

ESCAMBIA COUNTY FLORIDA

REQUEST FOR PROPOSALS

Video Visitation Solutions

SOLICITATION NUMBER PD 17-18.022

RESPONSES WILL BE RECEIVED UNTIL: 3:00 PM CST, January 25, 2018

**Office of Purchasing, Room 11.101, 213 Palafox Place 2nd Floor, Pensacola, FL
32502 Matt Langley Bell III Building
Post Office Box 1591 Pensacola, FL 32597-1591**

Board of County Commissioners

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Douglas Underhill
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**From:
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SPECIAL ACCOMODATIONS:

Any person requiring special accommodations to attend or participate, pursuant to the Americans with Disabilities Act, should call the Office of Purchasing (850-495-4980) at least five (5) working days prior to the solicitation opening

Notice

It is the specific legislative intent of the Board of County Commissioners that NO CONTRACT under this solicitation shall be formed between Escambia County and the awardee vendor until such time as the contract is executed by the last party to the transaction.

**Video Visitation Solutions
PD 17-18.022
Request for Proposals**

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PART I GENERAL INFORMATION

All submittals to be considered shall be in the possession of the Office of Purchasing prior to the time of the solicitation closing. Submittals of proposals may be mailed to 213 Palafox Place, 2nd Floor Room 11.101, Pensacola, Florida 32502 or delivered to the Office of Purchasing, 2nd floor, Room 11.101, Matt Langley Bell, III Bldg., 213 Palafox Place, Pensacola, Florida 32502, in a **sealed envelope clearly marked:**

Specification Number PD 17-18.022, "Video Visitation Services," "Name of Submitting Firm," "Time and Date due".

Note: If you are using a courier service; Federal Express, Airborne, UPS, etc., you must mark airbill and envelope or box with Specification Number and Project Name.

Regardless of the method of delivery, each submitter shall be responsible for his submittals being delivered on time as the County assumes no responsibility for same. Submittals received after the time set for solicitation closing will be rejected and returned unopened to the submitter.

Escambia County is a political subdivision of the State of Florida. It is governed by an independent elected five members Board of County Commissioners. The Board is elected by single member District vote for staggered terms. In Addition, the County has five Constitutional Officers, each elected by county-wide vote. The five Constitutional Officers of the County are: the Property Appraiser, the Sheriff, the Supervisor of Elections, the Clerk of the Circuit Court and the Tax Collector.

The Board appoints a County Administrator to administer the affairs of the County. In addition, the Board appoints a County Attorney to render legal advice to the Board of County Commissioners.

The following policy will apply to all methods of source selection:

Conduct of Participants

After the issuance of any solicitation, all bidders/proposers/protestors or individuals acting on their behalf are hereby prohibited from **lobbying** as defined herein or otherwise attempting to persuade or influence any elected County officials, their agents or employees or any member of the relevant selection committee at any time during the **blackout period** as defined herein; provided, however, nothing herein shall prohibit bidders/proposers/protestors or individuals acting on their behalf from communicating with the purchasing staff concerning a pending solicitation unless otherwise provided for in the solicitation or unless otherwise directed by the purchasing manager.

Definitions

Blackout period means the period between the time the bids/proposals for invitations for bid or the request for proposal, or qualifications, or information, or requests for letters of interest, or the invitation to negotiate, as applicable, are received at the Escambia County Office of Purchasing and the time the Board awards the contract and any resulting bid protest is resolved or the solicitation is otherwise canceled.

Lobbying means the attempt to influence the thinking of elected County officials, their agents or employees or any member of the relevant Selection Committee for or against a specific cause related to a pending solicitation for goods or services, in person, by mail, by facsimile, by telephone, by electronic mail, or by any other means of communication.

Sanctions

The Board may impose any one or more of the following sanctions on a non-employee for violations of the policy set forth herein:

- (a) Rejection/disqualification of submittal
- (b) Termination of contracts; or
- (c) Suspension or debarment as provided in Sec. 46-102 of the Escambia County Code of Ordinances.

This policy is not intended to alter the procedure for Protested Solicitations and Awards as set forth in the Sec. 46-101 of the Escambia County Code of Ordinances.

1-1 PURPOSE

The Board of County Commissioners of Escambia County is searching for a company that can provide Escambia County Corrections Department with an on-site Video Visitation Service to be utilized in correctional environments within Escambia County's detention facilities.

The intent of this Request for Proposal (RFP) is to seek product and service information from firms qualified and experienced in this specialized field. Submittal of a proposal and qualifications shall be designed to portray how Proposers can best fulfill the services required by the County while also providing the best value to the County.

For the firm selected as offering the best combination of service and value to the County, the County intends to award a three (3) year agreement with options for up to two (2) consecutive twelve (12) month renewals, with a maximum term of up to sixty (60) months. The Video Visitation Service will operate on a revenue-sharing and commission bases with proceeds payable to the Escambia County Jail's Inmate Welfare Fund (IWF).

1-2 NARRATIVE

The Escambia County Correction's Department is responsible for the care, custody, and control of the population housed within its facilities. The average daily population for the facilities requesting service via this RFP are approximate and can average between 1,400 and 1,600 offenders. Escambia County is currently in the process of designing and constructing a correctional facility to replace their Central Booking and Detention facility which was destroyed in 2014. Until the new facility is completed, the Escambia County Jail houses offenders at the following locations:

Name of Facility	Location of Facility	Average Daily Population of "Jail" Offenders (FY2017)
Escambia County Main Jail	2935 North L Street Pensacola, Florida 32501	907
Escambia County Work Release Facility	1211 West Fairfield Drive Pensacola, Florida 32501	241
Escambia County Road Prison	601 County Road 297A Cantonment, Florida 32533	60
Walton County Jail *	796 Triple G Road, DeFuniak Springs, Florida 32433	263

Upon Completion of the New Jail Facility (expected completion is April, 2020) the Escambia County Jail will house all offenders within the confines of the Main Jail Complex. The Escambia County Jail system currently utilizes Video Visitation (VV) for its inmates located at the Main Jail, Work Release Facility and County Road Prison.

* Walton County Jail is not to be included in the response to this RFP.

1-3 SCOPE OF SERVICES

Required Services:

The Proposer must provide, install, operated, maintain, and service the Video Visitation System (VVS) for the Escambia County Jail. The hardware will be serviced by the Board of County Commissioners (BCC) Information Technology (IT) staff.

1. The County is requesting a fully operational system in place as quickly as possible and within a maximum of ninety (90) calendar days of the Notice to Proceed being issued.
2. Liquidated Damages will be a component of the final agreement as the County is required to abide by Florida Model Jail Standards.
3. During the installation, there will be no more than a total of three (3) calendar days' downtime, and zero (0) downtime during weekends.
4. Work must be performed during the business week (Monday-Friday) during normal business hours as approved by the department, and a fully operational system shall in place during weekends.

The Proposer must provide the following base system requirements:

1. Scheduling capacity (Corrections Staff, Inmate, and Public Availability).
2. Video and Audio Recording Capacity with the ability to easily retrieve needed files. It should be noted that the facility must have the ability to turn off the recording capability at any given time when to attorney/client privilege needs to be maintained.

3. Interface with the Escambia County Jail's jail management system – currently CTS America/SmartJail.
4. Interface with the Escambia County Jail's Inmate Trust Account Banking System – currently Aramark's CORE system.
5. The Proposer must provide equipment equal to or better than the current equipment owned by Escambia County (see Attachment A) if the current equipment is not compatible with the Proposer's product.
6. The Proposer must assume any costs or expenses which are the result of any necessary wiring changes or changes to infrastructure required to operate the Proposer's VVS. The existing cabling and network hardware are currently operating with no issues.
7. The Proposer must provide a VVS with a scheduling method that has the capability of monitoring and disconnecting the video visits by the Escambia County Corrections VVS Administrators and for these features to include preventative maintenance and equipment repairs.
8. The scheduling method must have the ability to set a limit on the number of visits per day, per inmate, and the length of time allotted for each visit.
9. Proposer must provide visitation from kiosks located at the Video Visitation Facility, located at 1190 West Leonard Street, Pensacola, FL 32501, at no cost to the public or the Inmate.
10. Proposer must provide overnight delivery of failed hardware components and equipment if required to maintain operation of the VVS.
11. The Proposer shall provide technical support with two (2) hours of notice given.
12. The Proposer must provide ALL on-site video visitation visits free of charge, however, remote video visits will be charged according to the Pricing Sheet for this RFP (see Attachment B).
13. The Proposer and its employees will follow all Escambia County Corrections regulations, rules, and standards.

Infrastructure, Cabling, and Technology Specifications:

1. The Proposer will work with the BCC IT department to install all servers and networking equipment needed for the implementation.
2. The Proposer will provide any needed network cabling, and coordinate the installation with the BCC IT department.

Preferred and Optional Services:

1. In addition to the Required Services noted above, the Escambia County Corrections Department has an interest in any options that reduce the level of time

required of Operational Staff to operate the VVS. These options may include hardware and/or software tools, or procedural changes that automate and simplify various staff-required or staff-intensive operational processes.

2. Escambia County Corrections is interested in modernizing the way in which an Inmate accesses and utilizes various services provided within the facility. In order to accomplish this goal, Escambia County would be interested in obtaining information and cost proposals related to additional technology-driven solutions offered by the Proposer.
3. All additional features and available options should come with their own pricing documentation. The price(s) for preferred and optional services should not be combined with the requested pricing related to the Video Visitation Solution (see Attachment B).

1-4 COMMISSION RATE

The Commission Rate is only related to those visits not be provided free of charge as referenced above.

1-5 REVISIONS:

The County may suggest revisions to this Scope of Service, highlighting or de-emphasizing certain facets or activities, as the County's priorities emerge and new information becomes available.

PART II INFORMATION REQUIRED FROM SUBMITTERS ALL RESPONSES SHALL INCLUDE THE FOLLOWING:

2-1 FORMAT AND CONTENT

The County discourages overly lengthy and costly responses; however, in order for the County to evaluate qualifications fairly and completely, submitters should follow the format set out herein and provide all of the information requested.

Responses shall include the complete name and address of the Proposing firm, and the name, mailing address, and telephone number of the person the County should contact regarding the submittal of RFP response. **Provide one (1) paper copy and one (1) complete submittal on flash-drive or Compact Disc (CD).**

2-2 REQUIREMENTS

Proposer must be able to safely and securely provide specified services to meet the needs of Inmates at the various housing Escambia County Jail, as well as the general public, for the purpose of conducting Video Visitation sessions. Proposer's minimum qualification criteria include, but are not limited to, the following:

1. Due to the complex nature and security concerns of correctional facilities, Proposers must have at least five (5) years of recent experience providing and administering video visitation services to city, county, or state correctional facilities.

2. Proposer must provide a qualified, trained, and certified staff dedicated to the sole purpose of supporting the proposed Video Visitation System.
3. Proposer must have fully-automated and configurable scheduling software incorporated into the proposed software application.

The proposer shall provide the following in their response to this RFP:

1. Training plan for staff.
2. Timeline with detailed step-by-step plans for ramping up to full operation once a Notice to Proceed is issued.
3. A narrative description of how the Proposer will deliver the requested services. This narrative shall include must include hardware, software, and implementation services necessary to furnish the proposed solution.
4. Provide specific information concerning the Proposer's experience in the services specified in this RFP, preferably within the State of Florida. Current examples of VVS operations should be submitted as references.
5. Names and qualifications of personnel to be assigned to this project.
6. The Proposer must provide policies and procedures relative to security of employees and background checks.
7. A detailed list of any requirements the Proposer will have of the County to provide, along with a detailed justification for the requirement.
8. Complete Attachment B in full, and provide - separately - all information regarding any recommended Preferred or Optional Services.

PART III SELECTION PROCESS AND CRITERIA FOR SELECTION PROCESS

The proposal review process will be initiated through the Selection Review Committee. Based on the decision of the Committee, a recommendation will be taken to the Escambia County Board of County Commissioners for discussion and award of the agreement April 5, 2018.

The criteria used to determine the best value to the County are as follows:

Criteria	Weight
Product Functionality: Ability to meet technical specifications. Properly communicate qualifications. Respond appropriately to the RFP Requirements.	60
Experience with Similar Industry Systems: Years and level of Experience providing the requested service to local, state, or federal correctional facilities.	20
Price: Detailed costs, both direct and indirect, will be evaluated. Long-term costs and Total Cost of Ownership will also be considered. This section includes evaluation of both the costs charged to those utilizing the remote visits and the commission rate remitted to Escambia County.	10
Preferred/Optional Services Available: Availability and cost of any proposed optional services that can be utilized to modernize/enhance the operations of the Escambia County Jail as requested in Section D (3).	10
Total Possible Score	100

PART IV SCHEDULE

The following schedule is proposed and shall be adhered to in so far as practical in all actions related to this procurement:

Event	Scheduled Date
Public Notice	January 8, 2018
Final Date for Questions	5:00 PM, CST, January 18, 2018
Responses to Questions	January 19, 2018
RFP Responses Due	3:00 PM, CST January 25, 2018
Short-List Meeting	11:00 AM, CST January 31, 2018
Discussions/Ranking Meeting	8:30 AM, CST February 9, 2018
1 st Negotiations	3:00 PM, CST February 28, 2018
2 nd Negotiations (If Necessary)	1:00 PM, CST March 9, 2018
Recommendation to BCC	April 5, 2018

All questions shall be directed to:

Jeffrey Lovingood
Purchasing Specialist
Telephone (850) 595-4953
Email: JDLovingood@myescambia.com

PART V CONTRACT TERM / RENEWAL / TERMINATION

1. The contract resulting from this RFP shall commence effective upon execution by both parties and extend for a period of thirty-six (36) months. The contract may be renewed for additional twelve (12) months periods, up to a maximum sixty (60) months upon mutual agreement of both parties. If any such renewal results in changes in the terms or conditions, such changes shall be reduced to writing as an addendum to this contract and such addendum shall be executed by both parties and approved by the Board of County Commissioners.
2. Renewal of the contract shall be subject to appropriation of funds by the Board of County Commissioners.
3. The initiation County department(s) shall issue release purchase orders against the term contract on an "as needed" basis.
4. The contract may be canceled by the awarded vendor, for good cause, upon ninety (90) days prior written notice.
5. The County retains the right to terminate the contract, with or without good cause, upon thirty (30) days prior written notice.
6. In the event of termination by either party as provided herein, the awarded vendor shall be paid for services performed through the date of termination.
7. The contract resulting from this Solicitation may include provisions for price adjustments after twelve (12) months. Written request for price adjustment may be made every twelve (12) months, no less than 30 days prior to the requested effective date. Any increase price adjustment(s) shall be accompanied by written justification attesting that the request is a bonafide cost increase to the vendor. All price adjustments shall be reviewed by the County's designated representative. If an adjustment in price is approved, it shall be accomplished by written amendment to this contract and approved by the Board of County Commissioners.

ATTACHMENT A
Current Equipment Specifications
PD 17-18.022
For a
Video Visitation Solution

All video visitation station components must be field replaceable by facility staff or by the VVS contractor. All video visitation station components must, at minimum, meet the following requirements:

A. VISITOR STATIONS (118 total)

1. Correction grade wall mountable enclosure with minimum 14 gauge steel
2. Minimum of 17" color monitor
3. USB webcam
4. 60 with two Detention grade audio handsets with cable lanyard 33" in length and 58 with one Detention grade audio handset with cable lanyard 33" in length
5. Sloped top
6. Available with minimum of 1/4" Lexan safety glass
7. Enclosure shall be wall mounted with a minimum of 4 lag bolt locations and openings for two 4-square boxes in the rear.
8. The enclosure shall not have any openings exposed to inmate or visitor.
9. Available with standard monitor or touchscreen
10. Option for second handsets
11. Option for external USB port
12. Option for external corrections grade keyboard and track ball
13. Optional pedestal mounts available in single, dual, tri and quad configurations
14. Option for mobile video visitation stations
15. Videoconferencing Codec Hardware
 - I. 4GB Hard Drive or better.
 - II. 2GB of RAM or better.
16. Videoconferencing Codec will contain multiple non-proprietary CODECS. CODECS to include a minimum of the following:
 - I. Must have built in Video Conferencing CODEC which utilizes H.323 and/or SIP protocols for open communication directly to devices from Cisco, Polycom, Lifesize etc.
 - II. Must have option to utilize embedded Cisco Jabber CODEC which communicates with Cisco's Unified Call Manager and meets the following specifications:
 - a) Bandwidth - Supported from 24 kbps up to 8 Mbps
 - b) Video standards
 - 1) H.264
 - 2) H.263+
 - 3) H.263
 - c) Video system must allow users to view other party in full screen mode without sacrificing video quality.
 - d) Video Resolution & Frame rates- The available resolution at any time depends on the video source, the available bandwidth, and the processing power of the computer.
 - 1) Native NTSC:
 - i. 400p (528 x 400 pixels)
 - ii. 4SIF (704 x 480 pixels)
 - iii. SIF (352 x 240 pixels)
 - 2) Native PAL:

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- i. 448p (576 x 448 pixels)
 - ii. 4CIF (704 x 576 pixels)
 - iii. CIF (352 x 288 pixels)
 - iv. QCIF (256 x 144 pixels)
 - v. SQCIF (128 x 96 pixels)
 - 3) Native PC Resolutions:
 - i. XGA (1024 x 768 pixels)
 - ii. VGA (640 x 480 pixels)
 - iii. QVGA (256 x 144 pixels)
 - 4) Wide Resolutions:
 - i. w1080p (1920 x 1080 pixels)
 - ii. w720p (1280 x 720 pixels)
 - iii. w576p (1024 x 576 pixels)
 - iv. w448p (768 x 448 pixels)
 - v. w288p (512 x 288 pixels)
- e) Audio standards
 - 1) MPEG4 AAC-LD; 48 kHz, 64 kbps
 - 2) G.722.1; 24 kbps
 - 3) G.722.1; 32 kbps
 - 4) G.711 a-law
 - 5) G.711 mu-law

B. INMATE STATIONS (6 total)

- 1. Correction grade steel wall mountable enclosure with option to attach to existing correctional industry standard "mini-phone" wall mount bracket
- 2. Interchangeable front faceplate for height range 5'3" – 6'3"
- 3. Minimum 10.1" Android based quad core tablet
 - I. Multi-touch capacitive screen
 - II. Tempered glass and anti-glare screen protector
 - III. Front facing webcam
 - IV. Quad-core processor
 - V. 1G RAM
 - VI. 16GB NAND memory
 - VII. Customizable OS and launcher designed for corrections market to prevent unauthorized access to unapproved programs.
 - VIII. Tablets will be controlled by an industry leading enterprise mobility management solution that allows for easy of update and services upgrades
- 4. Power-over-Ethernet capability with simultaneous data and power transfer.
- 5. Detention grade electret audio handset with cable lanyard at least 33" in length (dual handsets optional)
- 6. The enclosure shall not have any openings exposed to inmate or visitor.
- 7. Option for mobile video visitation stations
- 8. Will contain multiple non-proprietary CODECS. CODECS to include a minimum of the following:

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- I. *Must have built in Video Conferencing CODEC which utilizes H.323 and/or SIP protocols for open communication directly to devices from Cisco, Polycom, Lifesize etc*
- II. Must utilize Adobe Flash - for "at home" internet visitations

C. RECORDINGS

All visitation recordings shall be processed and stored locally within the facility's internal server environment or optionally, if facility desires, at remote data center.

D. SERVERS

VVS servers shall be installed locally within the facility's internal server environment or optionally, if facility desires, at remote data center

- 1. Application Server-Minimum Requirements
 - I. Operating System: Windows Server 2012
 - II. Database support: Oracle 11, PostgreSQL 9, SQL Server 2008
 - III. Processor: Quad Core, 2Ghz or higher
 - IV. Memory: 4GB RAM
 - V. Disk Storage:
 - a) 80GB minimum available storage space
 - b) RAID1 for maximum up time
 - c) SPEED of disks for database server – 15,000 RPM
 - VI. Network: 1 or more 100MB/1GB NIC (as appropriate for network)
 - VII. Local Access: KVM, or monitor, keyboard & mouse (for initial OS setup)
 - VIII. Remote access: RDT, VNC, VPN, Logmein.com or other connection method for support
 - IX. Back-up and Redundancy: Ability to function in different back-up and redundant environments. Type of environment that is appropriate depends upon IT policies and standards.
 - X. Redundant Power supplies for maximum up time
 - XI. PCI-Express slot for auto dialer card
 - XII. DVD Drive
 - XIII. Rack Rails: 2 post / 4 post
 - XIV. Approved manufacturers: Dell, HP
- 2. Recording & Storage Server (recording up to 24 simultaneous visits)
 - I. Operating System: Linux (dedicated 80GB min. OS Partition)
 - a) Linux CentOS 6.x – 64bit
 - II. Processor: 1 Six Core, 2Ghz or higher
 - III. Memory: 8GB RAM
 - IV. Network:
 - a) One or more 1GB NIC
 - b) If applicable, connection to SAN or other external storage device
 - V. Local Access: KVM, or monitor, keyboard & mouse (for initial OS setup)
 - VI. Remote access: SSH, VPN, or other connection method for support
 - VII. Disk Storage:
 - a) Two options (suggested to have RAID 5 or 6)
 - 1) Local Storage
 - 2) External Storage: Attached SAS, SCSI, iSCSI, etc. 80 GB

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- for the local OS normally on local hard disk in server
- b) XX hours of recordings at 120MB per hour + 50GB = total recording storage space
- VIII. Back-up and Redundancy: Ability to function in different back-up and redundant environments. Type of environment that is appropriate depends upon IT policies and standards.
- IX. Redundant Power supplies for maximum up time
- X. DVD Drive
- XI. Rack Rails: 2 post / 4 post
- XII. Approved manufacturers: Dell, HP
- XIII. Flash Recording Server (remove if internet/at home video visitation is not included)
- a) Can be installed on the recording/storage server or optionally on a separate server for security reasons (example located in DMZ) per facility security policy.

E. ADDITIONAL INFORMATION

1. VVS shall be connected to a 100 Mbps Ethernet network.
2. VVS shall utilize CAT6 cabling for connection to the visitation network.
3. VVS shall provide an adequate number of Gigabit or 10/100Base-T managed multicast switches and ports to accommodate the total number of visitation stations, servers and administration stations.
4. Facility shall be responsible for any and all bandwidth required for Internet video visitations.

ATTACHMENT B
Pricing Sheet
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A. COMMISSIONS

Keeping the availability of remote video visitation financially feasible for the users is a primary concern for Escambia County. Low per-minute costs have been deemed more critical than high commission rates. Commission on gross revenue or per-completed-visit shall be submitted on this Bid Form. Requested rate/cost, fee and commission information will be entered on the lines provided. Please note: Submission of additional pricing pages, clarification pages, and/or pricing scales, or any documentation regarding pricing other than that submitted on this Bid form should be clearly labeled so as not to result in the disqualification of Proposer's RFP response.

Video Visitation Pricing	Cost to General Public (A)	Cost to Inmates (B)	Cost to Public Defenders (C)	Cost to Private Legal Council (D)	Commission Rate (E)
Per Minute Cost	\$	\$	\$	\$	%
30-Minute Block Cost	\$	\$	\$	\$	%
Additional Fees / Charges Per session	\$	\$	\$	\$	%

B. HARDWARE COSTS

Please provide a detailed breakdown of the costs associated with the various forms of hardware you are proposing for the facility.

C. SOFTWARE SUPPORT AND MAINTENANCE

Please provide a detailed breakdown of the yearly software support/maintenance fees associated with the Video Visitation Solution.