



January 19, 2022

**STATE OF ALABAMA
COUNTY OF SHELBY**

Sealed Bids for Jail Communication System

Sealed bids for a Jail Communication System for the will be received in the office of the County Manager, Shelby County Administration Building, 200 West College Street, Room 123, in Columbiana, Alabama 35051 until 2:30 p.m. February 1, 2022, at which time bids will be publicly opened and read. The Shelby County Commission reserves the right to reject any or all bids and to waive informalities in awarding this bid to the lowest bidder. Bidders are to state that bids submitted are firm and that no claims for errors will be made after bids are opened and subsequent thereof. If you have any questions concerning this bid, please send them in writing to jailbid@shelbyso.com.

GENERAL INFORMATION

All bidders must use our form for submitting their bids. All bids must be sealed and marked in the lower left corner "**BID – Jail Communication System**" with opening date and time. Late bids will not be opened.

Records showing successful bidder(s) and prices quoted will be placed on file and may be examined upon request. If contract is awarded to someone other than lowest bidder, a note of explanation will appear in the file and Commission Minutes.

Use of trade names and numbers shall be interpreted as establishing a standard of quality and shall not be construed as limiting competition.

DISQUALIFICATION OF BIDS

Bids may be disqualified before awarding of the contract for any of the following:

- A. Failure to mark envelope as required;
- B. Failure to sign or notarize the bid document; or
- C. Failure to include requested information or other details of the bid.

IMMIGRATION LAW


By signing this contract, the contracting parties affirm, for the duration of the agreement, that they will not violate federal immigration law or knowingly employ, hire for employment, or

continue to employ an unauthorized alien within the State of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom.

OPEN TRADE

By signing this contract, vendor agrees that it is not currently engaged in, nor will it engage in, any boycott of a person or entity based in or doing business with a jurisdiction with which the State of Alabama can enjoy open trade.

Please provide your bid response in triplicate, one original and two copies and one electronic copy.


Chad Scroggins
County Manager

Shelby County Jail Inmate Communication System

1.0) Bid Purpose

Shelby County is seeking proposals from interested vendors to provide an updated Inmate Telephone System (ITS). Interested vendors must provide all equipment, software, labor and maintenance support required for the implementation and operation of said ITS. Interested vendors will also be required to provide an inmate video visitation solution as described in this RFP. Costs associated include, but not limited to, software, hardware, extended warranty, labor, training, routine and specific maintenance and replacement parts for the length of the awarded contract.

2.0) Scope/Statement of Work

Data Architecture

As a direct result of Shelby County's diverse application portfolio, data is stored on multiple platforms using multiple formats, and application-specific designs and conventions. Most data structures were implemented around the application architecture resulting in a data architecture that has emerged rather than evolved. Rather than utilizing one or two database products, Oracle, SQL Server and Access are all represented in the enterprise.

Key Architectural Principles

Although the existing technological environment may continue to exist for some time, Shelby County will be building the bulk of its technical architecture on the VMWare platform foundation. As a result it is essential that any solution set adhere to the following key architectural principles:

Reusability

The architecture should support the mixing and matching of generic and specific elements without undermining the overall design, accelerate the spread of reusable and extendible code, and provide object-oriented software, design tools and execution environments.

Manageability

The architecture should include facilities and support for control, tracking, and monitoring. For example, the tool set should include the ability to capture runtime events and observe a single unit of work or thread.

Openness

The architecture should support software, platforms, and networks with open standards for process, user interface, data, and information exchange. Examples include Web Services or, UBL, WSDL, UDDI, XSD, as well as open languages such as Java, and common dynamic scripting languages. Further, preferences will be given to solutions that support multiple standards, such as Microsoft's .Net Web Services.

Scalability and Portability

In addition to the capacity for future growth, the architecture should provide for rapid capacity

adjustment, seamless device connection or disconnection, and operation without impeding other platforms, applications, or databases. Further, the architecture should not be locked into a single platform and should be able to run on various platforms with little or no effort.

Flexibility and Adaptability

Support for device-independent interactions, user-specific customization, smart profiles and device detection, configuration, and operation are expected. The architecture should have the ability to support Microsoft SQL Server in addition to multiple browsers such as Microsoft Internet Explorer, Chrome, Safari, and Mozilla.

Compartmentalized Components

Separation of data structures, application logic and user interfaces, and support for Web Services should be anticipated. Other essentials include exposing functionality as services, separating and modularizing the business logic, loosely coupling services, and designing appropriate granularity of services.

Robust Security Implementation

The architecture shall support standard security architectures to ensure integrity and confidentiality. Information must be protected from tampering, or accidental changes and should be available to only authorized users. Access to applications, information, and resources should be parameter-based and provide authentication, authorization, and non-repudiation including two factor active directory authentication.

3.0) General Requirements

Interested vendors must be compliant with all Alabama Public Service Commission Rules and Regulations.

All equipment provided must be new, in current production and considered to be state-of the-art at the time of installation.

Contractor must provide non-coin, collect call, inmate telephones composed of durable, tamper free equipment suitable for a detention environment. Equipment must contain no removable parts.

Contractor must provide a per-minute calling rate structure for all types of inmate phone calls.

Contractor must provide all material and services related to this project for proper installation at no additional charge to the Shelby County Commission. Vendor must describe the method of system installation. If Shelby County Commission staff involvement is required, said involvement must be clearly identified in the proposals and the extent of the Shelby County Commission involvement must be clearly stated.

ITS must provide an option for automatic daily turn on and shut off at designated times and manual system shut off capabilities from designated control rooms.

ITS must possess telephone number blocking capabilities, and should allow pre-approved numbers to be assigned to specific inmates.

Service and repair to equipment and system must be within a 24-hour period after notification to Contractor without any additional cost to the Shelby County Commission.

Facility and friends and family must have the option of speaking with a live operator within 1 minute of dialing. Automated customer service is acceptable for routine calls such as depositing money to an inmate's trust account, purchasing prepaid calling time and other various routine calls, as long as the option of selecting a live operator is offered to the caller.

Contractor must provide a kiosk in the facility's lobby for depositing money on an inmate's phone account or for prepaid calls to a specific telephone number. The kiosk must accept cash, credit cards and debit cards. A customer service number must also be provided to kiosk customers for any issues arising from the use of the kiosk.

Contractor must be able to provide inmates with real-time trust fund and prepaid balance notification.

Adequate initial and on-going system on-site training must be provided for Shelby County Commission personnel at no cost to the facility or related agencies.

Contractor must not charge for unanswered or non-accepted calls. All requests for refunds or adjustments for dropped or incomplete calls must be responded to and resolved with 24 hours of request.

Upon completion of call, line must return to primary dial tone to preclude inmates from placing unauthorized calls.

ITS (Contractor) must provide the inmates with the ability to receive voicemail from Friends and Family and from facility staff both individually and as a group. Inmate voicemail system must be integrated solution using all inmate call rules established for inmate phones. Jail staff must have the ability to monitor and playback recorded voicemail.

Contractor must provide an automated voicemail solution for inmates to leave requests for customer service and for customer service to leave messages for inmates. Jail staff must have the ability to monitor and playback recorded voicemail.

Contractor must be an offsite solution requiring minimal equipment to be installed at the facility.

Contractor to provide all data connections needed including internet access.

Contractor must provide an integrated solution for inmates to contact crime tip hotline and PREA hotline. Correctional staff must have the ability to monitor and playback recorded calls related to crime tips and PREA. Contractor must provide a real-time notification via text message or email whenever an inmate calls the crime tip hotline and PREA.

Contractor must allow collect and prepaid calls to Mexico.

Contractor must allow International prepaid calling.

Contractor must allow free calls at the discretion of the facility.

Bilingual synthesized voice (English/Spanish) must be utilized to instruct and assist the inmate and called party while placing a call.

Inmate phones must not be capable of receiving incoming calls.

ITS must not allow an inmate to listen to the status of a call in progress for the acceptance and/or denial by called party and must not allow inmates to communicate with the called party until the call has been accepted.

Call monitoring devices must be provided to allow a call to be audibly monitored by authorized personnel for knowledge of activities occurring during and/or after phone use. All recording and monitoring equipment must be integrated into the ITS's CPU. A stand-alone recording and monitoring system will not be accepted.

The ITS must provide the capability for free calls by the inmates that must be allowed by law (i.e. calls to attorneys or other legal communications).

The proposed ITS must provide call detail reports for all calling activity that will include:

- Report showing inmate telephone number, date, time, PIN #, number called, duration of call, and cost of each call.
- Report showing "frequently called numbers" for all numbers called more than 5 times in a day.
- Report showing "common numbers called" for all numbers called by more than one inmate.
- Report allowing the real-time check on commissary balances and orders when used with the Contractors interface and system.

The proposed ITS must integrate with the facility's Jail Management Software (Intergraph) and use the inmate's booking number as a primary identifier for the inmate. The ITS must also utilize a secondary PIN (Personal Identification Number) or some other type of security feature for added security of an inmate's trust accounts.

The Contractor shall submit a preliminary Project Plan in enough detail to allow the evaluation committee to assess the Project Team, installation time line, proposed installation procedures (transition from existing system to the proposed system) and development of commission accounting procedures.

Selected vendors may be required to perform a live demonstration of all required features.

4.0) Monitoring and Recording Requirements

The ITS shall be capable of monitoring and recording all inmate and visitation calls from any telephone within the Facilities unless there are restrictions that prohibit the recording and monitoring of certain calls such as attorney-client privilege.

The ITS shall allow designated users at the Facilities to play back a recorded call or a call in progress (e.g. live monitoring) via the ITS user application without the need to download a third-party software.

The ITS shall provide simultaneous playback and continuous recording of calls and visits.

The ITS shall allow the user to continue to use the interface to search information while listening to a live call or recording.

The ITS shall allow the user to accelerate the playback of call recordings to at least 1.4 times.

Live monitoring shall allow Jail staff to view, at a minimum, the following information in chronological order. Proposer shall indicate whether the live monitoring information can be sorted real-time by any of the items listed below and whether the live recording can be paused while listening.

- Call Duration;
- Facility(s);
- Language Type;
- Phone Location Name;
- Inmate Name;
- Inmate PIN;
- Called Number;
- Called City, State;
- Call Status;
- Alerts, and;
- Notes.

All CDRs, including all attempted and completed calls, shall be stored online for a minimum period of 3 years or contract term and for a minimum period of 5 years following the expiration of the Agreement.

Proposer shall provide a detailed description of its proposed method for storing call recordings, to include information on Proposer's data redundancy practices.

The provision of remote access shall allow jail staff, as well as other outside personnel whom are authorized users, the same features and functionalities, permitted by the user's level of access, available on a web-enabled computers, laptops, tablets and smart phones.

For the term of the Agreement, jail staff shall have access to all CDRs and call recordings from all access computers, based on the user's access level.

The ITS shall be capable of providing alerts for certain calling events and, at a minimum, allow designated users to receive or be forwarded a live call to a specified destination. Proposer shall include detailed information on the ITS alert application and it shall include, at a minimum, the types of alerts available (cell phone, SMS text, email, etc.), and whether a security PIN for accessing the live call is required.

The ITS user application shall transfer/copy/export recordings with no loss in quality and shall be capable of placing an audio and visual date/time stamp with the recording. Proposer shall provide a detailed description of the process for transferring/copying/exporting recordings.

The ITS shall be capable of emailing and copying recorded calls onto a CD/DVD or other storage medium in either a ZIP file, WAV, ISO or MP3/data format with tamper free capabilities.

5.0) Investigative Tools

The ITS shall provide extensive Investigative Tools. Proposer shall provide a detailed list of all investigative tools included in the ITS. The ITS shall include at a minimum the following:

- a. The capability to insert and store notes on all call recordings with a keyword search capability.
- b. The capability to provide date/time stamps for specific durations of each call recording.
- c. The capability to increase / decrease the playback speed of a call recording.
- d. A report showing "common telephone numbers called" for all telephone numbers called by more than one inmate.

6.0) Video Visitation system

The jail is not looking to replace the existing on-site video visitation system, and the vendor may choose as an acceptable option to provide for the maintenance for the existing on-site video visitation system currently in place for the duration of the ITS contract. The Current on-site solution is administered by VendEngine.

General Requirements All equipment must be new, in current production and considered to be state of the art at the time of installation. The jail will allow the use of current mounting enclosures that are in place on the inmate side and the friend/family side if the winning bidder opts to use them.

Video Visitation Maintenance

All maintenance will be provided during the length of the contract by the winning bidder. This includes all software upgrades as they become available, 24/7/365 on-line support and 24hr on-site response for unresolved issues and/or hardware and general maintenance requested by the County.

Technical Requirements for Video Visitation System:

Recorded end to end visitation solution (monitors, enclosures, cameras, video servers and video plus audio storage)

H.264 video compression is required

On-site retention of recorded visits (video and audio) for a minimum of one year after the visit was completed (including those visits that the one-year time frame expires after completion of the contract with the vendor)

Visitation management software is required. Software must have the following capabilities:

- Point to point connection
- Ad hoc connection which makes a record of both the inmate and visitor
- Reasonable access to all visitation records for at least five years after the release of an inmate, including those visits that the five-year time frame expires after completion of the contract with the vendor.
- Scheduling capability for visitors within parameters set by the County via lobby kiosk.
- Scheduling capability for visitors within parameters set by the County via the web.
- Ability to record (audio and video) all visits as determined by staff.
- Ability to easily review historical recorded visits by both staff on-site and off.
- Ability to access historical records on visitation by specific date range
- Ability to register and check-in friends/family for a visit by using a license scanner in the lobby.

Installation and Training for Video Visitation System:

- The video visitation system is to be configured, installed and tested and made operational within 60 days of official bid notification.
- On-site training is required for all staff as determined by the jail.
- The length of the initial training is determined by the jail and all costs associated shall be paid for by the winning bidder.
- If the jail determines that subsequent or follow-up training is required for staff, the winning bidder will provide additional training as determined by the County. All cost associated with the subsequent training shall be paid for by the winning bidder.

Video Visitation Lobby Kiosk

- All bids shall include all costs to provide the County with a multilingual visitors' lobby kiosk for the purposes of allowing direct visitor registration and scheduling.

Inmate Visitation Modules	
<u>Jail Location</u>	<u># of Modules</u>
Medical	1
Mobile	1
Attorney Visitation Area	1
B1	2
B2	2
B3	2
B4	2
B5	2
B6	2
B7	2
A1	2
A2	1
A3	1
A4	1
A5	1
A6	2
A7	2
A8	2
A9	2
Public Lobby	13
Total	44

Service/Repairs/Replacements

Services must be guaranteed for the duration of the contract period. The Contractor must assume responsibility for all equipment and software defects for the entire duration of the contract. The Contractor must ensure that services are free from defect and must correct all problems associated with

the hardware or software at no cost to the Shelby County Commission. A local service provider is preferred.

Support

Contractor must have in-house capabilities for technical support available for the ITS. This service must be provided 24/7/365, and Contractor must ensure all support activities are carried out by contractor's employees. On-site support, when requested, must be within 48 hours.

Technical Service Representatives

Must be available, by telephone, 24 hours a day, 7 days a week and 365 days a year to resolve service issues. Must be able to respond, physically, within 24 hours of notification. Inmate telephone services cannot be subcontracted out to third party vendors.

Customer Billing Services

Must provide representatives 24 hours a day, 7 days a week and 365 days a year to resolve billing issues. Inmate telephone customer billing services cannot be subcontracted out to third party vendors.

7.0) Mandatory Technical Requirements

All equipment and ongoing maintenance should be included within proposal.

8.0) installation, Training and Support:

- A.) The solution is to be configured, installed and tested and made operational within 60 days of official bid award notification.
- B.) Awarded company must provide system and services support (technical support desk, remote diagnostics, on-site technical visits).
- C.) Awarded company shall provide onsite training to jail's staff. Additional training (onsite or via the web) shall be provided to new staff at no cost to the jail. Training manuals shall be provided to County's staff at all training meetings and will become the property of County.
- D.) When requested by the jail, informational pamphlets shall be available to inmates and shall describe the applicable features and functionalities of the ITS.
- E.) Awarded company will also provide full documentation for all of the ITS features, including written and video-based instructional material. The jail prefers that this material be provided from directly within Proposer's ITS.

9.0) Bid Submission:

The Bidder should submit bids with unit prices reflected on all components. Professional services, software and other expenses should be listed separately. County reserves the right to purchase none, one or several of any items quoted based upon the bid proposal.

The Bidder must submit no less than (3) three references from current clients. The County reserves the right to use itself as a reference and to solicit references from clients other than those listed.

Please refer any questions regarding the Jail Inmate Communication system to: JailBid@ShelbySO.com

10.0) Evaluation Criteria:

Evaluation will be based on the County's sole judgment of the quality and features of the services and software offered, references, support capabilities of the firm and price.

11.0) Commissions

Fees and commissions to the Shelby County Commission must be paid based on all gross billed revenues (completed calls) regardless of collectable status. "Gross" revenue excludes any reductions for factoring charges for fraudulent and un-collectibles, and/or any billing costs. Commissions must be paid monthly and must be accompanied by a commission report which must include the following information.

- Date of report and time period covered
- Total billed revenue

All components required to render the services complete, installed and operational must be provided by contractor at no cost to the Shelby County Commission. The Shelby Commission will pay no freight, delivery, installation, setup or service fees.

12.0) Fees

Please list below all fees that might be applicable. This includes any and all fees billable and charged to an inmate or the family/friends of an inmate in regards to any business conducted with your company.

***Any undisclosed fee of any kind will not be recognized or accepted by Shelby County.*

Fee Type	Amount
Lobby Kiosk- Cash	
Lobby Kiosk- Credit	
Online- Credit	
By Phone- Credit	
Other (identify)	
Other (identify)	
Other (identify)	

13.0) Equipment Volumes and Locations:

Inmate Phone List	
<u>Location</u>	<u># of Phones</u>
Central hall (Free Phone)	1
Booking (Speaker)	13
Booking (Corded)	4
Laundry	1
B1	4
B2	3
B3	3
B4	3
B5	3
B6	3
B7	4
A1	4
A2	1
A3	1
A4	1
A5	1
A6	3
A7	3
A8	3
A9	4
Lobby (Free Phone)	1
Kitchen	1
Medical (Speaker)	8
SEG – 2 Mobile Carts, 1 Mounted in Rec Yard	3
Total	76