



# REQUEST FOR PROPOSAL

RFP 2025-01

Bay County Sheriff's Office  
Jail Inmate Phone and Video Visitation Service

JIM BARCIA  
BAY COUNTY EXECUTIVE

**REQUEST FOR PROPOSAL – THIS IS NOT AN ORDER OR OFFER**

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**DATE OF REQUEST** MARCH 10, 2025

**REFERENCE PROPOSAL NUMBER** RFP 2025-01

**PRE-BID MEETING** March 21, 2025  
9:00 AM

**LOCATION:** BAY COUNTY  
LAW ENFORCEMENT CENTER  
503 THIRD STREET  
BAY CITY, MI 48708

**DEADLINE FOR VENDOR QUESTIONS** APRIL 4, 2025  
5:00 PM

**RESPONSES DUE FROM COUNTY** APRIL 11, 2025  
5:00 PM

**PROPOSED DATE/TIME REQUIRED** April 25, 2025  
11:00 AM

**PROPOSAL SUBMITTAL** BAY COUNTY FINANCE DEPT.  
PURCHASING DIVISION  
ATTN: NICOLE PUTT  
BAY COUNTY BUILDING  
515 CENTER AVENUE; 7<sup>TH</sup> FLOOR  
BAY CITY, MI 48708-5128

**MARK PROPOSAL** “SHERIFF’S OFFICE JAIL INMATE  
PHONE AND VIDEO VISITATION  
SYSTEM – DELIVERY BID TO  
FINANCE IMMEDIATELY”

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## INTRODUCTION

Bay County Jail is located at 503 3<sup>rd</sup> Street, Bay City, MI 48708. The facility has a maximum inmate population potential of 249 beds which houses Bay County inmates as well as inmates from other governmental entities. The Bay County Jail is currently looking for a vendor to provide inmate telephone and video visitation services for a five (5) year period.

## INMATE PHONE SERVICES SPECIFICATIONS AND REQUIREMENTS

There are 32 phones available to make outside calls throughout the facility. Below is a call summary:

Call Summary:

Summary	Gross Revenue	Commission
2023	\$229,578.05	\$76,799.80
2022	\$325,848.90	\$104,715.30
2021	\$412,132.98	\$138,156.49

## SPECIFICATIONS – INMATE TELEPHONE SYSTEM

### General Specifications:

1. History, experience, and references. Vendors shall supply a short (no more than 5 pages) of the firm’s history. Vendors shall include a listing of references with their proposals (form provided), indicating facility locations, name, and telephone number of facility contact person. References, three (3) current and three (3) past. **JAIL FACILITIES MUST BE ROUGHLY THE SAME SIZE AS BAY COUNTY JAIL. (LABEL ATTACHMENT B)**
2. Preliminary transition plan and readiness to implement no later than thirty (30) days after contract signing. **(LABEL ATTACHMENT C)**
3. Network Infrastructure and Management. **(LABEL ATTACHMENT D)**

### Physical Installation Requirements:

1. All Inmate Call Processors (ICP) shall be of a design specified for Bay County.
2. The Proposer must list delivery methods available. **(LABEL ATTACHMENT E)**
3. The ICP shall be of compact design requiring the minimum amount of wall and floor space. Proposers must submit a scale drawing of the installation space required for each facility. **(LABEL ATTACHMENT F)**
4. Each ICP shall be equipped with an internal UL power supply that is tolerant of line transients, momentary surges and short duration drop such that inmate phone operator continues in the presence of such common disturbances. No auxiliary 115-volt power cords, external power supplies, or AC to DC converters shall be required to support the ports or for the inmate phone station themselves.

5. All wiring connections to the ICPs shall be made using vendor-supplied standard termination blocks that provide up to 25 wire pairs of station, trunk and modem connections. Only the termination blocks shall be allowed to be mounted on the wall of the equipment room.

**Basic System Function Requirements:**

1. The ICP must provide fully automated collect calling without the need for live operator intervention or the use of central office-based automated operator technology.
2. The ICP shall be able to connect to any standard telephone instrument with a hook switch, handset, and 12-button keypad including ruggedized telephones specifically designed for use in correctional facilities. In addition, the ICP must be able to accommodate TTD telephones and the Proposer's response to the RFP must provide for the following configuration:
  - a. The ICP shall offer clear and concise voice prompts in both English and Spanish, other languages maybe required on short notice, please provide a list of other languages available and the procedure to add them to the system (**ATTACHMENT G**).
  - b. Voice prompts must be given in short sentences with meaningful instructions for the operation of the system. Beeps, tones, and other non-violent sounds shall not be permitted as substitutes for voice instructions. Standard sounds such as dial tone, ringing, and busy signals are appropriate. Phone signage, printed handouts and video training tapes are not an acceptable alternative to a complete range of voice prompts and messages.
3. The ICP must include the following:
  - a. Switch-hook detection (and subsequent disconnect) during connected call period. Call detail reports must reflect for disconnect.
  - b. Inmate dialing activity detection (and disconnect) during connected call period. All detailed reports must reflect reason for disconnecting.
  - c. Voice overlay recording alerting called party that they are speaking to an inmate from a correctional facility. Overlay recording must be random and remotely adjustable for optimal fraud protection.
  - d. Incoming call block. The ICP must not respond to incoming ring signaling on any of its trunks used for placing outbound inmate collect calls. No signaling or ringing of the inmate station phones result from an incoming ring on a trunk.
  - e. Sound Path Options - The ICP must allow for blocking or allowing the sound path to the inmate phone during call placement and during the time when the ICP is requesting acceptance of the collect call charges. If the sound path is blocked, the inmate will be given call progress messages to indicate that the call is being connected until such time as positive acceptance is detected and the voice path is opened.

- f. Frequently Called Number Blocking - ICP must provide for blocking of call attempts to a specified number once a specified threshold is met. This threshold must be remotely or locally programmable upon demand.
- g. Live Operator Access Blocking - Access to a live operator must be always blocked without exception.
- h. Call Blocking - The ICP must have the capacity to block specified telephone numbers or groups of numbers from inmate access. The ICP must also have the capacity to block individual phone numbers for specific inmates. This feature must be remotely or locally programmable upon demand.
- i. The ICP must offer flexible control over operating hours of each inmate phone. This feature must have the ability to control individual phones or groups of phones. This feature must be controlled by County personnel.
- j. The ICP must offer flexible control over the duration of each inmate's call. This feature must have the ability to specify call duration by inmate phone number or trunk. There must be a progress message interjected as the end of the allowed call duration is neared. This must be remotely or locally programmed.
- k. The ICP must not deem a call to be accepted until such time as the call recipient acknowledges receipt by dialing a system-recognized digit on a touch-tone or rotary telephone. The ICP must be able to distinguish such a signal from line noise. Voice recognition is not an acceptable form of positive acceptance.
- l. The County will entertain the use of inmate identification numbers or voice print technology or other biotechnical technology as alternative methods of inmate call control. If a Prisoner or Personal Identification Number (PIN) is chosen, the ICP must allow the facility to select the length of the ID code.
- m. Proposed technology must allow an approved calling list with a maximum of 10 numbers for each inmate as well as working in conjunction with any global blocked call listings. The Proposer is responsible for managing all aspects of the inmate phone list including input of numbers and the data must be input within eight (8) hours of receipt of phone list. The County currently uses PAN (Personal Allowed Numbers) lists for all inmates. PAN lists are allowed to be changed once a week.
- n. Any feature must allow for restriction to individual inmates to specified phones without the need for additional equipment or external devices.

**Transaction Requirements:**

The ICP must have the option of debit call payment. Each inmate's debit account must be identified by the ID

Code utilized for traditional collect calling or by use of a debit card. Call charges must be deducted from the inmate's balance as they are made to avoid a negative balance. Inmates must be provided with their account balance automatically when a debit call is made.

**Administrative Requirements:**

The ICP must have an option for on-site administrative terminals. The terminals must have the following features:

1. Must be connected to the ICP via a commercially available, reliable, high-speed LAN.
2. Operational status must not affect the ICP's normal operations in any way.
3. Must allow multi-level passwords.
4. Must allow County personnel to review ID codes, debit accounts, generate call detail reports and review call records.
5. Must allow County personnel to review call block lists and disable inmate phone on a real-time basis.
6. Must allow County personnel to enable free calls to specified numbers.
7. Must allow monitoring of selected individual calls.
8. The ICP must provide an option for selective silent audio monitoring of inmate calls and for selective call recording. Such monitoring and recording options must be able to be administered from the administrative terminals. Monitoring and recording must be disabled for specified "privileged" calls to attorneys, etc., without the need for additional external equipment to perform this screening function.
9. All calls must be archived and easily retrievable as required and requested by designated Bay County Jail Personnel.
10. Must offer specialized remote monitoring with call detail viewing capability and silent monitoring of selected conversations.

**Required Telephone Features:**

Inmate phones must be ruggedized, coinless phones designed for use in correctional facilities. Coin telephones or AC powered phones are not acceptable. These units must be "dumb" phones, i.e., all call processing must occur with the ICP, which will be in a centralized, secure room. Phones must also feature stain resistant casing (stainless steel or similar), moisture resistant keypad, concealed fittings to prevent inmate tampering.

If the proposed inmate telephone is equipped with a handset, such handsets must be of ruggedized construction and must be connected to the phone unit with a steel armored handset cord.

**Maintenance and Support: (LABEL AS ATTACHMENT H)**

1. Proposers must describe how they intend to provide support in registering new inmates, assigning ID

codes or voice print, maintaining inmate telephone lists, etc.

2. Proposers must also describe how they intend to maintain the system and telephones on a 365-day basis and what their normal response time will be.
3. Finally, Proposers must describe their plans in the event of a major trunk disruption, etc. Any disabled or broken equipment must be replaced at the vendor's expense and within 24 hours.

**Call Detail Reporting and Storage:**

The ICP must provide on-site storage of call detail information. Other requirements include:

1. On-site storage capacity for a minimum of two (2) years' worth of call records.
2. Real-time call activity viewing capability.
3. Real-time reporting of stored activity.
4. Automatic call record protection via nightly polling.
5. Flexible call detail reporting by PIN dialed number, phone or trunk. On-site administrators must enter all PINs daily.
6. Each record must include call result detail in easy-to-understand terms. For example, Busy, No Answer, Normal Call Ending, Time Expiration, etc.
7. Retention of call details in the event of a power failure.
8. The ability to interface call detail data to the County's data systems.

**Expense Rates and Commissions:**

The County will not be responsible for any costs associated with the purchase, installation, operation or maintenance of the Inmate Telephone System. This includes the provision of inmate telephones, maintenance of the PAN lists, and any necessary wiring to connect these phones to the host. The only exception will be the costs of supplying power to the ICP.

Proposers must provide Bay County with a monthly commission to be paid fifteen (15) days following the end of each calendar month for the preceding month. Payments received later than fifteen (15) days from the due date will be assessed as 1 1/2% penalty. Additional penalties of 1 1/2% per month will be assessed for every thirty (30) day delay. Any commission to be reimbursed to the vendor by the County must be invoiced for receipt no later than fifteen (15) days following the end of each calendar month for the preceding month.

Proposers must offer a single commission rate for all types of telephone calls (local, intralata, interlata and interstate).

Commissions will be paid as a fixed percentage of GROSS revenues – including, but not limited to connection fees, cell phone fees, three-way calling fees and voicemail fees. Deductions for any costs associated with the services provided such as uncollectible calls or unbilled calls will not be considered. Ownership of all phones and supporting equipment shall be transferred to the County upon expiration of the contract.

## **SCOPE OF WORK**

### **General Requirements:**

#### Officer Focused:

1. The system shall be a centralized Web-Browser-based application, which is available securely from anywhere at any time.
2. The system interface to control the phones shall be easy to navigate and customizable.
3. The system should provide Authorized Officer Access, so officers only have access to functions they are authorized to use.
4. The system interface shall be based on security level and password protected with the ability to restrict authorization by IP address. The system **MUST** have the ability to require password changes of 90 days or less and meet minimum password requirements of 8 characters, including three (3) of the four (4): uppercase, lowercase, number or special character.

#### Inmate Focused:

1. The system shall allow outgoing calls only.
2. The system shall have the capability to allow for two-way voicemail.
3. The system shall limit inmate calls to configurable minute increments. The configurations can apply to call duration, location, inmate Account/PIN, or by telephones.
4. The system will notify the inmate and called party of any limits in advance of the system terminating the call.
5. The system shall include voice prompts in English and Spanish.
6. The system must have the ability to integrate with third party vendors to provide the ability to automate the commissary ordering process via telephone.

#### Friends & Family Focused:

1. The system must provide active acceptance by the called party.



2. The system must provide proactive account set-up for called parties who are not able to accept collect calls. **Please describe how this works. (LABEL ATTACHMENT I)**
3. The system must notify the called party when they have reached the asset balance of its site or personal credit limit. **Describe how this works. (LABEL ATTACHMENT J)**

#### **Personal Identification Number (PIN)**

1. The system will utilize Personal Identification Numbers (PIN) for the inmates. Describe your system's use of PINs, including Open PIN, Restricted PIN, and Closed PIN. **(LABEL ATTACHMENT K)**
2. The system will have the capability to auto create PINS without burdening facility staff.
3. The system will prevent assigning duplicate PINs and not allow a PIN to be used by two inmates at the same time.
4. The system will allow PIN digits to be at least 4 and not greater than 16.

#### **Fraud Management (LABEL ATTACHMENT L)**

1. The system shall be able to detect, notify, and prevent three-way or conference calls, except for those calls to attorneys or other approved numbers. **Please provide a description** of the process you have deployed on your platform and why you feel the technical approach provides the best 3-way detection solution.
2. The system shall prevent the inmate from obtaining a second dial tone, or "chain-dialing."
3. The system shall prevent the inmate or called party from dialing extra digits after the call is accepted unless to authorized destinations.
4. The system must be able to allow extra digits to specified dialed numbers by the facility. **Please describe process.**
5. The system shall be able to remotely monitor inmate calls and be able to transfer calls in progress to investigators.
6. The system shall identify the name of the facility and the inmate placing the call to the called party.
7. The system shall be able to play prompts randomly or at configurable timed intervals throughout the call.
8. The system will prevent "Hook-switch dialing," and other fraudulent activities. **Please describe.**
9. The system shall allow call blocking of specific numbers for the entire agency and/or configuration by each site.

10. The system shall provide ability to approve and disapprove specific phone numbers by telephone.
11. The system shall permit the called party to block future calls from the facility.
12. The system shall have the capability to suspend an inmate privilege from placing a call and set a beginning and end date without the need to manually re-enable privileges.
13. The system shall allow the inmate to record their name one time and store this recorded name for all future calls.
14. The system will provide biometric voice identification technology to enroll, validate, monitor, and continuously identify all inmates speaking on the phone.
15. The system will provide continuous, real-time identification of inmates speaking on a call, and continuous voice analysis for the entire duration of the call.
16. The system will display a numerical confidence rating of the actual identity of all inmates whose voices are detected on each call, whether the PIN owner or not.
17. The system should offer inmate voice biometric technology and associated reporting, that validates identity based on the inmate PIN and / or recording, prior to connecting the call.
18. The system shall be able to provide real-time validation of calls that are forwarded.
19. The system must allow department personnel to assign surveillance alerts by individual inmate PIN or dialed number. These alerts should include, but not be limited to, the following features:
  - a. Alert to an investigators cell phone or any direct dialed number.
  - b. Allow real time listening of conversation in progress.
  - c. Allow the ability to disconnect the call in progress.
  - d. Allow barge-in and talk capabilities and return to listening only mode.
  - e. Allow investigators to assign and enter a PIN when alert call is received.
  - f. Allow the ability to hide the alert from other authorized users that have access to the system.
  - g. Allow investigators to enter optional e-mail address to receive notification of calls by inmates and to dialed numbers that are under surveillance.
20. The system must provide the ability for investigators to attach case-notes to a call and view it from a report such as a call detail report.

21. The system shall allow investigators to share notes about a call or keep them private if they choose and use text entries, such as a case number or a specific gang affiliation in the case-notes as the search criteria to retrieve specific case-notes with the associated call detail record as well as providing the ability to do a full text search against the notes attached to the call.
22. The system must protect the recording from being purged when the client storage policy expires by allowing the investigators or other authorized staff to extend the expiration date of the associated call or download.
23. The system must have the capability to download a call directly from the call detail report as well as allowing authorized staff to copy multiple calls to a folder for download at a later time with the option to e-mail a link to calls resident in the folder.
24. The system must support unlimited recording folders per user. The recording folders must allow recordings to be downloaded in the recording's native format as well as .WAV and .MP3 formats. The recording folders must allow recordings to be downloaded as a compressed file.

#### **Additional Investigative Software (LABEL ATTACHMENT M)**

1. The Vendor system must offer additional investigative software for law enforcement. **Please provide available options.**
2. Vendor investigation software must be wholly owned by the Proposer and not use a contractor or vendor. This is to ensure quality and ongoing commitment of development as technology progresses.
3. The investigation software must be completely integrated with the calling platform and not require the export and import of inmate call records, inmate account information, or called party billing name and address information related with the County. **Please describe your solution and related features.**
4. The investigation software must be community based so specific inmate information is incorporated from all facilities you service including the state-run facilities, counties, and small jails. **Please describe your solution and related features.**
5. The investigation software must be able to provide a way to import public phone records. **Please describe your solution and related features.**
6. The investigation software must be able to provide a way to import data from cell phones, including contacts, text messages, call records, and pictures. **Please describe your solution and related features.**
7. The investigation software must be able to analyze data between multiple correctional facilities, so as not to limit the investigation to only the County. **Please describe your solution and related features.**
8. The investigation software must be able to notify investigators when information is found related to any report or analysis previously configured. **Please describe your solution and related features.**

9. The investigation software must provide investigators with the ability to share information with other investigators. **Please describe your solution and related features.**
10. The investigation software must be able to allow investigators to schedule reports and analysis. **Please describe your solution and related features.**
11. The system must identify called party billing name and address and include these called parties as entities in the investigation software. **Please describe your solution, related features, and how many billing names and addresses are in your system today.**
12. The investigation software must be able to provide communication activity reporting. **Please describe your solution and related features.**
13. The investigation software must be able to provide calling frequency and statistics. **Please describe your solution and related features.**
14. The investigation software must be able to provide an inmate's contact listing. **Please describe your solution and related features.**
15. The investigation software must be able to provide a contact listing for called party information. **Please describe your solution and related features.**
16. The investigation software must be able to provide analysis based on sequence dialing. **Please describe your solution and related features.**
17. The investigation software must be able to provide analysis based on pattern dialing. **Please describe your solution and related features.**
18. The investigation software must be able to identify gaps in inmate calling behaviors, which may be used to identify the possible existence of a contraband cell phone. **Please describe your solution and related features.**
19. The investigation software must be able to identify concurrent phone usage. **Please describe your solution and related features.**
20. The investigation software must be able to identify linkages between multiple parties, whether those parties are inmates or constituents. **Please describe your solution and related features.**
21. The investigation software must be able to show calling activity on an easy to view timeline. **Please describe your solution and related features.**
22. The investigation software shall not only be able to accommodate investigating inmates, but also called parties and organizations. **Please describe your solution and related features.**

23. The investigation software must be able to show information on a map that allows investigators to add or remove information from the map as it may suit their investigation. **Please describe your solution and related features.**
24. The investigation software must be able to identify changes in associates (Inner Circle Delta).
25. The investigation software must be able to identify changes in inmate contact phone numbers (contact swap).
26. The investigation software must be able to identify complex connections between inmates with multiple degrees of separation (two entity linkage analysis).
27. The investigation software must be able to create manual associations/linkages which can be analyzed in conjunction with prison communication records.
28. The investigative software must provide all the reports below for one or more facilities. **Please label each report, provide copies, and a list of others your firm has available.**
  - a. Communication Behavior Reports
    - i. Communication Activity - Search within subscriptions, mail covers, and tracking numbers to identify every known subscriber and communication for a set of subscriptions.
    - ii. Frequency and Statistics - Generate a statistical analysis of how frequently communication with each contact of a given set of target subscriptions occurs. Multiple targets/subscriptions selected will be treated as the same target for analysis.
    - iii. Contact Listing - Generate a list of all subscriptions and subscribers either contacted by or in the phone book of the selected target(s).
    - iv. Communication Listing – Provide export a CSV, PDF or EXCEL of every communication involving a set of selected targets or between two sets of selected targets.
    - v. Organization Analysis
    - vi. Inner Circle Identification - Identify the most important set of inter-related contacts for a selected target based on repeated calling patterns. Contacts who are not involved in patterns of communication will be filtered out providing a set of contacts who are likely working together.
    - vii. Inner Circle Delta - Identify changes to a selected target's inner circle of associates over a designated time span. This report compares the set of contacts in a target's inner circle

from the first selected date range to the inner circle contacts in the second selected date range. Select a subscription or subscriptions for a single target subject or organization.

- viii. Who's the Boss - Identify the targets most likely to be the leader of an organization based on chains of communication that take place across all selected targets.
  - ix. Sequence Analysis - Identify communications for a selected target that occurs in sequence and may be related due to the short time between ending communication with one contact and starting communication with another. The sequence can contain many communications as long as the time between each contact is within the specified time span.
  - x. Pattern Analysis - Identify communication sequences that occur multiple times for a selected target. Generate a timeline distribution of the sequences and a conspiracy analysis.
  - xi. Chain Analysis - Identify chains of communication that start with a call to or from the selected set of targets. Communication chains consist of the set of communications that result from a target calling contact 1 who then calls contact 2, and then contact 2 calls contact 3 and so on within a specified time between calls. The chain can start with either a selected target or the contact of an incoming call to a selected target.
- b. Subscription Usage Analysis Reports
- i. Hole Detection - Identify holes or gaps in communication activity that is greater than a specified minimum time span for a selected target.
  - ii. Concurrent Phone Usage - Identify when a set of selected subscriptions are being used simultaneously.
  - iii. Contact Swap - Identify subscriptions that may be changing hands between multiple users by identifying sets of contacts that are exclusive to certain periods of time.
- c. Common Communication Reports
- i. Common Contact - Identify contacts that are common to any two selected targets or groups of selected targets.
  - ii. Concurrent Common Contact - Identify possible 3-way calls by finding concurrent calls to common contacts of two targets or groups of targets.
- d. Linkage Reports

- i. Entity Linkage - Generate a graphical linkage chart that shows the known connections to a selected set of targets. Connection types are configurable and can consist of communications, mail covers, associations, phone book records, etc.
      - ii. Two Entity Linkage - Generate a graphical linkage chart that shows the known connections between two sets of selected targets. Connection types are configurable and can consist of communications, mail covers, associations, phone book records, etc.
      - iii. Interconnected Entity Linkage - Generate a graphical linkage chart that shows the known connections within a set of selected targets. Connection types are configurable and can consist of communications, mail covers, associations, phone book records, etc.
      - iv. Intercommunication - Identify all communications between targets in the selected group of targets.
    - e. Timeline Reports
      - i. Timeline - Generate a graphical timeline for the selected set of targets containing all related events with a date such as communications, mail covers, associations, etc.
    - f. Correlation Reports
      - i. Cross Site Analysis - Identify common subscriptions involved in both a selected target case and every available case or a second set of selected cases.
29. The investigative software must allow users to schedule reports on a consistent basis as well as provide proactive email notification of events.
30. The investigative software must analyze all types of communication records including inmate calls, text messages, public phone, e-mail, and any other forms of communication.
31. The Vendor trainers must be/have been sworn law enforcement or correctional officers to train the facility and provide operational support for the life of the contract.
32. The investigative software must provide the user with a way to group items of interest for review and analysis.
33. The investigative software must allow users to create a secure data environment for importing or adding external data during an investigation.
34. The investigative software must allow for the ability to add custom events beyond communication activities to any investigation (i.e., detailed surroundings, criminal activity, etc.).
35. The proposed system must have the capability to identify the geographical location of the called party when an inmate calls a cell phone.

36. The proposed system must have the capability to identify the geographical location of cell phones at both the time of call acceptance and when the call ends.
37. The proposed system must have the capability to display calls to cell phones on a map, showing their geographical location at the time of the call.
38. The proposed system must have the capability to display multiple calls to cell phones on a map, showing their geographical location at the time of the call.
39. The proposed system must allow authorized corrections staff and law enforcement the ability to identify geographical locations of interest and build a virtual fence surrounding a geographical location. These are referred to as a “geofence”.
40. The proposed system must allow authorized corrections staff and law enforcement the ability to create an unlimited number of geofences.
41. The proposed system must allow for geofences to expire.
42. The proposed system must allow for geofences to be shared with other authorized users or kept private to the user who created it.
43. When creating a geofence, the proposed system must allow the authorized user the ability to enter/define the following information:
  - a. Provide a description
  - b. Create by address
  - c. Create by clicking on an interactive map
  - d. Specify radius in miles or kilometers
  - e. Automatically pinpoint and get location on a visual map
  - f. Allow geo-fences to be inactivated
  - g. Allow users to share geo-fences or keep them private
  - h. Allow notes to be added to a geo-fence
  - i. Show a detailed history of changes made to a geo-fence
  - j. Allow alerts to be configured when inmates place a phone call to someone located within the geo-fence



44. The proposed system must allow the export geofences into Excel, PDF, and CSV format at a minimum. Bay County would also like the ability to export into a map of Bay County.
45. The proposed system must allow for the ability to search for geofences.
46. The proposed system must provide a report of all geofences and provide the following details on the report at a minimum:
  - a. Description – this is the description given to the geofence when created.
  - b. Status –Active or Inactive.
  - c. Radius – this is the distance from center of geofence to the edge of the fence.
  - d. Created By – this is the user id that created the geofence.
  - e. Time Remaining – this is the time remaining before the geofence expires.
  - f. Last Modified By – this is the user id of the person who last updated the geofence.
  - g. Last Modified Date – this is the date/time that was last updated.
  - h. Shared – yes or no.
47. The proposed system must provide real time alerts/notifications of termination location within a geofence, with the following specific requirements at a minimum.
  - a. Send an alert for any call that is placed into a geofence.
  - b. Send an alert when a specific inmate places a call to a cell phone which is located inside a geofence.
  - c. Send an alert when a specific phone number is terminating into a geofence.
  - d. Send an alert when a specific phone is used to place a call into a geofence.
48. The proposed system must provide the ability for authorized users to get the location of a cell phone number on demand and in real time.
49. The proposed system must provide a way for authorized users to upload a warrant or court order document when searching for a phone number location on demand.
50. On demand coordinates must perform a real time dip at the time of the request and must not use cached data.

51. On demand location coordinates must not be stored in the ITS.
52. The proposed system must offer an alternative to GPS coordinates when identifying the location of a phone number, as GPS requires cell phones to allow location tracking. The proposed solution must work even when the device has location tracking disabled. **Please describe your system's ability to meet this requirement.**
53. The proposed system must have the flexibility to enable or disable location tracking by call type, such as:
- a. Collect
  - b. Advance Connect
  - c. Debit
  - d. Direct Bill
  - e. Prepaid Card
  - f. Free calls
  - g. International Collect
54. The proposed solution must provide flexibility to use approved terms and conditions language when authorized users gain access to this technology.
55. The proposed system must capture and store user information when they acknowledge the terms and conditions of this service.

### **Call Monitoring & Recording**

1. The system shall maintain all call recordings centrally on SAN storage technology and not use tape drives for storage of call recordings.
2. The stored call recordings should be maintained at the vendors central depository and remain uncompressed until authorized facility personnel request them to be downloaded.
3. All call recordings shall be stored online and available through the online user interface for 90 days.
4. Facility personnel must be able to search call recordings by dialed number, date, time, inmate account, or site name.
5. Facility personnel must be able to simultaneously live monitor conversations while the system is recording the conversations.

6. Facility personnel must be able to monitor, disconnect, and/or barge into a live call.
7. The system must have the ability to have a selectable scan of all live calls in progress. The scanning feature must have the ability to enter a configurable time frequency in which the system will play active calls and rotate through active calls for the set amount of time for each call.
8. The system must provide a call history through live monitoring to allow personnel to see recent activity for phone numbers and phones without navigating away from live monitoring.
9. The call detail reporting module shall provide quick link access to billing name and address (BNA) when BNA is available.

### **Call Acceptance**

1. The system will not allow communication until the called party has accepted the call.
2. The proposed system shall provide an option for the called party to request rate of the call prior to acceptance.
3. The called party must actively accept the call with the option to enable auto accept to designated numbers.
4. Billing does not begin until the call is accepted.

### **System Security**

1. The system must be programmed for auto shut-off at times designated by the County and must be capable of being enabled by customer, site phone group and inmate.
2. County personnel must be able to manually shut down the system in case of emergency and must be capable of being enabled by customer, site, phone group and/or telephone.
3. The system shall be password protected to permit only authorized facility personnel access to the system.
4. The system must have the capability to enable and disable any phone at the facility from any secure internet capable computer.
5. The system must allow officers to check in from any telephone. Each officer should be provided with a unique PIN, as well as a personalized mailbox to record an observation during duty rounds.
6. The system's user security must provide restrictive access by public and private IP addresses. Personnel logging in from an IP address not assigned will not be allowed to access the system remotely.

### **Automated Information Services (AIS)**

1. The system must be successfully deployed and operate in no less than 50 sites.
2. The system must use Voice Recognition and Response for interactions.
3. The system must offer an Inmate and/or Constituent facing applications which provides the distribution of Inmate related information which includes but is not limited to charges, court dates, and bonds.
4. The system must allow Constituents to fund Phone Service and Trust Fund accounts.
5. System must have the ability to customize settings based on Facility and Constituent needs.

### **Reports (LABEL ATTACHMENT N)**

Vendors shall attach samples of their reports.

1. The reports to the County will be fully integrated into the platform, be fully customizable, and contain a variety of call information to suit the County's needs.
2. The system must be capable of providing web accessible real-time and historical reports which include but are not limited to:
  - a. Call activity Reports.
  - b. Commission Reports.
  - c. Facility service requests from any location at any time.
  - d. Frequently Dialed Number Reports.
  - e. 3-Way Call Attempt Report.
  - f. Dialed Number by More Than One Inmate Report.
  - g. Call Volume by Phone Report.
  - h. Service Ticket Report.
3. The system must be capable of providing other detailed reports which include but are not limited to:
  - a. Phone Location Originating call.
  - b. Time of call.
  - c. Telephone number called.
  - d. Most frequently called numbers.
  - e. Length of call.
  - f. Identify numbers called from a specific telephone.
  - g. Identify telephone numbers called by a specific inmate.
  - h. Alarm number status.
  - i. Alarm a telephone number and allow automatic recording of the call.
4. The system shall have the ability to export reports in Excel, .PDF, and CSV formats.
5. Vendor shall supply monthly commission reports.

6. Vendor shall provide secure access to all reports and calling activity within the facility via the internet/web.
7. Vendor will provide a secure interface that will allow authorized personnel to view and track the status of all reports.

### **Service & Maintenance (LABEL ATTACHMENT O)**

1. The vendor must provide live domestic customer service (CS) & Interactive Voice Response (IVR) support to the County 24 hours a day, year-round, for issues.
  - Vendors must provide live domestic CS & IVR support to constituents 24 hours a day, year-round, without exception allowing constituents to set up accounts, make payments, access account information, and resolve issues.
2. Vendor must provide constituents full service online support including ability to set up accounts, make payments, access account information, calculate call rates, and resolve issues (including online CSR chat and email support) via company website.
  - a. Constituents must have the ability to manage phone services and video visitation services from one centralized web-based portal.
  - b. Proposer's website must dynamically display available products to constituents based on previous calling history.
  - c. Proposer's website and constituent portal must be accessible enhanced to support mobile devices such as cell phones and tablets.
  - d. Proposer's website must allow constituents to configure text and email low balance notifications.
  - e. Proposer's website must allow constituents to subscribe to text payment services, specifically the ability to fund accounts and pay invoices via text messages.
  - f. Proposer's website must allow constituents to subscribe to automatic payment services, specifically the ability to automatically fund accounts or pay invoices.
    - Proposer must support customizable service and courtesy notification campaigns to constituents via various methods (phone dialer, text message, email) to alert full and fairly (f&f) of bills due, bills past due, low account balances, account blocks, etc.).
3. Vendors shall respond to all major service outages within two (2) hours 24 hours a day, 7 days a week, 365 days per year. Major outage is defined as 30% or more of the functionality of the system.
4. Vendor shall **provide service policies and procedures** as an attachment to this proposal.
5. **Describe the maintenance and quality assurance programs for telephones to be installed.** The vendor shall only have personnel employed by the inmate telephone provider and no subcontractors shall be utilized.
6. **Describe equipment installation charges, if any.**

7. 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.**
8. **Provide information and resume of the person who will be responsible for ongoing account management and support.**
9. The system shall have the capability for remote diagnostics to minimize facility visits by vendor. **Describe your system diagnostic process and tools.**

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## **VIDEO VISITATION SYSTEM SPECIFICATIONS AND REQUIREMENTS**

The Video Visitation system will be able to support several web-based applications including video visitation, inmate information, sick request, emergency visit, commissary ordering, and inmate electronic mail.

## Hardware Requirements

1. The inmate kiosks and visitor terminals will include, at a minimum:
  - a. A detention grade hardened steel enclosure
  - b. A shatterproof 15-inch LCD touchscreen monitor
  - c. A camera
  - d. One detention grade audio handset per terminal, or two detention grade audio handsets per terminal
  - e. H.264 standards-based videoconferencing Encoder/Decoder
  - f. Be assembled from non-proprietary, off-the-shelf computer components
2. Detention grade hardened steel wall mounted enclosure.
3. Outside dimensions not to exceed 21" x 17" x 6" (H x W x D) with rounded top and corners.
4. The terminal must prevent spills from entering the enclosure.
5. The terminal must be able to access the web-based application and be enabled for touch screen inputs.
6. The terminal shall not have any openings exposed to the user. This includes all wiring and ventilation holes.
7. The terminal shall not have any external hinges.
8. The terminal will have a shatterproof touchscreen LCD display.
9. The terminal will have a built-in camera.
10. The terminal will have built-in LED lighting that automatically activates during video visitation sessions and automatically ends when the video visitation session completes and/or disables during all other functions.
11. The terminal will have a detention grade audio handset.
12. The terminal will have the option of one or two handsets or a hands-free device.
13. The terminal shall be powered by 110V AC.
14. The terminal must be assembled from non-proprietary, off-the-shelf computer components.
15. The terminal must have heat sinks and heat vents located at the back of the terminal to allow for proper cooling.
16. The terminal shall have a magnetic on/off switch.

17. The terminal must be secured to the wall using a mounting bracket with a minimum of four (4) screws/bolts. The terminal must then secure to the mounting bracket using no more or less than two (2) security screws.

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#### **SOFTWARE REQUIREMENTS**

1. Bidder must provide software and security updates free of charge to Bay County.



2. The system, which includes visitation scheduling, user management, and policy management software, must be web-based and allow Bay County to administer visitation sessions and visitation operations based on Bay County policies.
3. The system shall include scheduling, automation, policy management, and usability functionality:
  - a. The system must assign a unique identification number to each inmate and user.
  - b. The system must have a multi-lingual interface (English and Spanish at a minimum).
  - c. The system must provide ad-hoc 1-to-1 or 1-to-many chat sessions between authorized users.
  - d. The system should provide web-based visitation scheduling for authorized users (Corrections Services staff, attorneys, the public) utilizing any standard web browser.
  - e. The system must display pending visits.
  - f. The system must allow users to easily and simply schedule visitation sessions.
  - g. The system must require visitors to provide photo ID for a visitation session.
  - h. The system must only display timeslots that meet Bay County policies.
  - i. The system must conduct conflict checking and only display times which are available.
  - j. The system must allow users to easily change their personal information (i.e., password, address, phone number, etc.).
  - k. The system must send an email to a visitor when a visit is scheduled, modified, or cancelled.
  - l. The system should be capable of rescheduling a timeslot if a scheduled visit is cancelled.
  - m. The system must assign unique visitation identification numbers for every visit for reporting and tracking.
  - n. The system must use set durations of 20 and 40 minutes for each visit; however, Bay County will want the option of customizing the time limit.
4. The system must provide a visual warning message to inform the visitor that the session will be ending in “10” minutes, with a one (1) minute time remaining warning.
5. The system must provide Role Based Access Control (RBAC). The County shall also have the ability to create RBAC’s as needed. For example:
  - a. Administrators: create/manage/edit – users, schedules, etc.
  - b. Users: create/manage/edit their own schedules.
  - c. Read-only users: can only view scheduled visits.
6. The system **MUST** have the ability to require password changes of 90 days or less and meet minimum password requirements of 8 characters, including three (3) of the four (4): uppercase, lowercase, number or special character.
7. The system shall provide 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. Date and time of visit.

- e. Inmate video visitation station.
  - f. Daily, weekly and monthly visit statistics.
8. The system will provide an audit trail of all activity (i.e., user login times and locations, which users have scheduled/modified/cancelled a visit, etc.).
  9. The system will allow for integration with our data retrieval from Bay County Jail/Offender/Inmate Management System.
    - a. The system must use the same inmate identification number as created by the Jail Management System to identify the inmate on the video visitation system.
    - b. The system must automatically cancel a visit if the inmate's status has changed, or the inmate has been released.
    - c. The system must send an email cancellation notification to the visitor if a visit is cancelled.
  10. The system will provide an Exclusion List which allows the Bay County to set visitor exclusions (i.e., Visitor A is allowed to visit with anyone in the jail **EXCLUDING** one or more selected inmates) because they are known gang affiliates, contraband smugglers, etc.
  11. The system will provide Cancellation/Interruption Broadcast capabilities. The Bay County staff should be able to interrupt ongoing visits and deliver either audible, written, or video message (warnings), as well as having the capabilities of reconnecting the session back together.
  12. The system shall provide for Inmate Visitation Request which will allow an inmate to request a visit by filling out a form on the visitation terminal and choosing whether to deliver the pre-populated messages via text/voicemail/email.
  13. The system provides authorized users with the ability to do searches and create reports.
  14. The system provides a way to display scheduled visits to Staff, so they know where and when an inmate needs to be available for pending video visits.
  15. The system shall allow for visitation recording.
    - a. Visits will be recorded ad-hoc, by user type, or selected when scheduling the visit.
    - b. Recorded visits will be searchable and viewable.
    - c. Recorded visits will be stored for 30 days.
    - d. Bay County must be able to lock certain recordings such that they will not be purged as part of the standard retention duration.
  16. Authorized personnel must be able to quickly and easily schedule visitation sessions.
  17. The system will provide for a Visitation Rules Server that allows for configurable rules to be established to encourage usage and minimize the number of people in the lobby.

- a. The Visitation Rules Engine will be configurable for both detailed and promotional rules that will automate subscriber promotions such as discounted/free visits (i.e., one free visit per new subscriber, one free visit per inmate, etc.).
18. The system must be able to communicate with the video hardware at the time of a scheduled visit so that the visitation session will automatically commence without staff involvement.
  19. The system must have visitation recording capabilities.
  20. The system must allow for three (3) configurable settings for screen resolution and bandwidth requirements.
  21. All scheduling of video visitation sessions must be able to be performed on the County's website.
  22. The system will provide the inmate with standard information retrieved from the facility's jail management system. Standard information includes information which includes court dates and trust account balances.
  23. The system will provide for commissary ordering via touch screen inputs.
  24. The system will provide sick call reporting via touch screen inputs.
  25. The system will provide for the ability for electronic mail to be fully automated. NOTE: Staff should also be able to review messages and, if approved, allow them to be delivered to the terminal screen.

## **TECHNICAL REQUIREMENTS**

**The system shall be a complete TCP/IP-based system. All video and audio streams between the terminals, visitors, and management equipment (servers) shall be encrypted and transmitted over TCP/IP Ethernet. Systems that utilize analog audio/video matrix switching systems are not acceptable.**

1. The system must consist of inmate terminals connected over a 100/1000 Mbps dedicated Ethernet network so that any terminal can be connected to any other terminal.
2. The terminal must be able to access the video visitation solution via local area network (LAN) or via a broadband internet connection (DSL, cable, etc.) using a computer or laptop that is web camera and enable headset.
3. The system should utilize:
  - a. High quality video using low bandwidth.
  - b. Video Standards: H.264
  - c. Video Transmission Speeds: 64 Kbps – 2 Mbps

- d. Wide range of video resolutions and bit rates: CIF (352 x 288 pixels), SIF (352 x 240 pixels), QCIF (176 x 144 pixels)
4. The system must be designed for:
  - 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 – 320 Kbps
  - c. Constant or variable bit rate and frame rate
5. The system must provide encryption for all visits.

## **SERVICE, SUPPORT, INSTALLATION AND REQUIREMENTS**

### **System Support and Testing (ATTACHMENT P)**

1. The Bidder is required to provide support for a video visitation system that includes a 24/7/365 US based call center fully owned and operated by the proposer.
2. The Bidder must describe, in its response, how it performs standard system testing to ensure that the proposed Hosted Video Visitation Solution and its network services are fully implemented and ready to accept visitation traffic and Bay County use. This description must include the Bidder and industry standard methodologies, procedures and protocols consistent with the Hosted Video Visitation Solution proposed for Bay County. The Bidder must describe what is required of Bay County personnel during this system testing. All hardware, software, software licensing, etc. required to perform this testing must be provided to Bay County at no cost.
3. The Bidder is required to provide system testing which simulates normal operating conditions of the installed Hosted Video Visitation Solution to ensure proper performance after hardware and software configuration is complete. This simulation must include a full traffic load representing high traffic situations for visitation traffic.
4. **The Bidder must agree**, in its response, to the Bay County's right to require the replacement of any network service or system component whose failure to meet required performance levels during testing has risen to chronic problem level.

### **Training Requirements (ATTACHMENT Q)**

It is instrumental to the success of the installation of the Hosted Video Visitation Solution that Bay County personnel be trained in various aspects of the system operation. **Therefore, the Bidder must provide a complete training schedule based on the following requirements.**

1. The Bidder must provide all end-user training to Bay County at no cost.
2. The Bidder must provide all end-user training on site at the various Bay County facilities.
3. The Bidder must provide training for various levels of Bay County personnel including full-time system administrators, part-time system administrators, special investigators, and data entry specialists, etc.

4. The Bidder must provide full training for all assigned system users on how to create, delete and modify inmate programming and profiles.
5. The Bidder must provide full training for all assigned system users on how to generate appropriate system reports.
6. The Bidder must provide full training for all assigned system users on how to maintain inmate alert levels and respond accordingly when these levels are exceeded.
7. The Bidder will not utilize 3<sup>rd</sup> Party trainers and must provide full training on all components of the Hosted Video Visitation Solution.
8. The Bidder must provide full training on the provided video visitation recording function including the live monitoring of visitation sessions, playback of visitation sessions and the transfer of visitation sessions to other media for playback at off-site locations.
9. The Bidder shall provide full training for all assigned Bay County system users on how to change inmate restriction levels (by kiosk, suspend PIN, etc.).
10. The Bidder must provide full training for all assigned system users on how to initiate system restrictions.
11. The Bidder must provide ongoing system training for existing Bay County personnel when required by the Bay County at no cost.
12. The Bidder must provide additional training for new Bay County personnel when required by the Bay County at no cost.
13. The Bidder **must describe**, in its response, any advanced system training that may be available to Bay County personnel whether provided on-site at the Bay County facility, off-site at the Bidder's training facilities or via webinar.
14. The Bidder **must in its proposal** include the name, title and qualifications of the Bidder staff who will have overall responsibility for training.
15. The proposed system must provide an integrated help function for system operation, administration, reporting and management functions.

## Equipment/System Maintenance

1. The Bidder must provide a system at all required Bay County facilities that are fully functional regarding all labor, materials, programming, system hardware and software.
2. The Bidder must warrant that the system installed for Bay County facilities shall be free of defects, irregularities, unprofessional installation, code violations and shall operate as designed and proposed. Should the system not operate as designed and proposed or violate any local, state or federal code, the Bidder shall immediately correct the defect or irregularity or bring the system within code and performance specifications at no cost to the Bay County.
3. The Bidder must provide all post installation system programming and maintenance services at no cost to Bay County.
4. **The Bidder must agree with its response** that maintenance service is available on its Hosted Video Visitation Solution 24/7/365.
5. The Bidder must propose a system that provides remote diagnostics and maintenance.
6. The Bidder is responsible for the replacement of the system in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to Bay County and will occur immediately upon notification to the Bidder of the system problem by the Bay County facility.
7. The Bidder is responsible for replacing visitation kiosks in their entirety regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. The Contractor must replace visitation kiosks requiring repair and not repair components of the visitation kiosks on site at the Bay County. The Bidder must be current with current operating systems based on Microsoft support schedule.
8. All maintenance at Bay County must be performed by removing the unit from the wall.
9. Should any critical component of the Hosted Video Visitation Solution provided by the Bidder fail, the Bidder must respond to Hosted Video Visitation Solution maintenance/repair calls from the Bay County in the manner outlined in this section.
10. For this RFP, a “Major Emergency” shall be defined as an occurrence of any one of the following conditions. The Bidder is required to further negotiate with the Bay County prior to system installation to determine additional **specific criteria** for a “Major Emergency”.
  - a. A failure of the Hosted Video Visitation Solution processor, its common equipment or power supplies which render the system incapable of performing its normal functions.
  - b. A failure of the recording function or any of its components that affects the full recording operation.
  - c. A failure of 50% or more of the visitation kiosks **at any one area** within a Bay County facility.

- d. A failure of any of the Hosted Video Visitation Solution functions that result in the ability of inmates to place visitation sessions without the use of assigned PINs.
  - e. A failure of the system “kill switches” or similar disabling function proposed by the Bidder.
11. For a “Major Emergency” the Bidder must respond to the service problem within 30 minutes of initial trouble report by the Bay County facility using remote testing or access. Should the Hosted Video Visitation Solution not be accessible for remote access, the Bidder must have a qualified technician, suitably equipped for the installed Hosted Video Visitation Solution, on site at the Bay County location within two (2) hours from the time of the initial trouble report. Major outage is defined as 30% or more of the functionality of the system.
  12. The Bidder must provide a live Help Desk, within the continental United States support function to Bay County at no cost to the Bay County during the term of this contract. The expected response time is expected to be 2 hours MINIMUM. This Help Desk function must be capable of providing support via telephone to the Bay County Hosted Video Visitation Solution personnel for the functions of the Hosted Video Visitation Solution. This live Help Desk must be available 24/7/365.
  13. Should the problem not be resolved via remote access, the Bidder must have a qualified technician, suitably equipped for the installed system, on site at the Bay County institution within two (2) hours from the time of the initial trouble report.
  14. Response to “Major Emergency” conditions must be performed on a 24/7/365 basis throughout the term of this contract.
  15. For this RFP, Routine Service shall be defined as a Hosted Video Visitation Solution failure or problem other than a “Major Emergency” item as listed above or defined by Bay County.
  16. For a “Routine Service” the Bidder must respond to the service problem within four (4) hours of the initial trouble report by the Bay County facility using remote testing or access. Should the Hosted Video Visitation Solution not be accessible for remote access, the Bidder must have a qualified technician, suitably equipped for the installed system, on site at the Bay County facility within twelve (12) business hours from the time of the initial trouble report. Business hours are defined as 8:00 a.m. to 6:00 p.m., Monday through Friday.
  17. Should the problem not be resolved via remote access, the Bidder must have a qualified technician, suitably equipped for the installed system, on site at the Bay County institution within six (6) hours from the time of the initial trouble report.
  18. The Bidder must ensure and state, in its response, that all maintenance calls from the Bay County shall be always answered by a live operator/service representative.
  19. It is required that that all maintenance calls from Bay County be answered by a “live” service representative who is always located within the continental United States.

**RATES & FACILITY COMMISSIONS (PLEASE PLACE WITH SUBMISSION LABELED AS “ORIGINAL”)**

**Rates**

All pricing must be valid for one hundred and twenty (120) days after the required due date of the proposals. **Please provide information on the rate structure for video visitation sessions. Include within your response the cost per session for attorney, friends, and family visitors.**

**Commission Structure**

Please provide information on the commission structure. Include the following within your response:

1. What is the percentage of commission you will pay Bay County? Failure to state proposed commission percentage will result in rejection of proposal.
2. Explain in detail the method used to calculate revenue to Bay County (e.g., gross revenue, adjusted gross revenue, net revenue).
3. State all applicable deductions from Gross Revenue before calculating Bay County's revenue (i.e., uncollectible calls, total calls, access lines charges, clearing house charges, RBOC, LIDB, etc.).
4. What is your method of reporting the calculation of the Bay County's commission payment?
  - a. Provide samples of proposed reports.
  - b. Is there a charge for customized reports?
  - c. If yes, provide amounts.
5. Describe the procedure for handling uncollectible revenue. State whether this expense reduces Bay County's commission and, if so, specify in what manner.

**Installation Charges:**

Detail equipment installation charges, if any.

**Signing Incentives:**

Please include any signing incentives, if any.

**SUBMITTAL REQUIREMENTS:**

1. Responses must use Times New Roman font 12 pt.
2. Responses must be spaced 1.15”.
3. Responses must be typed, no handwritten replies.
4. Additional information must be limited to no more than 1 page per section.

**CONTENTS OF PROPOSAL PACKET:**

1. Cover Sheet



2. Bidder's Checklist
3. Acknowledgement of Sections labeled:
  - a. Software Requirements
  - b. Technical Requirements
  - c. Equipment Support and Maintenance.
4. Each bidder must provide with its formal Proposal a written sworn statement certifying that it has not colluded with any competing bidder or County employee or entered into any type of agreement of any nature to fix, maintain, increase or reduce prices or competition regarding the items covered by this Request for Proposal. (**ATTACHMENT A**)
5. References (**ATTACHMENT B**)
6. Transition Plan (**ATTACHMENT C**)
7. Network Infrastructure (**ATTACHMENT D**)
8. Delivery Method (**ATTACHMENT E**)
9. Scale Drawing (**ATTACHMENT F**)
10. Languages Available (**ATTACHMENT G**)
11. Maintenance and Support (**ATTACHMENT H**)
12. Account Set-up (**ATTACHMENT I**)
13. Balance Reached (**ATTACHMENT J**)
14. Use of PIN's (**ATTACHMENT K**)
15. Fraud Management (**ATTACHMENT L**)
16. Investigative Software (**ATTACHMENT M**)
17. Other Reports (**ATTACHMENT N**)
18. Service and Maintenance (**ATTACHMENT O**)
19. Support and System Training (**ATTACHMENT P**)

## 20. Training Requirement (**ATTACHMENT Q**)

Please label all attachments appropriately. The information requested by Bay County will be bolded within the scope of work.

### **GENERAL INFORMATION:**

1. **CHANGES TO RFP:** All additions, corrections or changes to the solicitation documents will be made in the form of a written Change Form signed by Purchasing Agent, Nicole Putt, only. Firms shall not rely upon interpretations, corrections, or changes made in any other manner, whether by telephone or in person. Additions, corrections, and changes shall not be binding unless made by such a written, signed Change Form. All written, signed Change Forms issued shall become part of the Agreement documents. Change Forms will be sent to all known potential firms by e-mail.
2. **CONTACT INFORMATION:** To receive future communications related to this RFP, possible firms are asked to immediately send contact information by email to Nicole Putt, Bay County Purchasing, at [purchasing@baycountymi.gov](mailto:purchasing@baycountymi.gov); failure to do so may limit your ability to submit a complete, competitive proposal.
3. **RIGHT TO WITHDRAW BIDS:** By submitting a Proposal in response to this RFP, Firm agrees to be bound by this RFP's terms and conditions. Proposals may be withdrawn by the Firm without penalty at any time before notification that the Firm's Proposal has been selected. However, if the Firm withdraws after selection of its Proposal but before executing the Contract for any reason ("Late Withdrawal"), Firm shall pay liquidated damages to the County in an amount equal to five percent (5%) of the amount of the Proposal ("Liquidated Damages"). The County and Firm intend these Liquidated Damages to constitute compensation and not a penalty. The parties acknowledge and agree that the harm caused to the County by such a Late Withdrawal of a Proposal would be impossible or very difficult to accurately estimate at the time of the Late Withdrawal and that the Liquidated Damages are a reasonable estimate of the anticipated or actual harm that might arise from such a Late Withdrawal. Firm's payment of the Liquidated Damages shall be Firm's sole liability and entire obligation and County's exclusive remedy for Late Withdrawal of Firm's Proposal.
4. **RFP, PROPOSALS AND ACCEPTANCE DO NOT OBLIGATE:** The parties agree that they will not consider either distribution of this RFP or receipt of Proposals by the County or even notification of Proposal acceptance by the County as an obligation or commitment by the County to enter into a contractual agreement. Rather, the parties understand that the County will have no binding obligation until it signs the Contract approved by its legal counsel.
5. **TAX-EXEMPT STATUS:** The County is a tax-exempt entity. A tax-exempt form will be provided to the successful firm.
6. **FOIA:** All bids are confidential until the listed bid opening time and date; however, as a public entity, the County is subject to the Michigan Freedom of Information Act (FOIA). The information contained in the proposals may be subject to FOIA requests.

7. INSURANCE: The Firm shall purchase and maintain insurance sufficient to protect it from any and all claims which may arise out of or result from the Firm's services related to this RFP and any resultant contract, whether such service be by the Firm individually or by anyone directly or indirectly employed by Firm, or by anyone for whose acts Firm may be liable, including independent contractors. Insurance policies purchased and maintained shall include, but are not limited to, the following:
- a. Workers' compensation insurance for claims under Michigan's Workers' Compensation Act or other similar employee benefit act of any other state applicable to an employee in the minimum amount as specified by statute;
  - b. Employer's liability insurance, in conjunction with workers' compensation insurance, for claims for damages because of bodily injury, occupational sickness or disease or death of an employee when workers' compensation may not be an exclusive remedy, subject to a limit of liability of not less than \$100,000 each incident;
  - c. Motor vehicle liability insurance required by Michigan law including no-fault coverage for claims arising from ownership, maintenance or use of a motor vehicle with liability limits of not less than \$1,000,000 per occurrence. Coverage shall include all owned vehicles, all non-owned vehicles, and all hired vehicles.
  - d. Commercial General Liability insurance for claims for damages because of bodily injury or death of any person, other than the Firm's employees, or damage to tangible property of others, including loss of use, which provides coverage for contractual liability, with a limit of not less than \$1,000,000 each occurrence and a mandatory \$2,000,000 annual aggregate.

Insurance required shall be in force until acceptance by the County of the entire completed work, and shall be written for not less than any limits of liability specified above. Certificates of insurance, acceptable to the County, shall be provided to the County's Department of Corporation Counsel no less than ten (10) working days prior to commencement of the project.

All coverage shall be with insurance carriers licensed and admitted to do business in Michigan, and are subject to the approval of the County.

All Certificates of Insurance and duplicate policies shall contain the following clauses:

1. "It is understood and agreed that thirty (30) days advance written notice of cancellation, non-renewal, reduction and/or material change in coverage will be mailed to Bay County's Department of Corporation Counsel, 515 Center Avenue, Suite 402, Bay City, MI 48708"; and
2. "It is understood and agreed that the following are listed as additional insureds: The County of Bay, including all elected and appointed officials, all employees and volunteers, all boards, commissions, departments and/or authorities and their board members, employees and volunteers."

8. **NON-DISCRIMINATION:** In the performance of the competitive sealed bid and resultant contract, firm agrees not to discriminate against or grant preferential treatment to any individual or group on the basis of race, sex, color, ethnicity, national origin, gender identity and sexual orientation in the operation of public employment, public education, or public contracting. Firm shall not discriminate against any employee or applicant for employment to be employed in the submission of this Proposal or in performance of the duties necessitated by an award of the proposed contract with respect to his or her hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of his or her race, color, religion, national origin, ancestry, gender, height, weight, marital status, age, except where a requirement as to age is based on a bona fide occupational qualification, or disability that is unrelated to the individual's ability to perform the duties of a particular job or position. Any breach of this provision will be regarded as a material breach of the contract.
9. **COST OF DEVELOPING PROPOSAL:** The Firm shall be responsible for all costs incurred in the development and submission of its Proposal.
10. **QUESTIONS:** All questions about this RFP must be received by **April 4, 2025** 5:00 p.m. must be in writing, sent via email, to:

Nicole Putt  
Purchasing Agent  
purchasing@baycountymi.gov

Every attempt to answer your inquiries will be made, however Bay County reserves the right to not answer any questions received after the **April 4, 2025**, due date.

Responses to any inquiries will be issued in one (1) Addendum no later than **April 11, 2025**, and will be sent to all known firms.

Correspondence or inquiries made directly from firms regarding their proposals are to be directed to those County employees designated above for appropriate review and response.

In addition, the person listed above will issue all valid responses and changes to this RFP. Contact with other County staff or a County Board of Commissioner could be a reason for disqualification.

Correspondence or inquiries made directly from firms regarding their proposals are to be directed to those County employees designated above for appropriate review and response.

Any significant explanation desired by a firm regarding the meaning or interpretation of the Request for Proposals must be requested with sufficient time allowed for a reply to reach all prospective firms to submit their proposals.

Any information given to a prospective firm concerning the Request for Proposal will be furnished to all prospective firms as an amendment or addendum to the Request for Proposal if such information would be of significance to uninformed firms.

The County shall make the sole determination as to the significance to uninformed firms.

11. **RESPONSIBILITY:** Firms are solely responsible for ensuring their bid is received by Bay County Purchasing in accordance with the solicitation requirements, before the date and time specified in this Request, and at the place specified.

Bay County Purchasing shall not be responsible for any delays in mail or by common carrier or mistaken delivery. Delivery of qualification shall be made to Bay County Purchasing, Bay County Building, 7<sup>th</sup> Floor, Bay City, MI 48708.

Deliveries made before the due date and time but to the wrong office will be considered non-responsive unless re-delivery is made to the office specified before the due date and time specified in this request.

12. **PROPOSAL DELIVERY:** Proposals must be returned no later than **April 25, 2025 @ 11:00 A.M.** in a sealed envelope clearly marked **“BAY COUNTY SHERIFF’S OFFICE JAIL INMATE PHONE AND VIDEO VISITATION SERVICE”** Please provide five (5) printed copies of the submission and one cost envelopment (include with the submission labeled “Original”). The submissions may be hand delivered or sent by mail to Bay County Purchasing Office, Bay County Building, 7<sup>th</sup> Floor, Bay City, Michigan 48708.

**The County will not accept proposals sent by FAX machine or E-mail.**

13. **PROPOSAL OPENING:** There will be a public proposal opening immediately following the deadline to receive proposals in the Bay County Finance Department conference room located in the Bay County Building, 7<sup>th</sup> Floor, 515 Center Avenue, Bay City, Michigan. All firms are invited to attend and hear the proposals read.
14. **PROPOSAL REJECTION/ACCEPTANCE:** The County reserves the right to accept or reject any or all proposals, to waive any irregularities and to make the final determination as to the best low qualified proposal.
15. **PROPOSAL AWARD:** In the event the proposal is awarded directly by the Finance Officer, a Notice of Intent to Award will be used to notify all firms of his/her intent to award the proposal to the Firm providing the best value to the County.
16. **CONTRACT:** The County’s award of any proposal is subject to and conditioned upon execution of a formal agreement for products and services between the successful firm and the County. In submitting a proposal, the firm acknowledges that the contents of the RFP will become incorporated within any

formal agreement. This RFP does not include every term and provision which shall be included in the formal agreement. In the event that the firm fails to execute the formal agreement within 14 days of its presentment by the County, the County may reject the selected firm, and proceed to accept another qualified proposal, or reject all proposals.

A copy of a firm's suggested terms and conditions may be submitted with firm's Proposal, however, neither the County's acceptance of any proposal nor award of any contract pursuant to this RFP shall be construed as any definitive acceptance by the County of Firm's suggested terms and conditions. In the event of a conflict in terms, the order of precedence to resolve the conflict will be as follows: Michigan State law, the terms and conditions of the signed contract, the terms and conditions of the RFP, and last, the Firm's Proposal.

17. **DISPUTES:** In the event a firm disagrees with the recommendation of the Bay County Finance Officer concerning this award, the firm may obtain a Bid Protest Form from the Purchasing Office. This form must be completed and returned to Nicole Putt, Bay County Purchasing Agent, Bay County Purchasing Division, 7<sup>th</sup> Floor, Bay County Building, 515 Center Avenue, Bay City, MI 48708-5128, **within ten (10) working days from the date of the notice of intent to award.**

#### **ADA ASSISTANCE:**

The County of Bay will provide necessary and reasonable auxiliary aids and services, such as signers for the hearing impaired and audio tapes of printed materials being considered, to individuals with disabilities upon two days' notice to the County of Bay. Individuals with disabilities requiring auxiliary aids or services should contact the County of Bay by writing or calling:

Amber Davis-Johnson  
Corporation Counsel  
Bay County Building  
515 Center Ave. 4th Floor  
Bay City, MI 48708-5128  
(989) 895-4098  
(989) 895-4049 TDD

Nicole Putt, Purchasing Agent  
Bay County Finance Department  
Purchasing Division  
Bay County Building  
515 Center Ave. 7<sup>th</sup> Floor  
Bay City, MI 48708  
[purchasing@baycountymi.gov](mailto:purchasing@baycountymi.gov)

**THIS QUALIFICATION PROCESS WILL BE CONDUCTED IN CONFORMITY WITH THE BAY COUNTY PURCHASING POLICY AS FOUND ON THE BAY COUNTY WEBSITE**

[www.baycountymi.gov](http://www.baycountymi.gov)

**SEE ATTACHED  
REQUIRED DOCUMENTATION**

**NON-BIDDERS FEEDBACK FORM**

Bid #: 2025-01

Bay County Sheriff's Office Jail Inmate Phone and Video Visitation Service

*If you are not submitting a bid for this Bid, please indicate the reason(s) by checking off one or more items below and email this form to [purchasing@baycountymi.gov](mailto:purchasing@baycountymi.gov)*

- Unable to bid at this time but would like to receive future bid requests.
- Service(s) or material(s) not provided by our firm.
- Service(s) or material(s) we offer do not fully meet all the requirements specified.
- We cannot meet the timetable required.



\_\_\_\_\_ Insufficient time allowed for preparation and submission of bid.

\_\_\_\_\_ Specifications not clearly understood or applicable as follows: (ex. too vague, too rigid, etc.)

\_\_\_\_\_ Other: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please remove our name from your bidders list for \_\_\_\_\_ This commodity group  
\_\_\_\_\_ These item(s) or material(s)  
\_\_\_\_\_ All bids

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Date: \_\_\_\_\_

**Bid Response Cover Sheet**

Bid #: 2025-01

Bay County Sheriff's Office Jail Inmate Phone and Video Visitation Service

**ALL BIDS MUST INCLUDE THIS COVER SHEET (OR THIS SHEET REPRODUCED ON LETTERHEAD) AS A COVER SHEET OR PAGE ONE (1) OF THE BID**

TO: County of Bay  
515 Center Ave, 7<sup>th</sup> Floor.  
Bay City, MI 48708

FROM: \_\_\_\_\_

Company Name  
[ ] an individual,

[ ] a corporation  
(Please mark appropriate box),

Duly organized under the laws of the state of: \_\_\_\_\_

The undersigned, having carefully read and considered the Request for Proposal (RFP) for Bay County Sheriff’s Office Jail Inmate Phone and Video Visitation Service of the County in the manner described and subject to the terms and conditions set forth in the attached Submission, including, by reference here, the County’s RFP document. Submissions must be signed by an official authorized to bind the provider to its provisions for at least a period of 90 days.

BY: \_\_\_\_\_  
(Signature of authorized representative)

\_\_\_\_\_  
(Please Print Name and Title)

**PRINCIPAL OFFICE ADDRESS:**

Street Address: \_\_\_\_\_

City: \_\_\_\_\_

County: \_\_\_\_\_

State \_\_\_\_\_

Zip Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

TIN #: \_\_\_\_\_

UEI #: \_\_\_\_\_

**Bidders Check List**

Bid #: 2025-01

Bay County Sheriff’s Office Jail Inmate Phone and Video Visitation Service

	<b>YES</b>	<b>NO</b>
1. I have read ALL the instructions and specifications.	_____	_____
2. I have read and acknowledge the information contained in the “General Information” section of the Bid.	_____	_____
3. I have filled in ALL the required documentation.	_____	_____
4. I have provided all required information per the guidelines specified within the bid document.	_____	_____
5. I am an officer of the company.	_____	_____
6. I have the authority to obligate my company.	_____	_____
7. I am returning the signed ORIGINAL and specified number of copies required per the bid document.	_____	_____

- 8. I have organized and labeled the bid per instruction. \_\_\_\_\_
- 9. I have retained a copy of the submission. \_\_\_\_\_
- 10. I have properly labeled the external envelope. \_\_\_\_\_
- 11. If successful, the “Insurance Requirement Certificate” from \_\_\_\_\_  
 an insurance company licensed to do business in the \_\_\_\_\_  
 State of Michigan will be provided within ten working days after \_\_\_\_\_  
 Notification of the award. \_\_\_\_\_
- 12. I have provided the necessary information for the person responsible for follow-up.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Date: \_\_\_\_\_

**Bidders’ Acknowledgement**

Bid #: 2025-01

Bay County Sheriff’s Office Jail Inmate Phone and Video Visitation Service

I have read and acknowledge the requirements listed in the sections labeled:

- 1. Software Requirements
- 2. Technical Requirements
- 3. Equipment Support and Maintenance.

Please list any concerns about the above sections on a separate sheet.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_  
Company Name: \_\_\_\_\_  
Company Address: \_\_\_\_\_  
\_\_\_\_\_  
Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_  
Date: \_\_\_\_\_

**ATTACHMENT A**

**CERTIFICATION**

BID 2025-01

Bay County Sheriff's Office Jail Inmate Phone and Video Visitation Service

The individual signing below certifies:

1. He/She is fully authorized to submit this Proposal, including all assurances, understanding and representations contained within it which shall be enforceable as specified.
2. He/She has been duly authorized to act as the official representative of the bidder to provide additional information as required and, if selected, to consummate the transaction subject to additional, reasonable standard terms and conditions presented by County.

3. This Proposal was solely developed and prepared without any collusion with any competing Proposer and/or Bay County employee and Bidder has not entered into any type of agreement of any nature to fix, maintain, increase or reduce prices or competition regarding the items covered by this Proposal.
4. The content of this Proposal has not and will not knowingly be disclosed to any competing or potentially competing proposer prior to the proposal opening date, time, and location indicated.
5. No action to persuade any person, partnership, or corporation to submit or withhold a Proposal has been made.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Date: \_\_\_\_\_

**ATTACHMENT B**

**CURRENT REFERENCES**

BID 2025-01

Bay County Sheriff's Office Jail Inmate Phone and Video Visitation Service

<b>1</b>	<b>Customer Name:</b>	<b>Contact Name:</b>	<b>Contact Title:</b>
<b>Address:</b>		<b>Phone Number:</b>	
_____		_____	
_____		<b>How long have you had this account?</b>	
_____		_____	

<b>2</b>	<b>Customer Name:</b>	<b>Contact Name:</b>	<b>Contact Title:</b>
<b>Address:</b>		<b>Phone Number:</b>	
_____		_____	
_____		<b>How long have you had this account?</b>	
_____			

<b>3</b>	<b>Customer Name:</b>	<b>Contact Name:</b>	<b>Contact Title:</b>
<b>Address:</b>		<b>Phone Number:</b>	
_____		_____	
_____		<b>How long have you had this account?</b>	
_____			

**PAST REFERENCES**

BID 2025-01

Bay County Sheriff's Office Jail Inmate Phone and Video Visitation Service

<b>1</b>	<b>Customer Name:</b>	<b>Contact Name:</b>	<b>Contact Title:</b>
<b>Address:</b>		<b>Phone Number:</b>	
_____		_____	
_____		<b>Why are you no longer servicing this account?</b>	
_____			

2	<b>Customer Name:</b>	<b>Contact Name:</b>	<b>Contact Title:</b>
<b>Address:</b>		<b>Phone Number:</b>	
_____		<b>Why are you no longer servicing this account?</b>	
_____			
_____			

3	<b>Customer Name:</b>	<b>Contact Name:</b>	<b>Contact Title:</b>
<b>Address:</b>		<b>Phone Number:</b>	
_____		<b>Why are you no longer servicing this account?</b>	
_____			
_____			