

Lake County

Purchasing Division

<http://doingbusiness.lakecountyil.gov/>

Please note the submission location is:

Lake County

Attn: Purchasing Division

18 N. County Street – 9th Floor

Waukegan, IL 60085-4350

Contact information for Lake County Purchasing is:

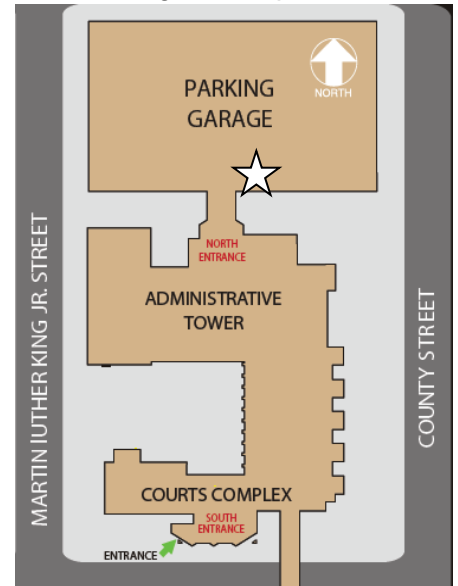
Purchasing Division

Phone 847-377-2992

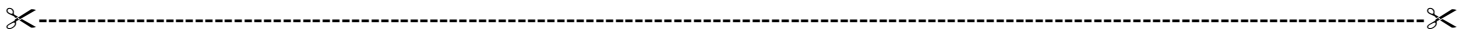
Fax 847-984-5889

Email: purchasing@lakecountyil.gov

Waukegan Campus



ALL SUBMITTALS SHOULD BE LABELED ACCORDINGLY. PLEASE USE BELOW LABEL FOR YOUR CONVENIENCE.



<u>BID/RFP No.</u> RFP # 18067	Proposer Name: _____ Lake County ATTN: PURCHASING DIVISION 18 N. County Street – 9 th Floor Waukegan, IL 60085-4350
<u>Buyer:</u> Mike Schieve	
<u>Bid/RFP Description:</u> Inmate Phone and Video Visitation for the Lake County Sheriff	
<u>BID/RFP Due Date*:</u> May 31, 2018	

***Please note: Responses are due at the 9th floor reception desk and shall be time stamped by 2:00 p.m. local time on the required due date. Please allow sufficient time for parking, passing through security and arriving at the 9th floor.**

Lake County, Illinois
Request for Proposals # 18067
Inmate Phone and Video Visitation for Lake
County Sheriff

This Request for Proposal (RFP) is for the purpose of establishing a contract with a qualified to furnish Inmate Phone and Video Visitation services for use at the Lake County Adult Jail

- GENERAL REQUIREMENTS:** Proposers are to submit sealed proposals, to be opened and evaluated in private. Submit one (1) marked Original, one (1) electronic unprotected copy on a USB flash drive, and one (1) redacted copy that can be used to comply with the Illinois Freedom of Information Act (FOIA). Please refer to the FOIA statute, 5 ILCS 140/1 et seq., and specifically Section 7 therein, for an explanation of the information that may be redacted.
- SUBMISSION LOCATION:** Lake County Purchasing Division
18 N. County Street, 9th Floor
Waukegan, IL 60085-4350
- PRE-PROPOSAL DATE & TIME:** **May 16, 2018 at 10:00 a.m. local time**
A non-mandatory pre-proposal conference will be held for all potential proposers at Lake County Jail 20 S County St, Waukegan, IL 60085
- SUBMISSION DATE & TIME:** **May 31, 2018 at 2 p.m. local time**
Proposals received after the time specified will not be opened.
- CONTACT / QUESTIONS:** All contact and questions regarding the Request for Proposal shall be with the Purchasing Division. Should the proposer require additional information about this RFP, please submit questions on our website at <http://lakecountypurchasingportal.com> by selecting the RFP number and addendum link. Questions may also be submitted via email to purchasing@lakecountyil.gov. All questions shall be submitted no less than seven (7) days prior to the RFP opening date.
- CONTENTS:** The following sections, including this cover sheet, shall be considered integral of this solicitation.
- Cover Sheet
 - General Terms and Conditions
 - General Information
 - Scope of Work
 - Submittals
 - Evaluation Criteria
 - Addendum Acknowledgement
 - General Information Sheet
 - References
 - Sustainability Statement
 - Proposal Price Sheet

If your RFP includes any exceptions, proposers must insert an "X" in the following box indicating a submission with exceptions and provide separately a submission with noted exceptions.

NOTE TO PROPOSERS: Any and all exceptions to these specifications MUST be clearly and completely indicated in the Proposer's response to the RFP. Failure to do so may lead the County to declare any such term non-negotiable. Proposer's desire to take exception to a non-negotiable term will not disqualify it from consideration for award.

1. NEGOTIATIONS

Lake County reserves the right to negotiate specifications, terms and conditions, which may be appropriate to the accomplishment of the purpose of this Request for Proposal (RFP).

2. CONFIDENTIALITY

Proposals are subject to the Illinois Freedom of Information Act (FOIA). As such all Proposers responding are asked to submit one redacted copy of their proposal that can be used by the County to respond to any future FOIA requests.

We do not disclose proposals or bids until an award or final selection is made.

Accordingly, please restrict your redactions to trade secrets and commercial or financial information where the trade secrets or information are proprietary, privileged or confidential, or where disclosure of the trade secrets or information may cause competitive harm.

If you do not provide a redacted copy, the Purchasing Department will determine what information should be redacted as proprietary, privileged or confidential in response to a FOIA request. A proposer who fails to provide a redacted copy of its proposal waives its right to maintain any claims against Lake County, its agents or employees for disclosure of this information.

3. RESERVED RIGHTS

Lake County reserves the right, at any time and for any reason, to cancel this RFP or any portion thereof, to reject any or all proposals, or to accept an alternate proposal. The County reserves the right to waive any immaterial defect in any proposal. Unless otherwise specified by the Proposer, the County has one hundred twenty (120) days to accept. The County may seek clarification from a Proposer at any time. Proposer's failure to respond promptly is cause for rejection. The County may require submission of best and final offers.

4. INCURRED COSTS

Lake County will not be liable for any costs incurred by respondents in replying to this RFP.

5. AWARD

Lake County reserves the right to award this contract based on the evaluation criteria set forth herein. Lake County reserves the right to make separate awards whichever is in the best interest of the County. Awards shall be made by the Lake County Board to the responsible Proposer(s) determined to be the most qualified and advantageous to the County.

6. ADDITIONAL INFORMATION

All contact and questions regarding the Request for Proposal shall be with the Purchasing Division. Should the Proposer require additional information about this RFP, please submit questions on our website at <http://lakecountypurchasingportal.com> by selecting the RFP number and addendum link. Questions may also be submitted via email to purchasing@lakecountyil.gov. All questions shall be submitted no less than seven (7) days prior to the RFP opening date. ANY and ALL changes to these specifications are valid only if they are included by written Addendum to all Proposers. No interpretation of the meaning of the plans, specifications or other contract documents will be made orally. Failure of any Proposer to receive any such addendum or interpretation shall not relieve the Proposer from obligation under this RFP as submitted. All addenda so issued shall become part of the RFP documents. Failure to request an interpretation constitutes a waiver to later claim that ambiguities or misunderstandings caused a Proposer to improperly submit a proposal.

7. ADDENDUM ACKNOWLEDGEMENT

Any and all changes to the specifications and terms and conditions of this RFP are valid only if they are included by addendum issued by Lake County Purchasing. Proposers shall acknowledge addenda by signing the enclosed Addendum Acknowledgement form. It is the Proposers responsibility to check for addendums, posted on the website at <http://lakecountypurchasingportal.com> prior to the submittal due date. No notification will be sent when addendums are posted unless there is an addendum within three business days of the submittal due date.

8. DISCUSSION OF PROPOSALS AND NEGOTIATION

Lake County may conduct discussions with any Proposer who submits a proposal. During the course of such discussions, the County shall not disclose any information derived from one proposal to any other Proposer. Lake County anticipates conducting negotiations with the successful Proposer. Your proposal should indicate any exceptions taken to this.

9. EXCEPTIONS

Any and all exceptions taken by Proposer to the terms of this RFP are to be identified in writing and included in the list of submittals.

10. CONTRACT TERM

This contract shall be in effect for a two (2) year period from the date of award. Lake County reserves the right to renew this contract for three (3) additional one (1) year periods, subject to acceptable performance by the Contractor and upon appropriation of sufficient funds. At the end of any contract term, Lake County reserves the right to extend this contract for a period of up to sixty (60) days for the purpose of getting a new contract in place. At the end of any contract year, this agreement is subject to the appropriation of sufficient funds.

11. CONTRACT IMPLEMENTATION

The contract will commence upon execution of the contract. The proposed, equipment, hardware, software, etc., according to the specifications herein or as agreed, shall be installed and tested to provide a seamless continuation/transition of the present contract. The Proposer should develop an implementation schedule showing the completion date to be submitted to the County for approval.

12. RESPONSIBILITY & DEFAULT

The Proposer shall be required to assume responsibility for all items listed in this RFP. The successful Proposer shall be considered the sole point of contact for purposes of this contract.

13. PURCHASE ORDER AND PAYMENT

The Proposer shall submit invoice(s) detailing the services and products provided, based on the breakdown of items as listed on the Price Proposal Sheets, and based on the Scope of Work. Invoices shall show the purchase order number and the address where the product or services are provided. Payment shall be made in accordance with the Local Government Prompt Payment Act.

14. INTERPRETATION OR CORRECTION OF REQUEST FOR PROPOSALS

Proposers shall promptly notify the Purchasing Division of any ambiguity, inconsistency or error that they may discover upon examination of the RFP. Interpretation, correction and changes to the RFP will be made by addendum. Interpretation, corrections or changes made in any other manner will not be binding.

15. TAXES

The County is exempt from paying certain Illinois State Taxes.

16. TERMINATION

The County reserves the right to terminate this contract, or any part of this contract, upon thirty (30) days written notice. In case of such termination, the Proposer shall be entitled to receive payment from the County for work completed to date in accordance with the terms and conditions of this contract. In the event that this Contract is terminated due to Proposers default, the County shall be entitled to purchase substitute items and/or services elsewhere and charge the Proposer with any or all losses incurred, including attorney's fees and expenses.

17. INDEPENDENT CONTRACTOR

The Contractor is an independent contractor and no employee or agent of the Contractor shall be deemed for any reason to be an employee or agent of Lake County.

18. NON-DISCRIMINATION

The Proposer shall comply with the Illinois Human Rights Act, 775 ILCS 5/1-101 et seq., as amended and any rules and regulations promulgated in accordance therewith, including, but not limited to the Equal Employment Opportunity Clause, Illinois Administrative Code, Title 44, Part 750 (Appendix A), which is incorporated herein by reference. Furthermore, the Proposer shall comply the Public Works Employment Discrimination Act, 775 ILCS 10/0.01 et seq., as amended.

19. INDEMNIFICATION

The Proposer agrees to indemnify, save harmless and defend Lake County, its agents, servants, and employees, and each of them against and hold it and them harmless from any and all lawsuits, claims, demands, liabilities, losses and expenses, including court costs and attorney's fees, for or on account of any injury to any person, or any death at any time resulting from such injury, or any damage to property, which may arise or which may be alleged to have arisen out of or in connection with the work covered by this contract. The foregoing indemnity shall apply except if such injury, death or damage is caused directly by the willful and wanton conduct of Lake County, its agents, servants, or employees or any other person indemnified hereunder.

20. INSURANCE

All Contracts may be subjected to change

The Contractor must obtain, for the Contract term and any extension of it, insurance issued by a company or companies qualified to do business in the State of Illinois with an A.M. Best Rating of at least A-and provide the County with a Certificate of Insurance 15 days before the start of the project, and thereafter annually for contracts/projects that will last more than one year. Insurance in the following types and amounts is necessary and/or where applicable:

Workers Compensation (Coverage A) and Employers Liability (Coverage B)

Workers Compensation Insurance covering all liability of the Contractor arising under the Worker's Compensation Act and Worker's Occupational Disease Act at limits in accordance with the laws of the State of Illinois. Employers' Liability Insurance shall be maintained to respond to claims for damages because of bodily injury, occupational sickness, or disease or death of the Contractor's employees, with limits listed below:

Employers Liability

- a) Each Accident \$1,000,000
- b) Disease-Policy Limit \$1,000,000
- c) Disease-Each Employee \$1,000,000

Such Insurance shall contain a waiver of subrogation in favor of Lake County.

Commercial General Liability Insurance

In a broad form on an occurrence basis shall be maintained, to include, but not be limited to, coverage for property damage, bodily injury (including death), personal injury and advertising injury in the following coverage forms where exposure exists:

- Premises and Operations

- Independent Contractors
- Products/Completed Operations
- Liability assumed under an Insured Contract/ Contractual Liability
- Personal Injury and Advertising Injury

With limits of liability not less than:

\$ 1,000,000 Each Occurrence

\$ 1,000,000 Products-Completed Operations

\$ 1,000,000 Personal and Advertising injury limit

\$ 2,000,000 General aggregate; the CGL policy shall be endorsed to provide that the General Aggregate limit applies separately to each of the contractor's projects away from premises owned or rented to contractor.

Automobile Liability Insurance (if applicable)

Automobile liability insurance shall be maintained to respond to claims for damages because of bodily injury, death of a person, or property damage arising out of ownership, maintenance, or use of a motor vehicle. This policy shall be written to cover any auto whether owned, leased, hired, or borrowed.

The Contractor's auto liability insurance, as required above, shall be written with limits of insurance not less than the following:

\$ 1,000,000 Combined single Limit (Each Accident)

Professional Liability – Errors and Omissions (if applicable)

The Engineers/Architects/Consultants for the plans of the project shall be written with limits of insurance not less than the following:

\$ 1,000,000 per claim per policy year

Coverage shall be provided for up to three (3) years after project completion. Policy is to be on a primary basis if other professional liability is carried.

Professional Liability – Cyber Liability (if applicable)

Cyber Liability Insurance for property damage to electronic information and/or data; first and third party risks associated with e-business, internet, etc., with limits of insurance not less than the following:

\$ 1,000,000 per occurrence limit

Technology Errors and Omissions (if applicable)

The Contractor's Software Developer and/or IT Consultant for the plans, including developing and implementing technology for Lake County, or of the project, shall be written with limits of insurance not less than the following:

\$ 1,000,000 per occurrence limit

Excess/ Umbrella Liability (if applicable)

The Contractor's Excess/ Umbrella liability insurance shall be written with the umbrella follow form and outline the underlying coverage, limits of insurance will be based on size of project:

\$ 2,000,000 per occurrence limit (*minimum, and may be higher depending on the project*)

Liability Insurance Conditions

Contractor agrees that with respect to the above required insurance:

- a) The CGL policy shall be endorsed for the general aggregate to apply on a "per Project" basis;
- b) The Contractor's insurance shall be primary in the event of a claim.
- c) Contractor agrees that with respect to the above required insurance, Lake County shall be named as additional insured, including its agents, officers, and employees and be provided with thirty (30) days' notice, in writing by endorsement, of cancellation or material change;
- d) Lake County shall be provided with Certificates of Insurance and endorsements evidencing the above

required insurance, prior to commencement of this Contract and thereafter with certificates evidencing renewals or replacements of said policies of insurance at least thirty (30) days prior to the expiration of cancellation of any such policies.

e) Any hard copies of said Notices and Certificates of Insurance shall be provided to:

**Lake County
Purchasing Division
18 N. County 9th Floor
Waukegan, Illinois 60085
Attn: RuthAnne Hall, Lake County Purchasing Agent**

Failure to Comply: In the event the Contractor fails to obtain or maintain any insurance coverage required under this agreement, Lake County may purchase such insurance coverage and charge the expense to the Contractor.

21. ASSIGNMENT

The Proposer may not reassign any award made, as the result of this RFP, without prior written consent from the County.

22. JURISDICTION, VENUE, CHOICE OF LAW

This RFP and any contract resulting there from shall be governed by and construed according to the laws of the State of Illinois. Jurisdiction and venue shall be exclusively found in the 19th Judicial Circuit Court, State of Illinois.

23. CHANGE IN STATUS

The Proposer shall notify Lake County immediately of any change in its status resulting from any of the following: (a) Proposer is acquired by another party; (b) Proposer becomes insolvent; (c) Proposer, voluntary or by operation law, becomes subject to the provisions of any chapter of the Bankruptcy Act; (d) Proposer ceases to conduct its operations in normal course of business. Lake County shall have the option to terminate its Agreement with the Proposer immediately on written notice based on any such change in status.

24. DISPUTE RESOLUTION

All issues, claims, or disputes arising out of this Agreement shall be resolved in accordance with the Appeals and Remedies Provisions in Article 9 of the Lake County Purchasing Ordinance.

25. NON-ENFORCEMENT BY THE COUNTY

The Proposer shall not be excused from complying with any of the requirements of the Contract because of any failure on the part of the County, on any one or more occasions, to insist on the Proposer performance or to seek the Proposers compliance with any one or more of said terms or conditions.

26. PRECEDENCE

Where there appears to be variances or conflicts, the following order of precedence shall prevail: Lake County General Terms & Conditions, Lake County Request for Proposal Scope of Work, and the Proposal Response.

27. PERSONAL EXAMINATION

Proposers are required to satisfy themselves, by personal examination of the site as to work involved and the difficulties likely to be encountered in the performance of work under this Agreement. No plea of ignorance of conditions that exist now or hereafter, or of any conditions of difficulties that may be encountered in the execution of the work under this Agreement will be accepted as an excuse for failure to or omission on the part of the Proposer to fulfill in every respect all the requirements and specifications, nor will same be accepted as a basis for any claim for extra compensation.

The Proposer is responsible to investigate and gather all relevant and pertinent information prior to submitting a proposal. By submitting a proposal, the Proposer affirms that they have performed all due diligence and are aware of all critical factors that may affect the provision of the services as described in the RFP. Such critical factors may include but are not limited to; location, space, utilities, scope of operations, and any other conditions, which may affect the Proposer operations. No allowance will be made for not being familiar with existing conditions to be encountered.

28. PRICING

Pricing shall be included on Proposal Price Sheet.

29. PROGRESS PAYMENTS

Lake County shall make periodic payments to the proposer based upon actual progress within 30 days after receipt and approval of invoice. Said payments shall not exceed the amounts shown in the following schedule, and full payments for each task shall not be made until the task is completed and accepted by Lake County.

30. JOINT PURCHASING

The purchase of goods and services pursuant to the terms of this Contract shall also be offered for purchases to be made by other governmental units, as authorized by the Governmental Joint Purchasing Act, 30 ILCS 525/0.01, et seq. (the "Act"). All purchases and payments made under the Act shall be made directly by and between each governmental unit and the successful Proposer. The Proposer agrees that Lake County shall not be responsible in any way for purchase orders or payments made by the other governmental units. The Proposer further agrees that all terms and conditions of this Contract shall continue in full force and effect as to the other governmental units during extended terms. The credit or liability of each governmental unit shall remain separate and distinct. Disputes between Proposers and governmental units shall be resolved between the immediate parties.

The Proposer and the other governmental units may negotiate such other and further terms and conditions to this Contract ("Other Terms") as individual projects may require. To be effective, other terms shall be reduced to writing and signed by a duly authorized representative of both the successful Proposer and the other governmental unit.

The Proposer shall provide the other governmental units with all required documentation set forth in the solicitation including but not limited to: performance and payment bonds, Certificates of Insurance naming the respective governmental unit as an additional insured, and certified payrolls to the other governmental unit as required.

31. ECONOMIC OPPORTUNITY PROGRAM

Lake County launched a Buy Local. Build Local. Work Local. initiative in 2013 to increase the outreach and procurement opportunities for businesses located within Lake County, including women-owned businesses and minority-owned business enterprises (L/W/MBE). The overarching objective is to maximize participation from these businesses in the County's procurement process, in accordance with applicable law. The County will take all necessary and reasonable steps to assure that business enterprises defined as L/W/MBE shall have a fair opportunity to participate in County contracts. As part of its Economic Opportunity Program (EOP) commitment the County will make every effort to achieve the following objectives:

- (a) To ensure nondiscrimination in the award and administration of contracts;
- (b) To create a level playing field on which L/W/MBEs can compete fairly for contracts by providing any necessary training and assistance in bid preparation;
- (c) To ensure that the County's EOP is narrowly tailored in accordance with applicable law;
- (d) To establish a means for firms identifying themselves as L/W/MBEs to register for procurement opportunities and work cooperatively with contracted firms to report on measures that demonstrates the County's commitment to its EOP; and,
- (e) To help remove barriers to the participation of L/W/MBEs through notification of contract

opportunities.

Successful Proposers are encouraged to work with Workforce Development to post any and all opportunities for employment on County contracts. Lake County's Workforce Development mission is to foster and ensure the economic prosperity of the Lake County community by maximizing the potential of businesses and workers. As such, Workforce Development provides a key resource for job seekers and employers.

State law mandates an open and competitive bidding process and requires that publicly procured contracts be awarded to the lowest responsible and responsive bidder with no demonstrated preference based on the bidder's location, race and gender.

32. REPORTING REQUIREMENTS FOR AWARDED CONTRACTS

All awarded vendors will identify and report the type of ownership— L/W/MBE, and/or not L/W/MBE for any work that they or their approved subcontractors will perform. In addition, Lake County requests that all awarded vendors provide an accounting of employees assigned throughout the term of the contract in regard to their home address and ethnicity. Lake County may use any data collected to report on potential of businesses and workers benefitting from County contracts.

33. LAKE COUNTY OWNERSHIP OF INFORMATION

All information pertaining to records, property, financial or other information acquired under the scope of this contract shall be strictly confidential and the sole property of Lake County. The Proposer shall return all information to Lake County upon termination, and/or request and shall not utilize any of the information for purposes outside of the scope of this contract or without express approval of Lake County. Upon County request, the Proposer must provide all Lake County data in a documented, standard format.

34. JOINT VENTURES & SUCCESSFUL PROPOSER MERGERS, ACQUISITIONS, DIVESTITURES OR CHANGE IN STRATEGY

In the event a joint venture is proposed, each party to the joint venture must meet all applicable requirements of the RFP. The party submitting the response shall be considered the sole contact for issues relating to this RFP. In the event of a merger, acquisition, divestiture or change in strategy, the successful proposer will state its commitment to continue to provide services.

35. OUT OF POCKET EXPENSES

All out-of-pocket expenses paid by the Proposer during the project will be incurred solely at the Proposers expense.

36. KEY PERSONNEL

Proposer shall not replace any Key Personnel without the County's prior written consent, which shall not be unreasonably withheld. Should one of the Key Personnel be reassigned, become incapacitated, cease employment by Proposer, and/or be unable to perform the functions or responsibilities assigned to him or her, Proposer shall (i) within ten (10) business days, temporarily replace them with another properly qualified employee and (ii) within thirty (30) calendar days, permanently replace the contact. Lake County reserves the right with advance notice, and Proposer having the opportunity to remedy, to request the dismissal and removal of Proposer staff from the project for reasonable cause. Any decision to substitute or replace Proposers Subcontractor for the implementation of proposed solution, will need a prior written consent from the County.

1. INTENT

It is the intention of Lake County to contract for purpose of obtaining proposals to evaluate qualified Proposers to furnish all new Inmate Phone and Video Visitation services and new inmate tablets complete with all related hardware and operating, control, managed hosting and reporting systems for the Lake County Sheriff's Department.

2. BACKGROUND

The Lake County Sheriff's Jail Division incarcerates adults (18 years of age and older) accused of crimes and awaiting trial, as well as those convicted and sentenced to less than 1 year in jail (county time) and those sentenced to the Illinois Department of Corrections and awaiting transfer. The Lake County Jail was the first county facility in Illinois and the 16th in the nation to be built and operated under the principles of Direct Supervision. The Lake County Jail received and has maintained accreditation through the National Commission on Correctional Health Care (NCCHC) since November 1987 and through the American Correctional Association since August 2006.

The jail consists of housing units referred to as 'pods' in which Jail Officers and detainees intermingle without the full complement of traditional barriers. A pod typically holds between 24 and 60 detainees.

Typically, 80% to 90% of the inmates are incarcerated on a pre trial basis. The Lake County Jail only incarcerates individuals for a period of up to one year. Individuals sentenced to longer than one year are transferred to the custody of the Illinois Department of Corrections. In 2017, 8,203 detainees were booked with average length of stay of 27 days. However, inmates can be sentenced to the Jail facility for up to one year.

The current facility was opened in March 1989 and has a total rated capacity of 778 beds in the jail and 288 beds in a connected Community Based Corrections Center. The current operational capacity of the jail is 740 and the Community Based Center 168.

Over the past year, the Adult Jail's average daily population has fluctuated from a low of 539 to more than 672. The average daily population of the Community Based Program is currently 84 residents (10 females / 74 males), the majority of which come from the jail upon being sentenced.

The Lake County Jail currently uses "VisionAir®" for its Jail Management Software (JMS) and Canteen Manager for its commissary accounts. It is required that the selected system shall integrate with both existing software. In addition, the Lake County Sheriff's Office is interviewing other potential Record Management Service Providers and the current commissary provider may transition from Canteen Manager for its commissary account to Keefe Banker Software. Any changes to either the JMS system or commissary software must be integrated at no cost to the County.

The Lake County Jail is a secure facility with restricted access. The Proposer, their sub Proposer, and employees shall strictly observe and comply with all rules, regulations, policies, procedures, post orders and general orders established at each facility. The Proposer shall report violations by their sub Proposers and/or employees to Lake County in writing, within 24 hours and provide written notice of Proposer action taken.

The Lake County Jail currently has 76 inmate phones, 43 Video Visitation kiosks, and 10 onsite video terminals for the public wishing to visit inmates. All visitors will need to come into the facility to schedule a visit or set up a visit online. The approved visitor list is compiled from names the inmates provide to staff, of who they want visits from, and those names are entered into the Jail Management Systems, visitor module. Sheriff's policy is to require 24 hours to set up a visit onsite, the public can schedule the visit for the next day or any day in the future. On the day of the visit all public must present a valid form of identification.

3. PROJECT TIMELINE

To ensure that that Lake County is able to implement the proposed solution in a timely manner, the Successful Proposer should indicate its ability to meet the deadlines indicated below:

Action Item	Proposed Schedule
Issue RFP	May 7, 2018
Walkthrough/Site Visit	May 16, 2018 at 10am local time
Deadline for submission of questions	May 24, 2018
RFP Opening	May 31, 2018
Shortlist Presentation (if necessary)	Week of June 11, 2018
Contract Negotiations	Week of June 18, 2018
County Board Approval	July 10, 2018

*This timeline is subject to change.

4. PROJECT STATUS MEETINGS

Personnel from the Proposer and Lake County administration will, as scheduled at a mutually agreed upon frequency, meet to discuss the scope of this project and the progress made by the Proposer in the performance of their obligations hereunder. When ad hoc meetings need to occur, Proposer and Lake County administration will make every effort to accommodate same.

5. DELIVERABLES

All deliverables will be articulated in an agreement between the Proposer and the County. The agreement will include the terms and conditions of the RFP and the Proposer's responses to the Scope of Work. The Proposer shall be expected to perform all the work identified in the Scope of Work section of the RFP.

6. PERFORMANCE LEVELS/CONTRACTOR EXPECTATIONS

To gain a robust understanding of the needs of the County, the Proposer shall converse or meet with select County staff as requested. The number and frequency of conversations/meetings shall be determined based on direction from Lake County.

7. MONITORING

Lake County will monitor performance levels based on progress reviews and milestone reports, as specified in the project plan created by the Proposer.

8. ATTACHMENTS

The following attachments are for reference and understanding of the current state of inmate phone and video visitation.

- a) Utilization report

Lake County Sheriff is currently soliciting sealed proposals to provide local and long-distance telephone service and video visitation service, including a recording and monitoring system and equipment for the inmates at the Lake County Jail.

Lake County is interested in one method of service delivery. The method is a complete “turn-key” fully operational system, which will provide local, inter-lata, intra-lata, inter-state and video visitation service for which a Cost Recovery Fee will be paid to Lake County for all calls processed by coinless telephones (including tablets) and video visitation equipment. The method of providing service will include a single primary vendor with end-to-end network and equipment responsibilities.

Lake County Sheriff does not currently offer tablets to the inmates. It is the intent of Lake County Sheriff that the awarded proposer will be able to provide a turn-key tablet solution that is wi-fi enabled.

Other key aspects of the proposing firm will include the following:

Installation Requirements

1. Turnkey installation- proposer shall be responsible for all costs associated with the inmate telephone and video visitation systems, including purchase of all equipment, installation, service, maintenance, voice network and transmission, data network, and day to day operation. The LCSO and the County shall have no responsibility for any costs associated with the system.
2. Proposer is responsible for determining all wiring and software requirements; costs associated with the conversion of service from current inmate telephone system providers to the successful new service provider. Successful proposer shall coordinate all details of switching out services with the current vendor. Each bidder shall provide an allowance for all wiring and data improvements necessary and coordinate the installation with Lake County Facilities Department who will contract the work out to a local prequalified vendor.
3. Installation of the system shall be at the awarded Proposer’s expense as will removal of same upon cancellation or completion of the contract. The Proposer shall provide local service maintenance and replace phones and video visitation equipment as needed and or required. The proposer shall be totally responsible for all equipment and service.
4. The system must be installed in a manner and under a time-frame designed to minimize disruption. Change-over shall take place on or before August 20, 2018. Proposer must provide a proposed implementation plan and timetable to meet these requirements.
5. The risk of loss and/or damage will be fully assumed by the Proposer during shipment, unloading and installation.
6. Supervision, delivery, unpacking, placement, installation, testing, and cut-over of equipment shall be the responsibility of the proposer. All phases of installation must be coordinated through the Sheriff’s designated contact person. The proposer will submit any required paperwork and other material necessary for the required background checks on any employee that will be working in the facility necessary to complete this project. All packing crates, boxes, paper, packing materials, and all other such extraneous material shall be removed from the premises by the Proposer at their expense after installation.
7. Proposer must conform to all applicable local and national electrical codes.
8. The proposer’s system must be installed in a manner and under a time-frame to minimize disruption
9. The inmate phones must be installed first followed by video visitation. It is required that all work necessary to have an operational inmate tablet program be completed within sixty (60) days after the switch over of the inmate phones and video visitation hardware.

Service and support requirements

All costs for maintenance, support, repair of all software and equipment will be borne by the successful proposer and will not be deducted from any commissions. 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. Successful Proposer shall make all reasonable efforts to ensure that the phone system is operational and repaired as quickly as possible

1. Successful proposer shall provide telephone maintenance support twenty-four (24) hour, seven (7) day per week, 365 days per year.
2. Telephone support shall also be available to inmate call recipients (friends/family) regarding customer service, billing, and prepaid account set up and funding twenty-four (24) hours a day, seven (7) days a week, 365 days per year
3. Proposer shall address all major service outages within four (4) hours. Service technician must be onsite when required within 4-hours of notification to Proposer of a service issue without any additional cost to Lake County.
4. Maintenance shall include, but is not limited, to software and/or hardware, telephone equipment, support and repair and/or replacement requirements.
5. During the term of any contract awarded as a result of the RFP, successful proposer agrees to provide maintenance to diagnose problems, determine proper solutions and provide:
 - a. implementation of any required solutions, changes, modifications, updates or other services which are necessary to allow the software, hardware or any other equipment to perform in accordance set forth in this RFP.
 - b. Upgrade the Software and or hardware to its required performance standards

Training

1. Proposer shall detail the initial onsite training that will be provided on site.
2. A description of the training program should include all topics to be covered including any documentation.
3. At no additional cost to the County, hands-on training is to be provided on-site for all personnel using the telephone system and tablets.

Technical requirements and specifications

The following identifies the minimum requirements of the desired inmate telephone system.

1. The System shall use "State-of-the-Art" technology and web-based equipment with multi-level password access. The architecture shall be expandable to allow future growth.
2. The Inmate phone system shall process all inmate calls on an outgoing basis.
3. All phones shall limit one call per connection; three-way calling shall be prohibited.
4. The system shall deny access to 0, 00, 700, 800, 888, 877, 411, 555-1212-, 900, 911, 950xxx, 976 or 10-10xxx numbers. Allow the blocking of specific telephone numbers such as victims, witnesses, judges, and county staff. The only exception shall be international calls requiring operator assistance.
5. System shall provide the ability to detect three-way calls, and other fraudulent dialing patterns. Corrections personnel should be provided with the ability to flag and or terminate such calls.

Inmate Telephone System Requirements

System Security

1. The proposed system must be web based with tiered security access levels so employees can access the platform from outside the jail location. If there are functions that cannot be performed remotely, Vendor must clearly describe any limitations.
2. The system shall be a Web-based, easy to use application that is available securely from anywhere at any time remotely.
3. The proposed system must be programmed for auto shut off at times designated by the County.
4. The county personnel must be able to manually shut down the service in case of emergency.
5. The proposed system shall be password protected to permit only appropriate corrections personnel access to the service.
6. The system must have the capability to enable and disable any phone from any secured computer.

7. For security purposes, the system must be a centralized non-premise system that will keep all records secure and not require the need to be maintained at the facility. Describe your system and how your system will meet this requirement.
8. System can set a maximum call length for calls made by inmates. In response, describe the range of time and increments that calls can be limited to.
9. System can shut down all or subsets of inmate telephones (by floor, pod or other grouping).

Fraud Management

1. The proposed system must be able to detect potentially fraudulent telephone activity and at the County's discretion disconnect calls automatically. Describe the types of fraudulent telephone activity Vendor's system will detect and the method by which it is detected.
2. The proposed system shall prevent the inmate from receiving a second dial tone, or "chain-dialing".
3. The proposed system shall prevent extra digits dialed by the inmate after the party has accepted the call. Please describe process.
4. The proposed system shall continue to play the brand recording at random intervals throughout the call.
5. The proposed system shall guard against "hook-switch-dialing" and other fraudulent activities. Please describe.
6. The inmate shall not communicate with the called party until the call has been accepted.
7. The system shall detect the difference between an accepted call, an answering machine, busy signal, and other telephone activity. Please describe.
8. The proposed system shall also have the ability to assign approved calling numbers according to a specific inmate.
9. The proposed system shall permit the called party to block all future calls from a correctional facility.

Reports

1. The vendor shall supply a method to retrieve call detail reports to the County. The reports shall contain a variety of call information and be customizable to suit the County's needs.
2. Vendor shall attach samples of their call detail and other standard reports.
3. Vendor shall provide a secure access to all calling activity within the facility via the internet/web.

Additional Investigative Software

1. Please list and describe additional investigative tools available with the system.
2. The investigative software must be completely integrated and accessed from the calling platform and not require the export and import of inmate call records, inmate account information, or called party billing name and address information related with the County. Please describe your solution and related features.
3. The investigative software may provide facilities with the option to be a part of a community based information sharing platform, allowing data sharing amongst other facilities within this shared community. This shared data is incorporated from all facilities who opt in to a data sharing service including state run facilities, counties, and small jails. Please describe your solution and related features.
4. The investigative software should be able to provide a way to import phone call records and stored contact data. Please describe your solution and related features.
5. The investigative software should be able to provide a way to import data from cell phones, including contacts, emails, text messages, call records, and pictures. Please describe your solution and related features.
6. The investigative software should be able to notify investigators when information is found related to any report or analysis previously configured. Please describe your solution and related features.
7. The investigative software should provide investigators with the ability to share information with other investigators. Please describe your solution and related features.
8. The investigative software should be able to allow investigators to schedule reports and analysis. Please describe your solution and related features.
9. The investigative software should be able to identify an inmate's closest associates (Inner Circle)
10. The system should identify called party billing name and address and include these called parties as entities in the investigation software. Please describe your solution, related features, and how many billing name and addresses

are in your system today.

11. The investigative software should be able to provide communication activity reporting. Please describe your solution and related features.
12. The investigative software should be able to provide calling frequency and statistics. Please describe your solution and related features.
13. The investigative software should be able to provide an inmate's contact listing. Please describe your solution and related features.
14. The investigative software should be able to provide a contact listing for called party information. Please describe your solution and related features.
15. The investigative software should be able to provide a way to import cell tower information obtained from public phone companies such as AT&T and Verizon. Please describe your solution and related features.
16. The investigative software should be able to provide analysis based on sequence dialing. Please describe your solution and related features.
17. The investigative software should be able to provide analysis based on pattern dialing. Please describe your solution and related features.
18. The investigative software should be able to identify gaps in inmate calling behaviors, which may be used to identify the possible existence of a contraband cell phone. Please describe your solution and related features.
19. The investigative software should be able to identify concurrent phone usage. Please describe your solution and related features.
20. The investigative software should be able to identify common contacts between inmates. Please describe your solution and related features.
21. The investigative software must be able to show calling activity on an easy to view timeline. Please describe your solution and related features.
22. The investigative software shall not only be able to accommodate investigating inmates, but also called parties and organizations. Please describe your solution and related features.
23. The investigative software should be able to display information on an interactive map that allows investigators to add or remove information from the map.
24. The investigative software should utilize and integrate with location based services.
25. The proposed system should be able to identify the geographical location of cell phones on a map showing their geographical location both at the time the call is placed and terminated.

Phone system

The system shall be a turnkey telephone system and service.

The Vendor shall provide non-coin, inmate telephones composed of durable equipment suitable for jail environments.

The system must be able to utilize current PCs that are available at the County without the need for additional PCs.

All Vendor equipment shall comply with Federal Communications Commission (FCC) regulations.

The proposed equipment and system shall be scalable to meet the County's growing needs.

Vendor equipment shall include backup power in the event of temporary loss of commercial power.

At a minimum, proposer will provide a minimum of three TTY phone systems that meet all the security requirements of other phones. The final locations are to be determined, but the initial consensus is that these systems would be located in a female pod, a male pod, and a portable system that is TTY capable.

Video Visitation

Vendor will detail a turn-key visitation phone recording & monitoring system. This detail shall include but not be limited to the name of the manufacturer/vendor used, if service and equipment are not provided directly by Vendor, scheduling software, user interface, control/administrator interface, integration requirements and remote network capabilities.

1. System must be integrated with inmate calling system.
2. System should include anti-tamper screws on a stainless steel wall plate, spiral-sound stainless steel armored cable, and anti-tamper transmitter/receiver installed in a small encasement.
3. System must have the ability to record all visitation conversations, or if PINs are applied be able to record specific

conversations.

4. System must have the ability to monitor live conversations.
5. System must be scalable and easily upgraded remotely.
6. Call details records must be stored of each visitation conversation.
7. System must have the ability to specify a specific visitation phones as private attorney visitation phones, which conversations will not be recorded
8. System must provide the capability to disable and enable visitation recording by PIN, on demand, and in real time.
9. System must continue to allow visitation calls even in the event the call platform goes down
10. System must allow multiple visitors to visit with a single inmate
11. System should allow visitation communication to continue in the event the main inmate telephone system is shut down.

Hosted Video Visitation

Lake County is open to onsite and cloud-based hosting solutions. Please provide a detailed description of the hosting solutions you provide. Any solution that is proposed should have proven consistency in regard to uptime, as well as a plan for regularly scheduled maintenance.

1. The system must only display timeslots that meet LCSO policies.
2. The system must conduct conflict checking and only display times which are available when visits are being scheduled.
3. The system must allow users to easily change their personal information (i.e., password, address, phone number, etc.).
4. The system must send an email to a visitor when a visit is scheduled, modified, or cancelled.
5. The system must assign unique visitation identification numbers for every visit for reporting and tracking purposes.
6. The system must offer customizable set durations (e.g. 20, 30, 40 minutes) for each visit. Please provide your recommendation regarding duration. Is there standard, or majority among other institutions?
7. 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.
 - a. The system must provide different levels of permissions to facility staff users based on user type. For example:
 - b. Administrators: create/manage/edit – users, schedules, visitation rules, download recorded sessions, etc.
 - c. Users: create/manage scheduled video visits, live monitoring sessions, approve/deny visitors
 - d. Read-only user: can only view scheduled visits
8. The system will require a unique username and password that will allow the facility user access based on their allowed permissions
9. The system shall provide specific information for tracking inmate and visitor activities and patterns by, at a minimum, the following criteria:
 - a. Inmate ID number;
 - b. Session ID;
 - c. Appointment ID;
 - d. Inmate first/last name;
 - e. Visitor name;
 - f. Date and time of visit;
 - g. Inmate video visitation station; and location/housing unit
 - h. Daily, weekly and monthly visit statistics.
 - i. 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.).

The system will allow for an interface with or data retrieval from LCSO Jail/Offender/Inmate Management System. Please provide a list of JMS/RMS that you have successfully interfaced.

1. 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.
2. 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.
3. The system must send an email cancellation notification to the visitor if a visit is cancelled for whatever reason.

The system will provide for an Exclusion List which allows the LCSO 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.

1. The system will provide Cancellation/Interruption capabilities. The LCSO 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.
2. The system provides authorized administrative users the ability to do searches and create reports.
3. 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.
4. The system shall allow for visitation recording.
 - a. Visits will be recorded by user type
 - b. Recorded visits will be searchable and viewable
 - c. Provide the amount of days a video visit will be stored.
 - d. LCSO must be able to lock certain recordings such that they will not be purged as part of the standard retention duration.
 - e. Recorded visits must be able to be downloaded into a standard video format (e.g. MP4)
 - f. Recorded visits must be backed up daily to an off-site, environmentally controlled data center.
5. Authorized personnel must be able to quickly and easily schedule visitation sessions.
6. The system will provide Visitation Rules capabilities that allows for configurable rules to be established in order to encourage usage and minimize the number of people in the lobby. Please provide your recommendations regarding an inmates quantity of on-site visits per day.
7. The system should allow for promotional rates such as a buy one visit, get one visit at % off, free visit, etc.
8. 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.
9. The system must have visitation recording capabilities.
10. 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.
11. Video visitation will be used by attorneys, as well as the public, and will allow for the scheduling and management of on-site and at-home visitation sessions.
12. The Hosted Video Visitation Solution proposed for the LCSO must meet or exceed the technical requirements outlined in this RFP. The Hosted Video Visitation Solution proposed to meet these technical requirements must be provided to both the adult correction facilities and the Community Based Correctional Center (CBCC) at no cost to Lake County including system installation, training, operation and maintenance of the system and its components.

Correctional Tablets – Vendor shall provide a turn-key tablet solution for all facilities at no charge. It is Lake County's intent to provide tablets to inmates at a six (inmate) to one (tablet) ratio. In addition to the below please provide your marketing for your tablet program. How is your program positioned to County Administration and elected officials?

1. Vendor shall provide indigent tablets and officer tablets at no charge to the facility.
2. Vendor shall provide inmate and officer tablets that are wi-fi enabled.
3. Vendor tablets shall be updated wirelessly in real time.
4. Vendor shall provide tablet distribution and refurbishment to the facility at no cost.
5. Vendor shall provide and describe its current distribution capabilities.
6. Vendor shall provide each Housing Unit enough charging carts for safe and secure charging of all the tablets.
7. Vendor provided charging carts shall be ruggedized for use in the facility.

8. Vendor shall provide security measures which prevent inmates from network breach.
9. Vendor shall provide the following security measures to harden the firmware on the tablets:
 - 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 WiFi
 - 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
10. 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.
11. Vendor should provide secure Internet Protocol communications by authenticating and encrypting each IP packet of a communication session.
12. Vendor shall provide the facility with a revenue share opportunity. Please detail.
13. Vendor tablets shall integrate with current ITS, JMS, or other systems as applicable.
14. Vendor inmate tablets shall allow phone application usage of that tablet from only the Housing Unit where the inmate is located.
15. Vendor shall provide an application where inmates may submit forms, requests and grievances electronically.
16. Vendors Inmate Tablet Devices have current and minimum capabilities to provide:
 - Phone calling
 - Job Search Application
 - Law Library Application (compliant with 1977 Supreme Court Ruling Bounds vs. Smith)
 - Education
 - Mental Health Services
 - Forms and Grievance Application
 - Documents Viewer Application (Inmate Handbooks, Re-entry manuals, etc.)
 - Videos Applications (PREA)
 - Pod Casts
 - Music
 - Reentry Assistance
 - Religious Application
 - Games
 - Spiritual and Self Help Application
17. Vendor shall provide as many officer tablets as needed.
18. Vendor shall provide officer tablets that have total control of inmate tablets
19. Vendor has current and minimum capabilities providing officer tablets with real-time:
 - Behavior Modification Application
 - Eligibility Status
 - Dashboards and real time tablet analysis
 - Services to allow officers to formulate notifications that can be pushed to all inmate tablets
 - Locate tablet features
 - Activation / Deactivation of tablets by:
 - Inmate
 - Groups of inmates
 - Pod
 - Activation / Deactivation of any or all applications by:
 - Inmate
 - Groups of inmates
 - Pod
20. Vendor shall provide tablets which have been wiped of any residual operating systems.

21. Vendor Tablets must provide live monitoring capabilities.
22. Vendor must provide tracking of tablet revenues for commissions verification.

Public Kiosk for Inmate Telephone System – The County currently has two kiosks available for the public to access. One is located in the jail reception area, and one is in the Community Based Correction Center (CBCC) that allow friends and family to deposit funds in person should they so choose.

A. Kiosk Specifications

- a. Lobby kiosks must have a touch screen, a receipt printer, two (2) bill acceptors, and it should be built in a steel case to prevent vandalism. The kiosks must be self-contained and only require LCSO to provide power and network connectivity.
- b. Lobby kiosks must be designed in such a fashion that LCSO personnel can change receipt paper without the intervention of the Proposer. This is a mandatory item so that in the event the receipt paper runs out, the facility does not need to wait on Proposer Response. Proposer must furnish LCSO with extra receipt paper.
- c. Lobby kiosks must be ADA compliant.
- d. At a minimum, lobby kiosks must be bi-lingual and allow the user to select either English or Spanish. Additional languages are encouraged. Please list all other languages.
- e. The successful Proposer, or their sub-contracted armor car service, will be responsible to collecting ALL cash from the kiosks.
- f. All selections on lobby kiosks must be performed using touch screen technology. NO keyboard or mouse will be permitted.
- g. The Lobby Kiosk must allow the user to place money on an inmate's commissary using either cash or credit card through an interface to the LCSO jail management system.
- h. The Lobby Kiosk must be allowed for posting of cash bail
- i. The Lobby Kiosk must allow the user to enter a full or partial inmate name.
- j. During the deposit process the Lobby kiosk must present the user with notification of the usage fees and must require the user to acknowledge these fees. Once an inmate has been selected, the lobby kiosk must present the user with a maximum amount that they may deposit. The lobby kiosk will not permit deposits beyond the maximum allowable amount.
- k. During the deposit process the lobby kiosk must require the user to select their payment method, cash, credit cards, etc.
- l. If the user elects to use cash, the lobby kiosk must count the cash as the user places the bills in the acceptor. The lobby kiosk must show the end user the amount they have deposited, any surcharges and the amount to be applied to the inmate's commissary account or the user's pre-paid telephone account. LCSO requires that any cash deposited for inmate's bail be surcharge free.
- m. The successful proposer must be responsible for all counterfeit bills that may be accepted through the lobby kiosk.
- n. If the user elects to use a credit card, the lobby kiosk must allow the user to enter the amount that they wish to have charged to the card. The lobby kiosk must show the end user the amount that they have deposited, the surcharge, and the amount to be applied to the inmate's commissary account or the user's pre-paid inmate telephone account.
- o. The successful proposer must be responsible for all credit card charge backs but will be allowed to attempt to recoup from the inmate's commissary or pre-paid inmate telephone account.
- p. All transactions accepted at the lobby kiosk must be receipted upon completion.
- q. All receipts must contain a contact number in the event that there is an issue with the money deposited into the inmate's commissary account, pre-paid phone account or bond account.
- r. Successful proposer MUST be completely responsible for solving any issues that users have with transactions that occur with a lobby kiosk. LCSO does not want to have interaction with the public on transactional issues.

Booking kiosk - When an inmate is being booked into the jail, LCSO directs the inmate to deposit all coins and cash into the booking kiosk.

- a. At a minimum, booking kiosk must be bi-lingual and allow the user to select either English or Spanish. Additional languages are encouraged. Please list all other languages.
- b. Booking kiosk must accept coin, cash and credit cards.
- c. Booking kiosk must have a touch screen, a receipt printer, two (2) bill acceptors, coin acceptor and it should be built in a steel case to prevent vandalism. The kiosks must be self-contained and only require LCSO to provide power and network connectivity. All selections on the booking kiosk must be performed using touch screen technology. NO keyboard or mouse will be permitted.
- d. Booking kiosk must be designed in such a fashion that LCSO personnel can change receipt paper without the intervention of the Proposer. This is a mandatory item so that in the event the receipt paper runs out, the facility does not need to wait on Proposer Response. Proposer must furnish LCSO with extra receipt paper.

Kiosk Key Terms and Conditions

1. System Responsibility- The successful proposer is responsible for a complete installation and preventive maintenance of all kiosks and shall provide a complete and tested system. The proposer must provide any required interface equipment at no cost to the LCSO. It is to be understood that a complete operating system is required in all cases.
2. Consumer Fees - The LCSO realizes that the successful proposer will charge transaction fees. The County believes in providing fair and affordable services to friends and family of inmates. The Vendor must disclose all possible consumer fees if the Vendor's proposal is selected. This includes Vendor fees and third-party fees. County may reject proposals if all potential fees are not fully disclosed. This would include, but is not limited to, any and all deposit fees, transfer fees, refund fees, account maintenance fees, billing fees, paper bill fees, monthly access fees, etc. All fees must be in writing and detailed whether for a lobby kiosk, the booking kiosk and for the internet banking solution.
3. The proposer must have sufficient repair personnel to be able to respond to multiple repair events at the same time.
4. The proposer should provide a free-of-charge repair service number for a live, trained person to receive trouble reports twenty four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year.
5. Out-of-hours and weekend repair service will be limited to essential repairs only. However, the proposer must respond to those repairs when required. The proposer must inform the LCSO as soon as possible of any occurrence of an unusual nature that may result in prolonged or serious service interruption. The proposer shall perform any work requiring prolonged or serious service interruption at a time, which will cause minimum disruption to the users in agreement with the designated representative, and a time mutually agreed upon.
6. The successful Proposer, or their sub-contracted armor car service, will be responsible to collecting ALL cash from the kiosk.

Lake County Sheriff currently has three kiosks and looks to provide space for three kiosks moving forward. If a proposal includes a plan for less than three kiosks the proposer must provide a detailed plan on how this may potentially work.

Internet Banking Solution

- a. The successful proposer must also provide an Internet Banking Solution for receiving money for deposit on an inmate's commissary account through credit card transactions.
- b. The Internet Banking Solution must allow the user to enter the amount they wish to have charged to the card. The Internet Banking Solution must show the end user the amount they have deposited, the surcharge, and the amount to be applied to the inmate's commissary account.
- c. Successful proposer MUST be completely responsible for solving any issues that users have with transactions that occur with through the Internet Banking Solution. LCSO does not want to have interaction with the public on transactional issues.

- d. All money received for deposit to the inmate's commissary account or bail must be placed in the LCSO JMS through an interface. Please specify the frequency of the updates.
- e. The posting of money to the LCSO JMS must be done electronically and not require personnel from LCSO to hand enter each separate transaction.
- f. All money received both at the lobby kiosk and through the Internet Banking Solution for inmate commissary and for bail must be ACH transferred to the LCSO the next business day after the transaction occurs. The LCSO will NOT want to wait until the money has been collected from the Lobby Kiosk.
- g. When the ACH transfer occurs, the successful Proposer must notify LCSO staff of the amount to be transferred along with inmate's name, identification number and the amount they have received. This email will be used to reconcile against the LCSO JMS.

Onsite Representative

Lake County currently has an onsite representative that is responsible for the daily operations of phones, and video visitation units. It is Lake County's intent to maintain this position and utilize this representative to also be tasked with ensuring the tablets are operational upon a successful implementation. Please provide a detailed position description of the onsite representative.

DETAILED SUBMITTAL REQUIREMENTS

Proposals should be prepared as simple as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, relevance and clarity of content. The proposal should be organized into the following major sections:

- A. Introduction Material and Executive Summary
- B. Company Background
- C. Staffing
- D. Project Approach
- E. Relevant Experience
- F. Client References
- G. Exceptions to the RFP
- H. Price Proposal
- I. Sustainability Statement

Introduction Material and Executive Summary

The introductory material must include a title page with the RFP number, subject, name of the Proposer, address, telephone number, e-mail address, the date, a letter of transmittal and a table of contents. The executive summary should be limited to a brief narrative summarizing the proposal.

Company Background

In this section provide information about the company so that the County can evaluate the Proposer's stability and ability to support the commitments set forth in the response to this RFP. Information in this section should contain the following information in addition to the General Information Sheet that is also included as an exhibit to this RFP:

- Company name and location of the corporate headquarters and of the nearest office to Lake County.
- The number of years the company has been in business and the number of years the company has been providing services to the public sector.
- Include information on the company's customer base, such as the number of County Jail clients the company serves, the number of State or Federal Prison clients, and the number of clients in the State of Illinois.
- Identify if the company serves other industries.
- Include a brief summary of the company's organizational characteristics such as the number of employees, their backgrounds, whether the company is privately held, publicly traded, or if it is a subsidiary to a parent company.
- Describe any other business affiliations (e.g., subsidiaries, joint ventures, "soft dollar" arrangements with brokers).

Staffing

Describe below the Proposer's proposed staffing, as well as any assumptions or needs the Proposer has made regarding capabilities of the Lake County project staff.

Provide resumes of key personnel who will be committed to this project for its duration, including proposed role in the full time onsite staff member who shall be responsible for the management of the day to day operations of the proposed solution.

Lake County must approve, in advance, replacements for key staff members. The Proposer will make every reasonable effort to ensure that the early removal of a key staff member has no adverse impact on the successful completion of this project. Penalties will not apply in cases where the key staff member leaves the contractor's employ, becomes unable to perform job duties due to injury or illness, or Lake County requests that the key staff member be replaced.

All personnel who work on-site will be required to complete a criminal background check. Lake County reserves the right to approve or reject any Proposer staff assigned to the project. If the Proposer's assigned staff is rejected by the County, then the Proposer must assign replacement staff based upon a schedule approved by the County.

Project Approach

This section of the proposal should include a general discussion of the Proposer's overall understanding of the project they are submitting for, the expectations of the project and provide a detailed description of their project management approach. Proposers should describe the process for the implementation of the inmate telephone and video visitation system and the impact that the Lake County Sheriff's Office may experience during the move to the new system, including the interface required with existing JMS and commissary systems. A migration schedule should demonstrate the vendor's plan to migrate all current services to the new services without interruption and should highlight all milestones and deliverables including starting dates, completion dates, project reporting, issue definition and resolution and acceptance testing.

Please ensure the following is submitted with your RFP Response:

1. Proposed implementation schedule
2. Suggested Phone, Video Visitation, and Tablet Policies
3. Current list of your phone and video visitation customers only
4. Current list of your corrections-based tablet customers
5. Current list of JMS and RMS platforms that have you successfully integrated

Relevant Experience

Vendors shall detail position descriptions and information on the personnel handling this project. All experience submitted for a team member while in the employment of a different firm shall include their title and role on the project as well as the firm name that held the contract for all work submitted for Relevant Experience

Client References

The County considers references to be an important factor in its decision to award a contract. Proposers should supply references that will be available to speak with the County. Three references should be provided that provided similar type of work completed in the past five years for inmate phone, video visitation, and a corrections based tablet program. Please ensure contact information is current.

Exceptions to the RFP

All requested information to this RFP must be supplied as this document and subsequent proposals submitted help form the basis for a contract with the selected contractor. Proposers may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section and written explanation shall include the scope of the exceptions, the ramifications of the exceptions for the County and the descriptions of the advantages or disadvantages to the County as a result of the exception. The County, at its sole discretion, may reject any exceptions or specifications within the proposal.

Price Proposal

The price proposal cost sheeting included as part of this proposal shall be completed and returned with your response in a separate sealed envelope. Any additional services identified by the proposer shall be delineated separately for the County to consider.

Sustainability Statement

Lake County is committed to green and sustainable practices and good environmental stewardship. Consequently, Proposers are asked to provide a Statement of Sustainability to demonstrate that they are also incorporating sustainability into their firms' practices. A Sustainability Statement form is included as part of the RFP. Proposers are asked to provide a clear description of your firm's sustainable practices, policies, or procedures in the following areas: waste minimization, energy efficiency, water efficiency, staff and education.

The County will conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this procurement effort. All proposals will be evaluated by how well the proposal satisfies the described/stated needs.

Evaluation Organization

- a. An Evaluation Committee will be established to score and evaluate the submitted proposals.
- b. The Evaluation Committee may include members from various Lake County departments and justice agencies. The Committee will be responsible for the proposal evaluation (including corporate reference checks).

Evaluation of the Proposals

Lake County will evaluate the Proposers response and the extent to which it meets the requirements delineated in this RFP. All proposals submitted in response to this RFP will be scored based on the evaluation factors identified:

Evaluation Factors:

- Demonstrated ability to meet the technical requirements, based upon the RFP responses and information provided by similar facilities in which the Proposer has their system installed.
- Demonstrated ability to provide reliable service for all central call and video processing with ongoing ability to provide any necessary customer support to address operations in a 24/7 365 day facility.
- Financial Offering including a commission rate based on gross revenue (defined as revenue on all local and long distance calls), rate charged to the party who accepts the charges and the Proposers ability to offer direct billing collect call billing through a LEC, prepaid and debit based calling.
- Proposer experience, technology offering, account support team, maintenance and current customer references. (We feel the systems support is a critical piece of this.)
- Proposed project plan, scheduling, and implementation with minimal interruption of services.

Short List

The evaluation factors will be used to assist the evaluation committee in determining a short list. Proposers will be notified by the County if they have been selected for the short list. Please note, Lake County reserves the right to not short list any and all Proposers if it is not in the best interest of the County.

Interview

Lake County reserves the right, as part of the evaluation process, to ask for additional materials, interview, or schedule site visits to any locations serviced by Proposers. Site visits may be scheduled or unscheduled as determined by the County. If applicable, the County shall contact Proposers to arrange an interview or product demonstration.

Additional Investigations

The County reserves the right to make such additional investigations as it deems necessary to establish the competence and financial stability of any firm submitting a proposal including contacting other clients, whether listed as a reference of not, to assess the performance of the vendor and the level of satisfaction of other entities with the project management services solution proposed to Lake County.

Best and Final Offer

The County reserves the right to request a Best and Final Offer (BAFO) if additional information or modified terms are necessary for the Evaluation Committee to complete its evaluation and ranking. A BAFO will not be used solely to reduce pricing. If a BAFO is requested, all short-listed proposers, or if the short list process is not used, all qualified Proposers will be provided an opportunity to submit a modified Response. Only one BAFO request will be issued by the County. The information received from the BAFO will be used by the Evaluation Committee to re-evaluate and re-rank the Proposers.



Addendum Acknowledgement RFP # 18067

The undersigned acknowledges receipt of the following addendum(s):

ADDENDUM #	SIGNATURE

I have examined and carefully prepared the submittal documentation in detail before submitting my response to Lake County.

Submittal Number: 18067 _____

Company Name: _____

Authorized Representative: _____
Signature

Authorized Representative: _____
Print

Date: _____

It is the vendor's responsibility to check for addendums, posted on the website at <http://lakecountypurchasingportal.com> prior to the submittal due date. No notification will be sent when addendums are posted unless there is an addendum within three business days of the submittal due date.

If the submittal has already been received by Lake County, vendors are required to acknowledge receipt of addendum via email to purchasing@lakecountyil.gov prior to the due date.

Submittals that do not acknowledge addendums may be rejected.

All responses are to be submitted in a sealed envelope. Envelopes are to be clearly marked with required submittal information.

AUTHORIZED NEGOTIATORS:

Name: _____ Phone # _____ Email Address: _____

Name: _____ Phone # _____ Email Address: _____

BUSINESS ORGANIZATION: (check one only)

_____ Sole Proprietor: An individual whose signature is affixed to this proposal.

_____ Partnership: State full names, titles, and addresses of all responsible principals and/or partners on attached sheet.

_____ Corporation: State of incorporation: _____

_____ Non-profit Corporation

_____ 501c3-- U.S. Internal Revenue Code

By signing this proposal document, the proposer hereby certifies that it is not barred from responding on this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code of 1961, as amended.

Business Name

Signature

Print or Type Name

Title

Date

REFERENCES

List below other similar size clients for who you have provided similar services in the last three years. The County has a strong preference that references provided be for public sector entities of comparable size and complexity.

Agency Name: _____
Address _____
City, State, Zip Code _____
Telephone Number _____
E-Mail _____
Contact Person _____
Dates of Service _____
of Employees _____

Agency Name: _____
Address _____
City, State, Zip Code _____
Telephone Number _____
E-Mail _____
Contact Person _____
Dates of Service _____
of Employees _____

Agency Name: _____
Address _____
City, State, Zip Code _____
Telephone Number _____
E-Mail _____
Contact Person _____
Dates of Service _____
of Employees _____

Agency Name: _____
Address _____
City, State, Zip Code _____
Telephone Number _____
E-Mail _____
Contact Person _____
Dates of Service _____
of Employees _____

INMATE PHONE AND VIDEO FOR LAKE COUNTY SHERIFF

PRICE PROPOSAL

MAY 2018

Vendor will have full responsibility for project implementation. It is expected that the vendor shall provide the most detailed price breakdown. Items, which are not produced or provided directly, shall be marked as such. Prices shall be inclusive of any and all costs associated with full implementation, which may include cost of manufacture, packing, handling loading/unloading, removal of debris, transportation, inside delivery, installation, training, maintenance, documentation, insurance, and any other item that could be interpreted as the overall cost to effect a turnkey procurement.

County currently receives commission on the following types of phone calls.

<u>Direct Billed Collect</u>	<u>Prepaid Collect</u>	<u>Inmate Debit</u>
Interlata	Interlata	Interlata
International	International	International
Interstate	Interstate	Interstate
Intralata	Intralata	Intralata
Intralata/Interstate	Intralata/Interstate	Intralata/Interstate
Local	Local	Local

Vendors shall provide their pricing per minute and commission rate structure as part of their proposal. Please note all pricing must be in accordance with current FCC prescribed guidelines.

The County currently receives a commission on 30 min video visitations off site. This is in addition to the one free onsite video visitation each week. Proposers are asked to provide their pricing and commission structure. In addition, please provide past and proposed marketing efforts to increase the usage of the service.

Service	Number (#) of Minutes	Cost (\$)	Percent (%) Commission

Inmate Phone and Video Visitation Related Fees		
Name Of Fee	Amount of Fee	Who Pays the Fee

*Attach additional sheets as necessary

The County of Lake is committed to green and sustainable practices and good environmental stewardship. Consequently, we are asking Proposers to provide a Statement of Sustainability to ensure our Proposers are also incorporating sustainability into their firms' practices.

INSTRUCTIONS

On the following Sustainability Statement form, provide a clear description of your firm's sustainable practices, policies, or procedures. These practices may include, but may not be limited to, the following categories and examples:

Waste Minimization within your office or facilities, such as a recycling programs, double-sided copying, electronic internal communications (i.e. memos), use of recycled-content materials and reusable cups, limiting printing, electronic document management, instituting green purchasing policies, using green cleaning supplies and practices, or reducing packaging in materials you procure or supply.

Energy Efficiency within your office, facilities, or firm, such as lighting retrofits, photo-sensor switches for lighting, effective use of daytime lighting, using Energy Star rated appliances or equipment, using an alternative fuel or having efficient fleet policies, an anti-idling policy, or indoor temperature management (i.e. turning the thermostat up in the summer and down in the winter).

Water Efficiency within the office, facilities, or firm, such as faucet or fixture retrofits, switching from individual bottled water to office water coolers or drinking fountains, and installing drought-tolerant landscaping.

Staff encouraged to adopt sustainable practices and supported by your firm through public transit benefits, bicycle accommodations, telecommuting options, support for green seminar attendance, becoming US Green Building Council LEED accredited, or creating an internal "green team."

Education of your staff about green practices, education of your business peers about your green accomplishments, education of your community by your sustainability, or notice of any environmental awards your firm has achieved.

CONTINUE TO NEXT
PAGE

SUSTAINABILITY STATEMENT

Attach additional sheets if necessary.

Waste Minimization

Energy Efficiency

Water Efficiency

Staff

Education
