

UINTAH COUNTY JAIL  
**INMATE COMMUNICATIONS SERVICES**

JULY 21, 2020

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# GENERAL REQUIREMENTS

## GENERAL REQUIREMENTS

It is the intent of this Request for Proposal to obtain proposals from qualified vendors to provide hosted, IP-based services for inmates. The inmate communication services platform services must include:

- **Software**
  - **IP-based**
  - **Mobile-friendly (Android and Apple)**
- **Applications**
  - **Inmate Telephone Service**
  - **Video visitation**
  - **Automated Information Services**
  - **Inmate electronic mail**
  - **Commissary ordering application**
  - **Custom web-based application(s)**
  - **Inmate Forms**
  - **Law Library**
  - **MP4 video application**
  - **Jobview application**
- **Hardware, as described herein**

The services are requested at the following County facilities:

- **Uintah County Jail**
- **641 East 300 South, Suite 150**
- **Vernal, Utah 84078**

Any item not specifically mentioned but necessary for the delivery and operation of the proposed system shall be included in this proposal. These specifications and requirements should be in sufficient detail to secure proposals on comparable services.

The requirements listed herein should be met by all offerer's proposals. In instances where the proposal differs from these requirements, offerer shall note the difference and describe in detail how their proposal will meet the County's needs without including this specific requirement. Failure to meet these requirements may be cause for rejection of the vendor's proposal at the County's discretion.

## Schedule

The estimated schedule for the RFP is as follows:

- **Release of RFP: July 28, 2020**

- Pre-bid conference: August 26, 2020 @ 1 PM (MT)
- Location: Uintah County Sheriff's Office
- Question deadline: September 2, 2020 @ 5 PM (MT)
- Answers to questions: September 9, 2020 @ 5 PM (MT)
- RFP response deadline: September 23, 2020 @ 5 PM (MT)
- Vendor demonstrations: September 24, 2020 – October 9, 2020
- Contract Award: October 27, 2020
- Installation/Cut-Over: 120 days from the contract award date for full implementation of all services.

## Definitions

For the purpose of this RFP, the terms "Vendor" and "Offerer" refer to the provider of equipment and services. The word "County" will refer to County. The "System" will be referred to as the inmate telephone and/or video visitation system.

## RFP Submission

Each Vendor must prepare a written response. Proposal shall be formatted consistent with the specific sections and must respond to each on an individual basis. Failure to address any item shall be interpreted as non-compliance. Vendors must respond to all paragraphs in the order in which they appear in this RFP.

A letter of transmittal must be attached to the proposal. Included in the letter shall be a statement that identifies all materials and enclosures being forwarded in the proposal, and provides a summary of compliance with Technical Requirements. The letter of transmittal must be signed by the person who is authorized to contractually commit the Vendor's organization.

One 1 original hard copy and 1 electronic copy of the proposal, in PDF format, must be returned no later than 5 p.m. on September 23, 2020 to the following address:

Uintah County Jail

Attn: Lt. Brown

641 East 300 South, Suite 150

Vernal, Utah 84078

Proposals not received by this time and date will be automatically disqualified from consideration and sent back to the Vendor unopened. Each proposal should have the proposal marked "Inmate Telephone System Request for Proposal, Uintah County" on the outside of the package and should be sealed. Original proposal must be clearly marked "ORIGINAL" and contain all original signatures.

Each question in this RFP response should be answered with one of the following answers:

1. Company has Read, Understands, and will comply:

2. Company has Read, Understand, and will partially comply:

3. Company has Read, Understand, will not comply:

Questions should be answered with one of the three responses above, then a short write up on how the vendor meets the requirement of the RFP.

## Demonstrations

Demonstrations may be required after bid responses are submitted. Once scoring is completed based on RFP responses, the top two vendors will be selected for demonstrations. At the County's option, demonstrations may be held at the offices of the bidding vendor, where live demonstrations will be conducted, and faculty tours will be held so the agency can see live the customer service and corporate capabilities in action. The County may require that the visit be covered at the expense of the vendor, and are to be no more than 6 hours in length. The evaluation team will travel directly to the vendor, will complete the demonstrations, and if necessary will spend one night in a hotel at the expense of the vendor, and then return as soon as possible. The agency will complete one trip per week, and will allow three weeks for the completion of these evaluations.

The vendor will cover the reasonable travel costs for up to three evaluators. Reimbursement for these expenses shall not exceed the amount such evaluator are allowed to receive under the County's travel and expense reimbursement policy.

## Vendor Inquiries

Direct all inquiries regarding this RFP to:

Lt. Brown, [ibrown@uintah.utah.gov](mailto:ibrown@uintah.utah.gov) 1-435-781-5424, please CC Sgt. Schiltz @ [sschiltz@uintah.utah.gov](mailto:sschiltz@uintah.utah.gov)

If additions, deletions, modifications, or clarifications to the RFP become necessary, the changes will be noted by written addendum to the Vendors. Nothing presented orally during Vendor inquiries will modify or alter the specifications.

The Vendor shall identify a contact person who will be responsible for coordinating the efforts and personnel of all parties involved in the response, to include, but not be limited to, oral presentations, demonstrations, site visits and responses to requests for clarification, if any, and must provide the following:

- Name:
- Organization:
- Address:
- Email address:
- (Area Code) Telephone Number: Office & Cell

## Basis of Award

The County will review all responses to ensure compliance with the specifications. Vendor may be excluded from further consideration for failure to comply with the specifications of the RFP.

An inmate telephone system is a vital service to the County; the investigative tools, operation efficiencies, and added security are some of the important aspects expected to be derived from this service.

The County prefers a Vendor that develops its own software and builds its own systems because it is advantageous to have a single point of contact. It is our preference to work with a company that is the sole source for engineering, deploying, and maintaining its own solutions.

- Systems would include, but not be limited to, features such as collect and debit calling, specific products or features, in-house product development, staff support, and customer support.
- Describe your system and how it will meet this requirement. A Vendor's ability to provide this type of solution will be viewed favorably. In addition, Vendors must be prepared to demonstrate all features and functions described within this RFP response.

The County expressly reserves the right, in its sole judgment, to accept or reject any or all proposals, with or without cause, modify, alter, waive any technicalities or provisions, or to accept the proposal which is determined to be the best evaluated offer.

To ensure specified performance of the proposed system, the County requires all Vendor(s) demonstrate the system and any features proposed in response to this RFP.

The proposal will be evaluated with regards to the following criteria:

- 45% - Vendor experience, commitment to new technology offerings, account support team, financial stability, and current customer references.
- 45% - Demonstrated ability to meet the technical requirements, based upon the RFP responses and performance evaluation.
- 10% - Installation and cutover, maintenance, and training.

## **Contract Term**

The selected Vendor and County will negotiate a contract that will be for a period of 2 years. At the expiration of this contract, the County will have the option of continuing the phone services with the offerer at the same commission and rates for a period of two-year increments. Each optional renewal will require the County's approval. Uintah County reserves the right to discontinue the contract if the selected Vendor sells out to another company during the contract period.

## **Termination**

The obligation to provide further service under the terms of the resulting agreement may be terminated by the County upon ninety- (90) days written notice in the event of material breach by the successful Offeror to perform in accordance with the terms hereof, or any contract resulting from this RFP. In the event that the County chooses to discontinue this

contract either by termination or not extending the contract, the offerer warrants that it will remove all its equipment from the facilities without charge. Service and equipment will not be removed until another Vendor has been acquired. The removal of equipment and disconnecting of service process will occur during the implementation of the new system with minimal interruption of service to this facility. It will be necessary that the incumbent vendor cooperate with the new vendor during the implementation of the new system.

If either party defaults in the performance of any obligation under this Agreement, then the non-defaulting party shall give the defaulting party written notice of its default setting forth with specificity the nature of the default. If the defaulting party fails to cure its default within 30 days after receipt of the notice of default, then the non-defaulting party shall have the right to immediately terminate this Agreement and pursue all other remedies available to the non-defaulting party, either at law or in equity.

## **Damage and Repair Liability**

The County will have no liability to the Vendor for fraud, theft, and vandalism/damage or loss of the Vendor's equipment inflicted by the inmates or the public. All costs associated with the repair will be the responsibility of the Vendor.

Vendor warrants that all repairs will be made at its expense. Offerer's shall make all reasonable efforts to ensure that the phone system is operational and repaired as quickly as possible.

## **Installation/Disconnection**

The Vendor will be responsible for all costs of installation or disconnection throughout the term of the Contract.

The Vendor will be required to furnish and install equipment, dedicated lines and any other item necessary to make this service functional. The incumbent vendor will remove all equipment, dialers, and/or dedicated phone lines from the County facilities without charge.

## **Current County Inmate Communications System**

GTL is currently providing inmate communications service to the County. The current number of inmate telephones and video visitation tablets is as follows:

- Inmate Phones = 35
- Video Visitation Tablets = 69

## **Pre-Bid Conference**

The purpose of the pre-proposal conference is to provide prospective vendors with a forum in which questions pertaining to this solicitation can be considered. Due to the need for all vendors to possess a complete understanding of the requirements of this solicitation, attendance at this pre-proposal conference is recommended.

- Pre-bid conference: August 26, 2020 @ 1 PM (MT)
- Location: Uintah County Sheriff's Office

## Miscellaneous Requirements

The County will not be liable for any of the cost incurred in preparation and presentation of the response.

Any materials submitted by the Vendor that is considered confidential in nature must be clearly marked as such.

## Insurance

Bidder shall provide the County with Certificate of Insurance, both Workman's Compensation Insurance and General Liability Insurance coverage for work at the various county facilities with limits of not less than \$100,000 | \$300,000 | \$100,000 with excess umbrella liability of \$1,000,000. Successful vendor must submit copies of insurance certificates to the County before any work can be started.

# VENDOR QUALIFICATIONS AND EXPERIENCE, FINANCIAL STABILITY, AND COMMITMENT TO NEW TECHNOLOGY

## Experience

1. Due to the complex nature and security concerns of correctional facilities, Vendors must be well experienced in providing this type of service. The Vendor shall demonstrate at least 10 years of experience providing inmate communication services to counties of similar size.
2. The Vendor should provide an overview of their firm, including years and nature of experience in inmate communication business.
3. The Vendor shall provide information describing its client base and the proposed system's position in the facilities of Utah.
4. The Vendor must have at least five years of experience providing a web based, hosted inmate communication systems.
5. The Vendor must demonstrate a commitment to technology upgrades, including consistent new technology deployment over the last three years or more.
6. Any materials submitted by the Vendor that is considered confidential in nature must be clearly marked as such. Due to applicable laws and regulations concerning public documents, the County makes no representation that such material will be kept confidential. Vendors will be notified of any planned public disclosure.

## Financial Stability

Bidder shall provide the County with financial statements, including statements of operations, balance sheets, and statements of cash flows, for the last two fiscal years.

## References

The Vendor will provide five customer references of accounts similar in size and scope to the County.

## New Technology

New technology is important to the County. The system the Vendor is proposing for the County must include frequent technology upgrades.

1. The Vendor will identify the number of currently held patents.
2. The Vendor further asserts that to the vendor's knowledge the equipment and software proposed does not infringe on any U.S. patent or copyright.
3. The Vendor will hold harmless the County, its officer, and employees against all claims that hardware or software supplied infringe a U.S. patent or copyright.
4. The Vendor will demonstrate technology leadership in the industry. State the amount of money reinvested each year in developing and deploying new technology.

# TECHNICAL REQUIREMENTS: INMATE COMMUNICATIONS SERVICE

## General Requirements

The Vendor will be responsible for all costs of installation or disconnection throughout the term of the Contract.

The Vendor will be required to furnish and install equipment, dedicated lines and any other item necessary to make this service functional. The incumbent vendor will remove all equipment, dialers and/or dedicated phone lines from the County facilities without charge.

1. The system shall be a hosted and Internet based application that is securely accessible anywhere at any time, including from mobile devices such as cellphones and tablets.
2. The system shall allow outgoing calls only.
3. The system shall have the capability to allow for two-way voicemail.
4. The system shall limit inmate calls to configurable minute increments. Configurations can apply to call duration, location, inmate Account, PIN, or by telephones.
5. The system will notify the inmate and called party of any limits in advance of the system terminating the call.
6. The system shall include voice prompts in English and Spanish. Please identify other language capabilities of the system.
7. The system must have the ability to integrate with third party vendors to provide the ability to automate the commissary ordering process via telephone.
8. The system must provide active acceptance by the called party.
9. The system must provide proactive account set-up for called parties who are not able to accept collect calls. Please describe how this works.
10. The system must notify the called party when they have reached a set balance of its site or personal credit limit. Describe how this works.
11. The stored call recordings should be maintained at the vendors central depository and remain uncompressed until the County's authorized personal requests them to be downloaded.
12. All call recordings shall be stored online and available through the online user interface for at least 180 days.
13. The system shall be a turnkey telephone system and service.
14. The Vendor shall provide non-coin, inmate telephones composed of durable equipment suitable for jail environments.
15. The system must be able to utilize current PCs that are available at the County without the need for additional PCs.
16. All Vendor equipment shall comply with FCC regulations.
17. The proposed equipment and system shall be scalable to meet the County's growing needs.
18. Vendor equipment shall include backup power in the event of temporary loss of commercial power.

## Personal Identification Number (PIN)

1. The system will utilize Personal Identification Numbers (PIN) for the inmates. Describe your system's use of PINs.
2. The system will have the capability to automatically create PINs.
3. The system will prevent assigning duplicate PINs and not allow a PIN to be used by two inmates at the same time.

## Fraud Management

1. The system shall be able 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 be able to remotely monitor inmate calls and be able to transfer calls in progress to investigators.
4. The system shall identify the name of the facility and the inmate placing the call to the called party.
5. The system shall allow call blocking of specific numbers for the entire agency and/ or configurable by each site.
6. The system shall provide ability to approve and disapprove specific phone numbers by telephone.
7. The system shall permit the called party to block future calls from the facility.
8. The system shall have the capability to suspend an inmate privileges from placing a call and set a beginning and end date without the need to manually re-enable privileges.
9. 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 investigator's 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 back to listen 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.



2. **Concurrent Common Contact - Identify possible 3-way calls by finding concurrent calls to common contacts of two targets or groups of targets.**

## **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 the County's authorized personnel requests them to be downloaded.**
3. **All call recordings shall be stored online and available through the online user interface for at least 180 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 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.**

## **Call Acceptance**

1. **The system will not allow communication with the called party until the call has been accepted.**
2. **The system shall detect the difference between an accepted call, and an answering machine, busy signal, and other telephone activity. Please describe.**
3. **The proposed system shall provide an option for the called party to request rate of the call prior to acceptance.**
4. **The called party must actively accept the call with the option to enable auto accept of designated telephone numbers.**
5. **Billing does not begin until the call is accepted by the called party.**

## **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 secured internet capable computer.

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

1. List all Automated Information Services provided with your system.

## **Inmate Electronic Mail**

1. Please describe any inmate electronic mail features of your system.

## **Reports**

1. The reports to the County will 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 with include but are not limited to:
  - a. Call Activity Reports
  - b. Frequently Dialed Number Reports
  - c. 3-Way Call Attempt Report
  - d. Dialed Number by More Than One Inmate Report
  - e. Call Volume by Phone Report
3. The system must be capable of providing other detailed reports which include but are not limited to:
  - a. Phone Location of 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
4. Vendor shall attach samples of their reports.
5. Vendor shall provide a secure access to all reports and calling activity within the facility via the internet/web.

## **Complimentary Equipment Considerations**

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1. The system shall be a turnkey telephone system and service.
2. The Vendor shall provide non-coin, inmate telephones composed of durable equipment suitable for jail environments.
3. The system must be able to utilize current PCs that are available at the County without the need for additional PCs.
4. All Vendor equipment shall comply with FCC regulations.
5. The proposed equipment and system shall be scalable to meet the County's growing needs.
6. Vendor equipment shall include backup power in the event of temporary loss of commercial power.

## Voice Biometrics

1. The system will be fully integrated into the vendor's inmate calling system and not require any 3rd party software.
2. The system will provide a secure, fully-vetted voice signature database created through the fully supervised and validated enrollment of each inmate, which establishes the voice-to-PIN relationship.
3. The system will do continuous voice signature monitoring for 100% of each and every call: 100% coverage of not only each and every call, but also 100% coverage of every second of every call for both the inmate and the called party, without gaps in the conversation and without tipping off the inmate or called party. It will function continuously and covertly with no audible sounds or interruptions of the phone call for the purpose of identifying the inmates speaking on the call.
4. The system will display a numerical confidence rating of the actual identities, by name, of all inmates whose voices are detected on the call, whether the PIN owner or not. The numerical rating will represent the probability of an inmate's voice matching the voice on a call, e.g. 85%, 95%, or 100%.
5. The system will identify all inmates by their voice signatures on every call: continuous biometric identification by name of *all* inmates speaking on a call.
6. The system will identify called parties by name label if the called party has been identified to the system via current or previous contact.
7. The system will provide the ability to search and find every occurrence of an inmate's voice and name on every call whether or not the inmate initiated the call. Investigators will be able to submit a sample of an inmate's voice into the entire call database to find every call on which the inmate's voice appears, whether or not he initiated the call.
8. The system will provide the ability to search and find every occurrence of a called party's voice on all calls. Investigators will be able to search on a called party's voice and identify all the calls on which that voice appears.

9. The system will allow for the retention of the inmate's voice signature file for repeat offenders so that the inmate's voice does not have to be re-enrolled at intake or booking upon the inmate's re-entry.
10. The system will provide the option of either call cutoff or call allowance based on inmate voice biometric technology that validates identity. The system will provide associated reporting.
11. The system will automatically detect calls that include 3-way calling events.
12. The system will provide automated reverse-phone lookup of called party telephone numbers.
13. The system will identify likely cases of PIN abuse along with inmate names.
14. The system will automatically detect and flag all inmate-to-inmate calls no matter how or where they happen, and no matter whether the inmates are within a facility or in different facilities across the country.
15. The system will provide the ability for investigators to flag and track inmates and telephone numbers by high interest groups, including custom-defined groups, such as gangs, high profile inmates, institution drug dealers, escape risks, and mail-monitored inmates.
16. The system will provide the ability for investigators to search the call database by inmate, date range, voice, case number, high interest group or other criteria.
17. The system will provide the ability to create and export reports showing misused PINs, 3-way calls, frequently called numbers, and suspicious called parties.
18. The system can be configured to automatically show recent calls that fit custom criteria, such as calls by known gang members.
19. The system will flag 3-way, PIN abuse, and inmate-to-inmate calls for immediate review.
20. The system will provide the ability to display summary facts about any inmate's calling activity.
21. The system will provide tools that give management the ability to track and report on staff usage of the software.
22. The system will provide a call player that pictorially displays details of every call along with live action buttons: Investigators will be able to view every second of every call from start to finish with the ability to scan and replay call segments. Investigators will be able to separate, graphically view, and independently listen to either/both the inmate side and called party side without the need for additional switching and listening equipment. Investigators will be able to vary call replay speed, visually pinpoint, identify, and play 3-way calls, and easily make notes related to each call or call segment. Investigators will be able to capture and forward calls and call segments via secure email. The call player will also provide these features:
  - Allow forwarding of inmate calls that contain intelligence information to designated staff for further investigation or intervention.

- **Let staff assign an investigation case number and associate multiple telephone call records with that case number.**
- **Automatically identify each 3-way call attempt and/or conversation without the investigator having to review the entire conversation, even if there are multiple 3-ways on the same call. The 3-way segment(s) can be isolated, sped up/slowed down, replayed, copied, and forwarded via secure email without having to burn to CD.**
- **Automatically detect inmate-to-inmate calling events and show where they occur.**
- **Ability to split call audio and isolate just the inmate or called party side of the call without the need for additional speakers or manual switching.**
- **Ability to skip pauses in the conversation to reduce the required listening time.**
- **Ability to intelligently accelerate the speed of the call such that the voices are still intelligible even at the highest speeds.**
- **Ability for an investigator to listen to, save, and email selected portions of a call.**
- **While staff listens to a call on the call player screen, the system will display the name of the inmate heard speaking on the call.**
- **A suspicious call displays a color-coded probability that the inmate voice detected on the call is not the PIN owner and identifies the inmate voice on the call.**
- **Ability for staff to capture voice samples from the inmate and/or called party side of the call and search the call database for all calls where that voice occurs.**

23. Please describe additional features of the voice biometrics solution.

## **Video Visitation**

### **Hosted Video Visitation - Software Requirements**

1. **Vendor must demonstrate software. Software must be updated on a regularly-scheduled plan at a minimum of three times per year.**
2. **The system, which includes visitation scheduling, user management, and policy management software, must be web-based and allow for the Uintah County Jail staff to administer visitation sessions and visitation operations based on the Uintah County Jails policies.**
3. **Visitation sessions shall connect automatically, without any intervention from Uintah County Jail staff.**
4. **The system must assign a unique identification number to each inmate and user.**
5. **The inmate interface must have a multi-lingual interface (English and Spanish at a minimum)**
6. **The system must be able to support multiple facilities in multiple locations with multiple housing units and visitation locations.**

7. The system must allow for Uintah County Jail staff to view up to 12 concurrent live video sessions.
8. The system must allow the Uintah County Jail staff to automatically or manually rotate between the next set of up to 12 concurrent live video sessions with the ability to terminate a video session for inappropriate or suspicious behavior.
9. The system should provide web-based visitation scheduling for authorized users (Agency staff, attorneys, the public) utilizing any standard web browser.
10. The system must display pending visits to Uintah County Jail staff and to those incarcerated.
11. The system must be able to automatically detect if remote visitor's computer system meets minimum requirements for system connectivity.
12. The system must allow family, friends, Attorneys, etc. to easily schedule onsite video visits using an onsite terminal, a smartphone or tablet, or web browser.
13. Remote video visitation sessions must be able to be conducted on both Android and Apple smartphones and tablets.
14. The system must require visitors to provide both a photo of themselves and photo of identification (e.g. driver's license) during registration for Agency staff approval prior to scheduling a visitation session.
15. Visitors must be able to pay for the video visitation session using either a credit card or debit card.
16. The system must only display timeslots that meets the Uintah County Jails policies.
17. The system must conduct conflict checking and only display times which are available when visits are being scheduled.
18. The system must allow users to easily change their personal information (i.e., password, address, phone number, etc.).
19. The system must send an email to a visitor when a visit is scheduled, modified, or cancelled.
20. The system must assign unique visitation identification numbers for every visit for reporting and tracking purposes.
21. The system must offer customizable set durations (e.g. 20, 30, 40 minutes) for each visit.
22. The system must provide a visual warning message to inform the visitor that the session will be ending in "XX" minutes or provide a visual countdown timer.
23. The system must provide different levels of permissions to facility staff users based on user type. For example:
  - i. Administrators: create/manage/edit – users, schedules, visitation rules, download recorded sessions, etc.
  - ii. Users: create/manage scheduled video visits, live monitoring sessions, approve/deny visitors

- iii. **Read-only user: can only view scheduled visits**
- 24. **The system will require a unique username and password that will allow the facility user access based on their allowed permissions**
- 25. **The system shall provide specific information for tracking inmate and visitor activities and patterns by, at a minimum, the following criteria:**
  - 1. **Inmate ID number;**
  - 2. **Session ID;**
  - 3. **Appointment ID;**
  - 4. **Inmate first/last name;**
  - 5. **Visitor name;**
  - 6. **Date and time of visit;**
  - 7. **Inmate video visitation station; and location/housing unit**
  - 8. **Daily, weekly and monthly visit statistics.**
- 26. **The system will provide an audit trail/logs of all activity (i.e., user login times and locations, which users have scheduled/modified/cancelled a visit, etc.).**
- 27. **The system will allow for an interface with or data retrieval from Uintah County Jails Jail/Offender/Inmate Management System.**
  - i. **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.**
  - ii. **The system must automatically cancel a visit if the inmate's visitation eligibility status has changed, the inmate is moved to a location which doesn't allow or doesn't have visitation available or the inmate has been released.**
  - iii. **The system must send an email cancellation notification to the visitor if a visit is cancelled**
- 28. **The system will provide for an Exclusion List which allows the Uintah County Jail staff 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.**
- 29. **The system will provide Cancellation/Interruption capabilities. The Uintah County Jail staff should be able to interrupt ongoing visits and send email and document why the session was cancelled notification that the session was cancelled due to facility visitation policy violations or inmate movement and can later be rescheduled.**
- 30. **The system provides authorized administrative users the ability to do searches and create reports.**
- 31. **The system provides a way to display and filter scheduled visits to Staff so they know where and when an inmate needs to be available for pending video visits.**
- 32. **The system shall allow for visitation recording.**
  - i. **Visits will be recorded by user type**

- ii. Recorded visits will be searchable and viewable
  - iii. Recorded visits will be stored for one year.
  - iv. Uintah County Jail staff must be able to lock certain recordings such that they will not be purged as part of the standard retention duration.
  - v. Recorded visits must be able to be downloaded into a standard video format (e.g. MP4)
  - vi. Recorded visits must be backed up daily to at least two off-site, environmentally controlled data centers.
33. Authorized personnel must be able to quickly and easily schedule visitation sessions.
34. The system should allow for promotional rates such as a buy one visit, get one visit at % off, free visit, etc.
35. 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.
36. The system must have visitation recording capabilities.
37. All scheduling of video visitation sessions must be able to be performed through a vendor's custom app, a mobile smartphone or tablet or web browser.
38. Vendor's VVS must have been successfully installed and functional in at least 100 client facilities, with at least 5 installations being larger than 75 VVS stations and at least 2 installations being larger than 200 VVS stations.
39. VVS must be successfully installed and functional with correctional agencies having multiple facilities and multiple visitor centers requiring different hours and policies for each facility and visitor center.
40. Video visitation will be used by attorneys, County staff, including probation and parole, as well as the public, and will allow for the scheduling and management of on-site and at-home visitation sessions.
41. The Hosted Video Visitation Solution proposed for the Uintah County Jail must meet or exceed the technical requirements outlined in this RFP.
42. The video visitation system must provide a kiosk functionality that allows for multiple capabilities. These capabilities should be available for use at predetermined scheduled times outlined by the Uintah County Jail and must be customizable to the exact feature. These functionalities should perform as follows:
- a. Ability to place inmate telephone calls.
  - b. Ability to access to a Law Library..
  - d. Ability to upload PDF documents such as an inmate handbook or any other documentation deemed necessary by the Uintah County Jail.
  - e. Ability to upload a Video (MP4) files deemed necessary by the Uintah County Jail

- f. **Ability to enter a customized digital banner that will allow the Uintah County Jail staff to broadcast concise messages to facility population. This banner should be customizable to exact areas of the facility, such as a particular housing area. The digital banner should rotate between multiple messages and have configuration for the duration it is shown.**
- g. **Ability to allow a drop down menu from home screen for inmates to access multiple languages.**
- h. **A fully functional Video Visitation Capability fully compliant with the specifications outlined in this RFP.**
- i. **Ability for applications to be configured to be enabled or disabled for periods of time by housing unit or facility (for example the Commissary Application may only be available Tuesdays and Thursdays from 9 to 5 when inmates can order commissary).**
- j. **Ability to provide a sick call application to submit illnesses.**
- k. **Inmate Forms submission capability that will:**
  - i. **Ability to keep all forms for the life of the contract – even if an inmate is released.**
  - ii. **Ability to set a limit on the type of forms submitted per day.**
  - iii. **The inmate platform on the kiosk must allow the ability for the Uintah County Jail to present customized terms and conditions as a condition for inmates to accept prior to accessing services on the kiosk.**
  - iv. **If changes are made to the facilities terms and conditions, the inmate platform must allow the ability to force the inmate to re-accept the new terms and conditions.**
  - v. **The system must provide an audit log of the inmate events (accepted or rejected) of the terms and conditions with the ability to export.**
- l. **Methods to avoid inmate monopolization of terminals:**
  - i. **The kiosk must have a method for conflict resolution which will give both verbal and visual warnings as to pending, approved and scheduled events. Some form of warning should notify an inmate PRIOR to placement of a call as to the time allowed to place a call should it be less than the standard duration allowable. Conflict resolution must be configured such that certain scheduled communication events (i.e. video visitation sessions) take priority over unscheduled communication events (i.e. telephone calls).**
  - ii. **The kiosk must allow for the ability to multitask whereas the inmate can perform multiple functions at the same time. (i.e. An inmate could be on the phone with their loved one while reading the inmate handbook and relaying details of the facility rules to the caller, or placing a commissary order, or submitting a grievance).**

**Hosted Video Visitation – Hardware Requirements**

43. The terminal must include a detention-grade hardened steel enclosure
44. Detention grade hardened steel wall mounted enclosure.
45. The position of the hookswitch must not enable/disable a live visitation session.
46. The terminal must prevent spills from entering the enclosure.
47. The terminal must be able to access the web-based application and be enabled for touch screen inputs.
48. The terminal shall not have any openings exposed to the user. This includes all wiring and ventilation holes.
49. The terminal shall not have any external hinges.
50. The terminal will have a shatterproof touchscreen LCD display.
51. The terminal will have a built-in camera.
52. The terminal will have a detention-grade audio handset.
53. The terminal will have the option for one or two handsets or a hands free device.
54. The terminal shall be powered by 110VAC or Power-Over-Ethernet.
55. The terminal will utilize standards based videoconferencing CODEC (Encoder/Decoder) based on the H.264 video conferencing compressions.
56. The terminal must have heat syncs and heat vents located in the back of the terminal in order to allow for proper cooling.
57. The terminal must have a minimum of two (2) internal magnetic levitation ventilation fans and internal tachometer output to monitor operation.
58. The terminal shall have a magnetic on/off switch.
59. 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.

#### **Hosted Video Visitation – Technical Requirements**

60. 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 transmitted over TCP/IP Ethernet. Systems that utilize analog audio/video matrix switching systems are not acceptable.
61. The system must consist of inmate terminals connected over a 100 Mbps dedicated Ethernet network so that any terminal can be connected to any other terminal.
62. The visitor must be able to access the video visitation solution via local area network (LAN) or via a broadband internet connection using an Android or Apple smartphone or tablet or computer or laptop with web camera
63. The system should utilize:
  - i. High quality video using low bandwidth.
  - ii. Video Standards: H.264

- iii. Video Transmission Speeds: 64 Kbps – 2 Mbps
  - iv. Wide range of video resolutions and bit rates: CIF (352 x 288 pixels), SIF (352 x 240 pixels), QCIF (176 x 144 pixels)
64. The system must be designed for:
- i. Up to 30 frames per second of high quality video at 384+ Kbps
  - ii. Up to 15 frames per second of high quality video at 64 – 320 Kbps
  - iii. Constant or variable bit rate and frame rate
65. The system must provide end to end encryption for all video visitations

## **Correctional Tablets**

### **General Requirements**

1. Vendor shall provide a turn-key tablet program for the Uintah County Jail at no charge.
2. Vendor shall provide a tablet program that is affordable for users.
3. Vendor shall provide a tablet program that is easy to administer.
4. Vendor shall provide a tablet program that is flexible to accommodate facility specific needs.
5. Vendor shall provide a tablet program that is designed so it is fully utilized by inmates.
6. Vendor shall provide a tablet program that is educational.
7. Vendor shall provide a tablet program that allows for inexpensive purchases for the users.
8. Vendor shall provide free community tablets that offer equal access to inmates of all critical content. Critical content includes but is not limited to communication tools such as telephone calls ability and an emessaging application, mental health and addiction recovery, religious scriptures and sermons, inmate handbooks and PREA information, job search tools, forms and grievance application, and commissary access all at no charge to the facility.
9. Vendor shall provide officer tablets that control the inmate tablets at no charge to the Uintah County Jail.
10. Vendor should have an automated method of controlling inventory of free community tablets on site to have just enough tablets, with no need to store an abundance of inventory, or to not have enough.
11. Vendor should have an automated method allowing inmates to purchase a subscription and premium content (with no staff involvement).
12. Vendor should provide as many free community tablets as needed for inmates to access critical content such as communication apps, mental health, education, betterment,

religion, facility operation tools such as forms and grievance app, inmate handbook (PDF app), PREA videos (MP4 app).

13. Vendor should allow inmates to subscribe and have a personal tablet that has his/her name on the lock screen.
14. Vendor should have different wallpaper colors to easily distinguish free community tablets from personal tablets.
15. Vendor should provide an automated method (with no staff involvement) of turning a personal tablet back into a free community tablet when an inmate is released.
1. Free community tablets should not retain any specific inmate data or downloads overnight; each community tablet should be wiped of personal content nightly.
16. Vendor shall provide the facility with a revenue share opportunity.
17. Vendor shall provide 3 references where tablets have been implemented for >18 months.

#### Technical Requirements

18. Vendor shall provide inmate and officer tablets that are Wi-Fi enabled.
19. Vendor tablets shall be updated wirelessly in real time.
20. Vendor shall provide tablet warranty and refurbishment to the facility at no cost.
21. Vendor shall provide either individual charging unit for each tablet or provide each Housing Unit enough charging carts for safe and secure charging of all the tablets.
22. Vendor provided charging carts shall be ruggedized for use in the facility.
23. Vendor shall work with commissary company to provide access to order commissary goods including vendor approved earbuds via the tablet.
24. Vendor inmate tablet shall require an inmate to enter credentials and log in to the tablet before being able to access all applications.
25. Vendor inmate tablet shall display terms and conditions to users the first time they login or for subsequent changes to the terms and conditions.
26. Vendor inmate tablet shall provide a configurable option where a tablet that is enabled for inmate log in times out after a period of inactivity.
27. Vendor inmate tablet shall provide a means where the log in for a tablet uses the same credentials inmates use to make phone calls and access other applications.
28. Vendor inmate tablet shall have options to display all or a subset of the following items on the lock screen display: inmate name, ID number, digital clock, day, month, date,

housing information, agency name, barcode and unique identifier for the tablet hardware.

- a. Browser, contacts, calendar, native phone and messaging clients have been removed
  - b. No option for users to change the settings
  - c. NFC, Bluetooth and Cellular wireless radio has been disabled, except for Wi-Fi
  - d. Users cannot install and un-install apps
  - e. Authorized apps are pushed to the tablets through an app state management process
  - f. No access to the third-party app stores
29. Vendor's wireless network traffic must be routed through the vendor system with no exception and provide firewall, transparent proxy, DHCP, DNS and routing services for the tablets.
30. Vendor shall furnish a recent independent report from a certified vendor of network and program security that notes no vulnerabilities were found.
31. Vendor shall provide secure Internet Protocol communications by authenticating and encrypting each IP packet of a communication session.

#### **Tablet Hardware Requirements**

32. Vendor inmate tablet hardware should be deployed and in the hands of more than 150,000 inmates currently.
33. Vendor inmate tablet hardware should NOT have a camera.
34. Vendor inmate tablet hardware should have at least 32 GB of storage.
35. Vendor inmate tablet hardware should utilize a barrel charger port for security.
36. Vendor inmate tablet hardware should be high strength, impact-resistant security glass with integrated screen protector.
37. Vendor inmate tablet hardware should have a clear polycarbonate shock resistant body.
38. Vendor earbuds should be clear to minimize contraband.
39. Vendor earbuds should be certified to support advanced voice biometric audio.
40. Vendor tablets shall integrate with current ITS, JMS, or other systems as applicable.

### **Tablet Application Requirements**

- 41. Vendor tablets shall have the ability for inmates to place a phone call with all restrictions enabled just as a normal phone call via inmate telephones on the wall.**
- 42. Vendor shall provide an application where inmates may submit forms, requests and grievances electronically.**
- 43. Vendors Inmate Tablet Devices have current and minimum capabilities to provide:**
  - g. Phone calling**
  - h. Mail/Messaging Application**
  - i. Job Search Application**
  - j. Law Library Application (compliant with 1977 Supreme Court Ruling Bounds vs. Smith)**
  - k. Podcasts**
  - l. Education**
  - m. Mental Health Services**
  - n. Forms and Grievance Application**
  - o. Documents Viewer Application (Inmate Handbooks, Reentry manuals, etc.)**
  - p. Videos Applications (PREA and such)**
  - q. Music**
  - r. Games**
  - s. Movies**
  - t. Reentry Assistance**
  - u. Religious Application**
  - v. Spiritual and Self Help Application**
  - w. FM Receiver**
- 44. Vendor shall offer a media store where users can make purchases of songs, games, videos.**
- 45. Vendor shall offer a media store where users can rent movies.**
- 46. Vendor shall offer a media store where a custom play list can be created for music.**
- 47. Vendor shall offer purchases to users via the media store that allow for a low cost single song, album, game, or video one time purchase with unlimited usage.**

**48. Vendor shall allow purchases via the media store to be available to the user even if their subscription lapses for up to 11 months.**

**Officer Tablet Requirements**

**49. Vendor shall provide as many officer tablets as needed.**

**50. Vendor shall provide a detailed officer user guide directly on the officer tablet for easy reference.**

**51. Vendor shall provide officer tablets that have total control of inmate tablets.**

**52. Vendor has current and minimum capabilities providing officer tablets with real-time:**

- a. Behavior Modification Application – ability to modify what applications are available on an individual tablet, group of tablets or all tablets on demand or scheduled for a number of hours/days/weeks/months or until a selected date**
- b. Permissions – so staff can be granted only those permissions critical to their specific job responsibilities**
- c. Eligibility Status – notification via the JMS or officer input if the inmate is eligible for a tablet**
- d. Services to allow officer tablets to formulate notifications and communications that can be pushed to one inmate tablet, a group of tablets or all inmate tablets**
- e. Scheduled availability of Applications**
- f. Activation / Deactivation of any or all applications by:**
  - i. Inmate**
  - ii. Groups of inmates**
  - iii. Facility**

**53. Vendor should allow officers with appropriate permissions to easily authorize a replacement tablet via the officer tablet which would allow the inmate to pick up any community tablet and redeem the authorization to make it his personal tablet by simply entering his credentials (ID and PIN).**

## **Global Positioning System Monitoring Equipment and Services**

**Vendor shall provide one-piece GPS tracking devices and an Internet-based central monitoring application or database that meet or exceed the following minimum requirements.**

- 1. The device is small, lightweight and installed around the offender's ankle. It is not removed to report monitoring data or charge the battery.**
- 2. The device attaches around the offender's ankle with a disposable tamper-resistant strap designed for one-time use.**
- 3. The device is easily installed in less than five minutes without special tools or extensive training.**
- 4. The device receives at least one GPS location point per minute regardless of violation status and when the offender is compliant the device reports into the Internet-based central monitoring application or database at least once every 10 minutes. It immediately reports all violations to the central computer database.**
- 5. The device is equipped with a reliable secondary location technology to determine the offender's current location.**
- 6. The device stores all zone information in its built-in memory allowing it to immediately determine if the offender violated a zone without assistance of the Internet-based central monitoring application or database application.**
- 7. The device immediately reports all violations to the Internet-based central monitoring application or database using nationwide cellular phone service.**
- 8. The device can store at least five days of data should cellular communication between the device and the Internet-based central monitoring application or database experiences a disruption.**
- 9. The device meets the current draft of National Institute of Justice's Standards and Tests for Offender Tracking Technologies.**
- 10. The device has the ability to report into the Internet-based central monitoring application or database using the CDMA and/or GSM cellular phone networks.**
- 11. Agency-authorized personnel can initiate the device to emit an audible tone and/or vibrate as a means of communicating with the offender.**
- 12. The device has an alert feature for the offender to contact the supervising agency.**
- 13. The device's battery powers the device for at least 48 hours on a single charge from a non-removable battery while receiving one GPS location point per minute and reporting into the Internet-based central monitoring application or database application at least once every 10 minutes when the offender is compliant with the terms of supervision. The battery powers the device for 48+ hours on a single charge without the use of a home-based beacon or reporting into the central computer database application at a rate of less than every 10 minutes.**

14. The device must automatically notify the offender at least five hours before the battery power is depleted and report the low battery condition to the Internet-based central monitoring application or database.
15. The device's battery is recharged through a charging coupler that plugs into a standard AC electrical outlet. The vendor must provide a charging coupler that plugs into a cigarette lighter outlet in a car when requested and for no additional fee.
16. The device's battery completely recharges in one hour or less with a means of notifying the offender of the charged battery status.
17. The device is manufactured in an ISO 9001-2008-certified facility.
18. The device has a non-erasable and non-removable identification label.
19. The device is water resistant up to 50 feet.
20. The device is FCC certified, evidenced by an issued FCC number.
21. The device can immediately detect, record and report the deliberate interference with the device's ability to receive the GPS signal and deliberate interference with the GPS signal.
22. The vendor must provide optional auxiliary equipment to extend the device's monitoring capability in impaired environments at no additional cost.
23. The Internet-based central monitoring application or database provides robust mapping with multiple views.
24. The Internet-based central monitoring application or database allows Agency-authorized personnel to view the movements of an offender(s) during a specified period of time on a selected date on a map. Agency-authorized personnel can also fast forward, rewind and pause the display of the offender's movements on a map.
25. The Internet-based central monitoring application or database allows Agency-authorized personnel to view the movements of one or more offenders on a map at the same time.
26. The Internet-based central monitoring application or database provides extensive reports that reflect near real-time data.
27. The Internet-based central monitoring application or database must allow the Agency and Agency-authorized law enforcement officials to compare the movements of offenders with the location of reports crimes. This functionality should be available on a manual and automated basis.
28. The Internet-based central monitoring application or database allows the Agency to easily and quickly maintain its inventory and determine the current status of every piece of equipment assigned to the Agency.
29. The vendor must develop and provide custom reports when requested at no additional fee.
30. All enhancements to the functionality of hardware and software is absorbed by the vendor and will not result in higher fees for the Agency after releasing the new functionality.

31. **Uintah County Jail staff will perform the actual installation and removal of the GPS devices.**

## **Payment Options & Products**

1. **The system shall allow automated operator calling.**
2. **The called party shall be provided an option to request cost of the call prior to accepting the charges.**
3. **The system will allow inmate families and friends to set-up alternate billing methods directly with the vendor. Two of the methods the County would like to see offered are:**
  - a. **A system that will allow inmate families and friends to set-up an account directly with the vendor.**
  - b. **A system that provides customers to prepay for calls from the facility.**
  - c. **Provider must offer Constituents no less than nine points-of-sale to accept payments for services such as Western Union, MoneyGram, Provider's Customer Service Center, Provider's IVR along with ancillary provider points-of-sale such as Lobby and Booking Kiosks.**
    - **Direct Bill**
    - **Money Gram**
    - **Western Union**
    - **Lobby Kiosk**
    - **Booking Kiosk**
    - **AIS**
    - **Instant Pay service**
    - **Customer Service**
4. **Vendor shall provide the ability for inmate families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.**
5. **Outline all vendor proposed convenience fees which are passed to family and friends. This includes fees on any products listed in this document.**
6. **Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.**
7. **Vendor must have the ability to provide promotional calls to cell phones and text messaging information on how to establish an account.**
8. **Vendor must allow constituents deposits/payments of non-fixed amounts.**
9. **Vendor must offer an automated promotional program to allow calls to be connected and paid for instantly by non-traditional means when the call would otherwise be blocked due to lack of constituents having a calling account established with the ITSP or not having adequate funds in their account to support an inmate call**

## Security & Accessibility

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 secured internet capable computer.
5. The system must allow officers to check-in from any telephone. Each officer should be provided 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 address. Personnel logging in from an IP address not assigned will not be allowed to access the system remotely.
7. Must be security controllable by IP address
8. Must have security templates that limit access by job role within the department
9. Must be password protected

## Optional Technology

1. The county is interested in additional, optional technology that the vendor can provide, such as video relay services and managed access to combat inmate cell phone use.

## Digital Mail Technology

1. Easily configurable to automatically release scanned mail to inmates, allow for administrative approval for all mail prior to being electronically released and delivered, or require administrative approval for inmate-specific mail
2. Digital mail solution must provide flexible handling directives for processed facility mail.
3. Digital mail solution must allow for the facility to:
  - a) Allow facility to have mail scanned and managed onsite by agency staff with electronic delivery of mail
4. Digital mail solution must process all pieces of mail up to 8.5" x 11" letters and images
5. Digital mail solution must offer the ability to assign alert notifications when select inmates receive digital mail. Alert notifications must be capable of being transmitted and delivered via:
  - a) Text message (SMS)

- b) Email**
- 6. Digital mail solution must provide full audit logs of all mail activity to allow for management oversight**
- 7. Digital mail solution must allow for letters to be transcribed**
- 8. Digital mail solution must provide a custom word watch list with reporting, where all transcribed messages are searched for assigned words**
- 9. Digital mail solution must support all paper and image sizes up to but no larger than:**
  - a) 8.5 inches wide**
  - b) 11 inches tall**
- 10. Digital mail solution should provide configurable handling directives that support the agency's ability to have their physical mail properly disposed by digital mail solutions Company or delivered back to the agency**
- 11. Digital mail solution must maintain a legally supported chain of custody for the receipt and handling of physical mail**
- 12. Digital mail solution must provide a flexible user permissions assignment for those individuals who will have access. These permissions need to allow for the following:**
  - a) Read only access**
  - b) Scan, upload, view and edit transcriptions**
  - c) Scan, upload, view, approve/reject and administration functions**
- 13. Digital mail solution should be remotely managed and provide an easy to access web portal**
- 14. Digital mail solution should provide full operational support across multiple browser types:**
  - a) Google Chrome**
  - b) Internet Explorer version 11**
- 15. Digital mail solution must provide the ability to place and remove holds on the delivery of mail to inmates.**
- 16. All data for digital mail solution shall be owned, managed and hosted by Company providing service to the agency.**
- 17. Digital mail solution must retain all mail records and system logs for the duration of the contract, thereby providing the agency with access to all electronic documentation**
- 18. Digital mail solution must be able to be displayed to both:**
  - a) Kiosks**
  - b) Inmate Tablets**



# CUSTOMER SERVICE

Describe bidder facility and family and friends operations and customer support capabilities.

## **Family and Friends Customer Service**

1. Please describe your family and friends customer service operations and services.
2. How does your firm provide customer service to inmate family and friends?
3. Where is your firm's family and friends' customer service center located?
4. List and describe the ways inmate family and friends can contact your customer service center?
5. Do you out source any of your customer service operations? If so, to whom and identify the location of their customer service center?
6. Vendor must provide live domestic CSR & IVR support to the County 24 hours a day, year round, for issues.
7. Vendor must provide live domestic CSR & 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.

## **Inmate Account Funding**

1. Vendor shall provide the ability for inmate families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.
2. Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.
3. Vendor must allow constituents deposits/payments of non-fixed amounts.
4. Vendor must apply constituent and inmate electronic deposits/payments to calling accounts in real-time upon receipt of payment.
5. Vendor must offer pre-paid products for constituents and inmates, post-paid constituent accounts
6. Vendor must offer an inmate-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should Facility change commissary providers.
7. The system will allow inmate families and friends to set-up alternate billing methods directly with the vendor.
8. A system that will allow inmate families and friends to set-up an account directly with the vendor.
9. A system that provides customers to prepay for calls from the facility.
10. Provider must offer Constituents no less than nine options to accept payments to fund accounts. Options include and are limited to: (Please select the options you currently support)
  - a. Direct Bill (Vendor agrees to send bills directly)

- b. **Money Gram**
  - c. **Western Union**
  - d. **Lobby Kiosk**
  - e. **Booking Kiosk**
  - f. **IVR payments supported by calling the facility main number directly**
  - g. **Payment for an individual call via premium text messaging charge**
  - h. **Integrated Voice Response funding via a toll free number**
  - i. **Call center with agents to take funds**
  - j. **Account funding via text messaging**
  - k. **Ability to automatically recharge accounts when balances run low**
  - l. **Direct trust fund integration for debit calling**
11. **Vendor shall provide the ability for inmate families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.**
  12. **Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.**
  13. **Vendor must allow constituents deposits/payments of non-fixed amounts.**
  14. **Vendor must apply constituent and inmate electronic deposits/payments to calling accounts in real-time upon receipt of payment.**
  15. **Vendor must offer pre-paid products for constituents and inmates, post-paid constituent accounts**
  16. **Vendor must offer an inmate-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should Facility change commissary providers**

# INSTALLATION AND CUTOVER, MAINTENANCE, AND TRAINING

## **Installation and Cut-Over**

- 1. Vendor will provide inmate phones, remote administration station, the automated inmate call control system and other proposed products and I or features to be completed within sixty (120) days after contract award and full execution.**
- 2. Vendor shall submit a complete a detailed schedule of the time-frame required for installation, utility coordination, training, cut over and testing. The system must be installed in an expert manner and under a time-frame designed to minimize disruption of the normal functioning of the facilities.**
- 3. If the County's schedule cannot be met within the 120 days stated above, vendor must propose an installation schedule of events. Failure to state installation time in the bid will obligate the vendor to complete installation so as required in the bid. Extended installation time may be considered when in the best interest of the County.**
- 4. Any delay in the implementation of the vendors' schedule that is caused by the County will increase the vendor's time allowance to complete installation but the vendor must submit a complete and detailed schedule of additional time required.**
- 5. The risk of loss and or damage will be assumed by the Vendor during shipment, unloading, and installation.**
- 6. The Vendor must have a plan to provide planned technology upgrades. Please describe.**
- 7. The Vendor must describe their experience with implementing services detailed in the RFP.**

### **VVS-Specific Installation Requirements**

- 1. The Bidder must work with the Uintah County Jail to determine the exact times when Hosted Video Visitation equipment can be replaced to reduce "down time".**
- 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 the Uintah County Jail use. This description must include the Bidder and industry standard methodologies, procedures and protocols consistent with the Hosted Video Visitation Solution proposed for the Uintah County Jail. The Bidder must describe what is required of the Uintah County Jail personnel during this system testing. All hardware, software, software licensing, etc. required to perform this testing must be provided to the Uintah County Jail 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 full traffic load representing high traffic situations for visitation traffic.**
- 4. The Bidder must agree, in its response, to the Uintah County Jail'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.**

## Service & Maintenance

1. Vendor must provide live domestic CSR & IVR support to the County 24 hours a day, year round, for issues.
2. Vendor must provide live domestic CSR & 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.
3. 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, video visitation services, and email 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.
  - g. Proposer must support customizable service and courtesy notification campaigns to constituents via various methods (phone dialer, text message, email) to alert friends and family of bills due, bills past due, low account balances, account blocks, etc.).
4. Vendor shall respond to all major service outages within two hours. Major outage is defined as 30% or more of the functionality of the system.
5. Vendor shall provide service policies and procedures as an attachment to this proposal.
6. 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.
7. Detail equipment installation charges, if any.
8. Describe the maintenance and quality assurance programs for telephones to be installed.
9. 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.

10. Provide a contact person who will be responsible for ongoing account management and support.
11. System shall have the capability for remote diagnostic to minimize facility visits by vendor. Describe your system diagnostic process and tools.

### **Disaster Recovery**

1. Describe your disaster recovery system.
2. Vendor shall provide redundant data centers. How many data centers do you have? Describe them.
3. How many staff do you have dedicated to managing and operating your data centers?

### **Training**

1. Vendor shall provide initial installation training to the County staff in system administration, operation, and reporting. Upgrade and refresher training is also required for the length of the contract at no cost to the County.
2. The vendor must have the ability to provide initial and ongoing training through multiple options such as live training and Web-casting, as well as having an online help system integrated into the system.
3. Describe your training program; include description of course(s) and any applicable documents.

# CALL RATES, COMMISSIONS, AND FEES

## Commissions, Call Rates, and Fees

1 Please list call rates for the following:

Call Type	Connect/First Minute	Each Additional Minute	Total for a 15-Minute Call
Local collect			
Local prepaid			
Intrastate/intraLATA collect			
Intrastate/intraLATA prepaid			
Intrastate/interLATA collect			
Intrastate/interLATA prepaid			
Interstate collect			
Interstate prepaid			

2. Please list commission rate on all commissionable calls.

3 Commissions shall be paid on all calls to the extent allowed by federal and state law.

4.. The fees charged to users shall not exceed those mandated by applicable tariffs and/or any rules of the Public Utilities Commission and Federal Communication Commission for all services. Vendor's proposal shall specify all fees that will be charged to end users.

# BILLING

## **Billing**

- 1 The system must inform the called party of the call cost prior to acceptance.**
- 2 The vendor shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.**
- 3 The vendor shall be responsible for any and all billing disputes, claims, or liabilities that may arise in regards to its provisions of this contract.**
- 4 Vendor billing to called parties must include the vendor information and a toll-free telephone number to resolve billing disputes.**
- 5 Billing charges begin at the time of the call connection when the calling party is connected to the called party and shall be terminated when either party hangs up. Network intercepts, recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. shall not be billed.**
- 6 Describe the procedure for billing.**