



BUFFALO COUNTY JAIL
REQUEST FOR PROPOSAL
For Jail Communication Systems
Technology & Services

Sealed Proposals Due: October 13, 2020, 9:00 A.M. CDT

Please Submit Sealed proposals to

Buffalo County Clerk
2020-Jail RFP
1512 Central Avenue
P.O. Box 1270
Kearney, NE 68847

INTRODUCTION

The purpose of this RFP is to solicit responses from qualified individuals/vendors for the procurement of services and/or supplies for the Buffalo County Jail. On behalf of Buffalo County, Sheriff Neil A. Miller invites you to furnish a proposal in accordance with the specifications outlined in this document. Carefully read and follow the procedures stated to be considered for award of contract for this project.

CONTACT INFORMATION & IMPORTANT DATES

Proposal Number:	2020 – Jail RFP
Proposal Title:	Jail Communication Systems, Technology, and Services
Proposal Contact:	Chief Deputy Daniel Schleusener
Contact Email:	9095@buffalocounty.ne.gov
Contact Phone:	308-233-5298
Vendor Questions Due Date / Time:	No later than 10/09/2020, 10:00 A.M.
Proposal Due Date / Time:	10/13/2020, 9:00 A.M.
Proposal Opening Date / Time:	10/13/2020, 10:00 A.M.
Award Date / Time:	10/27/2020, 10:00 A.M.
Proposal Opening and Award Location:	Buffalo County Commissioner’s Boardroom

PROPOSAL SUBMISSION REQUIREMENTS

Proposals must be submitted in a sealed envelope labeled “SEALED PROPOSAL: 2020- Jail RFP” on the front. Proposals not submitted in the proper format will be considered unqualified, unresponsive, and will not be considered for award of contract. Failure to provide detailed responses will result in the vendor being eliminated from award of contract consideration. The proposing party must sign in the firm or corporate name and must bear the original longhand signature of a principal legally authorized to sign contracts. The name of each person signing should be typed or printed below the signature. Both issues must be complied for the proposal to be valid. The individual signing the document for the proposing organization shall initial all erasures or corrections. **Offerors shall submit three (3) copies of the written proposal and one electronic copy.** All Offerors must be appropriately licensed and authorized to conduct business within the State of Nebraska. Buffalo County will not accept any proposals submitted after the Proposal Due Date.

Proposals must be delivered to the following address:
Buffalo County Clerk C/O Jan Giffin 1512 Central Ave P.O. Box 1270 Kearney, NE 68847

Discussions may be conducted with Offerors who submit proposals determined to have a reasonable likelihood of being selected for award. However, proposals may be accepted without such discussions. Therefore, all information requested and necessary for Buffalo County to evaluate this RFP should be included in your response. Buffalo County will not be responsible for any expenses incurred by the Contractor in preparing and submitting proposals. All proposals shall provide a straightforward, concise delineation of your capabilities to satisfy the requirements of this request. Emphasis should be on completeness and clarity of content. Buffalo County reserves the right to consider or otherwise include any potential bidder. Variation in and deviation from the conditions and terms of this contract may be given consideration. Buffalo County reserves the right to act in and make decisions considered to be in the best interest of Buffalo County Jail. Buffalo County also reserves the right to reject any and all proposals.

NOTICE OF INTENT TO PARTICPATE AND VENDOR QUESTIONS & AMENDMENTS

Interested vendors shall complete a Notice of Intent to Participate with the below required information and shall submit their Notice of Intent to Participate to Chief Deputy Schleusener by email at 9095@buffalocounty.ne.gov.

Company Name	
Mailing Address	
Contact Name	
Contact Phone Number	
Contact Email Address	

Vendor questions may be submitted before the deadline Of October 9, 2020, 10:00 CDT. Questions must be submitted via email. There may be one or more amendments to this proposal solicitation. Questions and amendments will be shared with those vendors that completed and returned a *Notice of Intent to Participate*.

PRE-PROPOSAL TOUR

Date:	
Start Time:	
End Time:	

The Buffalo County Jail will offer vendors the option to tour the facility on upon request. An approved date and time will be determined by the Buffalo County Sheriff, as not to interfere with daily jail operations. During the tour, questions will be orally answered concerning the facilities and correctional staffing and procedures. Questions concerning or requests for a Pre-Proposal Tour should be sent via email to 9095@buffalocounty.ne.gov.

CONTRACT TERMS

The term of this initial contract shall be for 4 years with an additional monthly or yearly extension periods. Buffalo County reserves the right to unilaterally exercise the option period based on the Contractor's past performance. The contract performance will begin upon awarding of contract.

The vendor shall have 60 days after the signing of the contract for implementation. Implementation shall include the installation of hardware and all associated interfaces to Buffalo County's JMS, commissary and banking vendors. If after 60 days, the implementation is not complete or satisfactory to Buffalo County, the contract can be voided after notice is given by Buffalo County.

GENERAL CONDITIONS

Buffalo County requires all offeror(s) to comply with the Equal Opportunity Affirmative Action and Fair Employment Practices regulations of the State of Nebraska and federal government.

Buffalo County is exempt from federal excise and transportation taxes. Buffalo County is also exempt from payment of Nebraska Sales Tax.

TAX EXEMPTION IDENTIFICATION NUMBER: 47-6006436

Vendors may be asked to furnish confidential financial information.

DISQUALIFICATIONS

Any of the following may be considered enough for the disqualification of a Vendor and the rejection of their proposal(s).

- Evidence of collusion among Offerors.
- Lack of responsibility as revealed by either financial, experience of equipment statements, as submitted.
- Lack of expertise and poor workmanship as shown by performance history.
- Uncompleted work under other contracts which in the judgement of Buffalo County, might hinder or prevent the prompt completion of additional work is awarded.

Being in arrears on existing contracts, in litigation with Buffalo County, or having defaulted on a previous contract.

SCOPE OF WORK

OVERALL PROJECT

The entire proposed system (inmate telephones, video visitation, tablets) shall have the ability to integrate with the current Jail Management System, Commissary System, and Banking System. Any cost to develop said interface shall be the sole responsibility of the Offeror.

Buffalo County will require a demonstration of any Offeror's system. This demonstration can be either in person or online via a WebEx / Zoom presentation. A matrix of what Buffalo County will want to see will be made available after the *Notice of Intent to Participate* is received.

Currently, the Buffalo County Jail is a 205-bed facility housing both pre-trial and sentenced inmates. Buffalo County is in the early phases of a possible 50-75 bed expansion. The Offeror should consider that this RFP is based on current needs however those needs may be subject to change if an expansion were to occur.

Additionally, Buffalo County owns and maintains the hardware for an "on-site visitation system". Buffalo County will continue to maintain that "on-site visitation system" in addition to what is being covered by this RFP for "remote, off-site visitation system".

HARDWARE

Below is what currently is determined to be a *MINIMUM* quantity of hardware for current population statistics of the Buffalo County Jail. These *MINIMUM* numbers are subject to review. The Offeror agrees to provide adequate devices to Buffalo County to meet requirements set by state law, Nebraska Jail Standards, and Buffalo County Jail policies regarding the needs of the inmate population and needs of the facility.

- 28 wall mounted, inmate telephones (2 per housing unit)
- 3 wall mounted, inmate telephones (in Booking area)
- 2 handheld/mobile (ruggedized) inmate telephones (1 K-block/1 Med seg)
- 1 mobile TTY inmate telephone/device
- 29 wall mounted, remote/off-site visitation kiosks (2 per housing unit, 3 per O-block)
- 1 mobile, remote/off-site visitation kiosk (K-block/Med seg)
- 2 wall mounted, local/on-site visitation kiosks (visitation area)
- 29 mobile, Tablets (2 per housing unit, 3 per O-block)/charging stations
- 2 mobile, Tablets (1 K-block/1 Med seg)
- 3 dedicated Tablets with only Law Library information available to the inmate user.

INMATE TELEPHONES

SYSTEM REQUIREMENTS

- The proposed system must use web-based software with ability to playback and monitor live and recorded calls.
- The proposed system must allow for restrictive permissions that limit user access to certain applications.

- The proposed system shall have the ability to integrate with Jail Management Systems, Commissary Systems and Banking Systems.
- The proposed system must provide one-way out-going collect/debit/prepaid calls.
- The proposed system shall be capable of local, long distance, and international collect calls.
- The proposed system shall not be capable of receiving incoming calls.
- The proposed system shall provide non-recorded, free, attorney calls and the ability to for site administrator to set up these calls.
- The proposed system shall provide notification on the out-going calls that calls are subject to recording, monitoring.
- The proposed system shall provide inmates the ability to make a PREA notification to a designated number and upon notification
- The proposed system shall have the ability to send PREA alerts to the facility, administration, or anyone designated to receive such alerts by phone call, SMS, or email.
- The proposed system must provide Hearing Aid capabilities.
- The proposed system must provide call-blocking capabilities.
- The proposed system must meet all ADA and FCC requirements

FRAUD MANAGEMENT

- The proposed system must be able to detect potentially fraudulent telephone activity and at Buffalo County's discretion disconnect calls automatically. Describe the types of fraudulent telephone activity the proposed system will detect and the method by which it is detected.
- The proposed system shall prevent the inmate from receiving a second dial tone, or "chain-dialing."
- The proposed system shall prevent extra digits dialed by the inmate after the party has accepted the call.
- The proposed system shall guard against "hook-switch-dialing" and other fraudulent activities. Please describe.
- The inmate shall not communicate with the called party until the call has been accepted.
- The system shall detect the difference between an accepted call, an answering machine, busy signal, and other telephone activity and only allow an accepted call to be completed.
- The proposed system shall also have the ability to assign approved calling numbers according to a specific inmate.
- The proposed system shall permit the called party to block all future calls from the Buffalo County Jail.

INVESTIGATIVE FEATURES

- The Inmate Telephone System will allow for the Buffalo County Sheriff's Office to access calling data for investigative purposes. Please provide information on the proposed system related to investigative features.
- The proposed system shall have capability to remotely survey inmate calls and be able to transfer specific calls in progress to investigators.
- The system will need to be equipped with a remote conferencing feature and email & SMS notification feature for those numbers that are under surveillance by the investigative unit. The feature will need to allow authorized personnel to monitor a call and receive email or SMS

notification from a designated remote location, while the call is in progress. The call will need to be automatically conferenced to a predetermined investigator's telephone number in listen mode only once the call is accepted by the called party in progress.

- System should have a visual link analysis diagram that shows calling patterns and relationships.
- System can process both mono and stereo audio inputs. It will be capable of splitting the caller's voice from the called party's voice.

SYSTEM SECURITY

- The proposed system shall be password protected to permit only appropriate county personnel access to the service.
- The proposed system must be programmed for auto shut off at times designated by Buffalo County.
- Buffalo County personnel must have the ability to manually shut down the individual or groups of phones in case of emergency.
- The proposed system must have the capability to enable and disable/block any phone at Buffalo County Jail from any secured, on-site (in Network) computer.
- The proposed system must be a centralized, non-premise system that will keep all records secure and not require the need to be maintained at the facility. Describe your system and how your system will meet this requirement.
- System can set a maximum call length for calls made by inmates. In response, describe the range of time and increments that calls can be limited to.
- The system shall prohibit any operator calls, 411 calls, any 800, 900 or any other free number, incoming calls.
- The system shall terminate and flag any three-way call, call forwarding, conference calls and any other method to converse with anyone other than at the original phone number.

CALL RECORDINGS

- All call recordings for five (5) years shall be stored online and available through the online user interface. Upon request, call recordings must be made available to Buffalo County at no charge for five (5) years after contract expiration even if the Jail decides to use another inmate phone system provider.
- Facility personnel must be able to search call recordings by destination number, date, time, and inmate name.
- Facility personnel must be able to simultaneously live monitor conversations while the system is recording the conversations.
- Recorded calls must be backed up and geographically disparate to minimize the risk of lost calls due to a catastrophic system failure. Please describe Vendor's system backup plan and system redundancy.
- The vendor shall supply a method to retrieve call detail reports to Buffalo County. The reports shall contain a variety of call information and be customizable to suit Buffalo County's needs. Please provide an example of a call detail report.
- The system should provide the system administrator the ability to grant authorization to individuals access to review only a specified inmate during a specified time frame.

SERVICE, MAINTENANCE & INSTALLATION

- Vendor shall provide 24-hour, toll-free service number.
- Vendor shall address all major service outages within four (4) hours.
- Describe the maintenance and quality assurance programs for telephones to be installed.
- Vendor shall provide service policies and procedures as an attachment to this proposal.
- Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.
- Provide a contact person who will be responsible for ongoing account management and support.
- Vendor may be required to provide weekly, on-site visits for continued maintenance and upkeep of systems and hardware if so needed by the facility administrators.

VIDEO VISITATION SYSTEM (WALL MOUNTED KIOSKS)

SYSTEM REQUIREMENTS

- The proposed system must use web-based software.
- The proposed system must not require a server onsite to store video visitation data.
- The proposed system must allow for restrictive permissions that limit individual or groups of inmates to access certain applications per Buffalo County's specifications.
- The proposed system must be optimized for use on a mobile device.
- The communication software must not utilize any version of Adobe Flash to facilitate video visitation or require any third-party software to be installed for operation of the system.
- The hardware used by inmates for the proposed system must be POE (Power over Ethernet) ONLY with no separate electrical needed.
- All encryption must be TLS 1.2-compliant. (Transport Layer Security must be 1.2+).
- The proposed system must offer the staff a ticketing system where they can submit support tickets or ask questions directly to the --Vendor's Support Team. If you cannot meet this requirement, please explain how Support will be maintained for the proposed video visitation system.

VIDEO VISITATION REQUIREMENTS

- The proposed system must offer Internet based, off-site, remote video visitation capabilities. Buffalo County will continue to own and maintain their own on-site video visitation system.
- The proposed system must allow staff to monitor in real time any video visitation session. Staff must be able to terminate the video visitation at any time.
- The proposed system must record and store data of completed video visitation sessions. All video data must be accessible for play back or download.
- The proposed system must enable friends and family members to schedule both local and remote video via a web-based customer portal.
- The proposed system should have the capability to disconnect a video visit when there is no face recognized on the screen.

- The proposed system should have the capability to disconnect a video visit when the tablet is removed from the charging base.
- The proposed system must give the staff the option to require approval whenever a friend or family member requests to communicate with an inmate.
- The proposed system must allow the staff to manage an inmate's list of contacts and approve or deny communication access.
- The proposed system must give the staff the option to require approval whenever a video visitation session is scheduled.
- The proposed system must allow the staff to display a customized message/disclaimer to appear when a friend or family member schedules a video visitation session.
- The proposed system must allow for friends and family members to pay per minute for remote video visitation sessions, opposed to purchasing a block of time regardless of how long the video visit session lasts.
- The proposed system must have the option to allow for a variable amount of free minutes per week to be determined by the facility.
- The system shall provide the system administrator the ability to grant authorization to individuals access to review only a specified inmate during a specified time frame.

TABLETS

INMATE EMAIL MESSAGING REQUIREMENTS

- The proposed system must allow for inmates to send messages via email with approved contacts.
- The proposed system must allow jail staff to require approval for all messages sent by an inmate or approved contact.
- The proposed system must allow the staff limit the maximum character length of an individual message.
- The proposed system must allow the jail staff to add to and manage a flagged text library that will identify any word(s) within a message and prohibit any message from being delivered unless manually approved.
- The proposed system must allow jail staff to rank key words or phrases as low, medium, or high level.
- The proposed system must allow jail staff to read conversation history between any inmate and one of their contacts.
- The proposed system store the data of all messages. All messages must be accessible for download and audit.

DIGITAL DOCUMENTS & FORMS REQUIREMENTS

- The proposed system must offer the ability for inmates to securely submit any form.
- The proposed system must allow the staff to create notification groups of users to receive certain forms.
- Inmate form submissions and reporting must have the capability to only be accessible by users approved to read, respond and approve specific forms assigned to approved users.
- The proposed system must allow for the device used by inmates to take a photo whenever a form is submitted.

- The proposed system must allow the staff to download a digital pdf file and print any submitted form.
- The proposed system must allow the staff to type and send a response to any submitted form to be accessible by the inmate.
- The proposed system must allow the staff to restrict the quantity of forms an inmate can submit.
- The proposed system must allow staff to translate forms submitted by inmates in a language other than English.
- The proposed system must allow the staff to create any form to be available on inmate devices without any interaction from the vendor.

PREA

- The proposed system must allow for a 30-day PREA acknowledgement by the inmate, after the inmate sign-on, but before use of tablet, offered every 30 days. Records must be accessible for download and audit.
- The proposed system must have the Buffalo County PREA pamphlet orientation available on each tablet.

COMMISSARY

- The proposed system must be able to interface with Buffalo County's commissary provider
- The proposed system must allow inmates to order commissary from a secure inmate specific sign-on that is housing unit restricted.
- The proposed system must allow accessible users to verify orders before sending them to the commissary provider.
- The proposed system must allow only the accessible users the ability to add on-site items to the commissary list

LAW LIBRARY

- The proposed system must provide inmates access to an up-to-date law library for Nebraska State/Federal laws in accordance with Nebraska Jail Standards to include: a leading law dictionary, Nebraska Revised Statutes, Rules of the United States District Court and the appropriate local district court having jurisdiction of the jail facility, and the Nebraska Jail Standards
- Buffalo County desires the "Law Library" functionality to be available on all tablets.
- Buffalo County also desires to have three dedicated "Law Library tablets" where only law library information is available to the inmate.

MISCELLANEOUS

- The proposed system shall be internet restricted.
- The proposed system must allow Buffalo County the access to post any article and the ability to edit such article to be viewed by inmates (i.e. Buffalo County Jail handbook)

CONSUMER FEES

Buffalo County believes in providing fair and affordable services to constituents of Buffalo County and the friends and family members of inmates. Please disclose all possible consumer and inmate fees and charges. This includes Vendor fees and third-party fees. Buffalo County may reject proposals if all potential fees are not fully disclosed. This would include, but is not limited to, basic telephone charges, any and all deposit fees, transfer fees, refund fees, account maintenance fees, connection charges, billing fees, paper bill fees, monthly access fees, etc. In your response, please list the name of all fees and their corresponding monetary rate.

RATES

Vendor agrees that all charges shall be within guideline set by Federal and State law and regulations.

Please complete the following table with the proposed rates for the inmate telecommunications system.

Call Type	Local IntraState	Intralata IntraState	Intralata InterState	Interlata IntraState	Interlata Interstate	Interlata International
Calling Card						
Pre-paid Collect						
PIN Debit						

Please disclose any additional types of telecommunication calls, the rate by which they are charged and any associated fees.

What is the approximate cost to a friend or family member for a 15-minute remote video visitation session?

The proposed video visitation system must not charge a friend or family member who visits an inmate onsite.

The county is interested in offering a usage-based video visitation system where friends and family pay for the exact amount of time spent on a video call. Please explain in detail the way friends and family members pay for remote video visitation services with the proposed system.

What is the approximate cost for an inmate to send an email or SMS message to a friend or family member?

COMMISSIONS

Please attach an example of a detailed commission report Buffalo County can expect to receive upon request from the Vendor.

Commissions to Buffalo County must be paid on gross billed revenue.

Please complete the table below with associated percentages, detailed the proposed commission structure.

Type	Commission Percentage Paid to Buffalo County
Phone calls - Local IntraState	
Phone calls - Intralata IntraState	
Phone calls - Intralata InterState	
Phone calls - Interlata IntraState	
Phone calls - Interlata Interstate	

Phone calls – Interlata International	
Remote Video Visitation	
Inmate Messaging	