>2018 (Jan-Sep)</b>			
<b>CALL TYPE</b>	<b>BILL TYPE</b>	<b>Call Count</b>	<b>Minutes</b>
<b>Collect / Direct Bill</b>	Local	3,561	16,813
	Interstate Interlata	129	1,119
	Intrastate Interlata	41	307
	Intrastate Intralata	172	1,118
<b>Collect / Direct Bill Total</b>		<b>3,903</b>	<b>19,357</b>
<b>Advance Pay</b>	Local	34,952	306,303
	Interstate Interlata	9,932	103,742
	Intrastate Interlata	8,076	73,411
	Intrastate Intralata	5,410	51,447
	Mexico	5	33
<b>Advance Pay Total</b>		<b>58,375</b>	<b>534,936</b>
<b>Grand Total</b>		<b>62,278</b>	<b>554,293</b>

**3.1.1 Optional: Tablet Program.**



The Sheriff’s Office is currently in a *beta test* Tablet Program with Edovo. The Tablets support officer’s administrative efforts, Inmate programs, other applications, and Inmate communications services. The Tablet Program is optional, and Bidders may include it in their proposals.

**4.0 SCOPE OF SERVICES:**

This section presents a scope of services to generally communicate the Sheriff’s Office’s expectations for the provision of Services by the Successful Bidder. All Bidders shall be strictly held to the requirements as indicated, set forth in this RFP. Such requirements will be incorporated into the final Service Agreement between the Sheriff’s Office and the Successful Bidder.

**4.1 Jail Management System Requirements and Specifications:**

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
<b>A</b>	<b><u>Technical Specifications</u></b>			
1	The system shall utilize the latest technology to provide a state-of-the-art environment that will serve Humboldt County needs for the present and the future that allows easy expansion, upgrade, integration, and maintenance. The County is open to cloud-based JMS services and reporting.			
2	The system shall offer a high level of reliability. It shall be capable of operating 24 hours per day, 7 days a week.			
3	The system shall store all jail management information and all parameter setups within an ODBC-compliant relational database. The County’s current JMS ODBC database is Microsoft SQL Server.			
4	The Relational Data Base Management System (RDBMS) shall support performance monitoring tools and activity statistics reporting features. Statistics should be available on database access rates (both update and query) by program, terminal, and ID, and by time of day.			
5	The RDBMS shall include a powerful set of administrative tools to monitor utilization, trace database access chains, optimize schema and sub-schema definitions, model, report areas/pages percent full, and to optimize file placement and layout.			
6	The system shall have the capability for user to change, add, or delete column headings and to have drop-down boxes.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
7	The system shall include an active, user-friendly integrated data dictionary. This dictionary shall be an integral component of the data access capabilities, including the definition of both data attributes and values.			
8	The system shall include a data import facility which permits transferring data from other data files or attaching data files into the database; and with the option for date and time stamps.			
9	The system shall have the capability to have multiple screens open at the same time without the user having to log out or close current screen.			
10	The system shall have end-user query facilities, which permit easy access to the information in the database.			
11	The system shall utilize a Graphical User Interface (GUI) allowing for both keyboard and point-and-click software navigation.			
12	The system shall include all frequently used terms, statutory codes, and descriptors in administrator-defined tables rather than application code.			
13	The system shall minimize disk space usage for empty values in lengthy text fields.			
14	The system may be designed for a client-server architecture or cloud-based.			
15	The system shall have client software that is capable of running on an IBM-class personal computer with a minimum of a Pentium IV processor and 256MB RAM.			
16	The client software shall have capability to operate on Internet Explorer and Java-based programs.			
17	The system shall provide for unattended on-line systems backup with no need to logoff the users.			
<b>B</b>	<b><u>General Features</u></b>			
1	The system shall be capable of complete on-line, real-time record creation, modification, reporting, and retention.			
2	The system shall be ODBC/OLEDB-compliant so that it can be used in conjunction with products such as Crystal Reports, Microsoft Word, Microsoft Excel, Microsoft Access, etc.			
3	The system shall allow access to the system by multiple administrators.			
4	The system shall allow the Humboldt County Systems Administrators to specify password access parameters, including			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
	password expiration period, prohibit reuse of previous passwords, required mix of alpha and numeric characters, and a minimum password length. Passwords must be encrypted.			
5	The system shall provide multiple levels of security to limit access to specific data, users, modules, and/or specific tasks. The System Administrator shall be able to modify the levels of security.			
6	The system shall allow the System Administrator to set user accounts and passwords, to define roles and access rights, and to tailor other system-level features such as lookup tables and system parameters.			
7	The system shall have multi-facility capabilities.			
8	The system shall have the capability to track the inmates that Humboldt County has housed at other jail facilities.			
9	The system shall be capable of managing and tracking: inmates that are under the supervision of the Humboldt County, but are not physically housed in the Humboldt County facility; and inmates that are participating in “not in jail” programs (i.e., County’s SWAP Program).			
10	The system shall have the ability to replace labels and captions with alternate names. Where words are presented to the user, the Humboldt County administrator can change the words to anything that makes more sense to the Humboldt County personnel. This will include title bars, labels, captions in text boxes, captions in frames, captions for radio buttons and check boxes, message boxes (for any information, including error messages). All help including F1 help, status bar help, tool tip help, will be user definable.			
11	The system shall make extensive use of pull-down windows containing menu screens and shall be designed in a well -organized fashion with easy to read screen formats.			
12	The system shall be designed so that the operator is automatically guided to the next step in the process.			
13	The system shall allow for user-defined data entry screen flow.			
14	The system shall allow automatic sequencing between data entry screens. (i.e. backwards, and forwards) plus access to any authorized screen at any time, without stopping the workflow task.			
15	The system shall be capable of performing all operations on both current and historical inmate records.			
16	The system shall be controlled by designated County authorized user-maintained tables.			
17	Authorized users shall have the ability to change or modify these tables online as necessary, using a user-friendly interface.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
18	Online changes made to the system tables shall take effect upon next login by the user.			
19	The system shall provide function and hot key consistency across all screens and modules. (Example: If F9 causes a Commit Record function in the Booking Module, it must likewise cause the same function in all other modules.)			
20	The system shall provide the inmate photo on all inmate related screens.			
21	The system shall have user-definable alerts that can be entered by any authorized personnel and shall be displayed on all inmate screens in an easy to see area of the screen.			
22	The alerts shall be open-ended or of a finite duration.			
23	Inmate Alerts – The system shall ensure that inmate enemies, keep-separates, etc. can be easily recorded into the system, and that under no circumstances will the system allow any inmate to be housed in the same housing unit, scheduled to the same area (except court appearances and emergency medical situations) with another inmate identified as such.			
24	The system shall, after the user has completed input into the system on new arrestees, print a hardcopy booking record which contains the current photo-image of the arrestee. Authorized Humboldt County personnel shall be able to print this booking record at any time from any module in the system. They shall be able to print portions of the booking record.			
25	The system shall provide for replacement wristband inserts to be printed, and at the user’s discretion, schedule for deduction of a System Administrator-defined fee from the affected inmate’s jail account (and relay such information to the Inmate Accounting Module).			
26	The system shall provide abort functionality to allow users to exit the current view and return to the previous view, without affecting the data in the previous view.			
27	The system shall provide for multiple means of navigating between multiple fields of each given screen, including using the Tab, Back tab, and Enter keys.			
28	The system shall event trigger fields where if a ‘Yes’ or ‘No’ is entered into the field, corresponding fields related to the trigger field, must be entered before the user can exit the screen. Example: If ‘Yes’ is entered for an inmate for bonds, then the user should not be allowed to continue processing until he has entered the bond information.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
29	The system shall provide Alt-Tab Windows functionality to allow users to open multiple applications in Windows and toggle easily between them.			
30	The system shall allow for Insert and Type-over functionality on all data entry.			
31	The system shall allow the user to select an entry from a drop-down list by pressing a function key or pointing and clicking on the field with a mouse, and the selected entry will be loaded to the data field.			
32	The system shall be designed with validation (“look up”) tables that will be constructed for all fields having specific data elements associated with them.			
33	The system shall alert the user automatically when an incorrect entry is made in any field having a validation table associated with it. By pressing a function key or pointing and clicking on the field with a mouse, this shall open a validation table for user selection of the correct entry.			
34	Bar code readers shall be implemented to monitor the movements of the inmates and the Humboldt County personnel.			
35	The bar code readers shall interface with the Jail Management software to produce a log of inmate and personnel movements.			
36	The system shall allow the user to easily transfer data to corresponding data fields in user-defined templates in Microsoft Word.			
37	The system shall produce all printed documents and other items required for the efficient operation of the facility, such as bonds, cash receipts, property receipts, incident reports, checks, and inmate ID cards, visitor id badges, inmate wristbands, inmate mug shots and lineups, etc.			
38	Data table maintenance, system and data backups, system and user security, addition/configuration/movement of workstations, printers, scanners and other hardware, must be available to Humboldt County staff to facilitate flexible responses to changing needs of Humboldt County.			
39	The system shall provide full audit trails of all changes to inmate records and user records, including the date and time of the change, the user who made the change, and the exact information that was changed.			
40	The system shall automatically record all user prompts, warnings, and advisories, and all user responses to such messages, whenever			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
	such prompts, warnings, and advisories may affect the safety of users or inmates.			
41	The system shall track all accesses to the inmate records, to allow the agency to identify users, by who accessed the records and from what workstation. This shall include standard reports that will allow the Humboldt County administrators to review user actions with respect to a specific inmate for a specified period, or to review all user actions for a specified period.			
42	The system shall provide a comprehensive inventory system that will allow the Humboldt County to manage equipment, inmate food service supplies, inmate supplies, office supplies, etc. This inventory system shall provide item quantities, item description, reorder points, deduction from inventory, adding purchases into inventory, etc.			
43	The Inventory system shall allow for barcoding of the items.			
44	The system shall allow the capture of digital signatures to be used in various modules of the Jail Management system. Examples of digital signature use are incident reports, check writing, committal sheets, property sheets, etc.			
45	The system shall have an Emergency Out Feature. This feature shall allow the user to enter a function key or a set of key strokes, to immediately shut down the Jail Management system on the PC. This will be used when an emergency arises that requires the user to quickly leave the workstation (fights, lockdowns, fires, etc.)			
46	The system shall have the capability to interface with the Humboldt County's computerized electronic security system so that when the panic button on the security system is pressed, the workstation running the jail management software will immediately shutdown.			
47	The system shall have scanning technology so that various types of documents can be scanned and attached to the inmate's records. The system shall have the capability to scan from multiple work stations when the user has the authorized security.			
48	The system shall provide a quick response to operator actions.			
49	The system shall be designed in a manner that minimizes the number of steps required to execute any action.			
50	The system shall perform rollbacks when a transaction is disconnected prior to completing the required updates to the files.			
51	The system's rollback functionality shall decrease the number of record locks on inmate records that require user intervention to correct.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
52	E-Mail Messaging – The system shall have the capability to notify by e-mail, one or more designated groups of people, of impending events at the Humboldt County. These events can be system triggered, or manually generated.			
53	The system shall have the capability to provide a request system that will record, track, and maintain a history of requests from inmates, personnel, and other designated people.			
54	The system shall provide a venue management system that will allow Humboldt County personnel to schedule any user-defined room in the Humboldt County, for classes, conferences, programs, etc.			
55	The system shall allow for user-defined documents and questionnaires.			
56	When a document/questionnaire is saved, they shall be automatically associated with the inmate records and retrievable when viewing the inmate’s records.			
57	Information entered automatically and/or manually into a document/questionnaire shall be saved as part of the document/questionnaire, such that retrieval does not require regeneration of the document. Such information must be capable of being automatically extracted for statistical purposes at a later time.			
58	The system shall include an on-line Help function that shall be available from all modules and screens within the Jail Management system. The on-line Help shall extend to any applications and security managers support and security modules.			
59	The on-line Help system shall include user-friendly help screens, screen-oriented information processing, and fields and field-oriented data processing.			
60	The on-line Help system shall allow access to on-line manuals for the system.			
61	The on-line Help system shall permit the System Administrator to add information as needed, to the existing Help messages, without requiring Bidder interaction or assistance.			
62	The system shall comply with all Federal, State and Local regulations for the management of inmates in a corrections institution.			
<b>C</b>	<b><u>Intake Processing</u></b>			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
1	The system shall allow for immediate retrieval of all previous booking information on each arrestee, upon arrival at the intake area of the Humboldt County.			
2	The system shall allow for previous booking information searches based on arrestee name, date-of-birth, race, gender, social security number, or aliases, and any combination of the same.			
3	The system shall have the capability to allow County to control mandatory fields, and with the option to force the user to tab through all the intake fields to ensure that the intake officer verifies the fields for correctness.			
4	The system shall allow the intake officer to enter the intake date and time.			
5	The system shall assign a permanent, unique, identification number to each arrestee with no previous record information on the system, assign the same Permanent Number to the current record for all previous records of each arrestee having such records on the system, allow for multiple Permanent Number information on the same arrestee to be merged under the original Permanent Number, once identified, and relay such updates to all auxiliary database information (i.e., court case management system, etc.). The system shall maintain the Master Numbers.			
6	The inmate number shall start at the number one and as each new inmate is added to the system, the number shall be incremented by one.			
7	The system shall provide System Administrator-customizable drop-down lists for the race, hair color, eye color, and skin tone, the arresting agency, offense code/charge, the court having jurisdiction, and any other system code tables.			
8	The system shall be capable of scanning the court documents and attaching them to the inmate's records.			
9	The system shall accept unlimited alias names, SSN's, and Date of birth associated with an inmate.			
10	The system shall provide an integrated photo-image capture utility that enables the intake officers to take mugshots, scars, marks, and tattoos, and any other image deemed important and attached the images to the inmates' records.			
11	The system shall, upon entry of the date-of-birth of each arrestee, calculate and display the age of the arrestee.			



<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
12	The system shall have the capability to enter an age range when the intake officer does not have a date of birth, for the inmate being booked.			
13	The system shall provide a queue screen containing the names of all arrestees admitted to the Humboldt County who have not yet completed the booking process, sorted by time of intake (the most recent arrival listed last). This screen shall be available from all other intake screens.			
14	The system shall provide easy input and display for multiple charges on each arrestee.			
15	Print and Release – The Booking Module of the system shall provide a facility for an abbreviated in and out booking of arrestees whose release has been authorized upon or shortly after their arrival at the Humboldt County and who have no detainers outstanding; in these cases, only arrest, charge, property, and bond information will be entered before the arrestee is fingerprinted, photographed, and allowed to proceed to the release area.			
16	The system shall provide for the inventory and receipt of all property confiscated from the arrestee.			
17	The booking process shall have an interface with the Inmate Accounting Module so that money confiscated from the arrestee is recorded, but not posted to the inmate’s jail account, until it is verified by the accounts clerk.			
<b>D</b>	<b><u>Inmate Release</u></b>			
1	The system shall alert the releasing officer that there are active “holds” or Detainers on the inmate.			
2	The system shall allow the user to record the return of personal property to each inmate being released (from information previously input into the system).			
3	The system shall allow the user to return all unencumbered monies on each inmate’s jail trust account at the time of the inmate’s release, in the form of a system-generated check, and record an itemized record of the transaction.			
4	The release process shall handle temporary releases for the County’s SWAP program, weekend-sentenced offenders, emergency leave, work release, and temporary loan to other agencies.			
5	The system shall alert the releasing deputy if charges against active inmates are determined to have no bond.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
6	The system shall allow the user to input the exact date and time that each inmate is being released from the Humboldt County facility.			
7	The system shall cancel future events, except court dates, on the inmate's calendar (health appointments, etc.) upon the individual's release from the Humboldt County facility.			
<b>E</b>	<b><u>Classification</u></b>			
1	The system shall allow the agency to build custom interview questionnaires based on the facility's unique classification questions for custody level or housing assignment.			
2	The system shall allow the classification officer to record a classification interview, assign a classification, and schedule a review process.			
3	The system shall have user-defined cell type codes (single, double, ADA, dorm area, medical, isolation, etc.), cell gender codes (male, female, unknown, N/A, etc.), and custody level.			
4	The system shall provide a recommended custody level and cell assignment, based on the information about the inmate and the classification questionnaire score.			
5	The system shall record past security classifications, relevant data from previous bookings (incidents, threats, violence, etc.) and a history of housing units to which the inmate has been assigned.			
6	The system shall provide for user override of any recommended custody level and/or cell assignment and require the user to document reasons within that record for any such override.			
7	The system shall provide for real-time user-friendly changes in both custody level and cell assignment.			
8	The system shall provide a process that will allow the Humboldt County personnel to produce a user-defined number of days segregation review. The system shall have the capability to automatically notify medical or other staff, when the required user-defined number of days medical screening is due for inmates in medical, administrative and disciplinary segregation.			
<b>F</b>	<b><u>Inmate Records</u></b>			
1	The system shall provide for the merging of multiple named records into one master name record, when aliases or other errors in recording are identified or discovered.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
2	The system shall calculate sentences for inmates based on user defined criteria and various agency-defined jail credits.			
3	The system shall be able to calculate sentences that are concurrent and/or consecutive.			
4	The sentence calculations shall be capable of combining multiple sentences, chaining of sentences, from multiple charges, into a correct final out date for the inmate.			
5	The system shall be capable of calculating a correct early out date for the inmate.			
6	The system shall allow the user override of system-calculated sentence dates and amend the inmate's sentence (i.e. appeal, revocation of parole, court orders, recapture or escape). The system shall also allow the user to enter a record of breach of sentence or recalculate the attendance schedule to account for time missed or resultant penalties.			
7	The system shall allow the user to record continuances and reschedule hearings as authorized by the respective orders of the court in session.			
8	The system shall provide System Administrator-customizable drop-down lists for the court, judge, disposition, and bond condition fields.			
9	The system shall manage weekender, periodic, and evening sentences and generate an attendance schedule for the inmate. All reporting dates and times must be updateable, and each scheduled appearance must be recorded as it occurs.			
10	The system shall allow for the entry of detainers, warnings, and victim notifications on inmate records.			
11	The system shall provide the capability to capture substance abuse screenings, breath test results, and other required test results.			
12	The system shall manage the transfer of inmates between Jail facilities and for tracking the inmates that are outside the facility.			
13	The system shall allow the user to record all inmate transports, including the name of the transporting officer and agency, the date and time of the transport, the reason(s) for the transport, whether or not the inmate is to be returned to the Humboldt County, and, if so, the date and time the inmate is to be returned, and actual time the inmate was returned to the Humboldt County. Other fields include authorizing supervisor, beginning mileage, ending mileage, vehicle number, cost of gas, food, and lodging.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
14	The system shall provide for the standardized description of reason(s) for transport and other law enforcement agencies, including system Administrator-customizable drop-down lists (with word/phrase completion or hot-key functionality).			
<b>G</b>	<b><u>Medical Services (ON HOLD)</u></b>			
<b>H</b>	<b><u>Inmate Management</u></b>			
1	The system shall designate an inmate as part of the facility head count based on incarceration status. The incarceration status will be agency-defined, with a simple workflow-driven release procedure for removing individuals from the head count.			
2	The system shall manage the placement of inmates on work programs.			
3	The system shall track the attendance, completion, and rejections of the inmate's work programs.			
4	The system shall capture the employment hours of each inmate in the Work Release and/or SWAP program and also capture the date, the start time, and the time returned to the facility.			
5	The system shall keep an inmate calendar. It shall allow the user to record agency defined calendar events for an inmate. The calendar shall support single events and recurring events. The system shall warn of scheduling conflicts, but the user can override.			
6	The system shall allow the user to record the departure of each inmate from his/her housing pod to each System Administrator-definable scheduled and unscheduled event outside the pod, both manually by keyboard and by means of reading a barcode number corresponding to the event and associating the barcode with the wristband barcode of each inmate attending the event.			
7	The system shall record the inmate's location in the facility (cell, library, recreation yard) or log them as being outside of the facility (court appearance, doctor's appointment, etc.)			
8	The system shall allow the Humboldt County staff to move inmates, to perform temporary releases and to perform transfers.			
9	The system shall log information concerning fugitive transports.			
10	The system shall have the capability to create, view and modify group events.			
11	The system shall provide the capability to manage the inmate property.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
12	The property shall be tracked by location, quantity, item description, owner of property.			
13	The system shall be capable of barcoding the property bags for each inmate.			
14	The system shall notify the user inputting event information of any scheduling conflicts (i.e., court appearances, temporary transfers to other agencies, medical appointments, other events, etc.), and allow authorized overrides of such conflicts, including the name of the user authorizing the override and the reason for the override, and relay the override information to the user from which the scheduling conflict originated, notifying the user of the override.			
15	The system shall provide the user with an on-line log to note the performance of routine to-do tasks, observances of behavior and condition of inmates on special custody, and information to be read by relief personnel on other shifts, etc.			
16	The system shall have a simple update for daily activity logs.			
17	The system shall have the ability to interface with hand-held units for performing bed checks and security inspections.			
18	The system shall manage inspections for housing, equipment, personnel, monthly inspections, vehicle inspections, shakedown reports, etc.			
19	The system shall incorporate detailed incident reporting and logging features.			
20	The system shall allow the user to input the standard information on persons wishing to visit inmates in the Humboldt County. Example: Name, address, phone number, Driver's License number, etc.			
21	The system shall allow the Humboldt County staff to use an identification card scanner to gather positive identification information for visitors. Examples: Driver's License, Passports			
22	The system shall provide a National Crime Information Center (NCIC) query for outstanding warrants on each visitor, using the information previously input into the system.			
23	The system, upon receiving a response from any outstanding warrant inquiry on the visitor, shall display an alert on the screen, but not keep the visitor from being checked-in.			
24	The system shall have the capability to create temporary ID badges for all visitors checked in to the Humboldt County.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
25	The system shall disallow registration of visitors who are recorded by the System Administrator as prohibited from visiting one or more particular inmates, or all inmates in general.			
26	The system shall allow brief messages, and/or warnings, to be entered prior to, and prominently displayed, whenever certain individuals register to visit certain inmates.			
27	The system shall be able to detect and alert the user if the visitor has been incarcerated recently.			
28	The system shall allow the user to record each stage of the inmate disciplinary process, retrieving inmate data from previously entered information in the system, and narrative information from the Jail Incident Reporting feature.			
29	The inmate disciplinary process shall provide System Administrator-customizable drop-down lists for administrative rule violations and sanction codes.			
30	The system shall allow the user to authorize the deduction of System Administrator-definable property damage fees from each inmate found by the Jail Discipline Committee to have committed a prohibited act causing such damage.			
31	The system shall be able to schedule disciplinary hearing dates from a System Administrator-definable timetable (and relay such scheduled events to the other modules in the system).			
32	The system shall allow the user to record the minutes of each disciplinary hearing, including the names of each member of the Jail Discipline Committee, the time and date of the hearing, the witnesses called to the hearing and a summary of each witness's testimony, the names of any staff members representing the accused inmate, and the findings of the Committee for each prohibited act.			
33	The system shall provide the capability to attach recorded media files to the inmate's disciplinary records. Examples are mp3, wav, etc.			
34	The system shall integrate sanction (punishment) data with the appropriate other modules, within user-defined time limits.			
35	The system shall allow the user to rescind any sanction (and the integrated effects of same with other modules in the system) upon authorization of the Humboldt County Commander, as a result of the inmate's appeal to same, and record date and reason(s) for each rescission.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
36	The system shall allow the user to input each grievance received, by inmate name, type of complaint, and date received and assign a user-defined grievance tracking number.			
37	The system shall notify the user on a daily basis of the System Administrator-definable deadline of all unanswered grievances currently in the system, with those due on the current date, listed first.			
38	The system shall allow the user to record the staff response to each inmate grievance, including the date and name of the staff member generating the response.			
39	The system shall allow the user to record appeals to any answered grievance within a System Administrator-definable time limit, from the date in which the grievance was answered, including the date the appeal was filed, and the results of the appeal.			
<b>I</b>	<b><u>Inmate Trust Accounting</u></b>			
1	The system shall interface with the County's Commissary system (Keefe). Keefe provides and manages the Inmate Trust Accounting.			
<b>J</b>	<b><u>Inmate Commissary</u></b>			
1	The system shall interface with the County's Commissary system (Keefe). Keefe provides and manages the Inmate Commissary.			
<b>K</b>	<b><u>Inmate Telephone System</u></b>			
1	Capability to interface with the County's inmate telephone system.			
<b>L</b>	<b><u>Identification Systems</u></b>			
1	The system shall provide for a barcode and keyboard interface to inmate records through a unique tracking number encoded on each inmate's wristband.			
2	The system shall provide or interface with Dynamic Imaging or a photo imaging utility provided by the Bidder to digitally capture, store, and retrieve views of each inmate in a data storage-conservative, industry standard, graphical format (e.g., JPEG, TIFF, PNG) and integrate each view with the associated inmate's database record.			
3	The system shall allow multiple capture stations.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
4	The system shall facilitate positive identification of inmates at any time. It must be capable of displaying and printing images of the inmate from any standard SVGA monitor without additional video hardware and from any of the inmate related screens.			
5	The system shall be able to print captured photo images with associated text, on HP LaserJet, DeskJet, color or black-and-white video printers.			
6	The system shall be capable of capturing and storing multiple photographs of each inmate with each admission of the inmate to the Humboldt County facility. Photographs must be capable of being copied and pasted into Windows applications, such as Microsoft Word using standard Windows interface functionality.			
7	The photo-imaging system shall allow for unlimited photos for each inmate, to be captured for each view, and shall date and time stamp those images.			
8	The system shall allow the user to download arrestee information into the corresponding fields of the automated fingerprint system. Humboldt County is using the Cross-Match Fingerprinting system.			
9	The system shall allow for the storage and itemization of digitized photo-images of any scars, marks, or tattoos in addition to the mugshot photo-image.			
10	The system shall be able to display to a screen, and/or to hardcopy a photo by cell number, by bed, for each housing area. The inmate's photo will be attached to the cell information for each housing area. This will be a replacement for our current Board Tag process.			
11	The system shall have the capability to generate board tags, wanted posters, press release forms and other user-defined formats, with the photo image of the requested inmate.			
12	The system shall be able to generate a Line-Up, upon user input of the physical characteristics of a particular suspect (race, gender, age, height, weight, skin tone, etc.), both hardcopy and softcopy collections of previously stored photo-images of inmates with similar physical characteristics.			
13	The system shall allow the user using the Line-Up feature, to jump to and from each displayed photo-image.			
14	The system shall allow the Line-Up feature to be able to display at least six (6) color photo-images at one time, on a standard PC monitor.			



<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
15	The system shall provide the ability to create a photo ID or badge.			
<b>M</b>	<b><u>Reporting</u></b>			
1	The Bidder shall provide a list of standard reports and formats.			
2	Create ad-hoc and other custom programmed reports to meet the current and changing needs of the facility without necessitating vendor intervention. The system shall have the ability to print reports on demand that are scheduled by date and time. Reports must be capable of being routed to any printers on the system by the user, as needed.			
3	A library of standard management reports shall be available on-line that allow for the entry of variable data, such as date and time ranges.			
4	These standard reports shall be automatically printed at predetermined printers or printed on demand as needed.			
5	Printer setup shall conform to Windows interface standards utilizing standard printer drivers and LAN mapping.			
6	The system shall provide a variety of management information reports. Although most reports will be routine, data must be stored in ODBC/OLE-compliant format so as to enable reporting through use of industry standard desktop report writers, RDBMS, etc.			
7	The system shall be capable of producing Management reports in graphical format through industry standard, ODBC/OLE compliant, Ad-hoc Reporting Tools.			
8	Routine reports, daily and/or monthly, shall be provided to permit a comprehensive review of the activity/information recorded by the Jail Management System.			
9	Report production shall be menu driven, enabling any authorized user to easily select a report, and by following easy system prompts, produce the desired document(s).			
10	All ad-hoc reports shall be capable of being executed by a batch scheduler, to ensure the efficient control of report creation. Batch reports/schedules must be modifiable by Humboldt County staff.			
11	The system shall be capable of generating, at the user's discretion (provided the user has the appropriate level of security), both hard and softcopy daily reports, of all adult arrestees accepted for housing at the Humboldt County.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
12	Detailed inmate population information, incident reporting information, and various information logs shall be maintained to facilitate the proper allocation of manpower and resources of the facility.			
13	The system shall be capable of generating, at the user's discretion, both hard and softcopy daily reports of all adult arrestees released from the custody of the Humboldt County.			
14	The system shall automatically generate a daily listing of inmates who still require an initial classification or require a reclassification.			
15	The system shall allow the user, on demand, to obtain a daily list of inmates scheduled for superior and state court bench and trial appearances.			
16	The system shall provide the capability to print designated forms that are user-definable.			
17	The system shall provide a sick call list.			
18	The system shall provide the capability to print a medical summary sheet that can accompany the inmate when they are being transported to the hospital, doctor, another facility, etc.			
19	The system shall be able to report inmate participation in System Administrator-definable events by inmate, by date, and by event.			
20	The system shall be able to generate, in both hardcopy and softcopy format, a daily list of scheduled activities for each housing unit.			
21	The system shall be able to generate, in both hardcopy and softcopy format, an up-to-the-minute roster of all inmates currently assigned to a particular housing unit, subdivided by housing pod and cell assignment.			
22	The system shall provide reports on dietary restrictions or requirements for the inmates housed in the Humboldt County.			
23	The system shall permit full billing and contract management for interagency relationship, including invoicing, payment recording, and reports.			
24	The system shall provide an Outside Agency billing report that will bill agencies who have their inmates incarcerated in the County jail. The system shall use billing fees based on user-definable fees and billing criteria.			
25	The system shall have the capability to track and report on expenditures from the inmate canteen fund.			
26	The system shall provide the capability to generate a hardcopy citation to an inmate, based on a Humboldt County Officer's			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
	disciplinary response to an inmate’s behavior. When the third citation is processed for an inmate, the system will trigger a message to the Classification section that a third violation has occurred.			
27	The system shall generate a hardcopy, monthly and annual report, of all grievances received and responded to during the time period.			
28	The system shall allow the user to track answered grievances by date range, by inmate, by subject, and by housing location.			
<b>N</b>	<b><u>Interfaces</u></b>			
1	The system shall interface with the applicable County systems (commissary, inmate telephones, fingerprinting, Dynamic Imaging, etc.).			
2	The system shall interface to the Victim Information and Notification Everyday Systems (VINES) or similar system to support victim notification.			
7	Interfaces are required to meet member county interface (records access) requirements. The system must operationally interface and be fully capable/functional with the current Records Management System (RMS). The system should provide an interface to member jurisdictions records management software for the receipt and transfer of subject information such as court data, warrants, mug shots, demographics, booking information, and gang information. Retrieval, maintenance, access, and updates must be automatic between both systems and that no personal intervention is necessary. If arrest information is entered into a jurisdiction's RMS prior to booking, the RMS data should pass to the JMS to avoid reentry of data. At a minimum there shall be an interface that will allow a member jurisdiction's mobile RMS the ability to query the JMS records in real time for inmate data, booking information and mug shots. The system should be formatted for conversion of some old JMS data such as names and mugshots.			
<b>O</b>	<b><u>Training and Documentation</u></b>			
1	Training must be sufficient to prepare Humboldt County staff to fully and completely administer and maintain the system without further reliance on Bidder staff beyond normal assistance covered by the service maintenance agreement. Initial series of training			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
	shall be face-to-face, and subsequent training sessions may utilize online meetings, web conferencing and videoconferencing.			
2	Video and/or audiotaping of all training shall be provided by the Successful Bidder.			
3	Train the Trainers: Jail Management System User Training for a selected team of trainers.			
4	System Administrators Training: This training would include staff members in an application software administrator role.			
5	Application Support: This training would include technical staff members (e.g. data management, county information technology staff, and data base administrators).			
6	On-site training shall be provided during regular working hours (8:30 A.M. to 5:00 P.M., Monday – Friday, with 60-minute lunch breaks). Location and number of attendees will be determined by the County with the Successful Bidder at a later date.			
7	All training will include detailed documentation and reference materials for each individual that attends a training session. The documentation shall include systems administration, operator, and user training guides.			
<b>P</b>	<b><u>Systems Maintenance and Warranty</u></b>			
1	The Bidder shall provide a Maintenance Agreement for the length of the Services contract. The first year of maintenance, after system acceptance, shall be at no charge to Humboldt County. The Maintenance Agreement shall include, but not be limited to, the following: <ul style="list-style-type: none"> <li>• Application Support</li> <li>• Support Management</li> <li>• Business Hours and On-Call After Hours Emergency Support</li> <li>• Support Call Response Escalation</li> <li>• New Release Updates</li> <li>• Training</li> <li>• Remote Connection</li> </ul>			
2	The Bidder shall be capable of remotely diagnosing system problems, and the potential shall exist for the remote correction of system problems or failures.			
3	The system shall be capable of automatically alerting service personnel if there is a system abnormality.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
4	The Bidder shall describe the typical frequency of standard product upgrades. They should also define the method and amount of downtime needed for installing upgrades on the server and how upgrades are distributed to client workstations. They should also describe the additional training and documentation that is typically supplied with the upgrades.			
5	The Bidder shall provide system software and updates on a periodic basis. The Bidder must stipulate whether the software for the system is an additional charge on installment and future updates.			
6	The Bidder shall warrant their product(s) to be free of defects or imperfections that prevent full performance, for a period of two years from the date of system acceptance by Humboldt County.			
7	This warranty shall run consecutively with any other applicable manufacturer's warranty.			
8	Any reproducible errors that are found during this warranty period shall be corrected at the Bidder's expense.			
9	The Bidder shall provide eight (8) hours (8:00 am to 5:00 PM) a day, Monday through Friday, excluding holidays, for normal system technical assistance calls. The Bidder shall also provide for twenty-four (24) hours a day, 365 days a year, for system outages and major system repairs. Refer to <b>Attachment C – Service Level Agreement for Services</b> .			
10	The Bidder shall provide toll-free service/support.			

**4.2 Inmate Telephone Services Requirements and Specifications:**

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
<b>A</b>	<b>General Requirements</b>			
1	The Bidder shall have the capability for the billing and collection of all completed inmate Collect, Prepaid, and Debit calls in accordance with FCC and CPUC recorded and approved tariff rates.			
2	The Bidder shall have the capability to provide capability for Collect, Prepaid, and Debit calls.			
3	The Bidder shall have the capability to offer a one-time service, targeted to called parties who do not have a Prepaid or Debit account, or who may be blocked from receiving Collect calls. The call is connected by providing the receiving party with an alternative payment mechanism, if traditional Collect is not available or cannot be billed, allowing recipients of inmate Collect calls to pay for that call. When the call is placed, the called party will be prompted for credit card information and once received and validated, the call will be connected. Subsequent Collect calls to the called number will be denied, prompting the called party to set up a Prepaid or Debit account.			
4	The Bidder shall have the capability to provide the County the ability to establish maximum Collect call charge limits to a telephone number, for credit-worthy end users and the flexibility to change the Collect call thresholds. The initial Collect call thresholds will be set at a minimum of Seventy-Five Dollars (\$75.00) per telephone number per month. Once the threshold is reached, only prepaid or debit calls will be authorized. Collect call thresholds cannot be changed by the Bidder, without approval of the County. The County will have the option of changing the Collect call threshold as it deems fit, with a month's notice to the Bidder.			
5	The Bidder shall have the capability to provide Personal Identification Numbers or Personal Authorization Numbers (PINS) to each inmate.			
6	The Bidder shall have the capability to provide an Authorized Call list or Personal Allowed Number (PAN) list. The inmate will have a maximum of 20 pre-approved telephone numbers.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
7	The Humboldt County Sheriff's Office will not be responsible for any uncollectible charges, including but not limited to incomplete calls and bad debt on Collect calls. The Successful Bidder shall not bill users for incomplete calls (e.g., network intercept recordings, busy signals, no-answers, etc.).			
8	The Successful Bidder shall, at the end of the third year of the Agreement or thereafter, replace any or all Workstation-related components at the request of the County should equipment be determined as outdated and/or inefficient.			
9	The Successful Bidder will be responsible for paying for and installing any additional physical plant requirements (power, security, data, cabling, physical space, HVAC, etc.). Any cabling, wiring, or conduit installed becomes the property of the County.			
10	The Successful Bidder shall be responsible for obtaining, developing, and implementing the interface requirements (i.e., with Commissary Vendor) required to implement the Inmate Telephone System and associated services (i.e. PINs, Debit, etc.). The Bidder shall bear all costs of required interface(s).			
11	The Bidder shall have a Back-Up or Redundancy Plan, as well as a Disaster Recovery Plan and provide its processes, policies, and procedures relating to the preparation of recovery or continuation of the requirements in this Agreement preceding and/or following a natural or human-induced disaster.			
12	The Bidder shall have the capability to provide Investigative and Analytical Tools that provide linkages, relationships, associations, and mapping of data points; data mining, data analytics, data visualization; and predictive modeling. Investigative Tools shall include call trace, call history detail, call monitoring without inmate or other party detection and recording and other call detail capabilities that can be used to aid investigations related to the detention facilities.			
<b>B</b>	<b>System Requirements</b>			
1	The Bidder's system shall be of an open architecture to allow ease of integration with existing or future systems that operate on either PC-based networks, mainframes, or other platforms. The Bidder will be responsible for any interface costs with JMS or Commissary systems.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
2	The Bidder's system shall permit one-way outgoing calls billed to the called party or charged to a debit system set up for inmate use for the purpose of placing phone calls through this system. The Inmate Telephone System shall provide for an automated operator telephone system and shall be capable of providing services by Bill Type (Collect, Prepaid, Debit) and Call Type (local, intra-LATA, inter-LATA, Interstate, International). The Bidder's automated operator Inmate Telephone System shall also provide prepaid international call services throughout Canada, Mexico, South America, and to overseas destinations.			
3	The Bidder's system shall provide Direct Bill capability.			
4	The system's Graphic User Interface (GUI) shall be in web format, compatible with Microsoft Internet Explorer 6.0 and higher for end users. The GUI shall be true-web based with nothing being installed on the local computer. The Bidder shall be willing and able to make system changes (including GUI) to better support the needs of the Humboldt County Sheriff's Office. The system may need to operate independently from the County or Sheriff's Wide Area Network (WAN) and/or Local Area Network (LAN).			
5	Phone calls made through the Inmate Telephone System shall be capable of being monitored, recorded, and archived, with the exception of calls made to criminal defense attorneys, including the Humboldt County Public Defender, California Bar list and Alternate Public Defender. Calls made to criminal defense attorneys are identified by numbers that have been predetermined and downloaded by the Bidder into the Inmate Telephone System.			
6	Conversely, the system shall block calls as determined by the SHERIFF to certain numbers on a system-wide basis and to others on a case-by-case basis. System-wide blocked calls include those to prosecuting attorneys and government officials. Once provided with the numbers by the SHERIFF, the Successful Bidder shall download the numbers into the Inmate Telephone System. Calls to victims and/or witnesses shall be blocked on a case-by-case basis by adding specific numbers into the Inmate Telephone System.			



<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
7	The Inmate Telephone System shall provide sufficient security safeguards to preclude fraudulent use of the system. Such safeguards shall include measures to prevent incoming calls, as well as the detection and rejection of outgoing calls to unauthorized numbers, attempts to initiate 3-way calls, call forwarding, and/or calls to non-billable numbers.			
8	The system shall be capable of blocking three-way calling, conference calling, and call forwarding. The system shall have the capability of permitting the called party to block all future calls from the Humboldt County Sheriff's Office jail(s). Calls cannot be blocked due to a lack of LEC or CLEC billing agreements with Bidder. Calls may be blocked to telephone numbers that have unbillable call blocks, or when the customer refuses to pay for approved calls to that number.			
9	Unauthorized call attempts shall be flagged, archived, and alert reports shall be generated. The system shall provide the ability to selectively monitor call activity in real time and initiate appropriate action as necessary. The system shall be capable of retrieving and generating inmate unauthorized call activity logs for specified periods.			
10	The system shall record the content of all telephone connections. Recordings will be selectable by telephone instrument, group of telephone instruments, facility, or called number. Once recorded, the content of the call shall be stored for retrieval for the life of the contract, and the system shall have the capability to transfer the recorded calls to removable media for archiving, or review.			
11	The system shall be capable of generating a variety of management reports. The system shall be able to identify calls by time, location, specific telephone instrument, inmate PIN, or number called. The system shall also be able to identify call trends, such as a reduction in call volume, which may be an indication of a possible maintenance problem.			
12	The Successful Bidder shall be responsible for system maintenance records which identify problems that have been encountered, and the reporting of the corrective action taken to the Humboldt County Sheriff's Project Manager and/or County Designee. Any routine or scheduled maintenance that could affect access to phones, revenue, and/or billing generation shall be conducted during the off-peak hours of 10:00 pm to 06:00 am.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
13	The Inmate Telephone System shall be able to determine if mutual agreements exist that will allow for the collection of Collect call charges, or that the call recipient's accounts are current and in good standing. If the call is determined to be non-billable, the call recipient or inmate shall be afforded the opportunity to complete the call utilizing prepaid services. If both parties decline, the call will not be authorized to go through.			
14	The system shall not allow chain dialing and secondary tones, "hook switch dialing," and other fraudulent activities. Inmates shall be required to hang up before dialing a new number.			
15	Automated call instruction/announcements shall be in English and Spanish, and announcement will indicate that the call may be recorded or monitored with active consent from both parties.			
16	System will have voice instructions for recipient to accept, reject, or block calls by pressing a keypad number. Recorded greeting to the called party that indicates the call is a Collect call from the Humboldt County Sheriff's Office facility and is subject to recording and/or monitoring, provide the called party with the identity of the calling party and provide the called party with the opportunity to accept or reject the call. The conversation shall be blocked until the called party accepts the call.			
17	The system shall utilize positive call acceptance and active consent for all touch-tone calls and shall allow passive acceptance for any rotary-dial calls.			
18	The called party shall be informed of the cost of the call prior to accepting the call, on all types of Collect calls.			
19	The Bidder shall have the capability to provide system capabilities for protection from power surges and equipment capabilities for protection from power outages.			
20	Pursuant to California Penal Code 851.5, inmates are entitled to three free local telephone calls at the time of booking. Telephones located in the intake area will be configured to allow inmates to make local calls to landline and cell phones at no cost. The Bidder shall provide these calls at no cost to the Humboldt County Sheriff's Office and will tell the County what constitutes a local call. The system shall allow free calls to the California Relay Service (CRS) to assist impaired inmates and shall also allow County to specify speed dials. Humboldt County Sheriff's Office or his designee has the exclusive right to determine which telephone numbers are designated as free calls and will provide written notification to Bidder.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
21	Call set-up and acceptance process shall be completed within 30 seconds or less (from off-hook to call connection/rejection). The call length timer starts when positive acceptance of the call is made.			
22	The system shall provide for automated turn on and shut off at designated times and system shut off capabilities from designated Jail control rooms.			
23	The system shall allow multiple authorized operators simultaneous access while maintaining high-level security to prevent unauthorized use and access to the Inmate Telephone System. State maximum number of simultaneous authorized operator access to the system.			
<b>C</b>	<b>Inmate Telephones</b>			
1	All inmate telephone instruments shall be of rugged construction, stainless steel, or in combination with a corrosion resistant finish, and suitable for use in high use and high abuse corrections environments. The phone shall be a mid-size phone approximately 15 " H x 8"W x 4"D capable of mounting to cement wall, block wall, stainless steel shrouded columns, or protected external enclosures. The instruments shall be suitable for indoor and outdoor installations and have a heavy chrome metal twelve-button keypad, a handset with an armored cord and cradle. The instruments shall be utilized for outgoing calls only and shall not be capable of accepting coins or credit cards as payment.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
2	Inmate telephone instruments shall be durable, tamper-proof, and consist of rugged steel encased housings and shockproof keypads suitable for jail environments that minimize vandalism and destruction of property. All handsets, ear and mouthpieces, shall be of heavy-duty construction with no removable parts, and shall be installed in such a manner that no safety hazard is present to the user. Telephone devices will be configured with a braided steel receiver cord twelve (12) inches in length to reduce the risk of suicide by hanging. Any new, or replacement telephone instruments shall be configured with the telephone handset cord exiting the instrument from the top, in a central position. Any existing handset cords longer than 12 inches shall be replaced within 90 days of contract award. Cordless phones shall have an on/off hook switch. All telephone instruments shall be water resistant and fire-proof and have key-locked mountings to the wall. All other equipment including outdoor installations shall meet Department safety and security standards.			
3	Telephone instruments shall have touch-tone keypads.			
4	The Bidder's automated operator Inmate Telephone System shall be designed for use by the hearing impaired. Provisions for the deaf shall comply with Americans with Disabilities Act (ADA), and Telephone Devices for the Deaf (TDD) regulations and standards. Fixed or mobile TDD instruments shall be provided based on the needs of each facility, as determined by the Humboldt County Humboldt County Sheriff's Office. Required locations of the TDD instruments will be provided by the County to the Bidder.			
5	Amplified handsets shall be required in all areas. Those telephones shall be fitted with a volume control device, which allows the inmate to increase or decrease the volume of the headset earpiece.			
6	The system shall have the capability to turn telephones on or off remotely throughout the system and have a manual or automated on/off switch in selected locations within each facility. Instruments shall provide the capability to mute the inmate's ability to speak to the call recipient until the call is accepted, and to disable the telephone keypad during a call. The telephone instruments shall not have any coin return slots.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
7	The Successful Bidder shall provide all telephones, hardware, software, wiring, cabling, conduit, jacks, plates, and related hardware at no cost to the County. The Bidder shall complete all wiring and fastening of the telephones, including cabling, wiring, conduit, cross-connect jacks, plates, and related hardware, if needed. All electrical equipment shall be installed in compliance with National Code requirements. All telephones shall be securely fastened to the wall with security hardware approved by the Humboldt County Sheriff's Office. The Humboldt County Sheriff's Office reserves the right to pre-approve mounting and installation.			
8	Telephone instruments shall be line powered such that, the phone does not require separate electrical power at the device. Telephone instruments shall be specifically designed for use in a correctional environment and shall be approved by Humboldt County Sheriff's Office before installation. Converted coin phones will not be accepted.			
<b>D</b>	<b>Call Monitoring/Recording System</b>			
1	The system shall have a call monitoring and recording system that records every call made by the system and stores recorded calls for the life of the contract.			
2	The system shall have the capability to disconnect a call that is being monitored, and a secure monitoring platform for remote call monitoring.			
3	Calls to certain predetermined telephone numbers shall not be recorded. The system shall be able to exempt specific telephone numbers from monitoring or recording. The system shall be capable of identifying specified telephone numbers as "do not record".			
4	The recording system shall incorporate proven technology to scan recordings, search recordings, highlight recordings with notes, and transfer recordings for use by the staff in their routine investigations.			
5	The system shall have the capability, on demand, to store recordings on the hard drive(s) and the recording shall be accessible instantly.			
6	The system shall include an alert system that will detect and notify calls made to restricted numbers, calls made by restricted individuals, or calls made from restricted phones.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
7	The system shall provide for the monitoring of live inmate calls without any detectable deterioration of call quality or call interruptions.			
8	The system shall have the ability to “fade out” a portion of the monitored conversation to distinguish between the speaking parties.			
9	The system shall be configured/networked such that all recorded calls may be accessed from any workstation. The system shall be configured for both public and private secured networks.			
10	The system shall have the ability to provide, print, download and e-mail reports on a daily, weekly, monthly, or real time basis. All reports should be selected by any combination of location, PIN, phone, number dialed, time/date, duration, call type, call status, etc., by the County’s staff.			
11	The system shall have the capability of reverse lookup of phone numbers called to provide call detail.			
12	The system shall be fully supported by remote maintenance including remote polling capabilities and system self-diagnostic to create “trouble tickets” when a system problem is discovered.			
13	The system shall be capable of automatically transcribing flagged calls using “key word search.”			
14	The system shall have the ability to monitor the visitation telephones on all visiting stations at all Humboldt County Sheriff’s Office Jail facility(ies).			
<b>E</b>	<b>Maintenance and Repairs</b>			
1	The equipment installed at the Jail shall remain the sole and exclusive property of the Bidder. Humboldt County Sheriff’s Office will not be responsible for any damage to equipment.			
2	The Successful Bidder shall provide all necessary labor, parts, materials and transportation to maintain all inmate telephones and related service equipment in good working order, and in compliance with the equipment manufacturer’s specifications throughout the term of the contract.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
3	The Successful Bidder is responsible for all maintenance and repairs to inmate telephones and the Inmate Telephone System. A single point of contact with the Bidder, via a toll-free telephone number and an e-mail address, shall be established by the Bidder for reporting all inmate telephone problems. This toll-free maintenance/repair telephone number, answered by a live operator, shall be available for reporting inmate telephone problems twenty-four (24) hours per day, every day of the year. Refer to and comply with <b>Attachment C –Service Level Agreement for Services</b> .			
4	The Successful Bidder shall provide for a Technician/Site Administrator as needed to do preventive maintenance and servicing as needed, for the life of the contract. The Bidder will be responsible for training the Technician/Site Administrator on the equipment and software to be serviced.			
5	The Successful Bidder will provide and maintain an adequate inventory of spare parts readily available for repairs and maintenance of the system. The Bidder shall provide a statement of spare part availability and delivery durations when such parts are not on hand at the site.			
6	The Bidder shall have procedures and schedules to conduct monthly Preventive Maintenance on ITS and all equipment, and instruments included therein, and preparation of Monthly Maintenance Reports indicating the nature and scope of the Preventative Maintenance performed. The Bidder shall provide all necessary labor, parts, materials, technical personnel, and transportation necessary to maintain the ITS and all of its components in good working order, including the performance of Preventive Maintenance.			
7	The Successful Bidder shall be responsible for determining whether line access failure is the fault of the local exchange carrier (LEC), the inter-exchange carrier (IEC), or the Bidder's equipment. When the Bidder determines the agency responsible for failure, then the Bidder shall contact the agency responsible for failure and jointly resolve the failure at no cost to the County. If the failure is determined to be the fault of the Bidder's equipment, hardware, software or wiring, the Bidder shall correct the problem at no cost to the County.			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
8	The Successful Bidder shall notify the Humboldt County Sheriff’s Office at least twenty-four (24) hours prior to any planned occurrence that may result in a service interruption to any inmate phone or service that lasts in excess of fifteen (15) minutes.			
<b>F</b>	<b>Training/Ongoing Operations</b>			
1	The Successful Bidder shall provide initial and ongoing annual training on Inmate Telephone Services and any associated service offering, and the inmate telephone workstation features and usage for all workstations at the Humboldt County Sheriff’s Office Jail(s). The Bidder shall provide a detailed scope of training, including training schedule, length of training, various times training can be provided and number of personnel that can attend a training session. Training should occur no later than 14 days from the “go-live” date, at no cost to the County.			
2	The Successful Bidder shall provide training on Inmate Telephone Service upgrades or any component thereof.			
3	The Successful Bidder will actively engage and participate in regular Bi-Annual Operations Review Meetings.			
4	The Bidder will actively engage in and participate in an annual review of the Contract.			
<b>G</b>	<b>Management Reporting</b>			
1	<b>Project Status Reports:</b> The Successful Bidder shall prepare and submit Project Status Reports during the System Integration Period to the County. The Bidder shall submit such reports to the County and County Designee on the 1st and 15th of each month or the next working day if the due date falls on a Saturday, Sunday or holiday. Such reports shall, at a minimum, state:			
	• Period covered by the report;			
	• Project progress and plans;			
	• Issues tracking, including deficiencies;			
	• Project schedule including work scheduled for completion which was completed, and work scheduled for completion which was not completed;			
	• Updates to the Project Control Document;			
	• Project risks identified through the quality assurance process; and			



<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
	<ul style="list-style-type: none"> <li>Any other information that the County may reasonably require.</li> </ul>			
2	<p><b>Monthly Project Reports:</b> The Bidder shall submit Monthly Project Reports, pertaining to the operation and maintenance of the ITS. Monthly reports shall be for the period including the first day of the month through the last day of the month. Such reports shall include, but not be limited to, the following:</p> <ul style="list-style-type: none"> <li>Call Detail Reports</li> <li>List of Telephones: This report shall include but shall not be limited to information on facility name, address, telephone number, location of phone, installation date, date removed, date reinstalled. Report shall be updated monthly. Total down time for each phone shall also be included. These reports shall be available as to all Workstations.</li> <li>Total Calls Completed and Billed Report: Report shall be in summary format by facility and telephone number. Reports shall include the total number of calls, total minutes, amount billed, and shall be broken down by Bill Type (Collect, Prepaid, Debit) and by Call Type (Local, Intra-Lata, Inter-Lata, Interstate, and International calls).</li> <li>Total Calls Not Completed Report: Report shall be in summary format, and shall include the total number of calls, broken down by Bill Type (Collect, Prepaid, Debit) and by Call Type (Local, Intra-Lata, Inter-Lata, Interstate, and International calls), as well as indicating the cause associated with the incompleteness of the calls and an aggregate total of each value.</li> <li>Commissions Report: This report shall contain the annual or monthly historical contemporary Commissions payment and information.</li> <li>Summary of Any Unauthorized Inmate Call Activity Detected Report: Report shall be in summary format by facility and shall contain any information available to support the subsequent investigation of such activities.</li> <li>Summary of System Outages and/or Maintenance Performed Report: Report shall be in summary format by facility and shall contain a brief problem description and corrective action taken to resolve the problem. The report shall also include the date and time and who notified the County or County Designee.</li> </ul>			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
	<ul style="list-style-type: none"> <li>Telephone Inspection and Maintenance Log: This report shall be submitted to the County and County Designee on a quarterly basis or as required by the County.</li> </ul>			
	<ul style="list-style-type: none"> <li>The Bidder's reporting system shall have Ad Hoc Query and report capability and may require format modification to enhance readability at the request of the County or County Designee.</li> </ul>			
3	<b>Year-End Summary Reports:</b> The Successful Bidder shall submit Year-End Summary Reports, including Annual System Management Reports, pertaining to the operation of the Bidder's automated operator ITS. The reports shall minimally provide total call volume, total minutes, and total revenue for each Bill Type (Collect, Prepaid, Debit) and by Call Type (Local, Intra-Lata, Inter-Lata, Interstate, and International calls), and shall also include an aggregate total of each of these values. The reports shall also indicate the MAG and Commissions, uncollectibles, and recovered uncollectibles, including any accounts receivables sold during the year.			
4	The Successful Bidder shall submit one (1) soft copy of each of the Monthly Project Reports, Monthly System Management Reports, and Year-End Summary Reports on flash drives or CD-Rs to the County Project Manager and to the County Designee.			
5	The written reports shall utilize Microsoft Word or .pdf for the narrative portions, and Microsoft Excel for the Inmate billing and commissions earned reports.			
6	The written reports are due no later than 5:00 p.m. (PST) on the 5th business day of the month reporting on ITS for the prior month.			
7	The Year-End Summary Reports are due no later than 5:00 pm, on the fifth (5th) day of the month following Agreement year-end, reporting on the ITS for the subject Agreement year.			
8	Upon County's request County's Project Manager or County Designee and Successful Bidder's Account Manager will meet on reasonable notice to discuss Bidder's performance and progress under this Contract. If requested, Bidder's Account Manager and other personnel shall attend all meetings.			
<b>H</b>	<b>Annual Review</b>			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
1	Within thirty (30) calendar days following the end of the Agreement year, Bidder Project Manager or Senior Management personnel shall meet with the County and County Designee (if applicable) and provide a comprehensive report of Inmate call activity for the Agreement year, along with providing a comprehensive presentation recapping any key areas of successes and/or concerns, as well as addressing intended strategies for the upcoming contract year. This will also include a Contract Review for the preceding year.			
<b>I</b>	<b>Leave-Behind Solution</b>			
1	The Bidder will provide a leave-behind solution at the end of the contract term. All CDRs, call and visitation recordings, documentation, reports, data, etc. are the property of the County and shall be provided to the County by the Bidder on a secure storage medium, and in a usable, user-friendly, searchable electronic format at no cost to the County within fifteen (15) days following the expiration and/or cancellation of the Agreement. The Bidder shall accept County's reasonable decision whether the solution provided is acceptable. The leave-behind solution shall be easily accessible for seven (7) years after contract end date, and at Humboldt County Sheriff's option, the leave-behind solution shall be located in a County-designated location.			
<b>J</b>	<b>Project Implementation</b>			
1	Project Control Document (PCD) - Upon effective date of Agreement, the Bidder shall create, and deliver to the County and County Designee, Project Control Documents (PCDs), consistent with the Scope of Work. The contents of each PCD shall include the relevant elements of the following:			
	• Introduction			
	• Executive Summary			
	• Project Mission & Objectives			
	• Project Scope			
	• Work Breakdown Structure			
	• Master Project Schedule			
	• Change Control Plan			
	• Project Team			
	• Risk Assessment & Management			

<b>CAPABILITIES AND FEATURES REQUIREMENTS</b>		<b>COMPLY</b>	<b>DO NOT COMPLY</b>	<b>EXPLANATION FOR NON- COMPLIANCE</b>
<b>K</b>	<b>Integration of New Inmate Telephone System</b>			
1	The Bidder shall submit detailed plans for the provision of necessary telephone equipment and the integration of the new ITS, while minimizing the impacts to current Inmate telephone system operations. Should Bidder elect to utilize existing Telephone Instruments, Bidder shall at its own risk, cost, and expense enter into an agreement with existing Bidder (GTL) to assume ownership of the current phones, while also ensuring a seamless transition that does not affect the day-to-day operations under the current Inmate Telephone System and services agreement.			
2	The new automated operator ITS and Telephone Platform shall become fully operational upon the successful completion of all system integration testing and acceptance by the County. System integration and acceptance test criteria is as follows: all Inmate telephones tested and verified as fully operational, without Deficiencies, and written acceptance by the County Project Manager. All telephone installation plans and schedules will be reviewed and approved by the County Project Manager, in order to minimize impacts to normal operations.			

**4.3 Optional Tablet Program Desired Specifications and Functionality:**

	<b>DESIRED SPECIFICATIONS AND FUNCTIONALITY</b>	<b>HAVE</b>	<b>DOES NOT HAVE</b>	<b>COMMENTS</b>
1	Equipment is designed for the correctional environment and has no removable parts.			
2	Tablet devices are either tamper-proof or become inactive when tampered with and/or removed from designated secure areas.			
3	Tablet Program includes Tablets, charging stations, and content. Mobile charging carts are an option that may be provided for secure storage, that can be rolled with ease from one unit to another and equipped to hold tablets with carrying cases.			

	<b>DESIRED SPECIFICATIONS AND FUNCTIONALITY</b>	<b>HAVE</b>	<b>DOES NOT HAVE</b>	<b>COMMENTS</b>
4	Tablet is securely cased in hardware that employs chemical and physical bonding to prevent access to the tablet.			
5	Tablet does not have ability to take photographs, even if to log onto device.			
6	Tablet screen size is between 7 inches and 10 inches.			
7	Tablet includes custom software and firmware by the OEM that prevents device tampering, eliminates all background application functionality, and removes external menus, options and input areas.			
8	Bidder provides a software solution that is web-based only and optimized for modern web browsers with common HTML5 and Java plug-ins/extensions.			
9	A mobile device management platform tailored for correctional usage is included.			
10	Tablets are not specific to any one user. The system requires unique logins for inmates to access their account from any device.			
11	Tablet provides accessibility features that support individuals with disabilities. Successful Bidder provides the County with regular updates to this information over the course of the contract.			
12	Tablets are Bidder-neutral and able to integrate with any third-party native Android application. Tablets shall have the capability to render County Sheriff's Office-generated web content including but not limited to websites and streaming media.			
13	Tablet is capable of integrating with the County's Jail Management System, Inmate Trust Accounts (Keefe), and Inmate Commissary Systems (Keefe), at no cost to the County, including mobile interfaces.			
14	Tablet has a proven track record and ability to incorporate web or native Android applications of potential new commissary vendors.			
15	Tablet is equipped for date tracking for investigatory and security measures for facility staff.			

	<b>DESIRED SPECIFICATIONS AND FUNCTIONALITY</b>	<b>HAVE</b>	<b>DOES NOT HAVE</b>	<b>COMMENTS</b>
16	Tablet system provides the facility with regular detailed reports on usage, including log in days and times for users, courses taken and completed, specific course submissions, scores and other metrics both at the individual user and facility level.			
17	The provider will install a managed and secure “dedicated” network throughout the facility that is wholly independent from the County’s existing network.			
18	Tablets will provide secure and managed wireless connectivity via 802.11n or 802.11ac standards on 2.4Ghz or 5Ghz bands, while providing no access to public-facing internet. Bidder will provide 802.11n or 802.11ac, beamforming access points which must be powered by power over Ethernet (802.3at).			
19	Tablet will provide managed secure connectivity for all wide area networking via managed private connection methods such as point to point VPN’s or MPLS.			
20	Bidder will provide a content delivery network (CDN) appliance on premise to deliver content to tablet users in order to reduce overall WAN (Wide Area Network) bandwidth needs and costs.			
21	All applications are hosted securely, and connections are resilient (load-balanced, high availability, and/or failover).			
22	Tablet Program includes revenue-sharing with County on some applications (specify details of revenue-share options)			
23	Tablet Program has purchase or lease options			
24	Provide standard, basic content offer (what is included), and the educational program.			
25	Tablets shall have, at a minimum, the following security features: <ul style="list-style-type: none"> <li>• The device does not store data across user sessions</li> <li>• The device can be configured for unique user login for certain users</li> </ul>			

	<b>DESIRED SPECIFICATIONS AND FUNCTIONALITY</b>	<b>HAVE</b>	<b>DOES NOT HAVE</b>	<b>COMMENTS</b>
	<ul style="list-style-type: none"> <li>The device returns to a secure baseline configuration upon logout, restart, or reboot</li> </ul>			
26	Tablets shall be capable of rendering content on closed networks or secure zones, completely isolated from the internet.			
27	Tablets are capable of displaying the most common file formats for documents, audio, and video, including any integration and/or interfaces, and testing of all required equipment and software, without impacting the normal daily operation of other County system.			
28	Tablets are capable of tiered-role privileges that distinguish between users and administrators and their authorized functions.			
29	Access to boot partitions and the root file system are prohibited.			
30	Provides no access to macros, scripting or application programming interfaces.			
31	Provides capability to read external media (e.g. DVD drives, thumb drives, portable hard drives).			

#### **4.4 Project Implementation Management:**

**4.4.1 Project Approach.** Bidder shall present an overview, which shall be a narrative description, of the Bidder’s proposed plan for providing the Services to the Sheriff’s Office. The Bidder shall provide in full detail, its understanding and response to the Scope of Work.

**4.4.2 Implementation Plan and Schedule.** Bidder shall provide a detailed Implementation Plan and Schedule. Time is of the essence in providing fully functional Services, and the Bidder is required to provide a fully functional system tested and accepted by the Sheriff’s Office. The Implementation Plan and Schedule will include the following:

- 4.4.2.1 Summary of management/work plan for this Project
- 4.4.2.2 Project Schedule with Project Milestone Dates
- 4.4.2.3 User testing and acceptance provision for the Sheriff’s Office

**4.4.3 Project Team Organization Chart.** Bidder shall provide its Project Team Organization Chart, clearly showing the organization of the team and the hierarchy of the members. It must include:

- 4.4.3.1 Organizational framework for the proposed Project Team, Company name and key staff name for each role identified in the chart.

4.4.3.2 Bidder shall provide the names, years of service, qualifications, addresses and telephone numbers of each member of the Bidder's Project Implementation Team, including an Escalation Chart with complete contact information.

**4.4.4 Project Control Document (PCD).** Upon effective date of Agreement, the Successful Bidder shall create, and deliver to the Sheriff's Office and the Sheriff's Office Designee, Project Control Documents (PCDs), consistent with the Scope of Work. The contents of each PCD shall include the relevant elements of the following:

4.4.4.1 Introduction

4.4.4.2 Executive Summary

4.4.4.3 Project Mission & Objectives

4.4.4.4 Project Scope

4.4.4.5 Work Breakdown Structure

4.4.4.6 Master Project Schedule

4.4.4.7 Change Control Plan

4.4.4.8 Project Team

4.4.4.9 Risk Assessment & Management

**4.4.5 Integration of New Services.** The Bidder shall submit detailed plans for the provision of necessary hardware and software, and the integration of the new equipment, while minimizing the impacts to current operations.

**4.4.6 New Systems.** The new systems and services shall become fully operational upon the successful completion of all system integration testing and acceptance by the Sheriff's Office. Integration and acceptance test criteria are as follows: Services tested and verified as fully operational, without Deficiencies, and written acceptance by the Sheriff's Office Project Manager. All installation plans and schedules will be reviewed and approved by the Sheriff's Office Project Manager, in order to minimize impacts to normal operations.

## **5.0 REQUIRED QUALIFICATIONS:**

### **5.1 Eligibility Requirements:**

**5.1.1 Required Qualifications.** In order to be considered for award of a Service Agreement pursuant to this RFP process, Bidders must possess, at a minimum, all of the following qualifications:



- 5.1.1.1 Licensed to do business in the State of California or provide a commitment that it will become licensed in California within thirty (30) calendar days of being selected to provide the Services.
- 5.1.1.2 All onsite and installing personnel must pass criminal background checks as required by the Sheriff's Office prior to the start of work and access to the facility. The background checks will be completed by the Sheriff's Office.
- 5.1.1.3 The Sheriff's Office reserves the right to deny access to any employee on Sheriff's Office property who is identified as a potential threat to the health, safety, security, general well-being, or operational mission of the Sheriff's Office and/or its population. Should access be denied, the Successful Bidder shall remove the employee immediately and replace the employee with a suitable substitute as approved by the Sheriff's Office, at no additional cost.
- 5.1.1.4 Previous experience in installing, providing, and validating proposed Services in a correctional setting.
- 5.1.1.5 Successful Bidder shall provide any needed licenses and permits.

**5.1.2 Corporate Experience.**

- 5.1.2.1 Minimum of five (5) years' experience providing Services in California Location(s) in use by other County Jails, City Jails or Detention facilities.
- 5.1.2.2 Must have a minimum of five (5) current government agency customers (local, county, or state detention facility customers).

**5.1.3 References.** Minimum of three (3) references for each of the Services. Refer to **Attachment B1 – Jail Management System References Data Sheet and Attachment B2 – Inmate Telephone System and Associated Services References Data Sheet**

**5.2 Licensure, Certification and Accreditation Requirements:**

In order to be considered for an award of a Service Agreement pursuant to this RFP process, Bidders must be in compliance with any and all applicable local, state and federal licensure, certification and accreditation requirements and standards.

**6.0 COST:**

Bidders shall submit a cost proposal that includes the total cost for all hardware, software, licensing, materials, labor, construction, millwork, drawings, blueprints, and every other cost required to perform all the requirements of this RFP. The cost proposal will also specifically identify any potential project related "exclusions" not included in the price proposal. Bidders shall complete **Attachment D – Services Package Pricing.**

Additionally, Bidders must include an “hourly rate” provision to account for any unexpected system needs directly related to the Services. If there are unanticipated problems with any components of the Services that fall outside the scope of the final contract, the Bidder shall agree to provide the labor required (if within the Bidder’s typical scope of work) for the hourly rate quoted in this RFP response.

**7.0 SCHEDULE OF EVENTS:**

The following schedule of events represents the Sheriff’s Office’s best estimate of the schedule that will be followed regarding this RFP process. Unless otherwise specified, the time of day for the following events will be between 8:00 a.m. and 5:00 p.m. Pacific Standard Time (“PST”). The Sheriff’s Office hereby reserves the right, at its sole discretion, to modify this tentative schedule as it deems necessary, including, without limitation, extending the deadline for submission of Proposals.

<b>EVENT</b>	<b>DATE</b>
RFP issued by Sheriff’s Office:	May 20, 2019
Pre-Bid Meeting and Site Survey	June 3, 2019
Deadline for Submission of Questions:	June 24, 2019
Deadline for Responses to Questions:	July 1, 2019
<b>Deadline for Proposals to be Received:</b>	<b>July 22, 2019</b>
Bidder Presentations on Services:	August 5-August 16
Completion of Review and Evaluation Process:	August 30, 2019
Finalization of Service Agreement with Successful Bidder:	September 23, 2019
Recommendation of Award to Board of Supervisors:	October 8 <sup>th</sup> or 15 <sup>th</sup> Meeting
Start Date of Service Agreement:	November 1, 2019
Implementation Start Date	November 1, 2019

**Pre-Bid Meeting and Site Survey will be at 0900 hours on June 3, 2019 at the Humboldt County Correctional Facility-826 4<sup>th</sup> Street, Eureka, CA 95501.**

**8.0 GENERAL INFORMATION:**

**8.1 Submission of Proposals:**

Bidders shall prepare and submit five (5) original Proposals and one (1) electronic copy thereof, in PDF format on a flash drive, CD or DVD, by **4:00 p.m. PST, on July 22, 2019.**

Postmark date will not constitute timely delivery. Responses received after the above time will not be considered. Proposers are solely responsible for ensuring timely receipt of their Proposals.

Proposals shall be signed by an authorized agent of the Bidder and must be placed in a sealed envelope clearly marked: "Response to RFP Number RFP 19-002-SHF: Jail Management System, Inmate Telephone System and Associated Services, and Optional Tablet Program."

The name and address of the Bidder and the closing date and time for submission of Proposals shall also be clearly marked on the sealed envelope. Proposals that are unsigned or signed by an individual not authorized to bind the prospective consultant will be considered nonresponsive and rejected. Proposals shall be personally delivered or mailed to:

SHERIFF'S OFFICE: Humboldt County Sheriff's Office  
Attention: Captain Duane Christian  
826 4th Street  
Eureka, California 95501

Proposals submitted to any other County office will be rejected and returned to the Bidder unopened. Additionally, time is of the essence, and any Proposals received after the above-referenced date and time for submittal, whether by mail or otherwise, will be rejected and returned to the Bidder unopened. It is the sole responsibility of the Bidder to ensure that its Proposal is received before the submittal deadline and postmarks will not be accepted in lieu of this requirement. However, nothing in this RFP precludes the Sheriff's Office from extending the deadline for submission of Proposals, or from requesting additional information at any time during the evaluation process.

The County is generally looking for a term of contract for 5 years but reserves the right once a Bidder is awarded to negotiate a longer or shorter term.

## **8.2 Withdrawal of Submitted Proposals:**

A Bidder may withdraw its Proposal at any time prior to the above-referenced submittal deadline by submitting a written notification of withdrawal signed by the consultant or an authorized representative thereof. Bidders must retrieve the entire sealed Proposal package in person. Proposals will become the Sheriff's Office's property after the submission deadline has passed.

## **8.3 Modification of Submitted Proposals:**

Any Bidder who wishes to make modifications to a submitted Proposal must withdraw its initial Proposal as required by this RFP. It is the responsibility of the Bidder to ensure that a modified Proposal is resubmitted before the designated deadline for submission of Proposals in accordance with the terms of this RFP. Proposals may not be changed or modified after the submission deadline.

## **8.4 Bidder Investigations:**

Before submitting a Proposal, each Bidder shall make all investigations and examinations necessary to ascertain its ability to perform the Services equivalent to those set forth in this RFP in accordance with the requirements and standards described herein. In addition, each

Bidder shall verify any representations made by the Sheriff's Office that the Bidder will rely upon. Failure to make such investigations and examinations will not relieve the Bidder from its obligation to comply with all provisions and requirements set forth in this RFP. In addition, a Bidder's lack of due diligence will not be accepted as a basis for any claim for monetary consideration on the part of the Bidder.

#### **8.5 Expenses Incurred in Preparing Proposals:**

The Sheriff's Office accepts no responsibility for, and shall not pay any costs resulting from, or associated with, a Bidder's participation in this RFP process, including, without limitation, the preparation and presentation of a Proposal.

#### **8.6 Right of Sheriff's Office to Reject Proposals:**

The Sheriff's Office reserves the unqualified right to reject any and all Proposals or to waive, at its sole discretion, any irregularity, which the Sheriff's Office deems reasonably correctable or otherwise not warranting rejection of a Proposal.

#### **8.7 Public Records and Trade Secrets:**

**8.7.1** All Proposals and materials submitted in response to this RFP shall become the Sheriff's Office's property, and are subject to disclosure under the Public Records Act, California Government Code Sections 6250, et seq.

**8.7.2** This RFP, and all Proposals submitted in response hereto, are considered public information, except for specifically identified trade secrets, which will be handled according to any and all applicable local, state and federal laws and regulations. Any portion of the Proposal that is deemed to be a trade secret by the Bidder shall be clearly marked "PROPRIETARY INFORMATION" at the top of the page in at least one-half inch (1/2") letters. Specifically identified proprietary information will not be released, if the Bidder agrees to indemnify and defend the Sheriff's Office in any action brought to disclose such information. By submitting a Proposal in response to this RFP, the Bidder agrees that the Sheriff's Office's failure to contact the Bidder prior to the release of any proprietary information contained therein will not be a basis for liability by the Sheriff's Office or any employee thereof.

#### **8.8 Conflict of Interest:**

By submitting a Proposal in response to this RFP, Bidder warrants and covenants that no official or employee of the Sheriff's Office, nor any business entity in which an official or employee of the Sheriff's Office has an interest, has been employed or retained to assist in the preparation or submission of such Proposal. This will be documented through a signed affidavit attached as Attachment A.

### **9.0 REQUIRED FORMAT OF PROPOSAL:**

#### **9.1 General Instructions and Information:**

**9.1.1 Content Requirements.** In order for Proposals to be considered for award of a

Service Agreement pursuant to this RFP process, all of the following conditions must be satisfied:

- 9.1.1.1 Proposals must be submitted in accordance with the standards and specifications set forth in this RFP and contain all required attachments, including, without limitation, a signed and completed Signature Affidavit.
- 9.1.1.2 Proposals must be complete and specific unto themselves. For example, “*See Enclosed Brochure*” will not be considered an acceptable response.
- 9.1.1.3 Proposals must contain information which enables the Sheriff’s Office to evaluate the Bidder’s ability to provide the Services set forth in this RFP.
- 9.1.1.4 All information, statements, letters and other documentation and attachments required by this RFP must be included with the Proposal.
- 9.1.1.5 Receipt of all Addenda to this RFP, if any, must be acknowledged on the bottom of the RFP Signature Affidavit sheet attached to this Proposal.

**9.1.2 Presentation Requirements.** In order for Proposals to be considered for award of a Service Agreement pursuant to this RFP process, all of the following conditions must be satisfied:

- 9.1.2.1 Proposals must be bound or contained in loose leaf binders. However, costly bindings, color plates, glossy brochures, etc. are not necessary or recommended.
- 9.1.2.2 Proposals must be uniformly typed in twelve (12) point font on standard letter size (8.5” x 11”) white paper, single or double sided, with:
  - 9.1.2.2.1 Each section and subsection clearly titled
  - 9.1.2.2.2 Each page consecutively numbered, including all attachments
  - 9.1.2.2.3 Each page having one-inch (1”) margins
  - 9.1.2.2.4 Each page being clean and suitable for copying

**9.1.3 Formatting Requirements.** In order to be considered for award of a Service Agreement pursuant to this RFP process, Proposals shall follow the format outlined herein. Failure to follow this format may result in the rejection of the Proposal. Each Proposal shall consist of the following sections:

- 9.1.3.1 Section I: Introductory Letter - The introductory letter shall, in one page or less, summarize the Bidder’s qualifications and experience regarding the provision of the Services equivalent to those set forth in this RFP. The introductory letter must also provide the Bidder’s current contact information, list any subconsultants that may be used to provide the Services set forth in this RFP and identify the offices where such services will be performed. The introductory letter shall be signed in blue ink by an authorized representative of the Bidder.

- 9.1.3.2 Section II: Signature Affidavit - Each Proposal must contain a signed and completed Signature Affidavit which is attached to this RFP as **Attachment A – Signature Affidavit**. The Signature Affidavit must be signed by an authorized representative of the Bidder. Signature authorization on the Signature Affidavit shall constitute a warranty, the falsity of which shall entitle the Sheriff’s Office to pursue any and all remedies authorized by law. Receipt of all Addenda, if any, must be acknowledged on the bottom of the Signature Affidavit.
- 9.1.3.3 Section III: Table of Contents - Proposals shall include a comprehensive table of contents that identifies submitted material by sections and any subsections thereof with sequential page numbers.
- 9.1.3.4 Section IV: Business Profile: The Bidder’s Business Profile shall include the following items:
- 9.1.3.4.1 Company Overview - The company overview should include, at a minimum, all of the following items:
- 9.1.3.4.1.1 The Bidder’s business name, physical location, mission statement, legal business status, such as partnership, corporation, limited liability company or sole proprietorship, and the Bidder’s current staffing levels.
- 9.1.3.4.1.2 A detailed description of the Bidder’s current and previous business activities, including, without limitation:
- The history of the Bidder’s firm, including the date when the firm was founded.
  - The number of years the Bidder has been operating under the present business name, and any prior business names under which the Bidder has provided the Services equivalent to those set forth in this RFP.
- 9.1.3.4.2 Qualifications and Experience - The overview of the Bidder’s qualifications and experience should include, at a minimum, all of the following items:
- 9.1.3.4.2.1 A detailed summary of the Bidder’s overall experience regarding the provision of the Services equivalent to those set forth in this RFP for public agencies, including the number of years the Bidder has been providing the Services and the total number of government agencies for which the Bidder has provided the Services. If multiple Bidders are partnering to provide all components of the Services, each Bidder shall provide a detailed summary of the component(s) of the Services under the Bidder’s purview.

- 9.1.3.4.2.2 The number of staff and subconsultants that are currently providing the Services or each component of the Services, equivalent to those set forth in this RFP.
- 9.1.3.4.2.3 A detailed summary of the qualifications and experience of staff members and subconsultants that are currently providing the Services equivalent to those set forth in this RFP, including, without limitation, job titles, responsibilities, special training, licenses and certifications. Proposals shall include a clear and concise narrative which identifies the Bidder's ability to provide the Services set forth in this RFP.
- 9.1.3.4.2.4 A brief description of a minimum of five (5) current local, county and/or state customers that would include:
- Name of Facility, Number of Beds
  - Date of original contract
  - Service(s) provided (cumulative Services or each component of the Services)
  - Contact Information
  - Identify the two (2) most recently awarded contracts of the Services or component(s) of the Services in a detention facility: including the specific custody facility.
- 9.1.3.4.3 Legal/Litigation - Provide detailed description of any and all litigation pending or actual in any form, regarding the provision of the Services equivalent to those set forth in this RFP that involved or has been brought by or against the Bidder, contractors and/or subcontractors. Also provide all instances where your organization was named a defendant and/or indemnified or defended an entity or whom your organization furnished Services during the past five years, including the nature and result of such litigation, if applicable.
- 9.1.3.4.4 Fraud - A detailed description of any fraud convictions related to public contracts, if applicable.
- 9.1.3.4.5 Debarments, Suspensions, and Others - A detailed description of any current or prior debarments, suspension or other ineligibility to participate in public contracts, if applicable.
- 9.1.3.4.6 Violations - A detailed description of any violations of local, state and/or federal industry or regulatory requirements, if applicable.
- 9.1.3.4.7 Controlling or Financial Interest - A detailed description of

any controlling or financial interest the Bidder has in any other firms or organizations, or whether the Bidder's firm is owned or controlled by any other firm or organization. If the Bidder does not hold a controlling or financial interest in any other firms or organizations, that must be stated.

9.1.3.4.8 Quality Control - The business profile shall include an overview of the Bidder's policies and procedures regarding the quality control. The quality control overview should include, without limitation, all of the following:

9.1.3.4.8.1 A detailed description of the Bidder's understanding of the requirements, challenges and potential hurdles applicable to the provision of the Services equivalent to those set forth in this RFP.

9.1.3.4.8.2 Identification of the Bidder's management team and other key personnel, including, without limitation, an organizational chart and resumes of each staff member that may provide the Services equivalent to those set forth in this RFP pursuant to the terms and conditions of the project.

9.1.3.4.8.3 A detailed description of the Bidder's management expertise and approach, and how such expertise and approach will assure staff continuity and timely performance of the Services equivalent to those set forth in this RFP pursuant to the terms and conditions of project specific Task Orders.

9.1.3.4.8.4 A detailed description of the expected communication channels between the Bidder's staff and the Sheriff's Office to ensure that the Services equivalent to those set forth in this RFP will be performed to the Sheriff's Office's satisfaction, including, without limitation, how potential problems will be solved.

9.1.3.5 Section V: Proposed Services, Configuration, and Documentation: A detailed description of the following: Bidder's proposed Services and configuration, compliance with and understanding of the Scope of Work, and Project Implementation Management. Include any and all reports, drawings, studies, and any other pertinent documents that may be prepared and/or used to provide the Services pursuant to the terms and conditions of the project. Samples of each document described shall be attached. A detailed cost of the proposed Services, broken down by components, including Service and Maintenance as applicable, shall be included in this section:

9.1.3.5.1 *Section V.1: Jail Management System*



- 9.1.3.5.1.1 Proposed Jail Management System – Detailed description of the system, configuration, compliance with and understanding of the Scope of Work in Section 4.1.
- 9.1.3.5.1.2 Project Implementation Management - Bidder’s detailed responses to Section 4.4 – Project Implementation Management.
- 9.1.3.5.1.3 Cost - Complete **Attachment D – Services Package Pricing, Tab 2: Jail Management System Pricing**
- 9.1.3.5.1.4 References
- Jail Management System References Data Sheet - Proposals shall include a Reference Data Sheet, which is attached hereto as **Attachment B1 – Jail Management System References Data Sheet**, containing present and past performance information from a minimum of three (3) former or current government agency clients to whom the Bidder has provided a Jail Management System equivalent to those set forth in this RFP within the past five (5) years.
  - Required Information - The performance information provided with each reference must be clearly correlated to the Jail Management System and responsibilities set forth in this RFP. Each reference must include, at a minimum, all of the following information:
    - The name, physical address, email address and telephone number for the current contact person of each referenced client.
    - The dates of project commencement and completion for each referenced client.
    - A detailed description of the Jail Management System installed for each referenced client, including, without limitation, the time period in which such services were delivered to the referenced client.
    - A detailed description of how

the provision of the Jail Management System rendered by the Bidder led to accomplishment of each referenced client's project objectives.

- A detailed description of the contract amount and outcome of each referenced client's project.
- A verification that all information provided in the Reference Data Sheet is true and correct to the best of the Bidder's knowledge.

9.1.3.5.2 *Section V.2: Inmate Telephone System and Associated Services*

9.1.3.5.2.1 Proposed Inmate Telephone Services – Detailed description of the system and associated services, configuration, compliance with and understanding of the Scope of Work in Section 4.2.

9.1.3.5.2.2 Project Implementation Management - Bidder's detailed responses to Section 4.4 – Project Implementation Management.

9.1.3.5.2.3 Cost - Complete **Attachment D – Services Package Pricing Tab 3: Inmate Telephone Services Pricing**

- 9.1.3.5.2.4 References
- Inmate Telephone Services References Data Sheet - Proposals shall include a Reference Data Sheet, which is attached hereto as **Attachment B2 – Inmate Telephone Services References Data Sheet**, containing present and past performance information from a minimum of three (3) former or current government agency clients to whom the Bidder has provided Inmate Telephone Systems and Associated Services equivalent to those set forth in this RFP within the past five (5) years.
  - Required Information - The performance information provided with each reference must be clearly correlated to the Inmate Telephone System and Associated Services and responsibilities set forth in this RFP. Each reference must include, at

a minimum, all of the following information:

- The name, physical address, email address and telephone number for the current contact person of each referenced client.
- The dates of project commencement and completion for each referenced client.
- A detailed description of the Inmate Telephone System and Associated Services implemented for each referenced client, including, without limitation, the time period in which such services were delivered to the referenced client.
- A detailed description of how the provision of the Inmate Telephone System and Associated Services rendered by the Bidder led to accomplishment of each referenced client's project objectives.
- A detailed description of the contract amount and outcome of each referenced client's project.
- A verification that all information provided in the Reference Data Sheet is true and correct to the best of the Bidder's knowledge.

9.1.3.5.3 *Optional Section V.3: Tablet Program*

9.1.3.5.3.1 Proposed Tablet Program – Detailed description of the Tablet Program and configuration. Refer to Section 4.3.

9.1.3.5.3.2 Cost - Complete **Attachment D – Services Package Pricing, Section III in Tab 1**

9.1.3.6 Section VI: Evidence of Insurability and Business Licenses: All Bidders shall submit evidence of eligibility for all insurances required by the sample **Bidder Services Agreement** which attached hereto as **Exhibit B – Bidders Services Agreement**. Upon the award of final Service Agreement, the Successful Bidder will have ten (10) calendar days to

produce certificates of the required insurance, including a certified endorsement naming the Sheriff's Office as an additional insured. However, Bidders should not purchase additional insurance until final Service Agreement have been awarded. In addition, all Bidders shall certify the possession of any and all licenses and/or certifications required for the provision of the Services equivalent to those set forth in this RFP.

9.1.3.7 Section VII: Compliance, Exceptions, Objections and Requested Changes: Bidders shall carefully review the scope of work specifications, terms, and conditions of this RFP.

9.1.3.7.1 Compliance. Bidders shall complete and include the **Requirements/Specifications Tables in Section 4.1, Section 4.2,** and if Bidder elects to include in proposal, the Optional Section 4.3.

9.1.3.7.2 Exceptions. Any exceptions, objections, or requested changes to this RFP shall be clearly stated and explained with supporting rationale in **Attachment E - Exceptions**. Descriptions of any exceptions, objections or requested changes should include the page and paragraph number of the referenced portion of this RFP. Protests based on any exception, objection or requested change to this RFP shall be considered waived and invalid by the Sheriff's Office if the exception, objection or requested change is not clearly identified and explained.

9.1.3.8 Section VIII: Service and Maintenance: Bidders shall include the following documents:

9.1.3.8.1 Jail Management System Maintenance Agreement - The Bidder shall provide a Jail Management System Maintenance Agreement for the length of the Services contract. The first year of maintenance, after system acceptance, shall be at no charge to Humboldt County. The Maintenance Agreement shall include, but not be limited to, the following:

- 9.1.3.8.1.1 Application Support
- 9.1.3.8.1.2 Support Management
- 9.1.3.8.1.3 Business Hours and On-Call After Hours  
Emergency Support
- 9.1.3.8.1.4 Support Call Response Escalation
- 9.1.3.8.1.5 New Release Updates
- 9.1.3.8.1.6 Training
- 9.1.3.8.1.7 Remote Connection

9.1.3.8.2 **Service Level Agreement – Attachment C**, signed and dated

## **10.0 EVALUATION CRITERIA AND REVIEW PROCESS:**

After the Proposals are received and opened by the Sheriff's Office, the Sheriff's Office will review

and evaluate all Proposals for responsiveness to this RFP, in order to determine whether the Bidder possesses the qualifications necessary for the satisfactory performance of Services set forth in this RFP. In evaluating the Proposals, the Sheriff's Office will employ a one hundred (100) point competitive evaluation system with consideration given to each of the following categories:

- 10.1 Relevant and Comparable Experience – 30 points:** The Bidder's experience in providing the Services set forth in this RFP for government agencies of comparable size.
- 10.2 Ability to Provide Comprehensive High-Quality Services – 30 points:** The overall impression of the Bidder's ability to implement and provide the Services set forth in this RFP.
- 10.3 Service and Maintenance – 30 points:** The Bidder's ability to provide the service and maintenance of the Services set forth in this RFP.
- 10.4 Value and Cost – 10 points:** The Bidder's ability to provide a cost-effective and cost-efficient overall solution.

All Proposals will be evaluated by an RFP Evaluation Committee made up of Sheriff's Office and County staff members and other parties that have expertise or experience in the types of the Services set forth in this RFP. The RFP Evaluation Committee may directly request clarification of Proposals from, and/or conduct interviews with, one (1) or more Bidders. The purpose of any such requests for clarification or interviews shall be to ensure the RFP Evaluation Committee's full understanding of the Proposals. If clarifications are made as a result of such discussions the Bidder or Bidders shall put such clarifications in writing. Any delay caused by a Bidder's failure to respond to direction from the Sheriff's Office may lead to a rejection of the Proposal.

The evaluation and selection process are designed to award the procurement to Bidders with the best combination of attributes based upon the above-referenced evaluation criteria. Accordingly, Proposals will be evaluated against the evaluation criteria set forth in this RFP and not against other Proposals. The award of the final Services Agreement, if made by the Sheriff's Office, will be based upon a total review and evaluation of each Proposal.

All contacts made with the Sheriff's Office during the evaluation process shall be through Captain Duane Christian of the Humboldt County Sheriff's Office (see Section 12.0 for contact information). Attempts by a Bidder to contact any other Sheriff's Office and County representative during the evaluation process may lead to rejection of the Proposal. Conflict resolution shall be handled by Sheriff's Office staff upon receiving a written statement from the Bidder about this RFP process.

## **11.0 CONTRACT DEVELOPMENT:**

### **11.1 Contract Negotiation Process:**

Once the Proposal evaluation process has been completed, the Sheriff's Office will notify the Bidders of the final rankings and negotiate the terms and conditions of the final Service Agreement with the highest-ranking Bidders. The highest-ranking Bidders shall participate in good faith negotiations in accordance with direction from the Sheriff's Office. Any delay caused by a Bidder's failure to participate in good faith contract negotiations may lead to rejection of the Proposal. The successful Bidder will enter into a contract substantially

similar to the attached Sample Service Agreement. Proposers shall identify in writing any requested exceptions to the specified terms. Any objection to the terms and conditions not made prior to submission are deemed waived.

## **11.2 Scoping Meetings:**

The highest-ranked Bidders will be asked to attend a scoping meeting within five (5) calendar days after receiving notification of the final rankings to ensure that the Bidders have a full understanding of the terms and conditions of the Service Agreement and the Services that will be required pursuant to project specific Task Orders issued thereunder. The scoping meeting will also provide the highest-ranked Bidders' Project Managers with an opportunity to ask technical questions regarding the Services that they will be expected to provide.

## **11.3 Award of Services Agreement:**

If the Sheriff's Office decides, after completion of the contract negotiation process, to award the contract for the provision of the Services equivalent to those set forth in this RFP, the Services Agreement will be sent to the Successful Bidder for signature. Once signed copies have been returned to the Sheriff's Office, the Services Agreement will be submitted to the Humboldt County Board of Supervisors for review and approval. The Sheriff's Office hereby reserves the right to award the Services Agreement to the Bidder which, in the sole judgment of the Sheriff's Office, best serves the interests thereof. No Proposal shall be binding upon the Sheriff's Office until final Service Agreement are signed by duly authorized representatives of the Successful Bidder and the Sheriff's Office.

## **11.4 Contractual Requirements:**

**11.4.1 Disclosure of Confidential Information.** During the performance of the Services equivalent to those set forth in this RFP, the Successful Bidder may receive information that is confidential under local, state and/or federal law. The Successful Bidder will be required to protect all confidential information in conformance with any and all applicable local, state and federal laws, regulations, policies, procedures and standards.

**11.4.2 Compliance with Anti-Discrimination Laws.** In connection with the execution of any Service Agreement resulting from this RFP process, the Successful Bidder will be required to abide by the applicable provisions of: Title VI and Title VII of the Civil Rights Act of 1964; Section 504 of the Rehabilitation Act of 1973; the Age Discrimination Act of 1975; the Food Stamp Act of 1977; Title II of the Americans with Disabilities Act of 1990; the California Fair Employment and Housing Act; California Civil Code Sections 51, et seq.; California Government Code Sections 4450, et seq.; California Welfare and Institutions Code Section 10000; Division 21 of the California Department of Social Services Manual of Policies and Procedures; United States Executive Order 11246, as amended and supplemented by United States Executive Order 11375 and 41 C.F.R. Part 60; and any other applicable local, state and/or federal laws and regulations, all as may be amended from time to time.

**11.4.3 Indemnification.** To the fullest extent permitted by law, and in accordance with California Civil Code Section 2782.8, the Successful Bidder will be required to hold harmless, defend and indemnify the County, the Sheriff's Office, its agents, officers,

officials, employees and volunteers from and against any and all claims, demands, losses, damages, liabilities, expenses and costs of any kind or nature, including, without limitation, attorney fees and other costs of litigation, arising out of, or in connection with, the Successful Bidder's negligence, recklessness or willful misconduct in the performance of the Services required by project specific Task Orders, except such loss or damage which was caused by the sole negligence or willful misconduct of the Sheriff's Office.

**11.4.4 Insurance Requirements.** The Successful Bidder will be required to satisfy the insurance requirements set forth in the sample Service Agreement attached hereto. The Successful Bidder shall furnish the Sheriff's Office with certificates and original endorsements effecting the required insurance coverage prior to the Sheriff's Office's execution of final Service Agreement. In addition, the Sheriff's Office may require additional insurance requirements dependent upon the scope of the Services that will be provided pursuant to project specific Task Orders.

**11.4.5 Assignment.** The final Service Agreement resulting from this RFP process, and any project specific Task Orders issued thereunder, shall not be assignable by the Successful Bidder without prior approval by the Sheriff's Office.

**11.4.6 Jurisdiction and Venue.** The final Service Agreement resulting from this RFP process, and any project specific Task Orders issued thereunder, will be governed in all respects by the laws of the State of California. Any disputes regarding the final Service Agreement, or any project specific Task Orders issued thereunder, will be litigated in the State of California and venue will lie in the County of Humboldt unless transferred by court order pursuant to California Code of Civil Procedure Sections 394 or 395.

**11.4.7 Associated Costs.** The County shall not pay any costs incurred in or associated with the preparation of any proposal or for participation in the RFP process.

## **12.0 INQUIRIES, MODIFICATIONS AND CORRECTIONS:**

Proposers are specifically directed not to contact any Sheriff's Office personnel, other than the Contact Person indicated below, for any purpose related to this RFP. Unauthorized contact of any Sheriff's Office personnel may be cause for rejection of a vendor's proposal. All inquiries concerning this RFP should be directed to the following Contact Person:

SHERIFF'S OFFICE: Humboldt County Sheriff's Office  
Attention: Captain Duane Christian  
826 4th Street  
Eureka, California 95501  
Email: dchristian@co.humboldt.ca.us

### **12.1 Requests for Clarification or Correction:**

Bidders shall be responsible for meeting all of the requirements and conditions set forth in this RFP. If a Bidder discovers any ambiguity, conflict, discrepancy, omission or other error in this RFP, a written request for clarification or correction should be submitted to the

Sheriff's Office at the address listed above.

Requests for clarification or correction and any other questions pertaining to this RFP must be received by the Sheriff's Office before **4:00 p.m. PST on February 25, 2019**. All responses to such requests for clarification or correction and written questions will be issued by the Sheriff's Office on **February 28, 2019**.

**13.0 ADDENDA:**

Any modifications to this RFP shall be made by written Addenda. Addenda to this RFP, if necessary, will be distributed via mail, email or facsimile to all Bidders by the Sheriff's Office and will be posted on the Sheriff's Office's website. Addenda issued by the Sheriff's Office interpreting or modifying any portion of this RFP shall be incorporated into the Bidder's Proposal. The Addenda Cover Sheet shall be signed and dated by the Bidder and submitted to the Sheriff's Office with the Proposal. Any oral communications concerning this RFP by Sheriff's Office personnel are not binding on the Sheriff's Office and shall in no way modify this RFP or the obligations of the Sheriff's Office or any Bidders.

**14.0 CANCELLATION OF THE REQUEST FOR PROPOSAL PROCESS:**

The Sheriff's Office hereby reserves the right to cancel the RFP process at any time after the issuance of this RFP, but prior to the award of final Service Agreement, if the Sheriff's Office determines, that cancellation is in the Sheriff's Office's best interest for reasons, including, but not limited to, the following: (1) the types of Services set forth in this RFP are no longer required; (2) the Proposals received are at an unreasonable cost; (3) the Proposals did not independently arrive in open competition, were collusive or were not submitted in good faith; or (4) the Sheriff's Office determines, after review and evaluation of the Proposals, that the Sheriff's Office's needs can be satisfied through an alternative method.

The Sheriff's Office hereby reserves the right to amend or modify the preliminary scope of the Services set forth in this RFP prior to the award of final Service Agreement, as necessity may dictate, and to reject any and all Proposals received in response hereto. This RFP does not commit the Sheriff's Office to award any Service Agreement for the provision of the Services equivalent to those set forth in this RFP, or to award project specific Task Orders to the Successful Bidder.

Further, the Sheriff's Office hereby reserves the right to negotiate contract terms and conditions with any qualified proposer, reject any response which is in any way not in compliance with the RFP, and/or decline award of contract.