



Brown County Sheriff's Office

Gordon Ellis, Sheriff

750 Mt. Orab Pike

Georgetown, Ohio 45121

Office (937) 378-4435 Fax (937) 378-2039

REQUEST FOR PROPOSALS (RFP)#

2019-01-01

For Inmate Phone and Video Visitation Services

Prepared by:

Brown County Sheriff's Office
Chief Deputy Christopher Hodges
750 Mt Orab Pike
Georgetown, OH 45121

REQUEST FOR PROPOSALS

Brown County is soliciting proposals from interested parties to provide **Jail Phone and Video Visitation Services and associated equipment** to the Board of Brown County Commissioners. Brown County is seeking Jail Telephone and Video Visitation services and equipment for 11 inmate telephones, 12 video visitation kiosks (2 public and 10 inmate), and 1 portable visitation kiosk. Mailed proposals must be sealed and will be received at 750 Mt Orab Pike, Georgetown, OH 45121 until 3:00 PM, Monday, February 11, 2019 at which time they will be opened and examined by the Brown County Sheriff and or his designee(s).

Mailed proposals must be sealed and clearly marked on the outside of the envelope, "Bid Proposal – Jail Phone and Video Visitation Services." Address proposal or hand deliver to: Brown County Sheriff, 750 Mt Orab Pike, Georgetown, OH 45121. Documents delivered to other offices and received late by the Brown County Sheriff's Office will not be considered nor will ones received by facsimile or e-mail. Submittals made in an incorrect format will not be considered.

All bidding and related questions should be directed to Chief Deputy Christopher Hodges, (937)378-4435 ext. 106 or chodges@bcoso.us Monday through Friday from 8:00 AM to 4:00 PM.

Brown County hereby notifies all that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined in Title VI of the Civil Rights Act of 1964 will be afforded full opportunity to submit proposals in response to this invitation and will not be discriminated against on the grounds of race, color, national origin, or sex in consideration for an award.

Brown County reserves the right to reject any or all proposals.

INFORMATION PACKET

Request for Proposals for Jail Phone and Video Visitation Services

PROJECT SCOPE:

Brown County is soliciting proposals from qualified providers of Jail Phone and Video Visitation Services and associated equipment in a 110 bed jail facility located in the Brown County Sheriff's Office at 750 Mt Orab Pike, Georgetown, OH 45121.

BACKGROUND ON THIS PROJECT:

11 phones will be required for the current jail facility (10 in Inmate Day Rooms and 1 in Inmate Booking/Receiving). Any additional phones required for the existing jail facility will be at a negotiated rate.

10 visitation kiosks will be required for the jail day rooms.

2 visitation kiosks will be needed for the visitation rooms.

1 portable visitation kiosk and portable telephone unit will be required.

The County's contract with Securus Technologies expired on January 8, 2019.

MINIMUM REQUIREMENTS: The equipment and services provided will include:

Video visitation kiosks with:

Onsite video visitation

Ability to display inmate handbook

Ability to order commissary

Ability to integrate with JMS provider (Jamin) for commissary ordering

Completing grievance forms/display answers to grievances

Completing inmate requests (kites)/ display answers to kites

ADA compliant

Multilingual

Secure kiosk that can survive the jail setting

Portable Video Visitation as well as portable telephone

PREA Notification ability

- Video equipment to be provided and installed at no cost to the County
- Required internet lines provided and installed at no cost to the County
- Ongoing maintenance provided at no cost to the County
- Video on/off controlled by central location (switchbox, computer, etc.)

- Ongoing software upgrade at no charge to the County
- Video and audio recording capabilities with detailed call record by inmate
- Web based ability to playback and monitor live and recorded visits
- Blocking capabilities
- Time limit restriction capabilities
- Scheduling
- Visitation duration timing
- Live monitoring capabilities
- Ability to playback and archive recorded conversations
- Meet all ADA and FCC requirements

Telephones with:

PREA Notification ability

- Phones to be provided and installed at no cost to the County
- Required phone lines to be provided and installed at no cost to the County
- Ongoing maintenance provided at no cost to the County
- Short cord telephones with associated equipment with installation and maintenance
- Phone on/off controlled by a central location (switchbox, computer, etc.)
- Collect Call capabilities
- Call recording with detailed call record by inmate
- Web based ability to playback and monitor live and recorded calls
- Call blocking capabilities
- Time limit restriction capabilities
- Hearing Aid compatible
- Automated operator
- Restrict third party calls
- Inbound call blocked capabilities
- Calls blocked to a number/certain numbers if calls refused numerous times
- International calls restricted
- Service Dial Blocking (e.g. 800, 411, 911, etc.)
- Call duration timing
- Bilingual Automated Operator
- Live call monitoring capabilities
- Playback and archive recorded conversations
- Meet all ADA and FCC requirements

TELEPHONE AND VIDEO SYSTEM MAINTENANCE REQUIREMENTS

The vendor shall provide 24 hour, seven days a week direct telephone assistance and repair. This shall not be an answering system or an automated phone system. Proposal should indicate the response time associated with a service call.

Vendor shall be responsible for all costs associated with the inmate telephone system and video visitation system, including purchase of equipment, installation, service, maintenance, voice network and transmission, data network, and day-to-day operation. The County shall have no responsibility for any costs associated with the system. Vendor 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 vendor shall coordinate all details of switching out services with the County's current service provider. The new telephone and video visitation systems must be working to the satisfaction of the County within 24 hours of the removal of the current systems.

All telephone and video visitation rates must comply with Federal and State guidelines.

PREFERRED APPROACH REQUIREMENTS

All proposals must contain the following information

1. Copy of the contract that would be offered to the County.
2. A complete list of all fees, commission rates, and call charges.
3. Availability of email and text as well as associated rates.
4. Time frame of implementation including go live dates.
5. Proposers must provide at least two (2) corrections institutions of similar inmate population where the provider is currently providing Inmate Telephone and Video Visitation Services. This list must include the facilities: name, address, contact person and length of time each contract has been in effect. This list may be used as a source of references for the vendor.
6. Each proposal shall describe how billing/payments will be made to Brown County and the expected terms for payments.

TENTATIVE SCHEDULE OF EVENTS:

RFP Issued:	January 21, 2019
End of question period:	February 7, 2019
Proposals due:	February 11, 2019
Proposals evaluated:	February 12, 2019
Decision to award:	February 14, 2019

PRE-PROPOSAL MEETING: Pre-proposal meetings will be held at the Brown County Sheriff's Office at 750 Mt Orab Pike, Georgetown, OH 45121. Pre-Proposal Meetings can be scheduled by contacting Sheriff Gordon Ellis gellis@bcoso.us, Chief Deputy Christopher Hodges chodges@bcoso.us, or Captain Larry Meyer lmeyer@bcoso.us. The purpose of the meeting is to allow interested parties to walk through the jail facility and provide a question/answer opportunity.

QUESTIONS REGARDING THIS RFP: All questions must be submitted in writing (email will suffice) to the RFP Coordinator. Questions and answers will be forwarded to all proposing suppliers who provide contact information. In order to make information available to all proposing suppliers, no questions will be entertained after February 7, 2019.

RFP COORDINATOR:

Chief Deputy Christopher Hodges
Brown County Sheriff's Office
750 Mt Orab Pike
Georgetown, OH 45121
Phone: (937)378-4435 ext. 106
Email: chodges@bcoso.us

DISTRIBUTION OF RFP DOCUMENT: This RFP can be downloaded directly from the Brown County Sheriff's Office website at www.browncountyohiosheriff.us.

SUBMITTAL OF PROPOSAL: Sealed proposals will be received until 3:00 PM on Monday, February 11, 2019. Sealed proposals must be clearly marked on the outside of the envelope, "Bid Proposal – Jail Phone and Video Visitation Services". Address proposal or hand deliver to: Brown County Sheriff, 750 Mt Orab Pike, Georgetown, OH 45121. Documents delivered to other offices and received late by the Sheriff's Office will not be considered nor will ones received by facsimile or email.

Submittals made in an incorrect format will not be considered. Interested vendors are asked to provide 2 copies of the proposal for County review. Brown County reserves the right to reject any and all proposals.

Thank you for your interest in providing services to Brown County.