

# Inyo County Sheriff's Office

## Request for Proposal

### Inmate Communication System



Jared Sparks, Lieutenant

PO Drawer "S"

Independence, CA 93526

**Proposal due 07/06/2020**

# Request for Proposal – Inmate Communications System

## Overview

This document is a Request for Proposal (RFP). It is the intent of these specifications to obtain proposals from qualified vendors to provide inmate communication services (further referred to as ICS), including a recording system, monitoring system, equipment for the inmates, and other potential ancillary services at the following County facility:

Inyo County Jail

550 S Clay St

Independence, CA 93526

## RFP Main Point of Contact

Jared Sparks

Lieutenant

550 S Clay St/PO Drawer “S”

Independence, CA 93526

Phone: (760)878-0383

Fax: (760)878-0389

Email: [icsojail@inyocounty.us](mailto:icsojail@inyocounty.us)

Any item not specifically mentioned, but necessary for the delivery and operation of ICS and other ancillary services shall be included in your response. The requirements listed herein should be met by all Vendors. In instances where your system differs from these requirements, you must note the difference and describe in detail how the system will meet the County’s needs without including this specific requirement. Failure to meet these requirements may be cause for rejection of the vendor’s bid at the County’s discretion. A mandatory site walkthrough/pre-proposal conference is scheduled on 05/11/2020 at Inyo County Jail, 550 S Clay St, Independence, CA 93526, at 9:00 AM. Questions may be directed to the Sheriff’s office by the deadline in the schedule of events to the RFP contact. The county and Sheriff’s office reserve

the right to request clarification for any proposal submitted and enter into negotiations that are in the best interest of the county.

### **A. Schedule**

The estimated schedule for the Invitation to Bid is as follows:

Event	Date
Mandatory Site Walkthrough/Pre-proposal Conference	05/11/2020
RFP Questions Due	05/25/2020
County Response to RFP Questions	06/08/2020
Response Submission Deadline	06/30/2020
Contract Award	15 to 30 days after the proposal due date (as determined by County)
Contract Effective Date	60-90 days after contract approval (as determined by County) but no later than October, 19, 2020.

### **B. Inquiries Regarding RFP**

Proposers shall submit all questions concerning this RFP scope of services or requirements in writing by email only during the Question and Answer Period as specified in the Schedule of Events in this RFP and directed to: {Insert RFP Point of Contact Email}. All Proposer questions concerning the bid process shall be submitted no later than the date and time specified in the Schedule of Events of this RFP. Proposers who fail to do so will waive all further rights to protest, based on these specifications and conditions.

**B.1 Mandatory Site Walkthrough/Pre-Proposal Conference** - The Mandatory Site Walkthrough/Pre-Proposal Conference will begin at the time specified, and company representatives are urged to arrive on time. Topics already covered will not be repeated for the benefit of late arrivals. Failure to attend the pre-bid conference shall not excuse the successful Proposer from any obligations of the contract. Written Bid Addendum will execute any change or addition to the requirements contained in this RFP, as a result of the Pre-Proposal Conference. It is the responsibility of the Proposer to check for any RFP Addendums, Q&A postings, and other updates which will be posted and provided to attendees.

### **C. Submission**

One (1) Original and two (2) copies of the RFP response must be in a sealed envelope or package plainly marked on the outside **Inmate Communication System RFP Response**, and must be returned no later than 06/30/2020 at 5:00 PM to the following address:

Inyo County Jail

Attention to: Lieutenant Jared Sparks

Physical Address: 550 S Clay St, Independence, CA 93526

Mailing Address: PO Drawer "S," Independence, CA 93256

RFP responses not received by the stated time and date will be automatically disqualified from consideration and sent back to the Vendor unopened. Original proposal must be clearly marked "**ORIGINAL**" and contain all original signatures of Vendor submitting the response.

### **D. Definitions**

For the purpose of this Invitation, the terms "Vendor" and "Offeror" refer to the provider of equipment and services. The word "County" will refer to Inyo County.

The "system" will be referred to as the ICS's individual method for providing all services requested.

The words "must" and "shall" indicate mandatory requirements. Taking exception to any mandatory requirement may be grounds for rejection for the proposal. There may be other requirements that the County finds important but not mandatory. It is important to respond in a concise manner to each requirement in this document.

### **E. Termination**

Vendor be willing to enter into county standard contract (see attached county contract).

**F. Damage and Repair Liability**

Vendor be willing to enter into county standard contract (see attached county contract and insurance requirements).

**G. Insurance**

Vendor be willing to enter into county standard contract (see attached county contract and insurance requirements).

**H. Negotiations**

Negotiations may be conducted with prospective vendors who submit proposals. County reserves the right to reject any and all proposals or waive portions thereof and to choose the proposal which best meets the needs and requirements of County. County reserves the right to require the Vendor to provide demonstrations or samples as part of negotiations.

# **Vendor Qualifications**

## **A. Experience**

- a. County is contacting prospective vendors who have an interest in or are known to do business relevant to this RFP for ICS and ancillary services. The vendor must be an experienced, reputable firm providing the requested system. Vendors not currently involved with these systems will not be considered for this contract.

## **B. References**

- a. Vendor must provide three (3) references including name, location and size of facility, date of installation, and a contact person and phone number.

# **Inmate Communication System**

## **A. System Security**

- a. The proposed system must be web based with tiered security access levels so employees can access the platform from outside the jail location. If there are functions that cannot be performed remotely, Vendor must clearly describe any limitations.
- b. The system shall be a Web-based, easy to use application that is available securely from anywhere at any time remotely.
- c. The proposed system must be programmed for auto shut off at times designated by the County.
- d. The county personnel must be able to manually shut down the service in case of emergency.
- e. The proposed system shall be password protected to permit only appropriate County personnel access to the service.
- f. The system must have the capability to enable and disable any phone at the County from any secured computer.
- g. For security purposes, the system must be a centralized non-premise system that will keep all records secure and not require the need to be maintained at the facility. Describe your system and how your system will meet this requirement.
- h. System can set a maximum call length for calls made by inmates. In response, describe the range of time and increments that calls can be limited to.
- i. System can shut down all or subsets of inmate telephones (by floor, block or other grouping).

## **B. Fraud Management**

- a. The proposed system must be able to detect potentially fraudulent telephone activity and at the County's discretion disconnect calls automatically. Describe the types of fraudulent telephone activity Vendor's system will detect and the method by which it is detected.
- b. The proposed system shall prevent the inmate from receiving a second dial tone, or "chain-dialing".
- c. The proposed system shall prevent extra digits dialed by the inmate after the party has accepted the call. Please describe process.
- d. The proposed system shall continue to play the brand recording at random intervals throughout the call.
- e. The proposed system shall guard against "hook-switch-dialing" and other fraudulent activities. Please describe.
- f. The inmate shall not communicate with the called party until the call has been accepted.
- g. The system shall detect the difference between an accepted call, an answering machine, busy signal, and other telephone activity. Please describe.
- h. The proposed system shall also have the ability to assign approved calling numbers according to a specific inmate.
- i. The proposed system shall permit the called party to block all future calls from a correctional facility.

### **C. Call Recordings**

- a. The proposed system shall maintain all call recordings centrally, on disk storage, using RAID technology and not use tape drives for storage or call recordings.
- b. All call recordings for three (3) years shall be stored online and available through the online user interface.
- c. Facility personnel must be able to search call recordings by dialed number, date, time inmate account, or site ID.
- d. Facility personnel must be able to simultaneously live monitor conversations while the system is recording the conversations.
- e. Call recordings must be accessible by the County for a minimum of five years or the length of the contract, whichever is longer. Upon request, call recordings must be made available to the County at no charge for three years after contract expiration even if the Jail decides to use another inmate phone system provider.
- f. Recorded calls must be backed up and geographically disparate to minimize the risk of lost calls due to a catastrophic system failure. Please describe Vendor's system backup plan and system redundancy.

### **D. Investigative Features**

- a. The proposed system shall have capability to remotely survey inmate calls and be able to transfer specific calls in progress to investigators.
- b. The system will need to be equipped with a remote conferencing feature and e-mail feature for those numbers that are under surveillance by the investigative unit. The feature will need to allow authorized personnel to monitor a call and receive e-mail notification from a designated remote location, while the call is in progress. The call will need to be automatically conferenced to a predetermined investigator's telephone number in listen mode only once the call is accepted by the called party in progress.
- c. The proposed system must allow for all calls remotely conferenced to investigators to be accepted by the investigator with a unique PIN.

### **E. Enhanced Investigative Tools (Biometrics and Data Analysis)**

The proposed system shall include voice biometric capability to assist investigators in validating inmate identities on calls as well as providing call data voice analysis that enables investigators to identify and retrieve and organize information. The proposed voice biometric and data analysis system shall provide as a minimum:

- a. Capturing inmates voice print without their knowledge within 10 seconds or less. Describe how long it takes for the system to capture the voice print.
- b. Continuous Voice Identifications on all inmate and called party calls.
- c. Continuous Voice Identifications on Called Party not limited to only ex-offenders.
- d. Ability to inject external recordings including but not limited to 911 Calls, Body Camera Audio, Digital Interrogation Recordings, Cell Phone Audio/Voicemails, YouTube Videos and Facebook Videos.
- e. Word and Word Phrase Search



- f. Speech to Text Translation with a minimum of 25 languages.
- g. Speech to Text Transcription with a minimum of 25 languages.
- h. Data Mining - Visual Linking
- i. Reverse Number Look up
- j. Please describe how your system works for each of the above requirements.

**E. Call Acceptance**

- a. The proposed system shall provide an option for the called party to request rate of the call prior to acceptance.
- b. The proposed system shall include user prompts in English and Spanish.
- c. The called party must actively accept the call.
- d. The inmate cannot communicate nor hear the called party until the call has been accepted.
- e. Billing does not begin until the call is accepted.
- f. System allows County to enable some telephone numbers to be called without any charge, i.e. to Public Defenders, at County's discretion.

## **F. Reports**

- a. The vendor shall supply a method to retrieve call detail reports to the County. The reports shall contain a variety of call information and be customizable to suit the County's needs.
- b. Vendor shall attach samples of their call detail and other standard reports.
- c. Vendor shall provide a secure access to all calling activity within the facility via the internet/web.

## **G. Lobby Deposit Kiosk for Inmate Telephone System Deposits**

- a. Vendor must provide a lobby kiosk that allows friends and family to deposit funds *directly* into the inmate calling/PIN account or a phone number. Deposits will not go into inmate's trust account.
- b. Lobby kiosk must have a touch screen, a receipt printer, two (2) bill acceptors, and it must be built in a steel case to prevent vandalism.
- c. Lobby kiosk must be ADA compliant.
- d. Lobby kiosk will be maintained by the Vendor including the collecting any of any real currency from the device.

## **H. Calling Options**

- a. Vendor must fully describe all available calling options.
- b. Describe all points-of-sale that will accept payments for all proposed services.
- c. All deposit methods, whether provided by the Vendor or a third party, must be thoroughly described.
- d. All associated fees (whether to the depositor or to the inmate) must be fully disclosed for all proposed deposit methods in Vendor's RFP response. No fees will be allowed to be charged once the contract is negotiated that are not already disclosed in Vendor's RFP response.
- e. Vendor should be responsible for all refunds related to the Inmate Telephone System.

## **I. Commission**

- a. The system shall have the capability to inform the called party of the call cost prior to acceptance.
- b. The rates charged to users shall be the maximum tariffs as mandated by the State and Federal Regulations.
- c. Vendor billing to called parties must include the vendor information and a toll-free telephone number to resolve billing disputes.
- d. Billing charges shall begin at the time of the call acceptance when the calling party is connected to the called party and shall be terminated when either party hangs up. Incomplete calls such as network intercept recordings, busy signals, no answers, refusal of calls, answering machine pick-ups, etc. shall not be billed.
- e. Vendor shall include a detailed analysis as to how they determine commissionable revenue including examples of consumer deposits from all points-of-sale, the fees they pay, the dollar amount available for a call given the deposit, and the amount that the County is commissioned after the dollar amount has been used from an accepted call.
- f. The vendor shall offer the same commission percentages on all call types.
- g. Commission rates alone will not be the sole deciding factor for the basis of this award. The County will evaluate all competitive bids. Award will be made to the company that meets the overall need of the County.

## **J. Consumer Fees**

The County believes in providing fair and affordable services to friends and family. The Vendor must disclose all possible consumer fees if the Vendor's proposal is selected. This includes Vendor fees and third-party fees. County may reject proposals if all potential fees are not fully disclosed. This would include, but is not limited to, any and all deposit fees, transfer fees, refund fees, account maintenance fees, billing fees, paper bill fees, monthly access fees, etc.

- a. The option to purchase a one-time phone call using a credit or debit card or charge a single call to a cell phone, without the necessity of setting up a prepaid account, will not be provided.

## **K. Visitation Booths**

a. The jail has eight (8) visitation booths that are equipped with two-way phone that the Vendor must install, maintain and be linked to the ICS system for recording and investigative features.

## **L. Booking Kiosk Requirements**

- a. Vendor must provide cash accepting kiosks for the booking area. No fees are to be charged for deposits to the booking kiosk.
- b. These kiosks should accept bills and have a small desktop footprint.
- c. The unit should have a drop slot for manually entered items.
- d. The unit should contain a card swipe to allow inmates to place funds on their accounts at booking.

- e. The system should allow inmate swiped cards to be stored for later use (e.g., add funds for commissary, phone purchases or to post bail). Inmates should be able to access cards via the inmate phone IVR system.
- f. The system should allow jail staff to issue a refund of currency/credit onto ATM/debit cards to inmates upon their release.
- g. The kiosk will be maintained by the Vendor including collecting any real currency that is deposited into the device.

# **Service and Support**

## **A. Service and Maintenance**

- a. Vendor shall provide 24-hour, toll-free service number.
- b. Vendor shall address all major service outages within four (4) hours.
- c. Vendor shall provide service policies and procedures as an attachment to this proposal.
- d. Describe the maintenance and quality assurance programs for telephones to be installed.
- e. Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.
- f. Provide a contact person who will be responsible for ongoing account management and support.

## **B. Training**

- a. Vendor shall provide initial onsite training to the County staff in system administration, operation and reporting. Training thereafter can be remote or, if requested by the County, onsite.
- b. Describe the training program, include a description of topics covered and any applicable documents.

## **C. Installation**

- a. The Vendor will provide inmate phone sets, an automated inmate call control system, visitation recording sets, remote system access and all other ancillary services requested in the system and insure they are working properly. This installation is to be completed within sixty (60) days after contract award.
- b. Vendor shall submit a complete and detailed schedule of the time frame required for installation including utility coordination, internet service provider installation, training, cut over and testing. The service must be installed in a manner and under a timeframe designed to minimize disruption of normal function of the County.
- c. Any delay in the implementation of the Vendor's schedule that is caused by the County will increase the Vendor's time allowance to complete installation, but the Vendor must submit a complete and detailed schedule of additional time required.
- d. The risk of loss and/or damage will be assumed by the Vendor during shipment/travel, unloading and installation.
- e. The County will provide internet access at/near the control tower; however the Vendor will provide and install any Wi-Fi system/access points required for system to function properly.

## **Video Visitation Kiosk System**

- a. The system must allow for onsite video visitation
- b. The system must allow for remote video visitation
- c. The system should have the ability to display inmate handbook
- d. The system should allow inmates to file Grievances and Forms
- e. The system must allow for PREA notifications and reporting
- f. The system should allow for online scheduling
- g. The system should be secure and built for the correctional environment
- h. The system should allow for recording and live monitoring of video visitation sessions.
- i. Vendor should detail any costs associated with the system

## **Inmate Messaging Solution**

- a. The inmate messaging solution must allow inmates to easily send and receive messages to/from friends and family via a handheld device, assigned to the inmate. The Vendor should describe their ability to provide an inmate messaging solution to the County.
- b. Vendor should detail any associated costs with the system

## Commission Offer

Commission rates alone will not be the sole deciding factor for the basis of this award. The County will evaluate all competitive bids. Award will be made to the company that meets the overall need of the County. Please identify all call types that the county will receive a commission on, along with the proposed calling rates, in the following format:

**Proposed Call Type:** Prepaid- Pin Debit

	<b>First Minute (connect + per minute charge)</b>	<b>Subsequent Minutes</b>
<b>Local</b>		
<b>IntraLATA</b>		
<b>InterLATA</b>		
<b>InterState</b>		

**Commission percentage to County:** \_\_\_\_\_%

**Proposed Call Type:** Prepaid- Collect Calling

	<b>First Minute (connect + per minute charge)</b>	<b>Subsequent Minutes</b>
<b>Local</b>		
<b>IntraLATA</b>		
<b>InterLATA</b>		
<b>InterState</b>		

**Commission percentage to County:** \_\_\_\_\_%