

****IMPORTANT NOTICE****

- The format of this **RFP** has been simplified.
- Only the following pages require signatures:
 1. Exhibit A – Bid Response Packet, [Bidder Information and Acceptance](#) page
 - a. [Must be signed by Bidder](#)
 2. Exhibit A – Bid Response Packet, [SLEB Partnering Information Sheet](#)
 - a. [Must be signed by Bidder](#)
 - b. [Must be signed by SLEB Partner](#) if subcontracting to a SLEB

Please read **EXHIBIT A – Bid Response Packet** carefully, **INCOMPLETE BIDS WILL BE REJECTED.** Alameda County will not accept submissions or documentation after the bid response due date.

****Bidders must fill out the Alameda County Sherriff's Office Security Site Clearance attached to this RFP as Exhibit "G" for each person attending the mandatory site visits.**

Forms must be received by December 2, 2014.

at

**Alameda County General Services Agency
Procurement & Support Services**

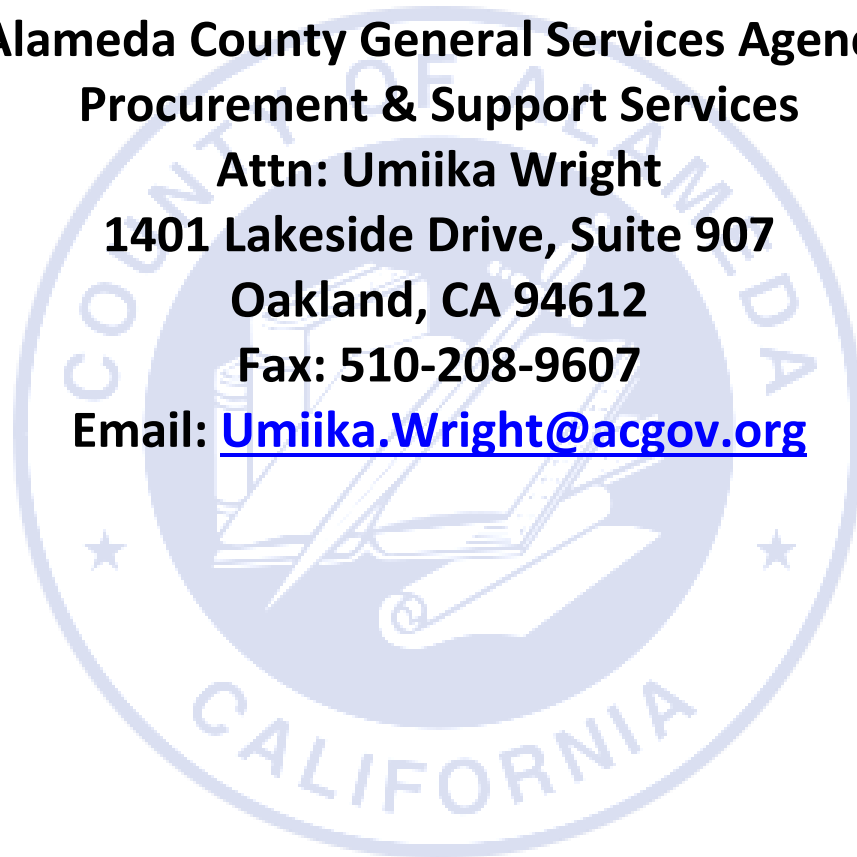
Attn: Umiika Wright

1401 Lakeside Drive, Suite 907

Oakland, CA 94612

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COUNTY OF ALAMEDA

REQUEST FOR PROPOSAL No. 901291

for

Hosted, IP-Based Video Visitation Solution

For complete information regarding this project, see RFP posted at http://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp or contact the County representative listed below. Thank you for your interest!

Contact Person: Umiika Wright, Procurement & Contracts Specialist

Phone Number: (510) 208-9607

E-mail Address: Umiika.Wright@acgov.org

RESPONSE DUE

by

2:00 p.m.

on

January 26, 2015

at

Alameda County, GSA–Procurement & Support Services

1401 Lakeside Drive, Suite 907

Oakland, CA 94612



Alameda County is committed to reducing environmental impacts across our entire supply chain. If printing this document, please print only what you need, print double-sided, and use recycled-content paper.

COUNTY OF ALAMEDA
REQUEST FOR PROPOSAL/QUOTATION No. 901291
SPECIFICATIONS, TERMS & CONDITIONS
for
Hosted, IP-Based Video Visitation Solution

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ATTACHMENTS

- Exhibit A – Bid Response Packet
- Exhibit B – Insurance Requirements
- Exhibit C – Vendor List
- Exhibit D – Visiting Schedule: Santa Rita Jail and Glenn E. Dyer Detention Facility
- Exhibit E – Alameda County Infrastructure Cabling Specifications
- Exhibit F – County Project Management Requirements
- Exhibit G – Alameda County Sherriff’s Office Security Site Clearance Form

I. STATEMENT OF WORK

A. INTENT

The intent of this Request for Proposal (RFP) is to seek qualified and experienced firms capable of providing a turnkey installation of on-site and remote Hosted, IP-Based Video Visitation Solution (HVVS) in a correctional environment. The proposed system will be at no cost to the Alameda County Sheriff's Office's (ACSO) or the County, this will be a revenue-sharing contract with proceeds payable to the ACSO's Inmate Welfare Fund (IWF).

The County intends to award a five-year contract with option to renew to the bidder selected as most capable of meeting the ACSO's and the County's requirements. All cost for the proposed solution shall be the responsibility of the proposer including but not limit to equipment, installation, connectivity, maintenance, storage, hardware, software, security, training, and any other implementation services necessary to furnish the ACSO with state of the art technology and equipment to meet the specification herein.

It is the intent of these specifications, terms, and conditions to procure the most environmentally preferable products with equivalent or higher performance and at equal or lower cost than traditional products. Specific requirements from the County's Sustainability Program related to this bid are included in the appropriate sections.

B. SCOPE

The County requires an experienced vendor to plan, finance, and implement a HVVS, which will allow County staff, including probation and parole officials, attorneys, and the general public, to communicate with inmates at the ACSO facilities. The County desires to obtain and provide to the inmates the services contained herein at the lowest per call and per minute cost to the inmate, while revenue sharing to increase the IWF. The proposed plan shall not impact the daily operations of the ACSO or the current Inmate Telephone System (ITS). This system shall allow for monitoring, scheduling, and management of on-site video visitation, including inmate-to-court, inmate-to-medical services, and inmate-to-attorney. The County does not currently have a video visitation solution in place.

C. BACKGROUND

The ACSO is responsible for the care, custody, and control of inmates incarcerated at two (2) separate detention facilities:

1. Santa Rita Jail (SRJ), 5325 Broder Blvd., Dublin, CA
2. Glenn E. Dyer Detention Facility (GEDDF), 550 6th Street, Oakland, CA

Approximately sixty thousand (60,000) inmates are processed through the County's detention and corrections' facilities each year. The inmate daily population ranges from 3,800 and 4,500 among the two (2) sites. Due to the changes to the California law impacting state prisons, these numbers are constantly fluctuating.

D. BIDDER QUALIFICATIONS

Bidders must be able to safely and securely, provide the specified services to meet the needs of inmates at the ACSO's detention and corrections facilities; as well as the general public, for the purpose of conducting video visitation sessions.

Bidder must be a reputable, qualified, firm experienced in providing inmate HVVS services in a correctional environment. Due to the complex nature and security concerns of correctional facilities, bidder's minimum qualification criteria include, but are not limited to, the following:

1. Bidder shall be regularly and continuously engaged in the business of providing and administering HVVS installation and service for the past three (3) – five (5) years to city, county, and/or state correctional facilities.
2. Bidder shall have HVVS systems currently installed, functioning, and operational in a minimum of three (3) correctional facilities.

Experience must be demonstrated by references provided by Bidder at the time of the bid.

3. Bidder must have fully automated and configurable web-accessible scheduling software incorporated into Bidder's proposed software application. Software must be accessible by the ACSO and the public.
4. Bidder's employees entering the facilities must be able to pass, to the satisfaction of the ACSO, a security and background check performed by the ACSO. This

provision shall also pertain to any Small Local Emerging Business (SLEB) participation in this RFP.

5. Bidder's organization must have qualified, trained, and certified staff dedicated to the sole purpose of supporting the HVVS system installed, including but not limited to service technicians and technical support for the life of any contract awarded pursuant to this RFP.
6. Bidder must possess a complete and valid title with the right to sell or license the software to the County and the ACSO.

Any Bidder awarded a contract as a result of this RFP shall further agree to pay all expenses from such claims, suits, and proceedings including costs of investigation, reasonable attorney fees, expert witness fees, damages, and other litigation-related expenses resulting from any claim against the proposed HVVS.

E. SPECIFIC REQUIREMENTS

Contractor shall furnish, install, and maintain video visitation equipment, hardware, software, and network components in accordance with provisions set forth in this RFP.

The requirements are not intended to be all-inclusive, but shall be a guideline as ACSO does not currently have a HVVS system in place. The following features and capabilities shall be included in the proposed Contractor video visitation system:

Contractor shall furnish a minimum ratio of one (1) video visitation system for every 25 inmate bed-space in the inmate pod areas, to include the Outpatient Housing Unit at the SRJ, visiting areas for confidential attorney visits, Sandy Turner Educational Centers, lobbies at both facilities, and both booking areas.

One unit in each bank of HVVS, to include both the public and inmate systems, shall be configured to address Americans with Disabilities Act (ADA) for accessibility and compliance. All HVVS systems shall be capable of supporting the English and Spanish languages.

1. Technical Specifications
 - a. Ensuring the HVVS is provided to all County and ACSO facilities at no cost to the County or to the ACSO, and must include system installation, training, operation, maintenance and warranty of the system and its components.

- b. Ensuring, due to the fast-changing technology, products are the most current and up-to-date quality and labor-saving versions available for the applications, unless otherwise specified by the County or the ACSO.
- c. Providing and installing tamper-resistant and durable HVVS units suitable for a correctional environment. Including but not limited to tamper-proof input microphones and output speakers.
- d. Ensuring that HVVS units do not include any removable parts.
- e. The HVVSs must be assembled from non-proprietary off-the-shelf computer components.
- f. Ensuring the HVVS consists of hardware and software designed to enable the ACSO to initiate, control, record, retrieve, and monitor video visitation sessions with the exception of attorney/privileged visits, doctor/patient visits, appearances at confidential court hearings such as juvenile dependency hearings, and other types of privileged or confidential visits consistent with ACSO policies.
- g. Providing a secure method for identifying an inmate's identity without using a card-swipe method. Users shall be assigned unique usernames and passwords or other unique identifiers.
- h. Lobby HVVS scheduling units must be compatible with all 50 state-issued identification cards and drivers license to allow for manual and automatic check-in for verification purposes to populate the visitor's information and visiting section when scheduling visits. The card swipe must work with bar codes and magnetic strips.
- i. Ensuring the HVVS is capable of integrating with the ACSO's current Jail Management; Automated Jail Information System (AJIS) and Advanced Technology Information System (ATIMS), and future ACSO and County systems, such the ACSO's Record Management System, Commissary Services, the Court System, and the ITS, at no cost to the ACSO or to the County. Contractor shall provide detailed information on the specifications required to complete each interface.
- j. Hosting software and hardware solutions for inmate access to commissary, court dates, inmate trust account balances, and class forms. Additional forms and services may be added at the request of the Sheriff's Office.

- k. Interfacing shall include, but not be limited to, use and communication of information such as inmate movements and scheduling conflicts. For example, a scheduling conflict arising from a court appearance would be communicated back to the visitor through an email or a voicemail notifying the visitor of the cancellation and the need to reschedule. Scheduled visits should have the capability to occur between facilities.
- l. Identifying its storage capabilities for all HVVS visits, reports, and data online, as well as archived processes. The Contractor must retain 100 days of video visitation sessions online per California Government Code 26202.6, and must have the capability to archive CD/DVD storage for one (1) year of recordings. A copy of the video backup shall be kept off-site in a secure location or on a secured cloud-based system. In the event the recordings are evidence in any claim filed or any pending litigation, they shall be preserved until pending litigation is resolved.
- m. Mobile visiting units to support incapacitated inmates with Wi-Fi capabilities or suitable alternatives with the appropriate security firewall.
 - (1) Contractor shall provide a mobile, roll about HVVS module consistent with the equipment and functions for all HVVS systems installed. The mobile unit shall be an indestructible type in accordance with a correctional facility to include, but not limited to, locking casters and a handset with armored cord.
- n. Ensuring HVVSs are capable of:
 - (1) Allowing for the general public to access the HVVS through a web-based software application. System shall be accessible through a standard internet browser, i.e. Internet Explorer, Firefox, or Chrome.
 - (2) Requiring the general public to acknowledge and agree to terms and conditions associated with the ACSO's visitation policies.
 - (3) Scheduling visits for a particular inmate, station, date, and time.
 - (4) Sending the general public an email notification confirming the scheduled or canceled visit from a vendor-hosted email address or voicemail.
 - (5) Providing high-quality stereo audio and broadcast-quality video, while meeting the industry's quality standards.

- (6) Allowing the general public to test hardware/software with the provider prior to the start of the visit.
- (7) Ability to select and configure privileged versus public visits, including visit lengths and recording type.
- (8) Allow entry of specific information for tracking inmate and visitor activities and patterns by, at a minimum, the following criteria:
 - (a) Inmate ID number;
 - (b) Inmate name;
 - (c) Visitor name;
 - (d) Visitor ID;
 - (e) Date and time of visit;
 - (f) Inmate video visitation station;
 - (g) Daily, weekly, and monthly visit statistics;
 - (h) Housing Unit location; and
 - (i) Disciplinary violations preventing visits from occurring.
- (9) System shall track all inmate housing unit assignments, movements, and inmate releases to validate schedule visitation integrity.
 - (a) System shall automatically attempt to reschedule all visits associated with an inmate if the inmate has changed housing locations or has a scheduling conflict;
 - (b) System shall automatically cancel all visits associated with an inmate if the inmate is released;
 - (c) System shall notify scheduled visitor(s) via email and/or phone message if inmate is released.
- (10) Capturing, storing, and querying information regarding the visitor/general public to include, at a minimum, with the exception of attorney/privileged visits, doctor/patient visits, appearances at confidential court hearings such as juvenile dependency hearings, and other types of privileged or confidential visits consistent with ACSO policies:

- (a) Identification number;
 - (b) First, middle, and last name;
 - (c) Date of birth;
 - (d) Social security number;
 - (e) Gender;
 - (f) Ethnicity;
 - (g) State identification number or a Passport number;
 - (h) Inmate visited;
 - (i) Relationship to inmate;
 - (j) Date of last visit;
 - (k) Home address (physical address);
 - (l) Email address; and
 - (m) Telephone number.
- (11) The HHVS system shall allow the ACSO to interrupt a current session, send a message or speak directly to an inmate and visitor in English or Spanish.
- (12) Allow the ACSO to manually terminate, pause, stop, or restart a visiting session quickly and selectively by selecting the desired video visitation stations or by Control Points throughout the SRJ and the GEDDF without affecting other video visitation stations.
- (13) Limiting the length of a visit, providing service at certain times of the day/week/month and allowing a maximum number of visits, per inmate, per week or month. Inmates are currently allowed two (2), thirty (30) minute visits per week. The ACSO reserves the right to modify this frequency at any time. On-site visitation stations shall be available for use as outlined in the visiting schedule included in Exhibit F, excluding attorneys. Note: the visiting schedule may change at the time a contract is awarded.
- (14) Limiting the inmate and visitor to a single session. The HVVS shall always require the inmate and visitor to disconnect the session in progress before another session is initiated.

- (15) Providing a visual and sound warning message to inform the visitor that the visit will be ending in five (5) minutes. A clock shall be visible for participants and signal the end of the time allotted.
- (16) Providing a way to display scheduled visits to staff so they know where or when an inmate needs to be available for a pending visit, one (1) day prior.
- (17) Including an alert system that will detect visits made by a particular inmate or visitor.

All hardware and equipment will be state-of-the-art, resistant to physical abuse, waterproof, and considered user friendly. Equipment shall meet nationally recognized jail standards, federal, state and local laws, statutes and ordinances governing HVVS.

- o. HVVS structure shall include, at minimum:
 - (1) Shatter-proof touch screen monitors with a minimum size of 17," and resolution of 1440 x 900 at 16:9.
 - (2) High-definition cameras integrated into the video units and provide wireless remote control.
 - (3) Cameras which support a resolution of 1280 x 720, 30 fps.
 - (4) Camera lenses that are Vari-focal (Variable Focal) for field of view with auto iris for low-light conditions. Cameras to be re-focused at a minimum of once a month.
 - (5) Camera shall have the option for picture-in-picture on inmate and visitor stations.
 - (6) Have external dimensions proportionate with the size of the installed monitor.
 - (7) Have full-duplex audio, echo cancellation, and automatic noise reduction.
 - (8) Have automatic gain control and image enhancement, including Power over Ethernet (POE) capability.
 - (9) Have processor capabilities with a minimum of Quad Core CPU.

- (10) Have a drive configuration based on a RAID 5 array configuration with at least one (1) hot spare and a redundant power supply.
 - (11) Have disk drives with a minimum of 7200 RPM HDDs and 750GB.
 - (12) Be powered by 110 volt alternating current.
 - (13) Include support for a Wi-Fi connection or suitable alternative on all the mobile video units.
 - (14) Have the potential to be equipped with a magnetic card reader for future use.
 - (15) Have speakers integrated into the video unit, and the audio shall be high-definition with volume control.
 - (16) Include detention-grade integrated handsets with the option of an additional handset provided or, where needed, with built-in hardware support. Handset cord length for inmates shall be no longer than 12"; handsets for the public shall be no longer than 18". Handsets should be armored cord with steel lanyard 1,000 lbs. psi pulling power. Inmate HVVSs will have one (1) handset and visitor HVVSs will have two (2) handsets.
- p. Server Hardware shall:
- (1) Have server/storage with dual NIC cards capable of supporting 10/100/1000 Mbps.
 - (2) Have server/storage hardware capable of being rack mounted.
 - (3) Have a hardware solution that supports the capability of an authorized user to listen to live sessions through web-based internet connections to any visiting session in progress with the exception of attorney/privileged visits.
 - (4) Have built-in LED lighting and sound that automatically activates during video visitation sessions and automatically ends when the video visitation session completes.
- q. Server Software shall:
- (1) Allow authorized users to search for and select any specific visitation session. Software must be searchable by any indexed

field, i.e. inmate name, inmate number, visitor, session ID, duration, time, and or date, with the exception of attorney/privileged visits, doctor/patient visits, appearances at confidential court hearings such as juvenile dependency hearings, and other types of privileged or confidential visits consistent with ACSO policies.

- (2) Allow authorized users to stream video visitation sessions of their choice to their desktop for viewing, to burn DVDs, and/or create a standards-based AVI or Mp4 file of the recorded visitation session, with the exception of attorney/privileged visits, doctor/patient visits, appearances at confidential court hearings such as juvenile dependency hearings, and other types of privileged or confidential visits consistent with ACSO policies.
- (3) Maintain an audit trail to track the identity of personnel that has viewed and/or burned/exported a copy of a visit. Audit-trails data shall minimally include a user ID, date/time stamp, video session ID, and booking number. Attorney/privileged visits, doctor/patient visits, appearances at confidential court hearings such as juvenile dependency hearings, and other types of privileged or confidential visits consistent with ACSO policies are not to be recorded, and thus not viewable or able to be copied.
- (4) Have a multi-lingual interface. (English and Spanish at a minimum.)
- (5) Allow HVVS visitor terminals to access the HVVS via LAN or via Broadband Internet connection, DSL cable, etc., using a computer or laptop that is web-camera and head-set enabled.
- (6) Provide HVVSs with high-quality video using low bandwidth.
- (7) Provide HVVSs with video transmission speeds of 64Kbps-2Mbps.
- (8) Provide HVVSs with a wide range of video resolutions and bit-rates: CIF (352 x 288 pixels), SIF (352 x 240 pixels), QCIF (176 x 144 pixels).
- (9) Be designed for, at minimum:
 - (a) Up to 30 frames per second of high-quality video at 384 + Kbps
 - (b) Up to 15 frames per second of high-quality video at 64 – 320Kbps

- (10) Provide HVVSSs with constant or variable bit-rate and frame-rate.
- (11) Provide HVVSSs with hardware encryption for all visits.
- r. Network Software shall:
 - (1) Support H.323 and SIP communication standards.
 - (2) Support H.263 and H.264 communication standards as it relates to video.
 - (3) Be PC-based and TCP/IP-based capable of interfacing with existing software that are based upon H.323 protocol.
- s. Recording Software shall:
 - (1) Have the capability of recording audio and video simultaneously, automatically. Recordings shall start immediately when the visit has begun, with the exception of attorney/privileged visits doctor/patient visits, appearances at confidential court hearings such as juvenile dependency hearings, and other types of privileged or confidential visits consistent with ACSO policies.
 - (2) Have recording hardware and software that allows for a specific visitation session to be searched and retrieved by inmate or visitor, with the exception of attorney/privileged visits, doctor/patient visits, appearances at confidential court hearings such as juvenile dependency hearings, and other types of privileged or confidential visits consistent with ACSO policies.
 - (3) Have a recording system capable of recording any inmate/visitor connection combination, with the exception of attorney/privileged visits, doctor/patient visits, appearances at confidential court hearings such as juvenile dependency hearings, and other types of privileged or confidential visits consistent with ACSO policies.
 - (4) Have a recording system that is capable of concurrently recording the maximum number of video visitation sessions simultaneously.
- t. Hardware to Secure the Equipment shall:
 - (1) Have enclosures that are detention-grade metal with the ability to access the camera and other equipment. They must be 16-gauge or thicker steel with no sharp corners. Doors and panels must be

- locked and secured. There must be no exposed cables or other hardware that can be used as a weapon, such as exposed hinges.
- (2) Have openings sealed with material for a secure unit. The materials shall be scratch-resistant Lexan or equivalent. The material shall be 1/8" thickness or greater and break resistant.
 - (3) Have access areas equipped with gaskets with closed-cell foam to prevent liquid spills from entering the enclosures.
 - (4) Have a front face designed around the viewable area of the LCD monitor to eliminate the viewing of equipment contained in the enclosure.
 - (5) Be desk-mounted, wall-mounted, or mounted on a mobile cart with a minimum of four (4) lag bolt locations.
 - (6) Allow for replacement in the field without the need to remove the unit and return it to the manufacture/vendor for repair.
 - (7) Not have openings in the enclosure that would allow access to wiring and ventilation holes by an inmate or visitor.
 - (8) Have enclosures that fit a minimum 17" monitor visitation configuration.
 - (9) Have heat-syncs and heat-vents located in the back of the HVVS in order to allow for proper cooling.
 - (10) Have a minimum of two (2) internal magnetic levitation ventilation fans and internal tachometer output to monitor operations.
 - (11) Not have a physical on- and off-switch; instead HVVSs must be powered by a magnet.
- a. HVVS shall be capable of monitoring and recording as follows:
- (12) Permitting full monitoring and recording of all video visitation sessions from any video visitation station within the facilities unless there are restrictions that prohibit the recording and monitoring of certain sessions such as attorney/client visits, doctor/patient visits, appearances at confidential court hearings such as juvenile dependency hearings, and other types of privileged or confidential

visits consistent with ACSO policies. The HVVS shall have the capability to automatically exclude those sessions.

- (13) Allowing for authorized personnel or staff to interrupt the video visitation visit and communicate directly with the inmate. The authorized personnel or staff's audio, message or image shall be displayed on the inmate and visitor monitors and shall be included in the recording of the video visitation visit.
- (14) Comprehensively record all audio and video visitation sessions with the exception of attorney/privileged visits, doctor/patient visits, appearances at confidential court hearings such as juvenile dependency hearings, and other types of privileged or confidential visits consistent with ACSO policies. At a minimum, it shall have the capability to play back a recorded session.
- (15) Including a file storage server to archive recorded sessions, network switching hardware, multi-port IP addressable digital recording equipment to record and facilitate monitoring of all audio/video sessions, with the exception of attorney/privileged visits, doctor/patient visits, appearances at confidential court hearings such as juvenile dependency hearings, and other types of privileged or confidential visits consistent with ACSO policies.
- ★(16) Showing real-time activity on a control workstation. The software included on the control workstation shall perform the routing functions of the control data to the video visitation station in the inmate and general public areas. The control workstation shall have the capability to allow administrative functions in connection with the HVVS, including, but not limited to:
 - (a) Set user ID;
 - (b) Set password;
 - (c) Set classification roles and associated tasks;
 - (d) Capture the user's first, first initial, last name and employee badge number;
 - (e) Allow for remotely managing, adjusting, and diagnosing hardware settings and connections using audio, video, and secured LAN settings;

- (f) Allow for live monitoring of all visits simultaneously, with the exception of attorney/privileged visits, doctor/patient visits, appearances at confidential court hearings such as juvenile dependency hearings, and other types of privileged or confidential visits consistent with ACSO policies.;
 - (g) Manually terminate sessions;
 - (h) Report status of all video visitation stations (whether idle or offline); and automatically attempt to reconnect if connectivity was lost; and
 - (i) Have the ability to configure to the type of video visitation station to which an inmate has access.
- (17) Have the capability to copy the recorded sessions to a DVD or other storage media, with the exception of attorney/privileged visits, doctor/patient visits, appearances at confidential court hearings such as juvenile dependency hearings, and other types of privileged or confidential visits consistent with ACSO policies.
- (18) Providing remote access by the County or the ACSO at no additional cost to the County or to the ACSO. The provision of remote access shall allow the ACSO the same features and functionalities permitted by the user's level of access available on the control workstation.
- (19) Providing integrated help functions for system orientation, administration, reporting, and management functions.

2. Installation Requirements

- a. Providing all labor, equipment, supplies, and materials necessary for the completion of the installation at no cost to the ACSO or the County.
- b. Submit all plans to the County's General Services Agency (GSA) for approval, prior to installation of the system, and adhere to items listed on Exhibit F – County Project Management Requirements.
- c. Contractor will be responsible for all project management costs associated with the installation of the HVVS.

- d. Installation shall be completed during hours designated by the ACSO and shall not impact the daily operations of the ACSO, the current ITS and have minimal interruptions to visitations.
- e. All Contractor employees entering the facilities must pass the security and background check performed by the ACSO. This provision shall also pertain to any SLEB participation in this contract.
- f. Install all new cables based on Alameda County's Infrastructure Cabling Specifications attached as Exhibit D.
- g. Installing all new wiring, cabling, conduit pathways, and network circuits at no cost to the ACSO or to the County to support the provision of the outlined services.
- h. Provide an industrial scan for all penetrations through walls and roofs. Contractor shall be responsible for damage caused by the penetration of the walls and roofs.
- i. Indicating any environmental conditions required for the proposed HVVS equipment.
- j. Indicating the physical size and location of any and all equipment to be installed at the facilities.
- k. Obtaining all permits and inspections required by government authorities and agencies having jurisdiction over the area including, but not limited to, the City of Dublin, Alameda County Public Works, City of Oakland, and the Alameda County Fire Marshal at Contractor's expense.
- l. Performing all equipment and system adjustments, tests, and measurements, as necessary, to ensure system functionality. Testing is the sole responsibility and cost of Contractor. Contractor shall be required to conduct all final tests and demonstrations in the presence of the ACSO. Contractor is required to provide system testing which simulates normal operating conditions of the installed HVVS to ensure proper performance after hardware and software configuration is complete. This simulation must include full traffic load representing high-traffic situations for visitation traffic.
- m. Logically and permanently marking all components of the system so they are easily identifiable by the ACSO and the County. Components may

- consist of, but not be limited to: switches, connectors, jacks, receptacles, outlets, cables, and cable terminations.
- n. Installing all equipment in the locations and at mounting heights as indicated by the ACSO and the County in a secured manner. Working with ACSO and the County to identify the number and location of ADA compliant stations.
 - o. Providing mounting bolts in all equipment fastening holes where equipment is installed in cabinets.
 - p. Completing a full, safe, and effective installation of the HVVS units and systems described herein. The omission of express reference to any parts necessary for, or reasonably incidental to, a complete installation shall not be construed as a release from furnishing such parts. No exclusion from, or limitations in, the language used in the drawings or specifications shall be interpreted as meaning that the accessories necessary to complete any required system or item of equipment are to be omitted.
 - q. Provide an uninterrupted power supply source to ensure there is no loss of recorded sessions or real time data in the event of a power failure.
 - r. Maintain all cable related to the HVVS, whether reused or newly installed.
 - s. Provide an on-site certified Factory Project Management representative that will be responsible for the coordination of the installation with designated County and ACSO personnel; and shall oversee the installation/configuration of the visiting system until the County and the ACSO have determined the installation was successful. The Project Manager must be a full-time employee of Contractor, and shall provide a telephone response within thirty (30) minutes and a physical response within one (1) hour to the facilities for the duration of the warranty period. The Project Manager shall maintain consistent supervision of the installation team and provide support during the entire installation.
 - t. Only install the HVVS using personnel authorized and certified to do so by the manufacturer of the equipment being provided. Installers shall have a minimum of two (2) years' experience installing audio/visual systems and/or telecommunication systems. Contractor shall use local personnel with the ability to provide a 30-minute telephone response and a one (1) hour physical response time to the facilities for installation and warranty service on the HVVS.

- u. The County requires this system to be installed and operational within one year after contract execution. The HVVS system shall be installed and operational at one facility prior to starting installation at the second facility.
- v. The final system shall be inspected by a designated representative of Contractor's staff and required adjustments documented to include a plan for correcting.

3. Operations and Maintenance

Contractor shall be required to provide all necessary maintenance services including but not limited to:

- a. Ensuring that the HVVSs scheduling, user management, and policy management is web-based and allows for the County and the ACSO to administer visitation sessions and visitation operations based on county mandates and ACSO policies.
- b. All scheduling of video visitation sessions must be able to be performed on the Contractor's website.
- c. Providing detailed information and specifications for each of the hardware components, software applications, and additional products included in the Bidder's response.
- d. Ensuring that the HVVS units do not compromise the ACSO's or the County's local area network or security. The HVVS units are to be placed on a virtual or separate network, with port locks and firewall rules in place that shall ensure, at all times, inmates using the HVVS will have access only to video visitation and not to the internet or the ACSO or County intranets or local area networks.
- e. Contractor shall be responsible for all internal and external connections associated costs. There will be no cost to ACSO for connectivity.
- f. Allowing the ACSO to perform an independent testing, when necessary, of all system specifications on site. The system must demonstrate that all system specifications have been met.
- g. Providing the replacement of any network service or system component whose failure to meet required performance levels during testing has risen

- to chronic problem level at the sole discretion of the ACSO and the County.
- h. Provide all repairs, technical support, disaster avoidance and recovery solutions, upgrades and patches, and any additional items relevant to maintaining the HVVS.
 - i. Provide the necessary labor, parts, materials, and transportation to maintain all proposed on-site video visitation stations in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the awarded contract. The written specifications shall take precedence over the project drawings in all instances. No charge shall be made to the ACSO or to the County for maintenance and repairs of the HVVS.
 - j. Contractor must warrant that the HVVS installed at ACSO facilities shall be free of defects, irregularities, unprofessional installation, code violations, and shall operate as designed and proposed. Should the HVVS not operate as designed and proposed or violate any local, state, or federal code, the Contractor must immediately correct the defect or irregularity or bring the HVVS within code and performance specifications at no cost to the County or the ACSO.
 - k. Install additional video visitation stations and related equipment as well as monitoring and recording equipment, as needed, within 30 days of request, at no cost to the ACSO or to the County. This includes expansion of the existing facilities and any newly constructed facility.
 - l. Initiate repairs or replacement by a qualified technician within four (4) hours following notification of a service request or failure of the HVVS. A telephone response time shall be required within one (1) hour from when a problem is reported. The Contractor must exhibit to the ACSO a best-effort approach to completion of the repairs or replacement during the first 24-hours following notification of a problem. The ACSO shall be notified of progress and or delays in progress until there is resolution of the problem. Contractor shall notify the ACSO any time a technician will be dispatched to one (1) of the facilities. This service is required at both facilities 365 days per year, 24 hours per day, and seven (7) days per week.
 - m. For a major emergency, respond to the service problem within 30 minutes of initial trouble report by the ACSO facility through the use of remote testing or access. Should the HVVS not be accessible for remote access, the Contractor shall have a qualified technician, suitably equipped for the

installed HVVS, on-site at the ACSO facility within two (2) hours from the time of initial trouble report. A major emergency is defined as:

- (1) A failure of the HVVS processor, its common equipment or power supplies which render the system incapable of performing its normal functions;
 - (2) A failure of the recording function or any of its components that affects the full recording operation;
 - (3) A failure of 50% or more of the visitation HVVSs at any one area within an ACSO facility;
 - (4) A failure of any of the HVVS functions that result in the ability of inmates to place visitation sessions without the use of assigned PINs;
 - (5) A failure of the system “kill switches” or similar disabling function proposed by the Contractor.
 - (6) Response to major emergencies shall be available 24 hours a day, seven (7) days a week, 365 days a year throughout the term of the contract.
- n. Detail the method for determining service interruptions and service call priorities, and list the response time for each priority, as well as the level of expertise devoted to each priority.
- o. Be responsible for the replacement of the HVVS in its entirety or its individual components, as necessary to maintain operability, regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. System or component replacement will be performed at no cost to the County or the ACSO and will occur immediately upon notification to the Contractor of the system problem by the ACSO.
- p. Be responsible for replacing visitation HVVSs in their entirety, regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. Contractor must replace visitation HVVSs requiring repair, and not repair components of the visitation HVVSs on-site at the ACSO’s facilities.

If, at such time the ACSO discontinues on-site visitation, the vendor will be required to provide two (2), no-cost, 30-minute visits per week, according to the jails' current visiting schedule.

4. Training and Support Services

- a. Provide full HVVS training to the ACSO staff. Only manufacturers' certified trainers shall be qualified to provide the required training for the ACSO. Trainer(s) shall provide on-site instruction and training sessions to the ACSO's and County's designated representatives covering the operation, administration, and management of the ***entire*** HVVS and associated equipment during the installation process, or sooner, if the County or the ACSO request as such. Follow up instruction and training shall be provided to the County and to the ACSO upon request for the duration of the contract. Training shall be provided at no cost to the County or to the ACSO.
- b. Provide a "live" Help Desk support function which must be located within the continental United States. The Help Desk shall be provided to the County and to the ACSO at no cost to the County or the ACSO during the term of the contract. The Help Desk function must be capable of providing support via telephone to the ACSO 24 hours a day, seven (7) days a week, 365 days per year.
- c. Provide a customer service center for end-users. The customer service center shall be staffed by customer service representatives, available 24 hours a day, seven (7) days a week, 365 days per year. The customer service center shall be located in the continental United States.

F. DELIVERABLES / REPORTS

1. Upon successful implementation, provide as-built drawings of the HVVS in paper and in electronic format (CAD 2009), and presenting a systems' manual to the ACSO and to the County.
2. Contractor shall provide bound copies of operator and service manuals at each installation location. Operator's manuals shall be written in laymen's terms and printed so as to become a permanent reference for the operators, describing all control panel icon operations, graphic symbols definitions and all indicating functions and complete explanation of all software. Electronic versions may be provided in addition.

3. Provide, upon successful implementation, a summary of the current system's ability to be enhanced or expanded to implement future phases of the project as requested by the ACSO or the County.
4. Provide a written notification to the ACSO and to the County of announced discontinuation or upgrade replacements of any specified materials as soon as it is made known to Contractor.
5. Provide a written maintenance agreement that shall address the following:
 - a. Defective parts
 - b. Software upgrades and patches
 - c. Technical telephone support
 - d. Location of Contractor's closest service center(s)
 - e. Name and contact information for Contractor's Certified Support Personnel
 - f. Source for hardware parts and approximate availability of ordered parts
 - g. Any other support levels available to the ACSO or the County for the maintenance of the HVVS.
6. Contractor shall provide monthly video visitation detail reports which shall include a detailed breakdown of the activity for all video visitation visits, including, but not limited to, video visitation visits by station, total duration of video visitation visits by station, and total revenue and commission generated for video visitation visits by station for each facility. Reports should also include station downtime outlined by station.
7. Contractor's HVVS shall provide the capability to export the reports in a mutually agreed upon format agreed to by the ACSO and Contractor. The reports shall be available to the ACSO from all control workstations and remote access computers depending on the user's access level.
8. At the time commission payments commence, and which will be agreed on in the contract, Contractor shall provide commission payments and detail reports to the ACSO on or before the 15th day of the month following the month of traffic. The ACSO requires that traffic detail reports be sent electronically in an exportable format.

- a. Commission payments and/or reports not containing the required fields received by the ACSO after the due date are all subject to late charges. Late charges for commission payments shall be equal to 5% per month of the commission due.
 - b. Late charges for reporting shall be a fee of \$750.00 per month for each report not received by the 15th day of the month following the traffic month, including reports not containing required fields.
9. At the commencement of the contract, Contractor shall provide an audit report listing all machines in use, including serial numbers and verify proof of compliance with Energy Star requirements.

II. CALENDAR OF EVENTS

***** All Site Visits and Networking/Bidders Conferences are Mandatory *****

EVENT	DATE/LOCATION	
Request Issued	November 20, 2014	
Written Questions Due	by 5:00 p.m. on December 10, 2014	
Mandatory Networking/Bidders Conference #1	December 8, 2014 @ 1:30 p.m.	at: Santa Rita Jail Main Visitors Lobby 5325 Broder Blvd. Dublin, CA 94568
Mandatory Site Visit #1	December 8, 2014 Immediately Following Conference	at: Santa Rita Jail Media Room 5325 Broder Blvd. Dublin, CA 94568
Mandatory Site Visit #2	December 9, 2014 @ 10:00 a.m.	at: Glenn E. Dyer Jail Main Visitors Lobby 550 6th Street Oakland, CA 94607
Mandatory Networking/Bidders Conference #2	December 9, 2014 Immediately Following Site Visit	at: Glenn E. Dyer Jail Muster Room 550 6th Street Oakland, CA 94607
Addendum Issued	January 5, 2015	
Response Due	January 26, 2015 by 2:00 p.m.	
Evaluation Period	January 27 – February 26, 2015	
Vendor Interviews	February 23 – 25, 2015	

Board Letter Recommending Award Issued	March 11, 2015
Board Consideration Award Date	April 21, 2015
Contract Start Date	May 1, 2015

Note: Award and start dates are approximate.

G. NETWORKING / BIDDERS CONFERENCES

1. Site Visits of all facilities are **mandatory**. **Bidders must complete in its entirety Exhibit "G" - Alameda County Sherriff's Office Security Site Clearance form attached to this RFP.** Bidders must complete all fields divulging any criminal activity and dates. Forms must be emailed, mailed, or faxed for receipt by **December 2, 2014** to allow processing and notification of approval prior to the scheduled site visits (**December 8th & 9th 2014**)

Return your completed form to:

Umiika Wright, Procurement & Contracts Specialist
Alameda County, GSA–Procurement & Support Services
1401 Lakeside Drive, Suite 907
Oakland, CA 94612
E-Mail: Umiika.Wright@acgov.org
PHONE: (510) 208-9607

2. Networking/bidders conferences will be held to:
 - a. Provide an opportunity for SLEBs and large firms to network and develop subcontracting relationships in order to participate in the contract(s) that may result from this RFP.
 - b. Provide an opportunity for bidders to ask specific questions about the project and request RFP clarification.
 - c. Provide bidders an opportunity to view a site, receive documents, etc. necessary to respond to this RFP.
 - d. Provide the County with an opportunity to receive feedback regarding the project and RFP.

3. All questions will be addressed, and the list of attendees will be included, in an RFP Addendum following the networking/bidders conference(s).
4. Attendance at the networking/bidders conferences, and site visit are mandatory.
5. Potential bidders are strongly encouraged to attend networking/bidders conference(s) in order to further facilitate subcontracting relationships. Vendors who attend a networking/bidders conference will be added to the Vendor Bid List.

III. COUNTY PROCEDURES, TERMS, AND CONDITIONS

H. EVALUATION CRITERIA / SELECTION COMMITTEE

All proposals that pass the initial Evaluation Criteria which are determined on a pass/fail basis (Completeness of Response, Financial Stability, and Debarment and Suspension) will be evaluated by a County Selection Committee (CSC). The County Selection Committee may be composed of County staff and other parties that may have expertise or experience in providing and installing Hosted, IP Based Video Visitation Solutions services. The CSC will score and recommend a Contractor in accordance with the evaluation criteria set forth in this RFP. Other than the initial pass/fail Evaluation Criteria, the evaluation of the proposals shall be within the sole judgment and discretion of the CSC.

All contact during the evaluation phase shall be through the GSA–Procurement & Support Services department only. Bidders shall neither contact nor lobby evaluators during the evaluation process. Attempts by Bidder to contact and/or influence members of the CSC may result in disqualification of Bidder.

The CSC will evaluate each proposal meeting the qualification requirements set forth in this RFP. Bidders should bear in mind that any proposal that is unrealistic in terms of the technical or schedule commitments, or unrealistically high or low in cost, will be deemed reflective of an inherent lack of technical competence or indicative of a failure to comprehend the complexity and risk of the County’s requirements as set forth in this RFP.

Bidders are advised that in the evaluation of cost it will be assumed that the unit price quoted is correct in the case of a discrepancy between the unit price and an extension.

As a result of this RFP, the County intends to award a contract to the responsible bidder(s) whose response conforms to the RFP and whose bid presents the greatest value to the County, all evaluation criteria considered. The combined weight of the evaluation criteria is greater in importance than cost in determining the greatest value

to the County. The goal is to award a contract to the bidder(s) that proposes the County the best quality as determined by the combined weight of the evaluation criteria. The County may award a contract of higher qualitative competence over the lowest priced response.

The basic information that each section should contain is specified below, these specifications should be considered as minimum requirements. Much of the material needed to present a comprehensive proposal can be placed into one of the sections listed. However, other criteria may be added to further support the evaluation process whenever such additional criteria are deemed appropriate in considering the nature of the goods and/or services being solicited.

Each of the Evaluation Criteria below will be used in ranking and determining the quality of bidders' proposals. Proposals will be evaluated according to each Evaluation Criteria, and scored on the zero to five-point scale outlined below. The scores for all Evaluation Criteria will then be added, according to their assigned weight (below), to arrive at a weighted score for each proposal. A proposal with a high weighted total will be deemed of higher quality than a proposal with a lesser-weighted total. The final maximum score for any project is five hundred fifty (550) points, including the possible fifty (50) points for local and small, local and emerging, or local preference points (maximum 10% of final score).

The evaluation process may include a two-stage approach including an initial evaluation of the written proposal and preliminary scoring to develop a short list of bidders that will continue to the final stage of oral presentation and interview and reference checks. The preliminary scoring will be based on the total points, excluding points allocated to references, oral presentation and interview.

If the two-stage approach is used, the three (3) bidders receiving the highest preliminary scores and with at least 200 points will be invited to an oral presentation and interview. Only the bidders meeting the short list criteria will proceed to the next stage. All other bidders will be deemed eliminated from the process. All bidders will be notified of the short list participants; however, the preliminary scores at that time will not be communicated to bidders.

The zero to five-point scale range is defined as follows:

0	Not Acceptable	Non-responsive, fails to meet RFP specification. The approach has no probability of success. If a mandatory requirement this score will result in disqualification of proposal.
1	Poor	Below average, falls short of expectations, is substandard to that which is the average or expected norm, has a low

		probability of success in achieving objectives per RFP.
2	Fair	Has a reasonable probability of success, however, some objectives may not be met.
3	Average	Acceptable, achieves all objectives in a reasonable fashion per RFP specification. This will be the baseline score for each item with adjustments based on interpretation of proposal by Evaluation Committee members.
4	Above Average / Good	Very good probability of success, better than that which is average or expected as the norm. Achieves all objectives per RFP requirements and expectations.
5	Excellent / Exceptional	Exceeds expectations, very innovative, clearly superior to that which is average or expected as the norm. Excellent probability of success and in achieving all objectives and meeting RFP specification.

The Evaluation Criteria and their respective weights are as follows:

	Evaluation Criteria	Weight
A.	<p>Completeness of Response: Responses to this RFP must be complete. Responses that do not include the proposal content requirements identified within this RFP and subsequent Addenda and do not address each of the items listed below will be considered incomplete, be rated a Fail in the Evaluation Criteria and will receive no further consideration.</p> <p>Responses that are rated a Fail and are not considered may be picked up at the delivery location within 14 calendar days of contract award and/or the completion of the competitive process.</p>	Pass/Fail
	<p>Debarment and Suspension: Bidders, its principal and named subcontractors are not identified on the list of Federally debarred, suspended or other excluded parties located at www.sam.gov.</p>	Pass/Fail
B.	<p>Technical Criteria: In each area described below, an evaluation will be made of the probability of success of and risks associated with, the proposal response:</p> <p>1. System Design - Credit will be given for vendor integration</p>	10 Points

	<p>with the existing Alameda County accounting system. The County currently uses the Automated Jail Identification System (AJIS). (2 Points)</p> <p>2. Software Design and Development - The evaluation will be based on the Bidder's proposed system and capability to meet the technical requirements for the HVVS. (2 Points)</p> <p>3. Ancillary Services - A comparison will be made of the proposed services with the requirements of this RFP. Credit will be given for convenience, responsiveness and technical expertise and enhancements not specifically required in the Specific Requirements. (2 Points)</p> <p>4. System Testing – Bidders must describe how it performs standard system testing to ensure that the proposed HVVS and its network services are fully-implemented and ready to accept visitation traffic and the ACSO's and the County's use. The description must include the Bidder's and the industry's standard methodologies, procedures, and protocols consistent with the HVVS proposed for the ACSO and the County. The Bidder must describe what is required of the ACSO and the County personnel during this system testing. All hardware, software, software licensing, etc. required to perform this testing must be provided to the ACSO and the County at no cost. (4 Points)</p>	
<p>C.</p>	<p>Commission Rate: The points for Commission Rate will be computed by using a formula which divides the estimated total commission amount offered by the vendor to the County by the highest estimated total commission amount offered to the County times the rating of five (5). Example: $30/30=1$, $1 \times 5 = 5$ (The highest rating). This is then calculated times the weight. If the proposer has the highest estimated commission amount, it will receive a maximum rating of 5, any other bid will receive something lower than a rating of five (5).</p> <p>While not reflected in the commission rate evaluation points, an evaluation may also be made of (a) reasonableness (i.e., does the proposed pricing accurately reflect the bidder's effort to meet requirements and objectives?); (b) realism (i.e.,</p>	<p style="text-align: right;">20 Points</p>

	is the proposed cost appropriate to the nature of the products and services to be provided?).	
D.	<p>Implementation Plan and Schedule: An evaluation will be made of the likelihood that Bidder’s implementation plan and schedule will meet the County’s requirement.</p>	5 Points
E.	<p>Relevant Experience: Proposals will be evaluated against the RFP specifications and the questions below. A higher score will be applied to bidders who have more than five (3) years of experience.</p> <ol style="list-style-type: none"> 1. Has Bidder been regularly and continuously engaged in the business of providing and administering HVVS installation and service for a minimum of three (3) years to city, county, or state correctional facilities. (5 Points) 2. Does Bidder have HVVS systems installed, functioning, and operational in a minimum of three (3) correctional facilities? (5 Points) 3. Bidder must have fully automated and configurable web accessible scheduling software incorporated into Bidder’s proposed software application. (5 Points) 4. Bidder organization must have qualified, trained, and certified staff dedicated to the sole purpose of supporting the HVVS system installed. Did bidder supply qualifications and staff assignments? (5 Points) <ol style="list-style-type: none"> 1) Do the individuals assigned to the project have experience on similar projects? 2) Are résumés complete and do they demonstrate backgrounds that would be desirable for individuals engaged in the work the project requires? 3) How extensive is the applicable education and experience of the personnel designated to work on the project? 	20 Points
F.	<p>References (See Exhibit A – Bid Response Packet) 5. Did references confirm bidder has HVVS systems installed,</p>	10 Points

	functioning, and operational in a minimum of three (3) correctional facilities?	
G.	Overall Proposal	10 Points
H.	<p>Oral Presentation and Interview: The oral presentation by each bidder shall not exceed sixty (60) minutes in length. The oral interview will consist of standard questions asked of each of the bidders and specific questions regarding the specific proposal. The proposals may then be re-evaluated and re-scored based on the oral presentation and interview.</p>	10 Points
I.	<p>Understanding of the Project: Proposals will be evaluated against the RFP specifications and the questions below:</p> <ol style="list-style-type: none"> 1. Has proposer demonstrated a thorough understanding of the purpose and scope of the project? (4 Points) 2. How well has the proposer identified pertinent issues and potential problems related to the project? (4 Points) 3. Has the proposer demonstrated that it understands the deliverables the County expects it to provide? (4 Points) 4. Has the proposer demonstrated that it understands the County's time schedule and can meet it? (3 Points) 	15 Points
SMALL LOCAL EMERGING BUSINESS PREFERENCE		
	Local Preference: Points equaling five percent (5%) of bidder's total score, for the above Evaluation Criteria, will be added. This will be the bidder's <u>final score</u> for purposes of award evaluation.	Five Percent (5%)
	Small and Local or Emerging and Local Preference: Points equaling five percent (5%) of bidder's total score, for the above Evaluation Criteria, will be added. This will be the bidder's <u>final score</u> for purposes of award evaluation.	Five Percent (5%)

I. CONTRACT EVALUATION AND ASSESSMENT

During the initial sixty (60) day period of any contract, which may be awarded to Contractor, the CSC and/or other persons designated by the County will meet with the

Contractor to evaluate the equipment/system performance and to identify any issues or potential problems.

The County reserves the right to determine, at its sole discretion, whether:

1. Contractor has complied with all terms of this RFP; and
2. Any problems or potential problems with the proposed the equipment/system were evidenced which make it unlikely (even with possible modifications) that such equipment/system have met the County requirements.

If, as a result of such determination, the County concludes that it is not satisfied with Contractor, Contractor's performance under any awarded contract and/or Contractor's goods and services as contracted for therein, the Contractor will be notified of contract termination effective forty-five (45) days following notice. Contractor shall be responsible for the removal of equipment/system and shall return County facilities to their pre-installation state at no charge to the County. The County will have the right to invite the next highest ranked bidder to enter into a contract. The County also reserves the right to re-bid this project if it is determined to be in its best interest to do so.

J. NOTICE OF RECOMMENDATION TO AWARD

1. At the conclusion of the RFP response evaluation process ("Evaluation Process"), all bidders will be notified in writing by e-mail or fax, and certified mail, of the contract award recommendation, if any, by GSA–Procurement & Support Services. The document providing this notification is the Notice of Intent to Award.

The Notice of Recommendation to Award will provide the following information:

- a. The name of the bidder being recommended for contract award; and
 - b. The names of all other parties that submitted proposals.
2. At the conclusion of the RFP process, debriefings for unsuccessful bidders will be scheduled and provided upon written request and will be restricted to discussion of the unsuccessful offeror's bid.
 - a. Under no circumstances will any discussion be conducted with regard to contract negotiations with the successful bidder.
 - b. Debriefing may include review of successful bidder's proposal with redactions as appropriate.

3. The submitted proposals shall be made available upon request no later than five (5) business days before approval of the award and contract is scheduled to be heard by the Board of Supervisors.

K. TERM / TERMINATION / RENEWAL

1. The term of the contract, which may be awarded pursuant to this RFP, will be five (5) years.
2. By mutual agreement, any contract which may be awarded pursuant to this RFP, may be extended for an additional two-year term at agreed prices with all other terms and conditions remaining the same.

The contents of this solicitation and the Contractor's response, when submitted to and accepted by the County and the ACSO shall become an integral part of any contract agreed upon between the Contractor and the County.

L. BRAND NAMES AND APPROVED EQUIVALENTS

1. Any references to manufacturers, trade names, brand names and/or catalog numbers are intended to be descriptive, but not restrictive, unless otherwise stated, and are intended to indicate the quality level desired. Bidders may offer any equivalent product that meets or exceeds the specifications. Bids based on equivalent products must:
 - a. Clearly describe the alternate offered and indicate how it differs from the product specified; and
 - b. Include complete descriptive literature and/or specifications as proof that the proposed alternate will be equal to or better than the product named in this bid.
2. The County reserves the right to be the sole judge of what is equal and acceptable and may require Bidder to provide additional information and/or samples.
3. If Bidder does not specify otherwise, it is understood that the referenced brand will be supplied.

M. QUANTITIES

Quantities listed herein are annual estimates based on past usage of similar services and are not to be construed as a commitment. No minimum or maximum is guaranteed or implied.

N. COMMISSION RATE

Commission rate as quoted will remain firm for the term of any contract that may be awarded as a result of this RFP.

O. PRICING

1. Pricing is provided for evaluation purposes. Final HVVS session prices are approved by the IWF Committee.
2. All pricing as quoted and approved will remain firm for the term of any contract that may be awarded as a result of this RFP.
3. Unless otherwise stated, Bidder agrees that, in the event of a price decline, the benefit of such lower price shall be extended to the County.
4. All prices are to be F.O.B. destination. Any freight/delivery charges are to be included.
5. Any price and commission increases or decreases for subsequent contract terms may be negotiated between Contractor and County only after completion of the initial term.
6. Price quotes shall include any and all payment incentives available to the County.
7. Bidders are advised that in the evaluation of price, if applicable, it will be assumed that the unit price quoted is correct in the case of a discrepancy between the unit price and an extension.
8. Federal and State minimum wage laws apply. The County has no requirements for living wages. The County is not imposing any additional requirements regarding wages.
9. Prevailing Wages: Pursuant to Labor Code Sections 1770 et seq., Contractor shall pay to persons performing labor in and about Work provided for in Contract not less than the general prevailing rate of per diem wages for work of a similar character in the locality in which the Work is performed, and not less than the general prevailing rate of per diem wages for legal holiday and overtime work in said locality, which per diem wages shall not be less than the stipulated rates contained in a schedule thereof which has been ascertained and determined by the Director of the State Department of Industrial Relations to be the general prevailing rate of per diem wages for each craft or type of workman or mechanic needed to execute this contract.

P. AWARD

1. Proposals will be evaluated by a committee and will be ranked in accordance with the RFP section entitled "Evaluation Criteria/Selection Committee."
2. The committee will recommend award to the bidder who, in its opinion, has submitted the proposal that best serves the overall interests of the County and attains the highest overall point score. Award may not necessarily be made to the bidder with the lowest price.
3. The County reserves the right to reject any or all responses that materially differ from any terms contained in this RFP or from any Exhibits attached hereto, to waive informalities and minor irregularities in responses received, and to provide an opportunity for bidders to correct minor and immaterial errors contained in their submissions. The decision as to what constitutes a minor irregularity shall be made solely at the discretion of the County.
4. The County reserves the right to award to a single or multiple contractors.
5. The County has the right to decline to award this contract or any part thereof for any reason.
6. Board approval to award a contract is required.
7. A contract must be negotiated, finalized, and signed by the intended awardee prior to Board approval.

Final Standard Agreement terms and conditions will be negotiated with the selected bidder. Bidder may access a copy of the Standard Services Agreement template can be found online at:

<http://www.acgov.org/gsa/purchasing/standardServicesAgreement.pdf>

8. The template contains minimal Agreement boilerplate language only.
9. The RFP specifications, terms, conditions and Exhibits, RFP Addenda and Bidder's proposal, may be incorporated into and made a part of any contract that may be awarded as a result of this RFP.

Q. WARRANTY

1. Bidder expressly warrants that all goods and services to be furnished pursuant to any contract awarded it arising from the Bid will conform to the descriptions and specifications contained herein and in supplier catalogs, product brochures and other representations, depictions or models, and will be free from defects, of

merchantable quality, good material and workmanship. Bidder expressly warrants that all goods and services to be furnished pursuant to such award will be fit and sufficient for the purpose(s) intended. This warranty shall survive any inspections, delivery, acceptance or payment by the County. Bidder warrants that all work and services furnished hereunder shall be guaranteed for the life of any contract awarded as a result of this RFP.

R. LIQUIDATED DAMAGES

1. Due to Contractor's action(s), if any installation is not completed within the timeframe allowed in the agreed upon implementation plan, contractor may incur liquidated damages in the amount of \$500.00 per day for each day beyond the installation date. In no event will natural disasters or acts of God cause Contractor to incur liquidated damages.
2. Should Contractor incur liquidated damages, the ACSO will invoice the Contractor. Payment of invoice shall be made to the ACSO within thirty (30) days of the Contractor's receipt of the invoice.

S. ACCOUNT MANAGER / SUPPORT STAFF

1. Contractor shall provide a dedicated competent account manager who shall be responsible for the County account/contract. The account manager shall receive all orders from the County and shall be the primary contact for all issues regarding Bidder's response to this RFP and any contract which may arise pursuant to this RFP.
2. Contractor shall also provide adequate, competent support staff that shall be able to service the County during normal working hours, Monday through Friday. Such representative(s) shall be knowledgeable about the contract, products offered and able to identify and resolve quickly any issues including but not limited to order and invoicing problems.
3. Contractor account manager shall be familiar with County requirements and standards and work with the ACSO to ensure that established standards are adhered to.

IV. INSTRUCTIONS TO BIDDERS

T. COUNTY CONTACTS

GSA–Procurement & Support Services is managing the competitive process for this project on behalf of the County. All contact during the competitive process is to be through the GSA–Procurement & Support Services Department only.

The evaluation phase of the competitive process shall begin upon receipt of sealed bids until a contract has been awarded. Bidders shall not contact or lobby evaluators during the evaluation process. Attempts by Bidder to contact evaluators may result in disqualification of bidder.

All questions regarding these specifications, terms and conditions are to be submitted in writing, preferably via e-mail by 5:00 p.m. on December 9, 2014 to:

Umiika Wright Procurement & Contracts Specialist
Alameda County, GSA– Procurement & Support Services
1401 Lakeside Drive, Suite 907
Oakland, CA 94612
E-Mail: Umiika.Wright@acgov.org
PHONE: (510) 208-9607

The GSA Contracting Opportunities website will be the official notification posting place of all Requests for Interest, Proposals, Quotes and Addenda. Go to http://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp to view current contracting opportunities.

U. SUBMITTAL OF BIDS

1. All bids must be SEALED and must be received at the Office of the Purchasing Agent of Alameda County BY 2:00 p.m. on the due date specified in the Calendar of Events.

NOTE: LATE AND/OR UNSEALED BIDS CANNOT BE ACCEPTED. IF HAND DELIVERING BIDS PLEASE ALLOW TIME FOR METERED STREET PARKING OR PARKING IN AREA PUBLIC PARKING LOTS AND ENTRY INTO SECURE BUILDING.

Bids will be received only at the address shown below, and by the time indicated in the Calendar of Events. Any bid received after said time and/or date or at a place other than the stated address cannot be considered and will be returned to the bidder unopened.

All bids, whether delivered by an employee of Bidder, U.S. Postal Service, courier or package delivery service, must be received and time stamped at the stated address prior to the time designated. The Procurement & Support Services department's timestamp shall be considered the official timepiece for the purpose of establishing the actual receipt of bids.

2. Bids are to be addressed and delivered as follows:

Hosted, IP-Based Video Visitation Solution
RFP No. 901291
Alameda County, GSA– Procurement & Support Services
1401 Lakeside Drive, Suite 907 *
Oakland, CA 94612

Bidder's name, return address, and the RFP number and title must also appear on the mailing package.

***PLEASE NOTE** that on the bid due date, a bid reception desk will be open between 1:00 p.m. – 2:00 p.m. and will be located in the 1st floor lobby at 1401 Lakeside Drive.

3. Bidders are to submit one (1) original hardcopy bid (Exhibit A – Bid Response Packet, including additional required documentation), with original ink signatures, plus five (4) copies of their proposal. Original proposal is to be clearly marked “ORIGINAL” with copies to be marked “COPY”. All submittals should be printed on plain white paper, and must be either loose leaf or in a 3-ring binder (**NOT** bound). It is preferred that all proposals submitted shall be printed double-sided and on minimum 30% post-consumer recycled content paper. Inability to comply with the 30% post-consumer recycled content recommendation will have no impact on the evaluation and scoring of the proposal.

Bidders **must** also submit an electronic copy of their proposal. The electronic copy must be in a single file (PDF with OCR preferred), and shall be an **exact** scanned image of the original hard copy Exhibit A – Bid Response Packet, including additional required documentation. The file must be on disk or USB flash drive and enclosed with the sealed original hardcopy of the bid.

4. BIDDERS SHALL NOT MODIFY BID FORM(S) OR QUALIFY THEIR BIDS. BIDDERS SHALL NOT SUBMIT TO THE COUNTY A SCANNED, RE-TYPED, WORD-PROCESSED, OR OTHERWISE RECREATED VERSION OF THE BID FORM(S) OR ANY OTHER COUNTY-PROVIDED DOCUMENT.
5. No email (electronic) or facsimile bids will be considered.

6. All costs required for the preparation and submission of a bid shall be borne by Bidder.
7. Only one bid response will be accepted from any one person, partnership, corporation, or other entity; however, several alternatives may be included in one response. For purposes of this requirement, “partnership” shall mean, and is limited to, a legal partnership formed under one or more of the provisions of the California or other state’s Corporations Code or an equivalent statute.
8. All other information regarding the bid responses will be held as confidential until such time as County Selection Committee has completed its evaluation, an recommended award has been made by the County Selection Committee and the contract has been fully negotiated with the recommended awardee named in the recommendation to award/non-award notification(s). The submitted proposals shall be made available upon request no later than five (5) business days before the recommendation to award and enter into contract by the Board of Supervisors. All parties submitting proposals, either qualified or unqualified, will receive mailed recommendation to award/non-award notification(s), which will include the name of the bidder to be recommended for award of this project. In addition, award information will be posted on the County’s “Contracting Opportunities” website, mentioned above.
9. Each bid received, with the name of the bidder, shall be entered on a record, and each record with the successful bid indicated thereon shall, after the award of the order or contract, be open to public inspection.
10. California Government Code Section 4552: In submitting a bid to a public purchasing body, the bidder offers and agrees that if the bid is accepted, it will assign to the purchasing body all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. 15) or under the Cartwright Act (Chapter 2, commencing with Section 16700, of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by the bidder for sale to the purchasing body pursuant to the bid. Such assignment shall be made and become effective at the time the purchasing body tenders final payment to the bidder.
11. Bidder expressly acknowledges that it is aware that if a false claim is knowingly submitted (as the terms “claim” and “knowingly” are defined in the California False Claims Act, Cal. Gov. Code, §12650 et seq.), County will be entitled to civil remedies set forth in the California False Claim Act. It may also be considered fraud and the Contractor may be subject to criminal prosecution.

12. The undersigned Bidder certifies that it is, at the time of bidding, and shall be throughout the period of the contract, licensed by the State of California to do the type of work required under the terms of the Contract Documents. Bidder further certifies that it is regularly engaged in the general class and type of work called for in the Bid Documents.
13. The undersigned Bidder certifies that it is not, at the time of bidding, on the California Department of General Services (DGS) list of persons determined to be engaged in investment activities in Iran or otherwise in violation of the Iran Contracting Act of 2010 (Public Contract Code Section 2200-2208).
14. It is understood that County reserves the right to reject this bid and that the bid shall remain open to acceptance and is irrevocable for a period of one hundred eighty (180) days, unless otherwise specified in the Bid Documents.

V. RESPONSE FORMAT

1. Bid responses are to be straightforward, clear, concise and specific to the information requested.
2. In order for bids to be considered complete, Bidder **must** provide responses to all information requested. See Exhibit A – Bid Response Packet.
3. Bid responses, in whole or in part, are NOT to be marked confidential or proprietary. County may refuse to consider any bid response or part thereof so marked. Bid responses submitted in response to this RFP may be subject to public disclosure. County shall not be liable in any way for disclosure of any such records. Please refer to the County's website at: <http://www.acgov.org/gsa/departments/purchasing/policy/proprietary.htm> for more information regarding Proprietary and Confidential Information policies.



EXHIBIT A

BID RESPONSE PACKET

RFP No. 901291 – Hosted, IP-Based Video Visitation Solution

To: The County of Alameda

From: _____

(Official Name of Bidder)

- **AS DESCRIBED IN THE SUBMITTAL OF BIDS SECTION OF THIS RFP, BIDDERS ARE TO SUBMIT ONE (1) ORIGINAL HARDCOPY BID (EXHIBIT A – BID RESPONSE PACKET), INCLUDING ADDITIONAL REQUIRED DOCUMENTATION), WITH ORIGINAL INK SIGNATURES, PLUS 4 COPIES AND ONE (1) ELECTRONIC COPY OF THE BID IN PDF (with OCR preferred)**
- **ALL PAGES OF THE BID RESPONSE PACKET (EXHIBIT A) MUST BE SUBMITTED IN TOTAL WITH ALL REQUIRED DOCUMENTS ATTACHED THERETO; ALL INFORMATION REQUESTED MUST BE SUPPLIED; ANY PAGES OF EXHIBIT A (OR ITEMS THEREIN) NOT APPLICABLE TO THE BIDDER MUST STILL BE SUBMITTED AS PART OF A COMPLETE BID RESPONSE, WITH SUCH PAGES OR ITEMS CLEARLY MARKED “N/A”**
- **BIDDERS SHALL NOT SUBMIT TO THE COUNTY A RE-TYPED, WORD-PROCESSED, OR OTHERWISE RECREATED VERSION OF EXHIBIT A – BID RESPONSE PACKET OR ANY OTHER COUNTY-PROVIDED DOCUMENT**
- **ALL PRICES AND NOTATIONS MUST BE PRINTED IN INK OR TYPEWRITTEN; NO ERASURES ARE PERMITTED; ERRORS MAY BE CROSSED OUT AND CORRECTIONS PRINTED IN INK OR TYPEWRITTEN ADJACENT, AND MUST BE INITIALED IN INK BY PERSON SIGNING BID**
- **BIDDER MUST QUOTE PRICE(S) AS SPECIFIED IN RFP.**
- **BIDDERS THAT DO NOT COMPLY WITH THE REQUIREMENTS, AND/OR SUBMIT INCOMPLETE BID PACKAGES, SHALL BE SUBJECT TO DISQUALIFICATION AND THEIR BIDS REJECTED IN TOTAL**
- **IF BIDDERS ARE MAKING ANY CLARIFICATIONS AND/OR AMENDMENTS, OR TAKING EXCEPTION TO POLICIES OR SPECIFICATIONS OF THIS RFP, INCLUDING THOSE TO THE COUNTY SLEB POLICY, THESE MUST BE SUBMITTED IN THE EXCEPTIONS, CLARIFICATIONS, AMENDMENTS SECTION OF THIS EXHIBIT A – BID RESPONSE PACKET IN ORDER FOR THE BID RESPONSE TO BE CONSIDERED COMPLETE**

BIDDER INFORMATION AND ACCEPTANCE

1. The undersigned declares that the Bid Documents, including, without limitation, the RFP, Addenda, and Exhibits have been read.
2. The undersigned is authorized, offers, and agrees to furnish the articles and/or services specified in accordance with the Specifications, Terms & Conditions of the Bid Documents of RFP No. 901291 – Hosted, IP-Based Video Visitation Solution.
3. The undersigned has reviewed the Bid Documents and fully understands the requirements in this Bid including, but not limited to, the requirements under the County Provisions, and that each Bidder who is awarded a contract shall be, in fact, a prime Contractor, not a subcontractor, to County, and agrees that its Bid, if accepted by County, will be the basis for the Bidder to enter into a contract with County in accordance with the intent of the Bid Documents.
4. The undersigned acknowledges receipt and acceptance of all addenda.
5. The undersigned agrees to the following terms, conditions, certifications, and requirements found on the County's website:
 - **Bid Protests / Appeals Process**
[<http://www.acgov.org/gsa/departments/purchasing/policy/bidappeal.htm>]
 - **Debarment / Suspension Policy**
[<http://www.acgov.org/gsa/departments/purchasing/policy/debar.htm>]
 - **Iran Contracting Act (ICA) of 2010**
[<http://www.acgov.org/gsa/departments/purchasing/policy/ica.htm>]
 - **General Environmental Requirements**
[<http://www.acgov.org/gsa/departments/purchasing/policy/environ.htm>]
 - **First Source**
[<http://acgov.org/auditor/sleb/sourceprogram.htm>]
 - **General Requirements**
[<http://www.acgov.org/gsa/departments/purchasing/policy/genreqs.htm>]
 - **Proprietary and Confidential Information**
[<http://www.acgov.org/gsa/departments/purchasing/policy/proprietary.htm>]
6. The undersigned acknowledges that Bidder will be in good standing in the State of California, with all the necessary licenses, permits, certifications, approvals, and authorizations necessary to perform all obligations in connection with this RFP and associated Bid Documents.
7. It is the responsibility of each bidder to be familiar with all of the specifications, terms and conditions and, if applicable, the site condition. By the submission of a Bid, the Bidder certifies that if awarded a

contract they will make no claim against the County based upon ignorance of conditions or misunderstanding of the specifications.

8. Patent indemnity: Vendors who do business with the County shall hold the County of Alameda, its officers, agents and employees, harmless from liability of an nature or kind, including cost and expenses, for infringement or use of any patent, copyright or other proprietary right, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract or purchase order.
9. Insurance certificates are not required at the time of submission. However, by signing Exhibit A – Bid Response Packet, the Contractor agrees to meet the minimum insurance requirements stated in the RFP. This documentation must be provided to the County, prior to award, and shall include an insurance certificate and additional insured certificate, naming the County of Alameda, which meets the minimum insurance requirements, as stated in the RFP.



Official Name of Bidder: _____

Street Address Line 1: _____

Street Address Line 2: _____

City: _____ State: _____ Zip Code: _____

Webpage: _____

Type of Entity / Organizational Structure (check one):

Corporation

Joint Venture

Limited Liability Partnership

Partnership

Limited Liability Corporation

Non-Profit / Church

Other: _____

Jurisdiction of Organization Structure: _____

Date of Organization Structure: _____

Federal Tax Identification Number: _____

Primary Contact Information:

Name / Title: _____

Telephone Number: _____ Fax Number: _____

E-mail Address: _____

SIGNATURE: _____

Name and Title of Signer: _____

Dated this _____ day of _____ 20_____

BID FORM(S)

COMMISSION SHALL BE SUBMITTED ON EXHIBIT A BID FORMS AS IS. NO ALTERATIONS OR CHANGES OF ANY KIND ARE PERMITTED. Bidder is not to submit alternate bid forms. Requested rate/cost, revenue, and commission information will be entered on the lines provided. No additional pricing incentives, pricing scales, or any other offers will be considered or evaluated.

Please note: Submission of additional pricing pages, clarification pages, and/or pricing scales, or any documentation regarding pricing other than that submitted on the Bid form will result in the disqualification of bidder's proposal.

*Quantity listed on the Bid Form is in addition to the required two free visits each week and is based on each inmate having five additional visits per week. The County or the ACSO does not guarantee this level of usage. No minimum or maximum is guaranteed or implied. If on-site visitation is discontinued, Bidder will be required to provide two, no-cost, 30-minute visits per week, according to the Jails' current visiting schedule.

Bidder hereby certifies to County that all representations, certifications, and statements made by Bidder, as set forth in this Bid Form and attachments are true and correct and are made under penalty of perjury pursuant to the laws of the State of California.

(A) Estimated HVVS Sessions Per Year 1,000,000	Year 1				Year 2				Year 3				Year 4				Year 5			
	(B) Cost Per Visit	(C) Total Projected Income (A)*(B)	(D) Commission Percent %	(E) Total Commission Payable to ACSO (C)*(D)	(F) Cost Per Visit	(G) Total Projected Income (A)*(F)	(H) Commission Percent %	(I) Total Commission Payable to ACSO (G)*(H)	(J) Cost Per Visit	(K) Total Projected Income (A)*(J)	(L) Commission Percent %	(M) Total Commission Payable to ACSO (K)*(L)	(N) Cost Per Visit	(O) Total Projected Income (A)*(N)	(P) Commission Percent %	(Q) Total Commission Payable to ACSO (O)*(P)	(R) Cost Per Visit	(S) Total Projected Income (A)*(R)	(T) Commission Percent %	(U) Total Commission Payable to ACSO (S)*(T)
	\$	\$	%	\$	\$	\$	%	\$	\$	\$	%	\$	\$	\$	%	\$	\$	\$	%	\$

Total 5 Year Commission Payable to ACSO = (E+I+M+Q+U)	\$
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BID FORM
COUNTY OF ALAMEDA

RFP No. 901291

For

Hosted, IP-Based Video Visitation Solution

Please provide the County with commission's payable per each incremental increase in usage. Below Commission rates are for informational purposes only and will not be calculated into the bid total for purposes of evaluation.

Commissions should be firm and will be used in the contract whenever the need arises.

Additional Sessions Per Year	Commission Rate
5,000	%
10,000	%
25,000	%
50,000	%
75,000	%
100,000	%

For informational Purposes Only

REQUIRED DOCUMENTATION AND SUBMITTALS

All of the specific documentation listed below is required to be submitted with the Exhibit A – Bid Response Packet in order for a bid to be deemed complete. Bidders shall submit all documentation, in the order listed below and clearly label each section with the appropriate title (i.e. Table of Contents, Letter of Transmittal, Key Personnel, etc.).

- 1. **Table of Contents:** Bid responses shall include a table of contents listing the individual sections of the proposal/quotation and their corresponding page numbers. Tabs should separate each of the individual sections.
- 2. **Letter of Transmittal:** Bid responses shall include a description of Bidder’s capabilities and approach in providing its goods and/or services to the County, and provide a brief synopsis of the highlights of the Proposal and overall benefits of the Proposal to the County. This synopsis should not exceed three (3) pages in length and should be easily understood.
- 3. **Exhibit A – Bid Response Packet:** Every bidder must fill out and submit the complete Exhibit A – Bid Response Packet.
 - (a) **Bidder Information and Acceptance:**
 - (1) Every Bidder must select one choice under Item 10 of page 3 of Exhibit A and must fill out, submit a signed page 4 of Exhibit A.
 - (b) **References:**
 - (1) Bidders must use the templates on pages 16-17 of this Exhibit A – Bid Response Packet to provide references.
 - (2) Bidders are to provide a list of ten (10) current and former clients.
 - (3) Proposer must list a minimum of 3 correctional facilities where HVVS is currently installed, functioning, and operational.
 - (4) Proposer must list past city, county, and/or state correctional facilities where HVVS was installed in the past 3-5 years.

References must be satisfactory as deemed solely by County.
References should have similar scope, volume, and requirements to those outlined in these specifications, terms and conditions.

 - Bidders must verify the contact information for all references provided is current and valid.
 - Bidders are strongly encouraged to notify all references that the County may be contacting them to obtain a reference.
 - (4) The County will contact all of the references provided in order to determine Bidder’s performance record on work similar to that described in this request. The County reserves the right to contact references other

than those provided in the Response and to use the information gained from them in the evaluation process.

- (c) **Exceptions, Clarifications, Amendments:**
 - (1) This shall include clarifications, exceptions, and amendments, if any, to the RFP and associated Bid Documents, and shall be submitted with your bid response using the template on page 18 of this Exhibit A – Bid Response Packet.
 - (2) **THE COUNTY IS UNDER NO OBLIGATION TO ACCEPT ANY EXCEPTIONS, AND SUCH EXCEPTIONS MAY BE A BASIS FOR BID DISQUALIFICATION.**

- 4. **Key Personnel:** Bid responses shall include a complete list of all key personnel associated with the RFP. This list must include all key personnel who will provide services/training to County staff and all key personnel who will provide maintenance and support services. For each person on the list, the following information shall be included:
 - (a) The person’s relationship with Bidder, including job title and years of employment with Bidder;
 - (b) The role that the person will play in connection with the RFP;
 - (c) Address, telephone, fax numbers, and e-mail address;
 - (d) Person’s educational background; and
 - (e) Person’s relevant experience, certifications, and/or merits.
 - (e) Include the name, title, and qualifications of the Bidder’s staff member who will have the overall responsibility for training?

- 5. **Description of the Proposed Equipment/System:** Bid response shall include a description of the proposed equipment/system, as it will be finally configured during the term of the contract. The description shall specify how the proposed equipment/system will meet or exceed the requirements of the County and shall explain any advantages that this proposed equipment/system would have over other possible equipment/systems. The description shall include any disadvantages or limitations that the County should be aware of in evaluating the proposal. Finally, the description shall describe all product warranties provided by Bidder.
 - a. Provide a quote for the cost of the entire Hosted, IP Based Video Visitation System including installation. This quote will be approved upon award of contract. Please insert the cost of the system on the bid form (Exhibit A, page 8), line 7, and subtract the amount from the five-year revenue subtotal.
 - b. Provide detailed information on the login process proposed to be used by the inmates to log on to the HVVS.
 - c. Provide detailed information regarding the heat load and power requirements for the proposed system.
 - d. Include information on mobile visiting units to support incapacitated inmates.

- e. Include a description of all necessary maintenance services to be included.
- f. Provide detailed information on the automatic-scheduler feature for the proposed HVVS. Additionally, explain how its system will prevent scheduling conflicts for visitation sessions.
- g. Please include detailed information on the type of alerts available.

6. **Description of the Proposed Services:** Bid response shall include a description of the terms and conditions of services to be provided during the contract term including response times. The description shall contain a basis of estimate for services including its scheduled start and completion dates, the number of Bidder's and County personnel involved, and the number of hours scheduled for such personnel. The description shall identify spare or replacement parts that will be required in performing maintenance services, the anticipated location(s) of such spare parts, and how quickly such parts shall be available for repairs. Finally, the description must:

- a. Specify how the services in the bid response will meet the requirements of the County;
- b. Explain any special resources, procedures or approaches that make the services of Bidder particularly advantageous to the County;
- c. Identify any limitations or restrictions of Bidder in providing the services that the County should be aware of in evaluating its Response to this RFP.
- d. Provide a sample of a video visitation detail reporting capabilities and provide sample reports with their response to this RFP.

7. **Implementation Plan and Schedule:** The bid response shall include an implementation plan and schedule. The plan for implementing the proposed equipment/system and services shall include a County Acceptance Test Plan (ATP). In addition, the plan shall include a detailed schedule indicating how Bidder will ensure adherence to the timetables set forth herein for the final equipment/system and/or services.

- (a) **Hosted, IP-Based Video Visitation Solution:** The bid response shall include an implementation plan and schedule but not to exceed one year upon award notification. The plan shall include a detailed schedule for the final installation of all required video visitation equipment and related software and hardware.
- (b) **Delivery:** The bid response will include confirmation that bidder will adhere to visitation schedule on Exhibit D.

8. **Written Maintenance Agreement that Addresses the Following:**

- (a) Defective parts
- (b) Software upgrades and patches
- (c) Technical telephone support

- (d) Location of Contractor's closest service center(s)
- (e) Name and contact information for Contractor's Certified Support Personnel
- (f) Source for hardware parts and approximate availability of ordered parts
- (g) Any other support levels available to the ACSO or the County for the maintenance of the HVVS.
- (h) Bidder shall detail its process for how the camera will be re-focused automatically and remotely. The ACSO prefers that cameras be re-focused no less frequently than monthly.

9. **Financial Statements**

- (a) Most recent Dun & Bradstreet Supplier Qualifier Report. For information on how to obtain a Supplier Qualifier Report, contact Dun & Bradstreet at 1-800-424-2495 or <http://www.dnb.com/government/contractor-management-portal.html>;





CURRENT REFERENCES

RFP No. 901291 – Hosted, IP-Based Video Visitation Solution

Note: Proposer must list a minimum of 3 correctional facilities where HVVS is *currently* installed, functioning, and operational.

Bidder Name: _____

Company Name:		Contact Person:
Address:		Telephone Number:
City, State, Zip:		E-mail Address:
Facility Type	Avg. Daily Population	Number of Stations Installed
Start Date:		Completion Date:

Company Name:		Contact Person:
Address:		Telephone Number:
City, State, Zip:		E-mail Address:
Facility Type	Avg. Daily Population	Number of Stations Installed
Start Date:		Completion Date:

Company Name:		Contact Person:
Address:		Telephone Number:
City, State, Zip:		E-mail Address:
Facility Type	Avg. Daily Population	Number of Stations Installed
Start Date:		Completion Date:

Company Name:		Contact Person:
Address:		Telephone Number:
City, State, Zip:		E-mail Address:
Facility Type	Avg. Daily Population	Number of Stations Installed
Start Date:		Completion Date:

Company Name:		Contact Person:
Address:		Telephone Number:
City, State, Zip:		E-mail Address:
Facility Type	Avg. Daily Population	Number of Stations Installed
Start Date:		Completion Date:



FORMER REFERENCES

RFP No. 901291 – Hosted, IP-Based Video Visitation Solution

Note: Proposer must list past city, county, and/or state correctional facilities where HVVS was installed in the past 3-5 years.

Bidder Name: _____

Company Name:		Contact Person:
Address:		Telephone Number:
City, State, Zip:		E-mail Address:
Facility Type	Avg. Daily Population	Number of Stations Installed
Start Date:		Completion Date:

Company Name:		Contact Person:
Address:		Telephone Number:
City, State, Zip:		E-mail Address:
Facility Type	Avg. Daily Population	Number of Stations Installed
Start Date:		Completion Date:

Company Name:		Contact Person:
Address:		Telephone Number:
City, State, Zip:		E-mail Address:
Facility Type	Avg. Daily Population	Number of Stations Installed
Start Date:		Completion Date:

Company Name:		Contact Person:
Address:		Telephone Number:
City, State, Zip:		E-mail Address:
Facility Type	Avg. Daily Population	Number of Stations Installed
Start Date:		Completion Date:

Company Name:		Contact Person:
Address:		Telephone Number:
City, State, Zip:		E-mail Address:
Facility Type	Avg. Daily Population	Number of Stations Installed
Start Date:		Completion Date:

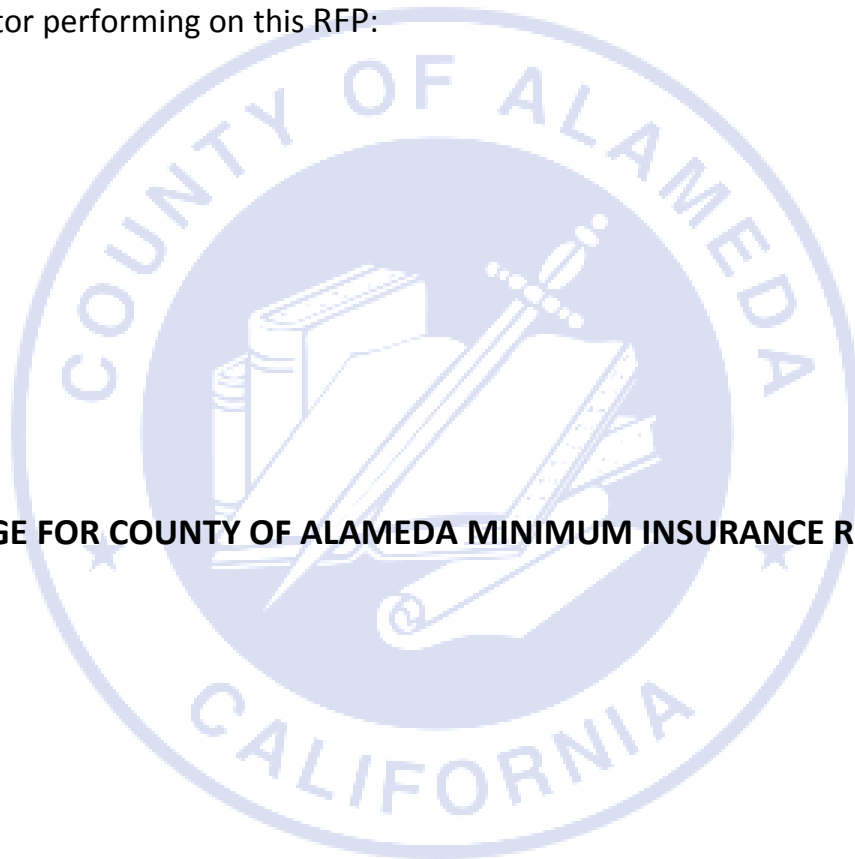


EXHIBIT B

INSURANCE REQUIREMENTS

Insurance certificates are not required at the time of submission; however, by signing Exhibit A – Bid Packet, the bidder agrees to meet the minimum insurance requirements stated in the RFP, prior to award. This documentation must be provided to the County, prior to award, and shall include an insurance certificate and additional insured certificate, naming the County of Alameda, which meets the minimum insurance requirements, as stated in this Exhibit B – Insurance Requirements.

The following page contains the minimum insurance limits, required by the County of Alameda, to be held by the Contractor performing on this RFP:



***** SEE NEXT PAGE FOR COUNTY OF ALAMEDA MINIMUM INSURANCE REQUIREMENTS *****

EXHIBIT B

COUNTY OF ALAMEDA MINIMUM INSURANCE REQUIREMENTS

Without limiting any other obligation or liability under this Agreement, the Contractor, at its sole cost and expense, shall secure and keep in force during the entire term of the Agreement or longer, as may be specified below, the following minimum insurance coverage, limits and endorsements:

TYPE OF INSURANCE COVERAGES		MINIMUM LIMITS
A	Commercial General Liability Premises Liability; Products and Completed Operations; Contractual Liability; Personal Injury and Advertising Liability	\$1,000,000 per occurrence (CSL) Bodily Injury and Property Damage
B	Commercial or Business Automobile Liability All owned vehicles, hired or leased vehicles, non-owned, borrowed and permissive uses.	\$1,000,000 per occurrence (CSL) Any Auto Bodily Injury and Property Damage
C	Workers' Compensation (WC) and Employers Liability (EL) Required for all contractors with employees	WC: Statutory Limits EL: \$100,000 per accident for bodily injury or disease
D	Professional Liability/Errors & Omissions Includes endorsements of contractual liability	\$1,000,000 per occurrence \$2,000,000 project aggregate
E	Course of Construction /Builder's Risk All Risk	\$ Value of Completed project or materials
F	<p><u>Endorsements and Conditions:</u></p> <ol style="list-style-type: none"> ADDITIONAL INSURED: ALL INSURANCE REQUIRED ABOVE WITH THE EXCEPTION OF PERSONAL AUTOMOBILE LIABILITY, WORKERS' COMPENSATION AND EMPLOYERS LIABILITY, SHALL BE ENDORSED TO NAME AS ADDITIONAL INSURED: COUNTY OF ALAMEDA, ITS BOARD OF SUPERVISORS, THE INDIVIDUAL MEMBERS THEREOF, AND ALL COUNTY OFFICERS, AGENTS, EMPLOYEES, VOLUNTEERS, AND REPRESENTATIVES. THE ADDITIONAL INSURED ENDORSEMENT SHALL BE AT LEAST AS BROAD AS ISO FORM NUMBER CG 20 38 04 13. DURATION OF COVERAGE: All required insurance shall be maintained during the entire term of the Agreement. In addition, Insurance policies and coverage(s) written on a claims-made basis shall be maintained during the entire term of the Agreement and until 3 years following the later of termination of the Agreement and acceptance of all work provided under the Agreement, with the retroactive date of said insurance (as may be applicable) concurrent with the commencement of activities pursuant to this Agreement. REDUCTION OR LIMIT OF OBLIGATION: All insurance policies, including excess and umbrella insurance policies, shall include an endorsement and be primary and non-contributory and will not seek contribution from any other insurance (or self-insurance) available to the County. The primary and non-contributory endorsement shall be at least as broad as ISO Form 20 01 04 13. Pursuant to the provisions of this Agreement insurance effected or procured by the Contractor shall not reduce or limit Contractor's contractual obligation to indemnify and defend the Indemnified Parties. INSURER FINANCIAL RATING: Insurance shall be maintained through an insurer with a A.M. Best Rating of no less than A:VII or equivalent, shall be admitted to the State of California unless otherwise waived by Risk Management, and with deductible amounts acceptable to the County. Acceptance of Contractor's insurance by County shall not relieve or decrease the liability of Contractor hereunder. Any deductible or self-insured retention amount or other similar obligation under the policies shall be the sole responsibility of the Contractor. SUBCONTRACTORS: CONTRACTOR SHALL INCLUDE ALL SUBCONTRACTORS AS AN INSURED (COVERED PARTY) UNDER ITS POLICIES OR SHALL VERIFY THAT THE SUBCONTRACTOR, UNDER ITS OWN POLICIES AND ENDORSEMENTS, HAS COMPLIED WITH THE INSURANCE REQUIREMENTS IN THIS AGREEMENT, INCLUDING THIS EXHIBIT. THE ADDITIONAL INSURED ENDORSEMENT SHALL BE AT LEAST AS BROAD AS ISO FORM NUMBER CG 20 38 04 13. JOINT VENTURES: If Contractor is an association, partnership or other joint business venture, required insurance shall be provided by one of the following methods: <ul style="list-style-type: none"> – Separate insurance policies issued for each individual entity, with each entity included as a "Named Insured" (covered party), or at minimum named as an "Additional Insured" on the other's policies. Coverage shall be at least as broad as in the ISO Forms named above. – Joint insurance program with the association, partnership or other joint business venture included as a "Named Insured". CANCELLATION OF INSURANCE: All insurance shall be required to provide thirty (30) days advance written notice to the County of cancellation. <p>CERTIFICATE OF INSURANCE: Before commencing operations under this Agreement, Contractor shall provide Certificate(s) of Insurance and applicable insurance endorsements, in form and satisfactory to County, evidencing that all required insurance coverage is in effect. The County reserves the rights to require the Contractor to provide complete, certified copies of all required insurance policies. The required certificate(s) and endorsements must be sent as set forth in the Notices provision.</p>	



EXHIBIT C

VENDOR BID LIST

RFP No. 901291 – Hosted, IP-Based Video Visitation Solution

Below is the Vendor Bid List for this project consisting of vendors who have responded to RFP No. 901216, and/or been issued a copy of this RFP. This Vendor Bid List is being provided for informational purposes to assist bidders in making contact with other businesses as needed to develop local small and emerging business subcontracting relationships to meet the requirements of the Small Local Emerging Business (SLEB) Program:

<http://www.acgov.org/gsa/departments/purchasing/policy/slebpref.htm>.

RFP No. 901291 Hosted, IP Based Video Visitation						
Business Name	Contact Name	Contact Phone	Address	City	ST	Email
AVI-SPL	Darren Calhoun	(925) 978-9193	2480 Mammoth Way	Antioch	CA	darren.calhoun@avispl.com
AVI-SPL	Barbara Wilkinson Stuller	(925) 963-4578	213 N. Santa Clara Street	Los Banos	CA	Barbara.stuller@avispl.com
AVI-SPL	Mark Kania	(925) 209-6531	9888 W. Taron Drive	Elk Grove	CA	mark.kania@avispl.com
Edge Access	Sean Tighe	(717) 422-4557	7 Partridge Trail	Shippensburg	PA	stighe@edgeaccess.net
Home WAV, LLC	Jesse Kahle	(772) 643-8420	320 Hermosa Ave.	Hermosa Beach	CA	jessekahle@homewav.com
Home WAV, LLC	Gary Humphries	(757) 222-9138	4385 Lynnvile Cres	Virginia Beach	VA	n.vanslyke@homewav.com
iWebvisit.com	Robert Avery	(775) 690-8324	1565 Sharon Way	Reno	NV	robert@iwebvisit.com
iwebVisit.com	Lindsay Bradley					lbradley@iwebvisit.com
Nexus	Annie Murphy					annie.murphy@nexusis.com
Nexus IS	Waylon Su	(925) 226-3337				waylon.su@nexusis.com
Nexus IS	Brandon Hardy	(916) 367-3490	1916 Hunter Drive	Rocklin	CA	brandon.harvey@nexusis.com
Renovo Software	Brian Baird	(858) 215-0641	24518 Barona Mesa Road	Ramona	CA	bbaird@renovosoftware.com
Renovo Software	David Henion	(404) 775-7010	108 Patrick Way	Marieeta	CA	dhenion@renovosoftware.com
Renovo Software	Brian Baird					bbaird@renovosoftware.com
Securus Technologies	Greg Nicholson	(801) 613-8647	13731 Mt. Cortina Way	Riverton	UT	gnicholson@securustech.net
Securus Technologies	Wayne Jackson	(925) 753-5400	1883 Table Mountain Way	Antioch	CA	wjackson@securustech.net
Securus Technologies, Inc.	Kris Aldeman	(503) 913-6118				kaldeman@securustech.net
Valley Communications	Arnie Opdyke	(916) 825-9744	3232 Mission	Carmichail	CA	aopdyke@valley-com.com
VisitTech	Bob DeCamp	(303) 271-9608	1904 Sage Dr.	Golden	CO	bob@visittech.com



EXHIBIT D

Alameda County Inmate Visiting Schedule

Santa Rita Jail and Glenn E. Dyer Detention Facility

SANTA RITA JAIL

<u>Housing Units</u>	<u>Days</u>	<u>Times</u>
1, 2, 3 & 4	Wednesday Thursday Saturday	8:00 a.m.–11:00 a.m. 6:00 p.m.–9:00 p.m. 8:00 a.m.–11:00 a.m.
6, 7, 8 & 9	Wednesday Friday Saturday	12:00 p.m.–3:00 p.m. 8:00 a.m.–11:00 a.m. 6:00 p.m.–9:00 p.m.
21, 22, 23 & 24	Thursday Friday Sunday	8:00 a.m.–11:00 a.m. 6:00 p.m.–9:00 p.m. 8:00 a.m.–11:00 a.m.
31, 32, 33, 34 & Outpatient Housing Unit	Wednesday Friday Sunday	6:00 p.m.–9:00 p.m. 12:00 p.m.–3:00 p.m. 12:00 p.m.–3:00 p.m.
25 & 35	Thursday Saturday Sunday	12:00 p.m.-3:00 p.m. 12:00 p.m.-3:00 p.m. 6:00 p.m. – 9:00 p.m.



EXHIBIT D – CONT.

Alameda County Inmate Visiting Schedule

Santa Rita Jail and Glenn E. Dyer Detention Facility

RFP No. 901291 – Hosted, IP-Based Video Visitation Solution

GLENN E. DYER DETENTION FACILITY

<u>Housing Units</u>	<u>Days</u>	<u>Times</u>
H1S, H3S, H5S H1N, H3N, H5N	Thursday	12:00 p.m. - 3:00 p.m. 6:00 p.m. - 9:00 p.m.
H2S, H4S, H6S H2N, H4N, H6N	Friday	12:00 p.m. - 3:00 p.m. 6:00 p.m. - 9:00 p.m.
H1S, H3S, H5S ★ H1N, H3N, H5N	Saturday	8:00 a.m. - 11:00 a.m. 12:00 p.m. - 3:00 p.m.
H2S, H4S, H6S H2N, H4N, H6N	Sunday	8:00 a.m. - 11:00 a.m. 12:00 p.m. - 3:00 p.m.



EXHIBIT E

Alameda County Infrastructure Cabling Specifications

RFP No. 901291 – Hosted, IP-Based Video Visitation Solution

1. INTRODUCTION

This document is intended to provide a guideline for uniform voice and data design across County buildings (owned and leased), one that will ease maintenance and simplify the integration of new technologies. A structured cabling system is one whose parts are matched and designed to work together; thus, according to these Specifications, installed systems will: be of a certain cable type, have a restricted topology, use defined outlets and connections, and be tested prior to acceptance. It is the intent of these Specifications to set a baseline of operational functionality and product performance that all installations must meet. This document includes product specifications, general design considerations, and installation guidelines; however, it is not intended to be complete and exhaustive by itself. Contractors must provide the necessary equipment and/or accessories for a fully functional installation that meets the intended design, whether or not expressly specified herein. Quantities of outlets, backbone routing, and installation details will be in a separate Scope of Work.

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2. GENERAL

2.1 *Installing Contractor*

The cabling contractor must be a certified installer of a County-approved structured cabling system (Systemax, Uniprise, or Certification Plus), or be able to obtain a County site license from the structured cabling vendor. They are responsible for workmanship and installation practices in full accordance with these Specifications as well as the requirements of the manufacturer's program. A project manager will be assigned by the contractor throughout the duration of the installation. This person will coordinate the logistics of the installation and recommend any material or schedule changes that may be required. The contractor must also have an RCDD-certified individual available to insure adherence with industry best-practices. A walk-through of the job site by that RCDD, prior to quoting on any project, will be considered essential.

2.2 *Topology*

Station cabling throughout the County will consist of two 4-pair cables to each outlet, unless otherwise specified. The cables are to be home run to the nearest IDF, and terminated on patch panels (both voice and data). All work should be done professionally, with due diligence given to aesthetic concerns. Any unspecified materials necessary for the completion of work should be of a type and quality consistent with those identified in this document. As multiple manufacturers are allowed under these Specifications, modifications or remodels within an existing building must conform to the products already in use at that location. Accessible portions of extant cabling not being reused, or terminated and tagged for future use, must be completely removed during any remodel – not abandoned in place. Similarly, abandoned communication outlets will be covered with a blank faceplate, and not retain disconnected jacks. Systems will be considered operational only upon the County's acceptance of a properly completed installation, per this document.

2.3 *Codes and Standards*

The latest editions and addendums of the following industry references and their subsections will be adhered to in any installation of cabling systems within the County of Alameda. This document, state and local regulations, and all manufacturers' instructions are included by inference. In the event of non-regulatory conflicts the County standard (this document) will take precedence, followed by the more stringent applicable standard.

- ANSI - TIA/EIA 568C, Commercial Building Telecommunications Cabling Standard
- ANSI - TIA/EIA 569A, Commercial Building Standard for Telecommunications Pathways and Spaces
- ANSI - TIA/EIA 607, Commercial Building Grounding and Bonding Requirements for Telecommunications
- ANSI - TIA/EIA 758, Customer Owned Outside Plant Telecommunications Cabling Standard
- NFPA 70 - Article 645, National Electrical Code, Information Technology Equipment
- NFPA 70 - Article 800, National Electrical Code, Communications Circuits
- NECA/BICSI 568-2001, Installing Commercial Building Telecommunications Cabling

- TDMM – BICSI, Telecommunications Distribution Methods Manual

3. CABLE TYPE

3.1 Backbone

Vertical backbone installations should consist of riser-rated, multi-pair copper cable (x25 UTP) and laser-optimized, 50-micron multimode fiber run simultaneously. The fiber should be at least 12-strand, but 24-strand is strongly recommended for all but the smallest facilities. Campus backbone distances greater than 1500' in length require 24-strand singlemode fiber be run alongside any copper cable.

3.2 Station

All station cable must be 4-pair UTP, UL listed for plenum use. Cat3 cable should only be used in feature-restricted locations (payphones, outdoor wall phones, etc). Cat5E cable should not be used in new construction ("greenfield" environments). The maximum acceptable total length for any individual station cable run is 295'.

- Category 3 limited use, white
- Category 5e/class D voice/data, blue
- Category 6/class E voice/data, yellow
- Category 6A/class EA multimedia, gray

3.3 Fiber

Optical cable must be run in 1-1/4" innerduct tubing and have a nylon pull-rope installed. When not also run inside conduit, both fiber and innerduct must be UL-rated for plenum use and secured every 5' to the cable supports. Inter-building (campus) fiber must have a dry water-blocking system (100% gel-free) cable construction designed for both indoor and outdoor (buried conduit) use without a transition splice at the building entrance. All fiber is installed with LC duplex connectors, unless otherwise requested.

3.4 Other Wiring

Vendors supplying and installing cabling for other building equipment, including but not limited to: multimedia (A/V), cable television, fire control, HVAC, overhead paging, and security systems should run their cable in such a manner as to minimize potential confusion with, or degradation of, communication service. When feasible, they should use their own cable supports and different colored wire. Under no circumstances should power supplies or building radio systems be run directly adjacent to communications cabling.

4. CAMPUS INSTALLATION

Interbuilding (OSP) cabling should be installed such that it can continue to effectively serve the campus decades into the future, even as individual facilities are modified or razed.

- Feed buildings from maintenance holes, not structure pass-through
- Splicing must be done in maintenance holes only
- Separate from other utilities by 3" in concrete, 4" in masonry, 12" in earth
- Install cables opposite traffic flow when using utility poles
- Route along roadway where possible, not bisecting undeveloped space

When installed in the ground, backbone cable must be run in conduit (no direct-buried installations) with sweeping bends instead of sharp turns for pathways. All conduit, whether used or not, should contain a nylon pull-rope. Do not mix copper and fiber cabling in the same conduit, and provision at least one additional 4" conduit for future use. All buried conduit must be marked appropriately for future detection.

5. BUILDING INSTALLATION

5.1 Method

Insure the integrity of any signal that will be carried across the structured cabling system by observing practices that protect cabling from possible sources of interference or degradation:

- Cross electrical conduits at right angles only
- No splicing or intermediate patch panels are allowed
- No affixing to other utilities (gas, plumbing, etc)
- Route 18" from EMF-generating devices such as light ballasts (4' from motors)
- Velcro wrap all bundles below ceiling grid (no staples)
- Completely replace cable if the sheath is significantly damaged
- Observe minimum bend radius and pulling tension standards

Also of particular concern in open-ceiling environments is that structured cabling be run along defined pathways. The cabling should be run in level (horizontal) paths as much as possible. Those paths should be parallel or perpendicular to the center-line of the building, as defined by its columns and beams; diagonal cable runs must be avoided. Cable runs must not be alongside unfinished exterior walls.

5.1.1 Conduit

Backbone cable must be run in conduit and the conduit itself must be labeled at each end with the destination. For vertical runs use a minimum of two 4" conduits, plus one additional conduit for every three floors. Horizontal conduit runs should be considered for interconnecting multiple IDFs on a single floor of multi-story buildings. All conduit, whether used or not, should contain a nylon pull-rope. Do not mix copper and fiber cabling in the same conduit.

Any conduit used to feed station cables must be sized not to exceed 40% fill, with a minimum 3/4" diameter. Other than in equipment rooms, conduit must be concealed with any stub-outs having minimal (<4")

protrusion from the finished walls. All stub-outs must be reamed or finished with insulated bushings to protect cable sheath. In open-ceiling environments the conduit end should be coordinated with the location of cable support devices.

5.1.2 Wall Penetration

Any cable penetrations of walls or floors are to be sleeved with 4" diameter metallic conduit and bushings. The ends must be finished appropriately to eliminate possible cable sheath damage. Penetrations of walls or floors designed as fire barriers are also to be caulked outside and packed inside with suitable fire stop material, in compliance with state and local fire codes.

5.1.3 Cable Support

Support devices must be used for station cable runs of any length. Whether cable tray, "J-hooks", or cable slings, they must be cat6 compliant and anchored approximately 4' apart (to insure minimal sag). They will provide at least 3" of clearance from the ceiling (for access), and will hang securely from wire hangers dedicated to only the cable support devices. The cable will not be attached to ceiling grid supports or other structures, and at no point should cables rest on acoustic ceiling panels. Whatever support device is used, it should be sized not to exceed 40% fill.

5.1.4 Raceway

It is preferred that all cabling be concealed inside walls or plenum wherever possible; however, any exposed run must be enclosed in raceway. The raceway must provide separation of power and communication cabling, as well as bend-radius protection. Note that the use of utility columns ("tele/power poles") is to be avoided in County facilities.

5.2 Entrance Facility / MPOE

A dedicated facility must be provided if the County is not the sole tenant in a building. It should be fed by at least three 4" conduits connecting the service provider to the building. All conduits must be run so that they slope away from the building, to prevent water intrusion.

All incoming copper cable (whether provider or campus) must be routed through an entrance cable protector panel, which must be connected with a green-jacketed AWG #6 copper bonding conductor between the protector ground lug and the main TGB.

5.3 MDF

This area houses communications and data systems, adjuncts, and administration terminals.

5.3.1 Location

The following considerations must be given to the placement of the MDF:

- Centrally located within any building
- Contiguous with IDF rooms for unimpeded backbone cabling
- Not traversed by wet pipes, subject to humidity or steam infiltration
- Not below the local water table, or subject to water intrusion

- With a door opening onto a major hallway
- Removed from mechanical and electrical closets, to avoid EMF

5.3.2 Access

The MDF must be in a dedicated room with 24-by-7 availability. It should have a push-button combination lock for entry and a minimum 36" wide doorway with 180-degree swing. If this is a different room than the MPOE, it should be fed by multiple 4" conduits between the two.

5.3.3 Construction

The MDF in all but the smallest facilities (<5,000 sq ft) must be a rectangular room capable of containing two parallel rows of equipment racks with adequate space front and rear for technicians to maneuver. It should have full-height walls, with unimpeded access to one long wall for mounting equipment. The minimum recommendation is:

For the smallest facilities, a 10' by 8' (80 sq ft) room

For approximately 100 outlets, a 15' by 12' (180 sq ft) room

For all larger facilities, a 25' by 14' (350 sq ft) room

The floor will be asbestos-free, non-conducting VCT (vinyl composition tile), designed to minimize dust, and light in color to enhance illumination. It will support a static loading of 100 lbs per sq ft. The County does not specify a raised floor.

The backboard will be 3/4" fire-rated plywood, with the "C" (knot) side facing the wall. It should be painted white to enhance illumination, and the paint must not cover any fire-rating stamps. This plywood will be affixed to at least the two walls nearest the equipment racks, and mounted from 12" off the floor to 9' high (4x8 panels). It should cover all of the space behind anticipated racks and cable runway mounting points to provide an effective surface for installation. All plywood will be fastened securely to the wall substrate, with appropriate fasteners mounted flush to the surface.

The MDF should have an open ceiling (no suspended tiles), higher than the surrounding office space. It should be fitted with a minimum of one 4" cable sleeve for every 50 station cables being terminated (including anticipated growth), with bushings on the ends to protect against cable sheath damage.

5.3.4 Environmental

The lighting will consist of fixtures set in the ceiling, above the height of any cable runway, which illuminate the equipment uniformly (front and rear). Exact fixture locations should be coordinated with the equipment layout, to avoid interference. Control of the lights should not be on a timer or motion-sensitive switch. Select fixtures should be designated as emergency lighting.

There will be dedicated, 24-by-7 HVAC serving the MDF, with the sensors and controls for this equipment located within the room. The recommended operating range for the room is:

- 67 to 72 degrees F ambient room temperature
- 30 to 55 % relative humidity

The operating range must take into account the heat load of all equipment expected to be installed, plus a reasonable margin for growth. Note that any water and drainpipes within the room must be fitted with drip pans to avoid equipment damage.

5.3.5 Electrical

The telephone and data equipment must be powered from dedicated circuits, clearly identified by label, and separate from the feed for any lights, convenience outlets, or HVAC. These circuits will generally be 208v, 30a, twist-lock outlets (unless specified otherwise) mounted onto the cable runway above the equipment racks. One dedicated 120v, 20a duplex circuit must be located on the wall adjacent to an equipment rack, at +18" AFF. There should also be a minimum of two 120v duplex convenience outlets per wall.

An electrical subpanel for the MDF should be in that room, and if fed by UPS should be clearly labeled as such. A single UPS to support core data and communications functions should be considered for any installation. Power backup systems will be designed to supply adequate AC power to equipment for a period of at least two hours.

The grounding and bonding recommendations of TIA/EIA 607 (see Appendix for diagram) will be adhered to in all County buildings. All communications equipment, racks, and runways will be grounded to a busbar (TGB) in each equipment room. Every TGB will be mounted to the wall at 7' high with insulators and stand-off brackets, and then connected to building structural steel. The main TGB in the MPOE is also designated for outside cable protection, and must safely carry lightning and power fail currents. It should be 1/4"D x 4"H x 18"L, and wired between the cable protectors and the approved building ground.

5.3.6 Fire Protection

Extra measures should be considered for this room, when deemed cost-effective and allowed by local codes. This includes a pre-action sprinkler system, heads designed to operate at 212 degrees F or higher, and an FM-200 suppression system for larger MDFs. All pipes in the room must be dry standpipe.

5.4 IDF

This area is designed to connect horizontal station cabling with the building backbone.

5.4.1 Location

The following considerations must be given to the placement of any IDF:

- A minimum of one per floor (more if >10,000 sq ft)
- Must be on the same floor as the terminations which it feeds
- No further than 220 feet from most distant wall
- Vertically stacked as feasible to limit backbone complexity
- Not traversed by wet pipes, subject to humidity or steam infiltration
- With a door opening onto major hallway
- Removed from mechanical and electrical closets, to avoid EMF
- Not for radio frequency (RF) distribution equipment

5.4.2 Access

Any IDF should have a lockable door that is 36" wide.

5.4.3 Construction

The design of an IDF will vary due to available space, but the minimum requirement is for a 9' by 7' (63 sq ft) rectangular room – sufficient for complete access to two equipment racks. Odd, or “L-shaped”, rooms are unacceptable unless the clear rectangular area is equivalent to a minimum 63 sq ft.

The floor, wall, and ceiling will be as in the MDF, with the note that any exposed brick, concrete and gypsum board will be painted or sealed to minimize dust.

5.4.4 Environmental

The lighting will be as in the MDF.

There need not be dedicated HVAC for an IDF, as long as the ambient temperature range with anticipated operational equipment is consistent with the surrounding office space. To that end, the room should have a louvered door. It is recommended that a temperature-controlled exhaust fan be supplied, set at 85 degrees F.

5.4.5 Electrical

There must be a dedicated 120v, 20a, duplex outlet in the room. It should be located adjacent to an equipment rack, clearly labeled, and mounted +18" AFF. There should also be a minimum of two 120v duplex convenience outlets, located at 6' intervals around the room.

The room will have an appropriate TGB connected to the grounding backbone (TBB).

5.5 Outlet

Outlets boxes should be sized to allow for a 6" service loop in the station cables. Each outlet should consist of two cables per workstation, unless otherwise specified, though multiple workstations may be fed from a single outlet. They should be located where they will not be blocked by furniture; ideally, where a standard 7' patch cord will reach the desk phone.

The County specifically disallows the use of pedestal floor outlets (“monuments”). For modular furniture, outlets should be located close to the anticipated communication base feed (alongside the electrical whip).

6. TERMINATION

6.1 Distribution

Backbone cabling should terminate onto 110-block wall fields at both ends; all wall fields must be supplied with cable troughs and D-rings for proper routing of cross-connect wire. Voice and data station cabling will terminate onto patch panels mounted in equipment racks. Unless otherwise noted, a feeder cable must be installed between the wall field and patch panels in the MDF and each IDF to support any digital phones and/or analog devices. This feeder will be a minimum 25-pair cable, split out -- one pair per jack on pins 4 and 5 – to a dedicated patch panel.

Patch panels will be of the proper performance grade to match station cable. The County disallows use of high-density patch panels (defined as more than 24 ports in a 1-U frame, or 48 ports in a 2-U frame). Connections will be terminated carefully to maintain proper wire twist and sheathing, and then dressed for a neat appearance. Copper patch cords will be “snagless”, of the same manufacturer as the patch panels, and equivalent (or better) grade than the station cable. Patch cords and cross-connect wires are not to be tied into bundles.

Any fiber connection shelves must be mounted at the top of the rack closest to the wall, to avoid accidental damage. Multimode fiber connector panels will use ivory phosphor-bronze sleeves, and singlemode fiber

connector panels will use blue ceramic split sleeves. Fiber patch cords, pigtails, and cable must all be of the same grade of glass, providing the same bandwidth.

6.2 Station

In-wall station outlets are to be 4-position, single gang wall plates of a color that matches the electrical (typically ivory). Modular jacks will be of the proper performance grade to match station cable, and connections will be terminated as to maintain proper wire twist and sheathing. All jacks are to be wired with full 4-pair continuity, RJ-45, in a 568B configuration. The voice jack (if one is so designated) should be ivory, and mounted in the top left position. The data jack should be orange, and mounted in the top right position. Blank inserts must be installed in any unused locations.

Modular furniture must be wired using the baseboard raceway feed and proper faceplate adaptors for the system type, as the County does not allow the use of surface-mount ("biscuit" box) outlets in workspace locations. When there is exposed cable length between a modular furniture feed and the wall it is suggested to dress cables using corrugated plastic tubing.

6.3 Wireless Access Point

Outlets for wireless access points in office environments should be mounted above the ceiling grid. Two cables will be terminated in a single "biscuit" box with a 10' service loop, and hung above the grid on their own support wire. The box should not be permanently mounted to any surface.

Outlets for wireless access points in hard-ceiling environments should be standard wall plates, surface-mounted – on the wall – 12" from the ceiling. Two cables will be terminated at the wall plate.

6.4 Rack

Equipment racks are used to house voice and data electronics, and route cable for the proper functioning of cross-connect products (see Appendix for diagram). The following must be observed in installations:

- Racks must be UL listed, clear-coat aluminum, 19" by 84"
- Run in a row parallel to a long wall
- Mounted 51" from centerline to rear wall (for clearance when loaded)
- Properly bolted to the flooring and cable runway
- Spaced for proper installation of vertical managers

Any co-located network cabinets must retain at least 30" of unobstructed passageway behind – even if that requires their face not be flush with the racks.

Vertical and horizontal cable managers may differ in manufacturer from the rack or each other. The vertical managers must be 6" wide, with black finger-duct (and a cover door) on the front and distribution rings on the rear. They must be bolted to the racks on either side (unless at the end of a row). The horizontal managers should use black metal distribution rings, not plastic finger duct, and be front-sided only.

The cable runway should be 12" wide and run the length of the room, in-line with the racks. A runway segment should be installed perpendicular to every other rack, and – in larger facilities – also along the entrance facility wall field. This provides efficient cabling access to all equipment, properly supports the cables, and braces racks against earthquake damage. All fittings must be of the same manufacturer as the

runway itself, and a ground strap must be installed between sections of runway.

Phone system cabinets must be positioned to allow efficient overhead feeding of 25-pair “tails” to the wall field. Under no circumstances should cable be draped across the floor.

7. APPROVED MATERIALS LIST

7.1 CommScope (SYSTIMAX system)

4-pr cat3 plenum cable (white), 2010	107078388
4-pr cat5e plenum cable (blue), 2061	760041913
4-pr cat6 plenum cable (yellow), 2071E	700210123
48-pt cat5e patch panel, 1100PS	108208935
48-pt cat6 patch panel, 1100GS3	760062380
cat5e jack (ivory)	108232737
cat6 jack (orange)	700206683
4-pt faceplate (ivory), M14L	108168550
24-strand MM ISP optical fiber, P-024-DS-5L-FMUAQ	700009699
24-strand SM OSP optical fiber, Z-024-DS-8W-FMUBK	760004192

7.2 CommScope (Uniprise system)

4-pr cat3 plenum cable (white)	107078388
4-pr cat5e plenum cable (blue), Ultra II	4196814/10
4-pr cat6 plenum cable (yellow), UltraMedia	4763584/30
48-pt cat5e patch panel	UNP510-48P
48-pt cat6 patch panel	UNP610-48P
cat5e jack (ivory)	UNJ500-IV
cat6 jack (orange)	UNJ600-OR
4-pt faceplate (ivory)	108168550
24-strand MM ISP optical fiber, P-024-DS-5L-FMUAQ	700009699
24-strand SM OSP optical fiber, Z-024-DS-8W-FMUBK	760004192

7.3 Berk-Tek / Panduit (Certification Plus system)

4-pr cat3 plenum cable (white)	10032047
4-pr cat5e plenum cable (blue), LM350	10032065
4-pr cat6 plenum cable (yellow), LM1000	10032090
48-pt cat5e patch panel, DP5e	DP485E88TGY

48-pt cat6 patch panel, DP6Plus	DP48688TGY
cat5e jack (ivory), Mini-ComTX5e	CJ5E88TGEI
cat6 jack (orange), Mini-ComTX6 Plus	CJ688TGOR
4-pt faceplate (ivory), Mini-Com Classic	CFP4EI
24-strand MM ISP optical fiber, Gigalite 10	PDP024-EB3010/25
24-strand SM OSP optical fiber	PDR024AB0707-I/O(BLA)

7.4 Racking & Cable Management

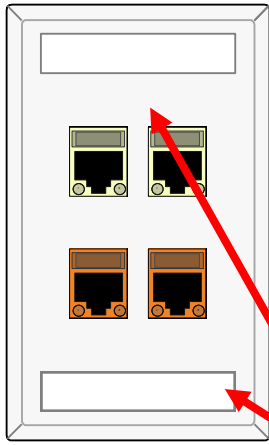
Chatsworth 19" equipment rack, clear	CPI-46353-503
Ortronics horizontal wire manager, black	OR-60400057
Chatsworth vertical cable manager, black	CPI-30162-703
Chatsworth standard cable runway, black	CPI-10250-712
Chatsworth Megaframe cabinet, gray	CPI-M1053-142
Chatsworth cabinet vert cable mgr, gray	CPI-12465-107
Chatsworth cabinet vert PDU, 208v metered	CPI-35822-271
Chatsworth cabinet fixed shelf, black	CPI-12610-719

8. ADMINISTRATION

A labeling system will be utilized that clearly identifies each station cable. Machine-made, permanently affixed labels must be placed on each station jack and patch-panel port. They must be printed in black ink upon a white background. The labeling system should be based upon outlet, not work area, and irrelevant of the current purpose of a jack. The suggested method is for all outlets from a specific IDF to be incrementally numbered, using three digits (including leading zeroes when necessary). The individual horizontal cables at a drop are then identified by a "dot" sequence from left to right, top to bottom; thus, the bottom left jack at the 52nd outlet fed from a particular IDF would be 052.3. The actual serving IDF is identified by the a label "IDF [room #]" on each outlet. The purpose of such a system is to not be adversely affected by space changes, the later addition of additional cable or outlets, or the convergence of voice and data communications.

Serving IDF (corresponds to a room)





Cable Identifiers (corresponds to IDF ports)

9. TESTING

9.1 Method

Tests must be performed using industry standard test equipment that has been UL verified to level III accuracy as defined by TIA/EIA-568-B.2-1. The tester must be recalibrated according to the manufacturer's recommended schedule, and must specifically check for guaranteed performance throughout the valid range of the cable. The equipment should use marginal pass indicators (to identify when the result is closer to a test limit than the tester's margin of accuracy), and links which report a marginal pass should be re-terminated and tested again.

All installed cable must be permanent-link tested prior to system cut-over and activation in accordance with the appropriate field test specifications; sample tests of only some cables are not acceptable. For multi-pair copper backbone cabling no more than 2% of the total pairs may be defective. The contractor will immediately replace (remove and re-install) or repair, at no cost to the County, any copper, fiber, or backbone cable not meeting expected performance parameters and retest prior to final acceptance.

9.2 Verification

The County may, at its discretion, have its own representatives inspect and retest a sample of the installed communications links. Any individual discrepancies must be resolved, to the County's satisfaction, by the installing contractor (and at their own cost). If more than 2% of the sample results are confirmed to differ, in terms of pass/fail, then the installation contractor must retest all of the communications cabling at their own cost.

9.3 Documentation

Test results must be provided in digital format for all installed cabling (copper, fiber, or backbone) to the County of Alameda Communications Department, prior to final acceptance. The information for all copper station cabling should be sorted in ascending numerical order (according to the labeling standard), and include the relevant test information for the type of cable.

The information for each test will contain the worst pair value, the worst pair margin, the test frequency of that worst pair, and the test limit at that frequency. The electronic file for each test result must include the brand name, model, serial number, and software version of the tester used, as well as the cabling test category and

date performed. As-built drawings of the complete structured cabling system should be included at this time, in either paper or digital media, at no additional cost to the County. It is the contractor's responsibility to insure that the Communications Department has the necessary Microsoft Windows PC software to read all documentation.

9.4 Certification

The contractor must successfully receive certification of the installed structured cabling system from the manufacturer before the County will accept a completed installation. The certification must provide at least a 20-year warranty directly to the County on the material and workmanship of the cabling system, including connectivity components and any backbone or other subsystems installed. The warranty must cover standards adherence, transmission performance, application assurance, and repair/replacement of faulty equipment (including necessary labor). Evidence of this certification must be presented to the County with other required documentation.

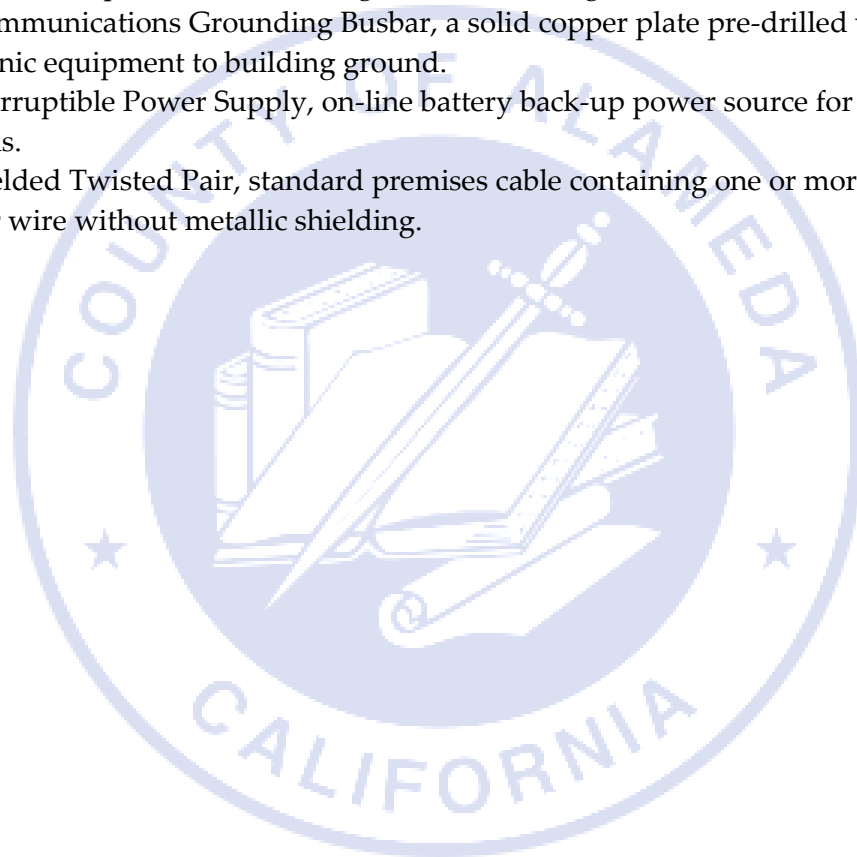
10. EXCEPTIONS

Any exceptions to these Specifications must be approved in writing, in advance, by the County of Alameda Communications Department. Trade names, brand names, model numbers, etc used in this specification are for the purpose of providing a performance and quality reference, and are not intended to be exhaustive. Alternative parts must meet or exceed all performance references listed herein, the relevant industry guidelines, and comply fully with the chosen structured cabling system manufacturer's warranty program. It is the installing contractor's responsibility to demonstrate such equivalency.

11. GLOSSARY

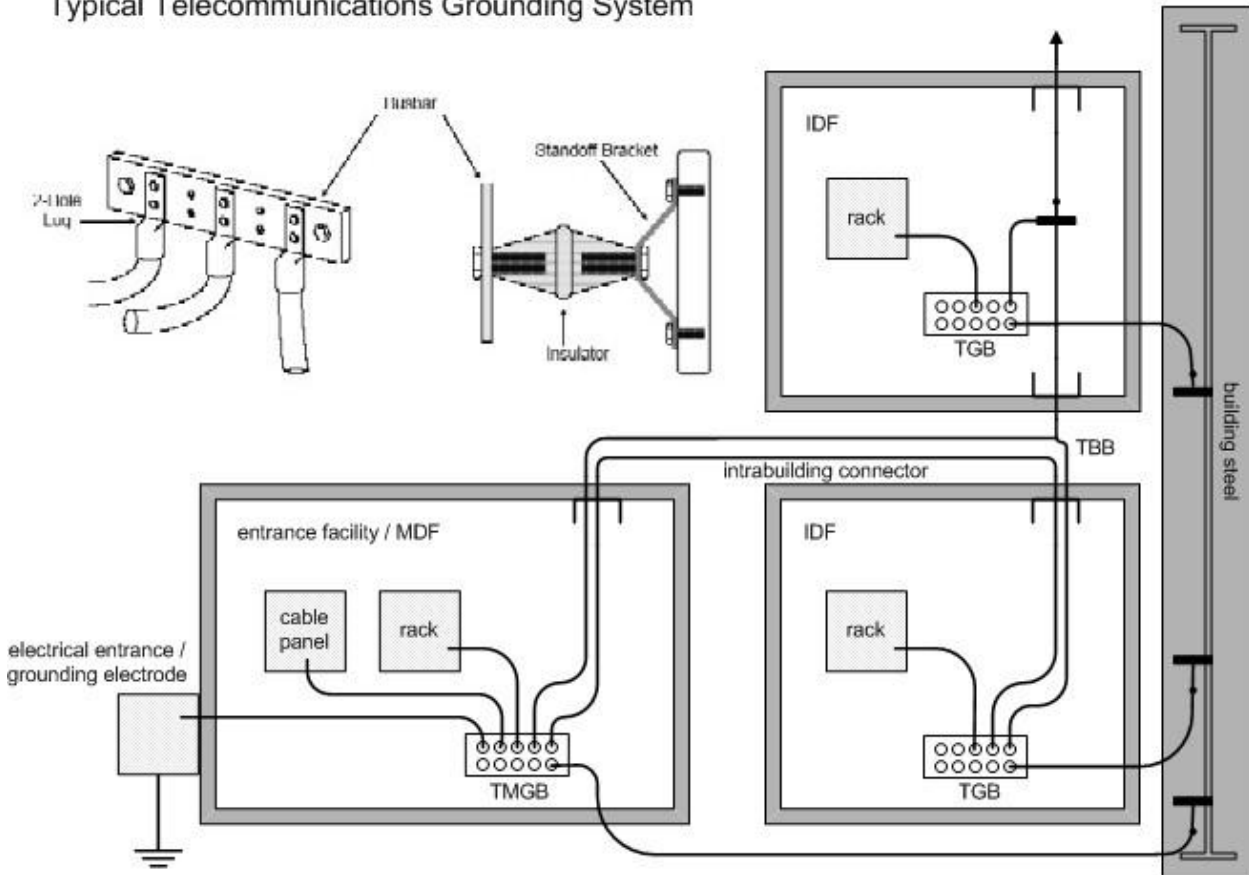
<i>As-Built</i>	Documentation that reflects actual cable routing and systems installed upon job completion.
<i>Backbone</i>	Copper and fiber cable that interconnects the MPOE, MDF and IDFs within a building, as well as any outside plant facilities between buildings on a campus.
<i>Cable Tray</i>	Welded steel-wire cable "basket" conveyance with field-formable bends.
<i>D-Ring</i>	Metal cable management ring shaped like the letter "D" used for routing cable on a plywood backboard.
<i>EMF</i>	Electromagnetic Fields, energy generated by electronic equipment that can cause interference with voice and data transmissions.
<i>Fill</i>	The carrying capacity (in quantity of cable) of a particular cable conveyance.
<i>HVAC</i>	Heating, Ventilation, and Air Conditioning, environmental air units and their control assemblies.
<i>IDF</i>	Intermediate Distribution Frame, an enclosed integration point on a floor for serving data and telephony to nearby stations, also referred to as a riser closet, distribution closet, telecom room, or hub room.
<i>Jack</i>	Modular telecom receptacle for termination of station cable in a work area.
<i>MDF</i>	Main Distribution Frame, centralized location for building electronic equipment and the termination point for backbone cabling, also referred to as a phone room, computer room, or equipment room.
<i>MPOE</i>	Minimum Point of Entry, building entrance for public and private network service cables.

<i>Outlet</i>	The collocated group of modular jacks where station cables are terminated, also referred to as the wall faceplate or a cable drop.
<i>Port</i>	Receptacle on the IDF end of a station cable.
<i>Raceway</i>	Any enclosed conveyance or channel designed for routing cables.
<i>RCDD</i>	Registered Communications Distribution Designer certification from BiCSi, a technical organization for low-voltage cabling design and installation.
<i>Runway</i>	Cable conveyance shaped like a ladder and used primarily in MDF and IDFs, also referred to as ladder rack.
<i>Station</i>	An individual end-user communications or network device.
<i>Station Cable</i>	Horizontal cabling that connects a patch panel or terminal block in the IDF to the work area outlet.
<i>TBB</i>	Telecommunications Bonding Backbone, a conductor connecting the main TGB (in the MPOE) to the TGBs in phone closets throughout the building.
<i>TGB</i>	Telecommunications Grounding Busbar, a solid copper plate pre-drilled with holes for bonding electronic equipment to building ground.
<i>UPS</i>	Uninterruptible Power Supply, on-line battery back-up power source for critical electronic systems.
<i>UTP</i>	Unshielded Twisted Pair, standard premises cable containing one or more pairs of twisted copper wire without metallic shielding.

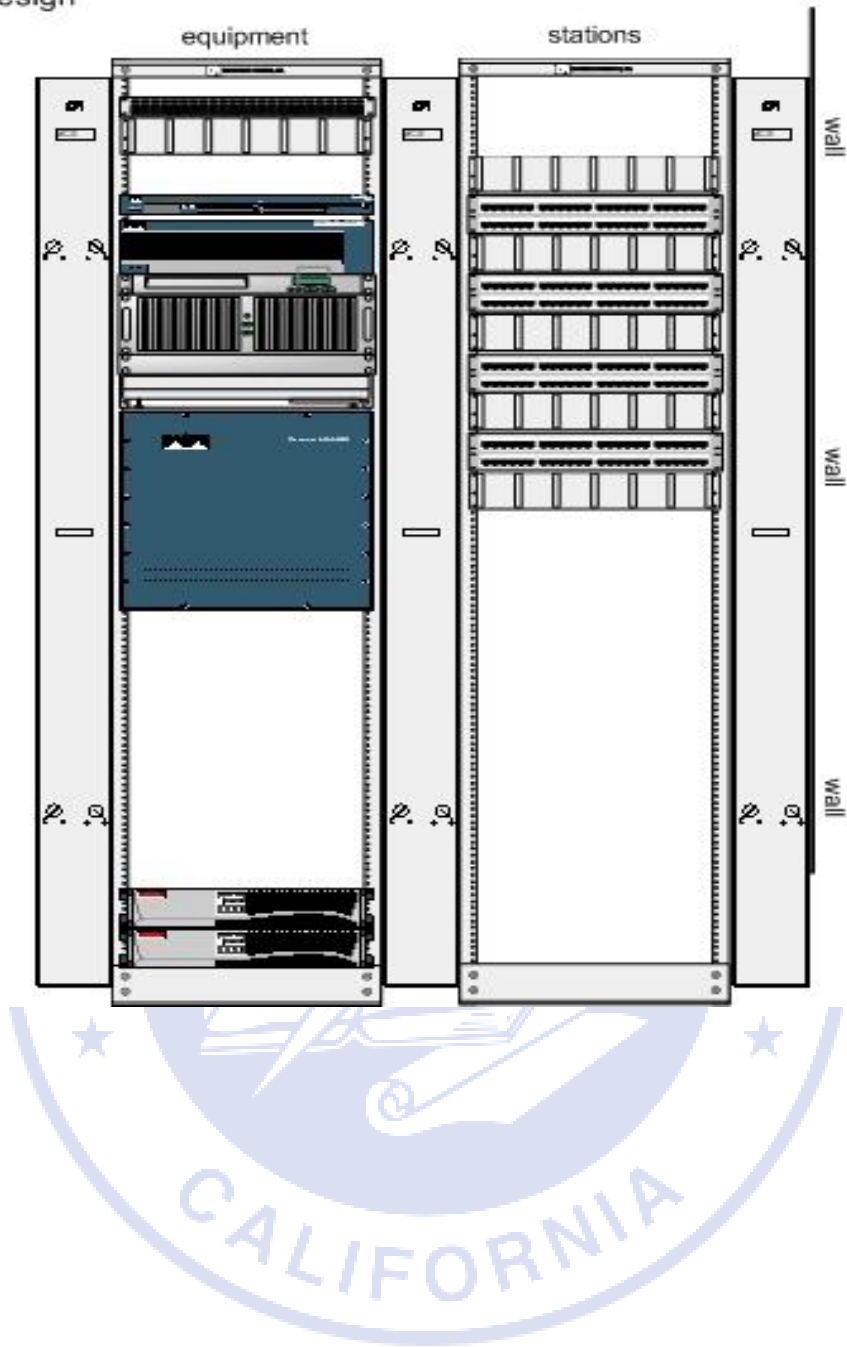


12. APPENDIX

Typical Telecommunications Grounding System



Typical IDF Rack Design



Typical IDF Room Layout

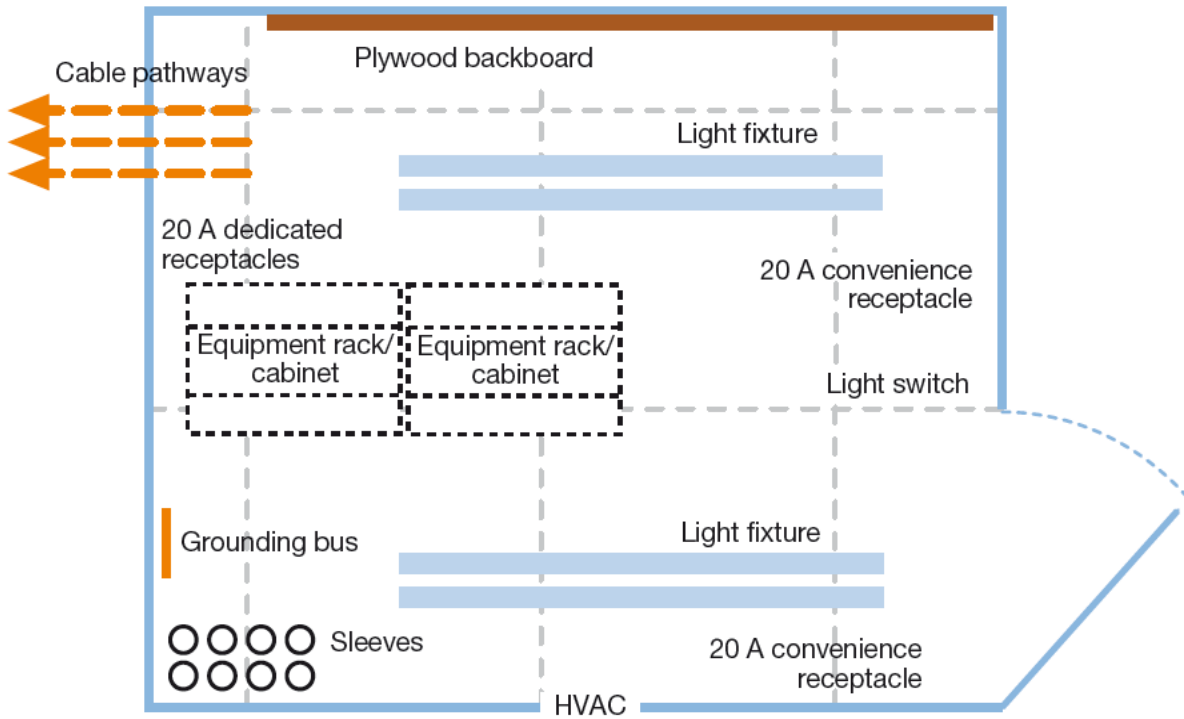




EXHIBIT F

County Project Management Requirements

RFP No. 901291 – Hosted, IP-Based Video Visitation Solution

It is understood that this proposal is made on the basis that vendor intends to provide a “turnkey” system including both appliances (e.g., video kiosks) and an operable system for those appliances as a complete package under this proposal.

Vendor recognizes that its system and related components mount to, connect to and will interface with existing County jail facility systems in a manner which is not clear as of the time of this proposal. Further, the installation of vendor’s system must comply with applicable codes, State and County regulations, and administrative procedures of both County facilities and Alameda County Sheriff’s Office.

Known applicable systems include but are not limited to building electrical, I/T, communications and HVAC systems. Also potentially impacted are the physical facilities of the Santa Rita and Glenn Dyer jails, including but not limited to walls, doors, ceilings, data closets, existing visitation booths and other appurtenances of the facilities. Further, walls and components of both structures are known by County to contain known hazardous materials such as lead paint and asbestos, which materials must be abated and managed in strict accordance with County’s process.

Accordingly, the County requires that this system be designed and constructed in a manner which provides County, acting through its General Services Agency and the Sheriff’s Office, overall prior approval and oversight of the work to be performed.

Therefore, as a “pass-fail” requirement, vendor is advised of and agrees to the following overall project management requirements:

1. All work by vendor shall comply with known applicable codes, standards, and regulatory standards, including those of the State of California Correctional Standards Authority in the design and construction of the work.
2. As applicable, vendor shall apply for and obtain, at vendor’s cost, building permits from local jurisdiction, including City of Dublin (Santa Rita Jail), City of Oakland, (Glen Dyer jail) and appropriate Fire Marshall and correctional standards authority.
3. Vendor shall, before commencing any construction or installation of work, submit complete designs illustrating in appropriate detail the nature and location of all work, together with schedules enabling appropriate control of phasing, installation and coordination with County

resources. County shall have opportunity to timely comment on and approve these designs as part of the schedule of vendor's work.

4. Vendor shall identify points of interface with existing County systems, including but not limited to those listed above, and shall coordinate with and obtain approval of County for any such work. In the event that County systems must be altered or upgraded to support vendor's work, vendor shall pay the cost of such alteration or upgrade.
5. Vendor agrees to pay costs of County oversight and management of this work in its facility. This management and oversight function will be located in the County General Services Agency (GSA). Acting as "owner's representative", GSA may at its discretion, engage supporting consultants for quality control and code compliance oversight in coordination with the related permitting jurisdiction.





EXHIBIT G
ALAMEDA COUNTY SHERIFF'S OFFICE
SECURITY SITE CLEARANCE

RFP No. 901291 – Hosted, IP-Based Video Visitation Solution

PLEASE SEE ATTACHED PDF.

