

Wahkiakum County Sheriff's Office Jail inmate phone/communications system upgrade

Introduction:

- Wahkiakum County Sheriff's Office is following §2.46.020 of the Revised Code of Wahkiakum County to facilitate this acquisition. This public purchasing BID process is designed to ensure a fair, open, and inclusive process.
- This means for a proposal to be considered responsive, the submission must be made in the manner outlined later in this document.
- In an effort to provide our jail inmates and their visitors the best visiting experience using current technology, the Wahkiakum County Sheriff's Office is soliciting BIDs based on Attachment "A," Technical Specifications, to upgrade prisoner visitation and communication technology.
- This upgrade must be cost-efficient for both Wahkiakum County and for the Inmates.
- Please see Attachment "A", and Attachment "B" for a detailed description of the items and features specifications.
- **Timeline:**
- 3/28/2023 - Seek BOCC Approval to use the Wahkiakum County BID Process
- 3/28/2023 – Publish the BID to the Wahkiakum County Website at: <https://www.co.wahkiakum.wa.us/270/Public-Notices-of-Bid-or-Proposal-Solici> and is titled: "WCSO JAIL INMATE COMMUNICATIONS SYSTEM UPGRADE"
- 4/4/2023 10:00 am – all BIDs are due.
- 4/11/2023 – BOCC expected to award the project.

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All BIDs shall be sealed and received no later than 10:00 am on 4/4/2023 to be considered responsive.

- **By Mail or Deliver in person to:**

Wahkiakum County Sheriff's Office
ATTN: Beau Renfro
64 Main Street – PO BOX 65
Cathlamet, WA 98612

- **Electronically transmitted (Email or Fax): Not allowed**

Project manager:

- Beau Renfro - Phone 360-795-7876, Email: renfrob@co.wahkikum.wa.us

Payment: Full payment will be made upon acceptance of the completed project. Only then will the invoice and W9 be submitted to the Wahkiakum County Auditor's Office for payment in the normal county payment cycle. If you have questions about this process, you may call the Wahkiakum County Auditor's Office at 360-795-3219

Project Specifications and Conditions:

Wahkiakum County Sheriff's Office Jail inmate
phone/communications system upgrade

Proposal response form and grading outline



Proposal respondent information:

- Company Name: _____
- Company Mailing Address: _____

- Primary Contact Person's Name: _____
- Primary Contact Person Phone Number: _____
- Primary Contact Person Email Address: _____
- Alternate Contact Person's Name: _____
- Alternate Contact Person Phone Number: _____
- Alternate Contact Person Email Address: _____

Response Weighting:

Price will not be the only factor used in evaluating and scoring responsive proposals.

1. Installation timeline: [] 1-30 days, [] 31-60 days, [] 61-180 days, [] Greater than 180 days
2. If Greater than 180 days, please explain _____

3. Do you agree this proposal will be valid for 90 days: YES [], NO []

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RESPONSE TO ATTACHMENT A:

4. Provider shall provide, at no cost, a fully operational, local and long distance, secure and reliable Inmate Telephone System 24 hours per day. The Inmate Telephone System shall include equipment, installation, infrastructure, training, operation, and ongoing repairs and maintenance of the entire system and its components; and the system and components shall, at a minimum, meet the provisions outlined in the bid materials and comply with any industry standard.

- Your response to this line item: [] Comply as proposed, [] Alteration(You must explain):

5. Provide a comprehensive Inmate Telephone System that will allow for collect, prepaid collect and debit card calls for local, Intralata/intrastate, interlata/intrastate, interlata/interstate, and international calls.

- Your response to this line item: [] Comply as proposed, [] Alteration(You must explain):

6. Provide an INMATE TELEPHONE SYSTEM which includes provision and installation of all necessary devices and equipment, including but not limited to system infrastructure, database, servers, new call processors, digital and analog communications circuits, Telephone System, telecommunications capabilities, monitoring and recording functionality.

- Your response to this line item: [] Comply as proposed, [] Alteration(You must explain):

7. Provide systems and equipment shall support call monitoring and security needs, including terminals and digital recording equipment providing for retention of all data no less than 90 days.

- Your response to this line item: [] Comply as proposed, [] Alteration(You must explain):

8. Provide a centralized database, which shall contain all data elements necessary for the provision of monitoring services, reporting, and historical call transaction information.

- Your response to this line item: [] Comply as proposed, [] Alteration(You must explain):

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9. Provide personnel, including field repair/site technicians, to perform oversight, operational assistance and preventative maintenance and repair to the INMATE TELEPHONE SYSTEM and equipment 24 hours per day.

- Your response to this line item: [] Comply as proposed, [] Alteration(You must explain):

10. Provide ongoing maintenance, repair, replacement and upgrades of equipment and systems as necessary to ensure service delivery.

- Your response to this line item: [] Comply as proposed, [] Alteration(You must explain):

11. Provide all required training and instructional materials required for the use of the telephone services as applicable to inmates, families, and/or facility staff.

- Your response to this line item: [] Comply as proposed, [] Alteration(You must explain):

12. Ongoing maintenance, repair, and/or replacement and/or upgrades of all equipment and systems.

- Your response to this line item: [] Comply as proposed, [] Alteration(You must explain):

13. Provide a comprehensive video visitation system (VVS) that will allow for on-site and off-site visitation services. The system shall include, not be limited to, system infrastructure, database, servers, new visitation processors, communications circuits, visitation monitoring and recording functionality.

- Your response to this line item: [] Comply as proposed, [] Alteration(You must explain):

14. Install new video visitation equipment at all included facilities and any required station cabling as determined necessary.

- Your response to this line item: [] Comply as proposed, [] Alteration(You must explain):

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15. Provide systems and equipment that support the Facility's visitation monitoring and security needs, including visitation terminals and digital recording equipment.

- Your response to this line item: [] Comply as proposed, [] Alteration(You must explain):

16. Provide a centralized database that shall contain all data elements necessary for the provision of monitoring services, reporting, and historical visitation transaction information and retention.

- Your response to this line item: [] Comply as proposed, [] Alteration(You must explain):

17. Provide personnel to perform oversight, operational assistance and preventative maintenance and repair to the VVS system and equipment.

- Your response to this line item: [] Comply as proposed, [] Alteration(You must explain):

18. Provide ongoing maintenance, repair, and/or replacement and/or upgrades of all equipment and systems as necessary to ensure service delivery.

- Your response to this line item: [] Comply as proposed, [] Alteration(You must explain):

19. Provide training and instructional materials required for use of the video visitation services as applicable to inmates, families, and/or facility staff.

- Your response to this line item: [] Comply as proposed, [] Alteration(You must explain):

20. Remit commission payments based on gross revenue of remote visitation sessions and monthly revenue statements.

- Your response to this line item: [] Comply as proposed, [] Alteration(You must explain):

21. The provided solution shall be installed at the sole cost of the provider, and this solution shall be a turn-key system.

- Your response to this line item: [] Comply as proposed, [] Alteration(You must explain):

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22. All needed network and phone wiring shall be installed to meet the facility's current infrastructure restrictions and security.

- Your response to this line item: Comply as proposed, Alteration(You must explain):

23. All installations shall meet the unique requirements for safety in the correctional facility environment.

- Your response to this line item: Comply as proposed, Alteration(You must explain):

24. All installations of conduit and equipment must comply with anti-ligature requirements for safety in the correctional facility environment.

- Your response to this line item: Comply as proposed, Alteration(You must explain):

RESPONSE TO ATTACHMENT B:

25. We agree to provide all items on Attachment B without alteration **OR**

We agree to provide all items with the acceptance of the below acceptations or changes:

- Attachment "B" Line number: _____ and proposed change (Explain)

- Attachment "B" Line number: _____ and proposed change (Explain)

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- Attachment "B" Line number: _____ and proposed change (Explain)

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- Attachment "B" Line number: _____ and proposed change (Explain)

Add any notes that you think will be helpful to our selection process: _____



Beau Renfro, DEM and Sheriff's Office IT

__3/23/2023__

Date

ATTACHMENT "A" Technical Specifications

Wahkiakum County Sheriff's Office's correctional facility is seeking a telecom provider to provide inmate telephone, video visitation and related communication services. Below is a minimum list of desired services to be provided, with further detail in Attachment B.

i. **Inmate Telephone System:**

Provider shall provide, at no cost, a fully operational, local and long distance, secure and reliable Inmate Telephone System 24 hours per day. The Inmate Telephone System shall include all equipment, installation, infrastructure, training, operation, and ongoing repairs and maintenance of the entire system and its components which, at a minimum, shall meet the below provisions and be in compliance with any industry standard.

- a. Provide a comprehensive Inmate Telephone System that will allow for collect, prepaid collect and debit card calls for local, Intralata/intrastate, interlata/intrastate, interlata/interstate, and international calls.
- b. Provide an INMATE TELEPHONE SYSTEM which includes, but is not limited to, system infrastructure, database, servers, new call processors, digital and analog communications circuits, Telephone System, telecommunications capabilities, and monitoring and recording functionality.
- c. Systems and equipment that support call monitoring/security needs, including terminals and digital recording equipment and retention of no less than 90 days.
- d. Centralized database, which shall contain all data elements necessary for the provision of monitoring services, reporting, and historical call transaction information
- e. Provide personnel, including field repair/site technicians, to perform oversight, operational assistance and preventative maintenance/repair to the INMATE TELEPHONE SYSTEM and equipment 24 hours per day.
- f. Ongoing maintenance, repair, and/or replacement and/or upgrades of all equipment and systems as determined necessary to ensure service delivery.
- g. Provision of all required training and instructional materials required for the use of the telephone services as applicable to inmates, families, and/or facility staff.

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ii. Video Visitation System & Inmate Tablets

Provider shall provide, at no cost, a fully operational, secure and reliable Video Visitation System (VVS) along with Inmate Tablets. The VVS shall, be capable of completing both on-site (standard) and off-site (remote) visitation sessions. The VVS shall be inclusive of all equipment, installation, infrastructure and network, training, operation, and ongoing repairs and maintenance of the entire system and its components which, at a minimum, shall include all the below provisions and be in compliance with any industry standard.

- a. Ongoing maintenance, repair, and/or replacement and/or upgrades of all equipment and systems.
- b. Provide a comprehensive VVS that will allow for on-site and off-site visitation services.
- c. Provide a VVS which includes, but is not limited to, system infrastructure, database, servers, new visitation processors, communications circuits, visitation monitoring and recording functionality.
- d. Installation of new video visitation equipment at all included Facilities and any required station cabling as determined necessary.
- e. Provide systems and equipment that support the Facility's visitation monitoring/security needs, including visitation terminals and digital recording equipment as determined necessary.
- f. Provide a centralized database which shall contain all data elements necessary for the provision of monitoring services, reporting and historical visitation transaction information and retention
- g. Provide personnel to include field repair/site technicians to perform oversight, operational assistance and preventative maintenance/repair to the VVS system and equipment.
- h. Provide ongoing maintenance, repair, and/or replacement and/or upgrades of all equipment and systems as determined necessary to ensure service delivery.
- i. Provision of all required training and instructional materials required for use of the video visitation services as applicable to inmates, families, and/or facility staff.
- j. Remit commission payments based on gross revenue of remote visitation sessions and monthly revenue statements.

ATTACHMENT "A" Technical Specifications

iii. Installation-related items:

- a. The provided solution shall be installed at the sole cost of the provider, and this solution shall be a turn-key system.
- b. All needed network and phone wiring shall be installed to meet the facility's current infrastructure restrictions and security.
- c. All installations shall meet the unique requirements for safety in the correctional facility environment.
- d. All installations of conduit and equipment must comply with anti-ligature requirements for the safety of our inmates.

ATTACHMENT "B" SERVICES PROVIDED, RATES, FEES AND COMMISSIONS

Below is a list of desired components and rates. If you are proposing a version different from the below, you must note the variation on the "Proposal response form and grading outline form in the prescribed area"

1 - Services to be provided:	Minimum Quantity
a. Voice Phones	Existing
b. Inmate Kiosks	2
c. Public Visitation Kiosks	1
d. Inmate Tablets	1
e. Law Library	YES
2 - Calling Rates	
a. Domestic Phone Calls	Per Minute \$0.20
b. Mexico Phone Calls	
c. All Other International Phone Calls	\$0.35
*** Calling rates exclude any necessary local, state, and federal tax, federal tax recovery fees, and universal service fund fees, which will be collected on a per-call and time-of-call basis. ***	
3 - Kiosk Rates:	
a. Video Visitation (Remote)	Per Megabyte \$0.30
b. Video Visitation (Local)	\$0.00
c. Messaging	\$0.30
*** Messaging and Video Visitation rates exclude any necessary taxes and auxiliary fees, which will be collected on a per visit/ per message basis ***	
4 - Revenue Share:	
a. Collect Calls	Rate 0%
b. Phone Cards (Commission will be a discount of the face value of the cards)	20%
c. Video Visitation (Remote)	10%
d. Messaging	10%
5 - ITS Customer Fees	
a. Live Operator Transaction Fee Phone System- Plus Sales Tax	Fee \$5.95
b. Automated Operator Transaction Fee Phone System- Plus Sales Tax	\$3.00
c. Web Transaction Fee Phone System- Plus Sales Tax	\$3.00
6 - VVS Customer Fees	
a. Connection Fee	Per Transaction \$0.00
b. Convenience Fee	\$2.99
c. Credit Card Processing Fee	5% of Amount Purchased