

CHAMPAIGN COUNTY SHERIFF'S OFFICE



REQUEST FOR PROPOSAL: 2018-0004

**ADULT DETENTION FACILITY
INMATE PHONE, VISITATION SYSTEM & SERVICES**

Sealed Proposal Due Date: October 29, 2018

REQUEST FOR PROPOSAL: 2018-004

INMATE PHONE/VISITATION SYSTEMS AND SERVICES

On behalf of the Champaign County Sheriff's Office, I invite you to furnish a proposal in accordance with the Proposal Guidelines and Proposal Specifications for the services stated herein. Carefully read the attached documents and follow the procedures as outlined to be considered for award of contract for this project.

All technical proposals are to be submitted as outlined. To be considered for the award of contract, proposals must be received on or before **October 29, 2018**. Proposals are to be received at the following address:

Champaign County Sheriff's Office
Attn: Sheriff Dan Walsh
204 E. Main St.
Urbana, Illinois 61801
T: (217) 384-1205
Email: dwalsh@co.champaign.il.us

Questions should be directed to Captain Karee Voges at kvoges@co.champaign.il.us.

Sincerely,

Dan Walsh
Sheriff

NOTICE TO OFFERORS

PROPOSAL DATA:

PROPOSAL NUMBER: 2018-004
TITLE: Inmate Phone & Visitation System & Services
CONTACT: Teresa Schleinz
PHONE #: (217) 384-1205
FAX #: (217) 384-3023
EMAIL: tschleinz@co.champaign.il.us

PROPOSAL DUE DATE/TIME:

DUE DAY/DATE: October 29, 2018
TIME: 1:00 PM Central Standard Time
MAILING ADDRESS: Champaign County Sheriff's Office
Attn: Sheriff Dan Walsh
204 E. Main Street
Urbana, IL 61801

PROPOSAL OPENING:

DATE: October 29, 2018
TIME: 1:30 PM Central Standard Time
ADDRESS: 204 E. Main St.
Urbana, IL 61801

NOTICE TO OFFERORS - AMENDMENTS

Notice is hereby given that sealed proposals will be received in the Champaign County Sheriff's Office, Attn: Sheriff Dan Walsh, 204 E. Main Street, Urbana, Illinois 61801 until 1:00 PM. (CST) **October 29, 2018**.

With the opening on **October 29, 2018 @ 1:30 PM** at 204 E. Main St, Urbana, IL

The purpose of this RFP is to solicit responses from qualified individuals/vendors for the procurement of services and/or supplies for the Champaign County Sheriff's Office.

There may be one or more amendments to this proposal solicitation. If you desire to receive copies or notices of any such amendments, you must provide the information requested below to the Champaign County Sheriff's Office. Please send this information to Teresa Schlein via fax at (217)384-3023 or by email at tschleinz@champaign.il.us. Champaign County Sheriff's Office will send amendments only to those firms that timely complete and return this form via fax or provide the requested information by timely e-mail.

RFP Number	2018-004 Inmate Phone & Visitation Systems & Services
Company Name	
Mailing Address	
Phone Number	
Fax Number	
Contact Person	
Email Address	

Amendments will be sent by email.

REQUEST FOR PROPOSAL: 2018-004

PROPOSAL GUIDELINES

1. **PROJECT SCOPE:** The Champaign County Sheriff's Office has issued this Request for Proposal (RFP) for the sole purpose of obtaining responsive proposals from qualified individuals or firms to establish a service intensive contract, through competitive negotiation, for the procurement of services and/or supplies as set forth herein.

Only vendors who have demonstrated the ability to provide inmate services; at competitive rates, with timely delivery of services, and abiding by correctional policies/procedures of government customers of comparable size will be considered for award of the contract.

The awarded Offeror will be an independent contractor. The contractor is not, and will not be, an employee or agent of Champaign County or the Champaign County Sheriff's Office.

2. **PRE-PROPOSAL TOUR:** A tour of the facilities will be available to interested vendors on September 26, 2018 beginning at 1:00 p.m. and October 2, 2018 beginning at 10:00 am. Contact Teresa Schleinz at (217) 384-1205 or tschleinz@co.champaign.il.us to arrange a tour. During the tour questions will be orally answered concerning our facilities and correctional staffing and procedures. Questions concerning the RFP should be sent via email.
3. **CONTRACT PERIOD:** It is intended that the contract period shall be January 1, 2019 – January 31, 2022 or an equivalent period depending upon date of contract award. The parties may renew this contract for up to two additional one-year periods upon mutually agreeable terms. Contract extension is subject to acceptable performance by the contractor as determined by the Sheriff and funding by the County Board and agreement by the contractor. At the end of any contract term, the Sheriff reserves the right to extend this contract for a period of ninety (90) days for getting a new contract in place. This contract shall be with the Champaign County Sheriff's Office, which may hereafter be referred to as Sheriff or Champaign County or County or Sheriff's Office. It is intended that the costs of services be fixed for the initial term of any contract (37 months).

4. **PROJECT TARGET DATES:** The following projected timetable should be used as a working guide for planning purposes. Champaign County reserves the right to adjust this timetable as required during the RFP process.

EVENT	DATE
Proposal Due	Monday, October 29, 2018
Award of Contract	On or about November 19, 2018
Begin to Provide Service	Tuesday, January 1, 2019

5. **QUOTE PERIOD:** Proposals shall be good for 90 days.

6. **PRICING:** Fees are to be proposed F.O.B. Destination. The term F.O.B. Destination shall mean: services delivered to Champaign County sites. No separate charges, except those clearly identified in submitted proposal will be allowed.

- A. Fixed Fee: Pricing shall be guaranteed for the initial 37-month term of contract.

All proposals must be comprehensive and complete for the services requested. Accepted proposal shall be contracted by the Champaign County Sheriff for the total of the submitted proposal. Champaign County will not be responsible for any additional charges above the accepted proposal unless additional services are negotiated and accepted by the Champaign County Sheriff by addendum to the original contract.

- B. Price Escalation: Only under dire economic circumstances will the County review contractor-initiated request for an escalation in the project fee structure during the initial 37 month contract period. If the County and contractor mutually agree to extend the service contract for up to two one-year periods, the contractor shall provide a written revised fee proposal one hundred twenty (120) days prior to the end of the contract.

The County or the contractor reserves the right to reject any proposed fee increase and to terminate the contract.

7. **PROJECT APPROPRIATIONS/FUNDING OUT CLAUSE:** If the Champaign County Board fails to appropriate funds to enable continued payment of this Contract the Sheriff may cancel the contract during its term, without

termination charges provided Contractor received at least thirty (30) days prior written notice of termination.

8. **SEALED PROPOSALS:** Proposals must be submitted in a sealed envelope labeled “**SEALED PROPOSAL: 2018-004**”. Proposals not submitted in the proper format will be considered unqualified, unresponsive, and will not be considered for award of contract.
 - A. Failure to provide detailed responses will result in the vendor being eliminated from award of contract consideration.
 - B. The proposing party must sign in the firm or corporate name and must bear the original longhand signature of a principal legally authorized to sign contracts. The name of each person signing should be typed or printed below the signature. Both issues must be complied for the proposal to be valid.
 - C. The individual signing the document for the proposing organization shall initial all erasures or corrections. Offerors shall submit three (3) copies of the written proposal and one electronic copy.
 - D. All variations to the stated specifications must be described in detail (free from ambiguity).
 - E. All Offerors must be appropriately licensed and authorized to conduct business within the State of Illinois.
 - F. The failure of an Offeror to promptly supply information requested in this RFP or other information subsequently requested may result in the Offeror being eliminated from consideration.
 - G. Champaign County reserves the right to request clarifications or corrections to proposals and to reject all responses/proposals and to put out a new RFP.
9. **SUBMISSION OF PROPOSALS & CLOSING DATE:** Sealed proposals are due on or before but no later than **10/29/2018 at 1:00 PM**. Champaign County will not accept any proposals received after said date.

Sealed proposals are to be delivered:

Champaign County Sheriff's Office
Attn: Dan Walsh
204 E. Main Street
Urbana, IL 61801

- A. Discussions may be conducted with Offerors who submit proposals determined to have a reasonable likelihood of being selected for award. However, proposals may be accepted without such discussions. Therefore, all information

requested and necessary for the County to evaluate this RFP should be included in your response.

- B. All material submitted regarding this RFP becomes the property of the County and will only be returned to the vendor at the County's option. Any person may review responses after final selection and award have been made.
- C. The County will not be responsible for any expenses incurred by the Contractor in preparing and submitting proposals. All proposals shall provide a straightforward, concise delineation of your capabilities to satisfy the requirements of this request. Emphasis should be on completeness and clarity of content.
- D. Offerors who submit a proposal in response to this RFP may be required to make an oral presentation of their proposal.
- E. The contents of the proposal submitted by the successful contractor(s) and this RFP will become a part of any contract awarded because of these specifications, unless the final contract specifically excludes the proposal and/or this RFP.
- F. Offerors at the time of submission of proposal for award consideration must include in their proposal package, all applicable contract documents in which Champaign County and Proposer will use as an agreement. Submitted documents must reference all the requirements stated in this proposal and Proposer responses.

10. **TRANSFER OF OWNERSHIP OR ASSIGNMENT OF CONTRACT:** Awarded vendor shall not transfer the resulting contract or performance of contract to another individual or firm; nor shall the awarded vendor change, or sub contract any portion of the awarded contract, during the contract period without consent of the Sheriff.

The terms and conditions of this contract shall be binding upon and shall inure to the benefit of the parties hereto and their respective successors and assigns.

The Champaign County Sheriff reserves the right; to reject any or all proposals, waive any or all irregularities, and select the proposal which is in the best interest of Champaign County, Illinois. Champaign County retains the authority to eliminate any service features that are deemed too costly or unnecessary. The County may seek clarification from an offeror at any time and failure to respond promptly is cause for rejection. The County may require submission of best and final offers.

11. **ACKNOWLEDGEMENT OF INSURANCE REQUIREMENTS:** By signing its proposal, Proposer acknowledges that it has read and understands the insurance requirements for the proposal. Proposer also understands that the

evidence of required insurance must be submitted within fifteen (15) working days following notification of its offer being accepted; otherwise, Champaign County may rescind its acceptance of the Proposer's proposal. The insurance requirements are attached.

12. **INQUIRIES:** Prospective Offerors may make inquiries concerning this RFP to obtain clarification of requirements by email. All inquiries answered will have the question and answer posted on the Sheriff's website.

13. **GENERAL CONDITIONS:**

- A. Champaign County requires all offeror(s) to comply with the Equal Opportunity Affirmative Action and Fair Employment Practices regulations of the State of Illinois and federal government.
- B. SAFETY DATA SHEETS: Vendors must supply Safety Data Sheets on all applicable items. Changes to Safety Data Sheets applicable to awarded offeror must be provided to Champaign County for a period of five (5) years after award of proposal.
- C. TAX EXEMPT STATUS: Champaign County is exempt from federal excise and transportation taxes. Champaign County is also exempt from payment of Illinois Sales Tax.

TAX EXEMPTION IDENTIFICATION NUMBER: E9998-5942-06

- D. Vendors may be asked to furnish confidential financial information.
- E. DISQUALIFICATION OF OFFERORS: Any of the following may be considered sufficient for the disqualification of an Offeror and the rejection of his/her proposal(s).
 - 1. Evidence of collusion among Offerors.
 - 2. Lack of responsibility as revealed by either financial, experience of equipment statements, as submitted.
 - 3. Lack of expertise and poor workmanship as shown by performance history.
 - 4. Uncompleted work under other contracts which in the judgement of the County, might hinder or prevent the prompt completion of additional work is awarded.
 - 5. Being in arrears on existing contracts, in litigation with the County, or having defaulted on a previous contract.

F. TERMINATION OF AGREEMENT: Contractor may terminate contract by providing one hundred sixty (160) days written notification. The County reserves the right to terminate this contract, or any part of this contract, upon thirty (60) days written notice. In case of such termination, the Contractor shall be entitled to receive payment from the County for work completed to the termination date in accordance with the terms and conditions of this contract. In the event that this Contract is terminated due to Contractor's default, the County shall be entitled to purchase substitute items and/or services elsewhere and charge the Contractor with any or all losses incurred, including attorney's fees and expenses.

G. PAYMENTS: Payment to contractor will be made in accordance with the Local Government Prompt Payment Act. (50 ILCS 505/1)

H. DRUG FREE WORKPLACE: The Contractor (whether an individual or company) agrees to provide a drug free workplace as provided for in Public Act 86-1459.

I. FORCE MAJEURE: The County of Champaign shall not hold Contractor liable for an extraordinary interruption of events, or damage of County property, by a natural cause that cannot be reasonably foreseen or prevented; i.e. droughts, floods, severe weather, etc.

J. INVESTIGATION OF OFFERORS: The County will make such investigations as are necessary to determine the ability of the Contractor to fulfill Proposal requirements. The Contractor shall furnish such information as may be requested and shall be prepared to show completed installations of equipment, service, and services similar to that included in this Proposal. It shall be at the sole discretion of the County to reject any Proposal if it is determined the Contractor does not fully demonstrate its ability to carry out obligations of the contract.

K. LAW GOVERNING: All State of Illinois and/or Federal Laws shall be hereby specifically made a part of this contract as set forth herein.

L. COMMENCEMENT OF WORK: The successful Offeror must not commence any billable work prior to the County's execution of the contract (purchase order issuance) or until any required documents have been submitted. Work done prior to these circumstances shall be at the Offeror's risk.

M. INDEMNIFICATION: The Contractor shall indemnify the County, agents, servants, employees and all elected officials of the County, and shall defend, save and hold the indemnities harmless from and against any claim, suit, legal proceedings, judgement, decree, loss, cost, damage or expense (including, but not limited to, reasonable attorney's and other costs and expenses incident to the investigation or the defense of any claim, suit or legal proceeding) arising from or growing out of the injury to or death of any person or the damage to any property (including, but not limited to, property of the Contractor) due to or resulting from or related to, the performance of the work by the Contractor, any

Subcontractor or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be responsible or liable, except to the extent caused by the sole negligence of the County, its elected officials, officers, employees and agents. The obligations of the Contractor described in this paragraph shall be construed broadly in favor of indemnities and shall not be construed to negate, abridge or otherwise reduce any right or obligation of indemnity which would otherwise exist as to any party or person described in this paragraph. In any and all claims against the County or any of their consultants, agents, or employees by any employee of the Contractor, any Subcontractor, any person or organization directly or indirectly employed by any of them to perform or furnish any of the work or anyone for whose acts any of them may be liable, the indemnification obligation under this paragraph shall not be limited in any way by any limitation on the amount of type of damages, compensation or benefits payable by or for the Contractor or any such Subcontractor or other person or organization under workers' or workmen's compensation acts, disability benefit acts or other employee benefit acts.

N. SUBCONTRACTORS: No subcontractors shall be used.

O. CHANGE IN OWNERSHIP/FINANCIAL VIABILITY STATUS: The Contractor shall notify Champaign County immediately of any change in its status resulting from any of the following: (a) vendor is acquired by another party; (b) vendor become insolvent; (c) vendor, voluntary or by operation law, becomes subject to the provisions of any chapter of the Bankruptcy Act; (d) vendor ceases to conduct its operations in normal course of business. Champaign County shall have the option to terminate its contract with the vendor immediately on written notice based on any such change in status.

P. CERTIFICATION: The Contractor must certify as follows:

I, (Name of Vendor), to the best of my information and belief, hereby certify the following in connection with my submission to the RFP 2018-004:

A. That our corporation nor any of our corporate officers have been convicted of any of the following:

1. Bid rigging as defined by 720 ILCS 5/33E-3
2. Bid rotating as defined by 720 ILCS 5/33E-4
3. Providing false statements on vendor applications as defined by 720 ILCS 5/33E-14
4. Bribery of an inspector employed by a contractor as defined by 720 ILCS 5/33E-8
5. Provision or attempting to provide a kickback as defined by 720 ILCS 5/33E-7
6. Bribery as defined by 720 ILCS 5/33e-1

B. That our corporation is not otherwise legally barred from contracting with Champaign County, Illinois.

C. That our corporation maintains workers compensation insurance for our employees.

SCOPE OF WORK

FRAUD MANAGEMENT

- a. 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.
- b. The proposed system shall prevent the inmate from receiving a second dial tone, or "chain-dialing".
- c. The proposed system shall prevent extra digits dialed by the inmate after the party has accepted the call. Please describe process.
- d. The proposed system shall continue to play the brand recording at random intervals throughout the call.
- e. The proposed system shall guard against "hook-switch-dialing" and other fraudulent activities. Please describe.
- f. The inmate shall not communicate with the called party until the call has been accepted.
- g. The system shall detect the difference between an accepted call, an answering machine, busy signal, and other telephone activity and only allow an accepted call to be completed. Please describe.
- h. The proposed system shall also have the ability to assign approved calling numbers according to a specific inmate.
- i. The proposed system shall permit the called party to block all future calls from the Champaign County Jail.

INVESTIGATIVE FEATURES

- a. The proposed system shall have capability to remotely survey inmate calls and be able to transfer specific calls in progress to investigators.
- b. The system will need to be equipped with a remote conferencing feature and e-mail & text notification feature for those numbers that are under surveillance by the investigative unit. The feature will need to allow authorized personnel to monitor a call and receive e-mail notification from a designated remote location, while the call is in progress. The call

will need to be automatically conferenced to a predetermined investigator's telephone number in listen mode only once the call is accepted by the called party in progress.

- c. The proposed system must allow for all calls remotely conferenced to investigators to be accepted by the investigator with a unique PIN from any PC. System must use Voice Print Technology including continuous voice identification. Voice prints should be able to be determined from multiple sources and languages.
- d. System must use a covert enrollment process where the voice print is created without the inmate's knowledge. This requires no voice verification enrollment process.
- e. System should have a visual link analysis diagram that shows calling patterns and relationships.
- f. System can identify inmate PIN/ID sharing events
- g. System can process both mono and stereo audio inputs. It will be capable of splitting the caller's voice from the called party's voice.
- h. CAN YOUR SYSTEM SEARCH OUR RECORDS TO COMPARE AND POSSIBLY IDENTIFY OUTSIDE VOICE RECORDING?

SYSTEM SECURITY

- a. 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.
- b. The system shall be a Web-based, easy to use application that is available securely from anywhere at any time remotely.
- c. The proposed system must be programmed for auto shut off at times designated by the County.
- d. The county personnel must be able to manually shut down the service in case of emergency.
- e. The proposed system shall be password protected to permit only appropriate County personnel access to the service.
- f. The system must have the capability to enable and disable any phone at the County from any secured computer.
- g. 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.
- h. 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.

- i. System can shut down all or subsets of inmate telephones (by floor, block or other grouping).
- j. The system shall prohibit any operator calls, 411 calls, any 800, 900 or any other free number, incoming calls.
- k. The system shall terminate and flag any three-way call, call forwarding, conference calls and any other method to converse with anyone other than at the original phone number.

CALL RECORDINGS

- a. All call recordings for five (5) years shall be stored online and available through the online user interface.
- b. Facility personnel must be able to search call recordings by dialed number, date, time inmate account, voice biometric and site ID.
- c. Facility personnel must be able to simultaneously live monitor conversations while the system is recording the conversations.
- d. Call recordings must be accessible by the County for a minimum of five years or the length of the contract, whichever is longer. Upon request, call recordings must be made available to the County at no charge for five (5) years after contract expiration even if the Jail decides to use another inmate phone system provider.
- e. Recorded calls must be backed up and geographically disparate to minimize the risk of lost calls due to a catastrophic system failure. Please describe Vendor's system backup plan and system redundancy.

REPORTS

- a. 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.
- b. Vendor shall attach samples of their call detail and other standard reports.
- c. Vendor shall provide a secure access to all calling activity within the facility via the internet/web.

SERVICE, MAINTENANCE AND INSTALLATION

- a. Vendor shall provide 24-hour, toll-free service number.
- b. Vendor shall address all major service outages within four (4) hours.
- c. Vendor shall provide service policies and procedures as an attachment to this proposal.

- d. Describe the maintenance and quality assurance programs for telephones to be installed.
- e. Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.
- f. Provide a contact person who will be responsible for ongoing account management and support.
- g. It shall be the vendor's responsibility and expense to provide, install and maintain all equipment, bandwidth and connectivity in connection with this RFP and subsequent contract. All equipment shall be of a correctional grade and of sufficient strength and durability to withstand extended careless use by inmates. Any phone cords shall be armored and short enough to prevent hanging.
- h. It shall be vendors responsibility to ensure that its equipment and software are compatible with the primary Champaign County vendors of internet services, including but not limited to Xfinity/Comcast, Frontier, AT & T, Mediacom, iTV-3 and UC2B.
- i. At the end of this contract and any extensions, it shall be the duty of the Vendor to coordinate and cooperate with any subsequent Vendor to minimize and disruption in service to the inmates.

TRAINING AND UPDATES

- a. Vendor shall provide initial onsite training and ongoing training as requested to the County staff and others in system administration, operation and reporting.
- b. During the course of the contract and any extensions, the vendor shall automatically supply any software updates and service or program improvements at no additional cost.

REPORTS

- a. The vendor shall supply a method to retrieve call detail reports (and billing reports if requested) to the County. The reports shall contain a variety of call information and be customizable to suit the County's needs.
- b. Vendor shall attach samples of their call detail and other standard reports. Frequently called numbers are to be included in reports.

CONSUMER FEES AND COMMISSION

The County believes in providing fair and affordable services to friends and family. The Vendor must disclose all possible consumer and inmate fees and

charges. 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, basic telephone charges, any and all deposit fees, transfer fees, refund fees, account maintenance fees, connection charges, billing fees, paper bill fees, monthly access fees, etc.

Vendor agrees that all charges shall be within guideline set by Federal and State law and regulations.

The County will receive NO commission for any services provided.

VIDEO VISITATION

- a. System should allow for remote and onsite video visitations to occur.
- b. System would require 10 fixed and 1 mobile inmate visitation terminals downtown and _ 8 visitor lobby terminals for video visitation downtown and 14 at the satellite.
- c. County is expecting to run 6 simultaneous remote visits and 8 onsite visit sessions at a time. The Vendor will be required to provide the bandwidth able to run the required amount of sessions.
- d. Vendor must state the amount of bandwidth (upload and download) required to run one remote visit on the proposed platform.
- e. Vendor must state the amount of bandwidth (upload and download) required to run an onsite visit (inmate terminal to visitor terminal) on the proposed system.
- f. Vendor must be responsible for all costs associated with installation, maintenance, and system upgrades, for the length of the agreement.
- g. Vendor must describe, in detail, the proposed video visitation solution and the charges to visitors using remote visitation. There will be no charge for visitation in the facilities.
- h. Vendor must install and maintain face-to-face visitation sets in County facility.
- i. Vendor may not limit the number of onsite video visitation time-slots in order to force more remote visitations to occur.
- j. Vendor shall provide monitors and controls so that Sheriff's personnel can monitor all visitations and terminate them if appropriate. All visitations, including face to face, shall be audio recorded and maintained just as telephone communications. It shall have all of the other features and requirements as does the telephonic communications in this RFP and Subsequent contract. Likewise all video visitation shall be audio and video recorded and the records maintained just as to telephone communications.

- k. Visitations shall be searchable and accessible on line for five years and shall be maintained by vendor for five years after expiration of the contract and any extensions thereof.

TABLETS

- a. Vendor shall supply and maintain 10 tablet type computers downtown and 40 computers at the satellite. Vendor may additionally propose alternative based upon our population and Vendor's experience.
- b. These shall be preloaded with the Illinois Compiled Statutes (updated yearly) and have some sort of research capacity of Illinois and Federal cases.
- c. These shall have jail rules and education programs as determined by our jail superintendent as well as periodic announcements to the inmates.
- d. The tablets shall have the ability to be used for inmate grievances and responses, inmate requests and commissary ordering.
- e. The tablets shall have email capacity, but not activated until requested by the Superintendent, but shall not have general Internet access.
- f. The tablets shall have entertainment abilities such as movies and games, as may be authorized by the Superintendent.

COMMISSARY PURCHASE OF PHONE TIME

Vendor shall be responsible to interface its systems with our commissary provider, currently Aramark, to allow inmates to purchase phone time thru their commissary accounts.

MISC

- a. Inmate telephone system at both downtown and satellite facilities with approximately 17 downtown and 21 (including one lobby phone that will permit free 5-minute calls to anywhere in area code 217) at the satellite. Phones must meet correctional standards for durability, be of tamper proof construction, and have steel wrapped cords short enough to prevent hanging.
- b. Three non-recorded attorney phones at the satellite and seven downtown to allow only incoming calls only. If Vendor has suggestions for outgoing inmate to attorney calls, please include with your response.
- c. All equipment must meet correctional standards for durability and have cords short enough to prevent hanging.
- d. Automated phone information system to provide public and inmates with the following minimum information which can be modified to include more at a later date:

- inmate specific changes, bond, and next court date
 - jail visitation hours and procedures
 - law enforcement and attorney by-pass
 - instructions for public to send inmate funds
 - facility directions and mailing address
- e. All equipment must be ADA compliant.
- f. The system shall allow free phone calls for inmates in the book-in area.
- g. If proposed vendors have questions they should be sent by email to the Jail Superintendent, Capt. Karee Voges. Any questions responded to shall be copied to all proposers along with the response.

CRITERIA

The Sheriff is looking for an experienced, reliable and responsible vendor to furnish the services as set forth herein at a reasonably low cost to the inmates, family and friends. The lowest prices will not be the only criteria. However, if two otherwise similar proposals are received from vendors equally responsible and reliable, the Sheriff shall then consider the costs to inmates, family and friends in deciding. The Sheriff's Office will receive no commission.

Vendors who have services or products that might benefit the inmates or the Sheriff's Office, in addition to the requirements of this RFP are encouraged to propose alternative options for consideration in addition to the base RFP response.

The Sheriff shall have the right to reject any or all proposals. The Sheriff shall have the option to makes inquiries of submitting vendors and to request specific demonstrations or presentations from one, some or all submitters.

14. **TECHNICAL PROPOSAL REQUIREMENTS: Your Proposal must include the following:**
- A. Basic Company Information
 - 1. Company Name/address/Telephone/Fax Numbers/E-Mail Address.
 - 2. Contact Person.
 - 3. Type of Organization.
 - 4. Total Number of Staff.
 - 5. Underlying philosophy of your firm in providing the services requested.
 - 6. Firms Financial Ability to Provide Services and Full Fill Project Contract.
 - 7. Years in Business Providing Similar Services.
 - 8. Firm's Employee Training Programs.
 - 9. Firm's Policies (Administrative & Operational) that would be associated with the project.

 - B. Brief Company History

 - C. Summary of Firm's Relevant Experience: Limit references to a total of three (3). Reference must be of similar project scope. References must be currently under contract or a contract completed within the past five (5) years.
 - 1. Contract Name/Location/Dollar Value/Owner Information. Brief contract description. Include Contact Person with Phone Number.
 - 2. Start, Finish, or Anticipated Complete Date.
 - 3. Description of All Services Provided.
 - 4. Contract Monetary Value.
 - 5. Average Daily Population of Adult Correctional facilities.

 - D. Fixed Fee Proposal: This proposal will be for a fixed price for the first 37 months.

15. MINIMUM LIMITS OF INSURANCE: Vendors shall maintain insurance and its corresponding minimums.

Champaign and Champaign County Sheriff's Office must be named as an additional insured, on a primary and noncontributory basis.

Insurance Notices and Certificates of Insurance shall be provided to: Champaign County Sheriff's Office, 204 E. Main Street, Urbana IL 61801.

Adjustments to Insurance Policy: Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, cancelled by either part, reduced in coverage or in limits except after thirty (30) days prior written notice by certified mail, return receipt requested, has been given to Champaign County.

BROAD FORM COMPREHENSIVE GENERAL LIABILITY:

Commercial General Liability in a broad form, to include, but not limited to, coverage for the following where exposure exists: Bodily Injury and Property Damage, Premises/Operations, Independent contractors, Products/Completed Operations, Personal Injury and Contractual Liability; limits of liability not less than: \$2,000,000 per occurrence and in sufficient aggregate value as to sufficiently cover this project, but not less than \$3,000,000 in the aggregate, and inclusion of a waiver of subrogation in favor of Champaign County and the Champaign County Sheriff's Office.

Policies are to contain the following provisions:

1. The Champaign County Sheriff and Champaign County, its officials and employees are to be covered as insured's as respects: liability arising out of activities performed by or on the behalf of the vendor; products and completed operations of the vendor, or all automobiles utilized by the vendor. The coverage shall contain no special limitations on the scope or protection afforded to Champaign County, its officials or employees.
2. The Champaign County Sheriff and the vendor's insurance coverage shall be primary insurance as respects Champaign County, its officials and employees. Any insurance issued to

Champaign County, its officials or employees shall be in excess of that vendor's insurance and shall not contribute with it.

3. Any failure to comply with the reporting provisions of the policies shall not affect coverage provided to Champaign County, its officials or employees.
4. The vendors insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.