



CLAY COUNTY
PURCHASING DEPARTMENT
REQUEST FOR PROPOSAL (RFP)

RFP NO:	69-21	PURCHASING SPECIALIST II	ETHEL KITCHELL
TITLE:	INMATE TELEPHONE/KIOSK/TABLETS/ COMMISSARY SYSTEM	EMAIL:	EKITCHELL@CLAYCOUNTYMO.GOV
ISSUE DATE:	10/27/2021	PHONE NO:	816-407-3633

**PROPOSAL RESPONSES MUST BE RECEIVED NO LATER THAN:
 11/18/2021 AT 2:00 PM CENTRAL TIME.
 PROPOSAL RESPONSES WILL BE OPENED AND READ ALOUD AT 3:00 PM CENTRAL TIME.**

SUBMITTAL INSTRUCTIONS: In an effort to support the County's initiative for conservation, it is preferred that the Request for Proposals (RFP) be submitted via www.PublicPurchase.com. Sealed RFPs may be delivered to the Clay County Purchasing Department prior to the return date and time. Print the **Sealed RFP Label** found in Attachment 1 or type **RFP Number, RFP Title** and **Return Due Date** on the lower left hand corner of the envelope or package. In order for a response to be considered complete, the Clay County document **MUST** be completed in its entirety which includes this cover page. All subsequent pages **MUST** also be initialed and the Terms and Conditions Acknowledgement form **MUST** be signed.

RETURN RFP TO: **US MAIL/COURIER DELIVER TO:**
CLAY COUNTY
ATTN: ~ PURCHASING DEPARTMENT
1 COURTHOUSE SQUARE
3rd FLOOR ROOM 1340
LIBERTY, MISSOURI 64068

**AGREEMENT PERIOD: DATE OF AWARD FIVE (5) ONE YEAR TERMS, WITH ANNUAL ONE YEAR RENEWALS THEREAFTER:
 DELIVER SUPPLIES/SERVICES/INVOICES FOB (Free On Board) DESTINATION TO THE FOLLOWING ADDRESS:**

SHERIFF'S OFFICE
CLAY COUNTY DETENTION CENTER
14 SOUTH WATER
LIBERTY, MO 64068

By signing this RFP cover page, the vendor shall hereby declare understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all requirements and specifications contained herein and the Contract Terms and Conditions. The vendor shall further agree that the language of this RFP shall govern in the event of a conflict with their proposal. In addition, the vendor shall further agree that upon receipt of an authorized purchase order from Clay County or when a Vendor Agreement is fully executed by an authorized agent of Clay County, a binding agreement shall exist between the vendor and Clay County.

SIGNATURE REQUIRED

Company Name		Authorized Representative (Print)		Title
Street Address		Authorized Signature		
City/State/Zip	County	Date	Company Tax ID No.	
Telephone No.	Facsimile No.	E-Mail		
<input type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax-Exempt				
Vendor Tax Filing Type with IRS (Check One)				

1. **INTRODUCTION AND GENERAL INFORMATION**

This section of the RFP includes a brief introduction and background information about the intended acquisition for which the requirements herein are written. The contents of this section are intended for informational purposes and do not require a response.

Submittal instructions and determination of award information can be found on our website by clicking the following link <https://www.claycountymo.gov/bids/current>

1.1 **Purpose:**

1.1.1 This document constitutes a request for competitive, sealed proposals from prospective vendors for Inmate Telephone, Kiosk, Tablets, & Commissary System for the Sheriff's Office(hereinafter referred to as CLAY) in accordance with the requirements and provisions stated herein.

1.1.2 RFP Document Contents:

- Introduction and General Information
- Scope of Work/Functional Specifications
- Meeting Information Page
- Agreement Terms and Conditions Acknowledgement Form

- Exhibit A - Experience and Expertise
- Exhibit B - Project Approach
- Exhibit C - Miscellaneous Information

- Attachment 1 – Sealed RFP Label

1.2 **Questions:**

1.2.1 Questions relating to the RFP must be submitted via the www.PublicPurchase.com website or e-mailed to Purchasing@ClayCountyMo.gov

1.2.2 **All questions and issues should be submitted no later than Friday, November 5, 2021** If not received prior to the aforementioned date; the Clay County Purchasing Department may not be able to fully research and consider the respective questions or issues.

1.3 **Background Information:**

- a. Clay has a current agreement for Inmate Telephone Services under RFP 122-17 Resolution 2018-124 to Encartele, Inc.
- b. Clay has not previously had an agreement for Inmate Telephone/kiosk/tablets and Commissary System as requested in this RFP.
- c. The Clay County Sheriff's Office is responsible for the housing of inmates in the Clay County Detention Center located at 14 South Water, Liberty, MO 64068.
- d. The maximum capacity of the Detention Facility is 380 / 398 inmates; the average stay is 20.32 days.
- e. 40 phones and 29 kiosks.
- f. Most local calls are not free. The only free calls are those made with the phone at the Booking Counter referred to as the "Bonding Phone". This phone is a hardened/mounted inmate-type phone, but still for free local calls. Presently all calls to the Clay County Public Defender's Office are free calls also, which can be placed at any phone throughout the Detention Facility. The Clay County Sheriff's Office shall have the ability to designate other inmate-placed calls as "free calls", depending on the needs of the facility.
- g. Phone cards are sold by request of the inmates.
- h. Current Inmate Commissary provider is Swanson Services Corporation.

Vendor's Initials: _____

- 1.3.6 Although an attempt has been made to provide accurate and up-to-date information. Clay County does not warrant or represent that the background information provided herein reflects all relationships or existing conditions related to this Request for Proposal.

1.5 Estimated Quantities:

- 1.5.1 The County shall not guarantee any minimum or maximum amount of the vendor's services that may be required under the Agreement.
- a. The vendor shall provide products/services on an as needed basis.
 - b. The County shall not guarantee any usage of the agreement whatsoever.

1.6 Award Determination

- 1.6.1 Any award of Agreement must be approved by the County Commissioners and shall be made by notification from the Purchasing Department to the successful bidder.

LENGTH OF CONTRACT: The vendor acknowledges the term of this agreement shall be five (5) one year term, with annual one year renewals thereafter unless both parties want to change or terminate this agreement. Prior to the end of each fiscal year, the provided services shall be evaluated by the Clay County Sheriff's Department to determine if satisfactory performance is being provided.

RESULTING AGREEMENT: The vendor acknowledges Clay County can terminate this agreement with cause with a written notice presented to the vendor with a minimum of thirty (30) days' notice. If the vendor fails to perform up to the conditions of the agreement, in Clay County's judgment, Clay County will communicate the problem(s) to the vendor in written form. The vendor will have ten (10) days to rectify the problem(s). If the problem(s) are not corrected or reoccur, Clay County may immediately terminate the agreement. The vendor will not be relieved of any obligation of payment of commissions earned up to the date of cancellation. The vendor may be in default or excluded by (but not limited to):

1. Failure to pay commissions on time;
2. Failure to provide preventive maintenance on the system;
3. Failure to keep equipment repaired in a timely manner, within twenty-four (24) hours of notification;
4. Charging telephone customers rates in excess of agreed upon rates or above allowable rates as set forth by the FCC.
5. Other considerations preventing the proper operation of the inmate telephone services.
6. Not providing real time revenue access online through the system accounting software on all call types, messaging, video visitation sessions of media Apps on tablets.

Vendor's Initials: _____

2. SCOPE OF WORK

This section of the RFP includes requirements as well as desirable attributes and provisions relating specifically to the scope of work requirements of Clay County. The contents of this section include mandatory requirements that will be required of the successful vendor and subsequent vendor. The vendor is requested to provide responses to the requirements/desired attributes in this section pursuant to the directions identified herein. The vendor's response, whether responding to a mandatory requirement or a desired attribute, shall be binding in the event the proposal is accepted by Clay County. The vendor must provide all costs necessary to meet the mandatory requirements and the fulfillment of any desirable attributes by the vendor (if any) in the appropriate sections of Exhibit A, Pricing Pages.

2.1 Specific Requirements:

The vendor shall provide all labor, supervision, and materials required to install, operate, and maintain all telephone communications equipment necessary for the operation of required telephones, video visitation kiosks and Tablets at the specified locations at no charge to Clay County. The vendor shall be responsible for all aspects of the inmate telephone system such as acquisition, installation, operation, service, training, and maintenance. All telephone service related to the inmate telephones and related equipment must be provided at the vendors's own expense and Clay County shall incur no cost for any portion of the installation, service, training, or maintenance throughout the term of the agreement.

Features and Abilities of Systems

The successful Vendor's proposal will include the following at a minimum.

- a. Lobby Commissary Kiosk
- b. Booking Kiosk
- c. Debit Release Kiosk
- d. Easy Automation between Jail JMS (Jail Tracker) – Commissary - Video
- e. User Configurable Commissary/Trust Account Reports
- f. User Configurable Inmate Kiosk Forms (bond request, public defender request, etc.)
- g. Automated inmate debt collection
- h. Flexible Menu offerings
- i. 24/7/365 Support with 24 hour response time
- j. Visitation Kiosk and /or Inmate Tablets – Kiosks and Tablets, plus their operating systems must be provided by the same developer and be proprietary to the vendor. Third Party tablets are excluded.
- k. Facial Recognition software to prevent/deter unauthorized use
- l. Law Library Access

Secure Mail Scanning services

- m. Remote and on-site video visitation
- n. Inmate Text messaging
- o. Inmate Grievance Reporting
- p. Inmate Medical Call Reporting
- q. Inmate Requesting Reporting
- r. User Custom Report creating
- s. Inmate Picture Mail
- t. Media apps providing both educational and entertainment features
- u. PREA notifications and acceptance logs
- v. Staff to Inmate Messaging
- w. Investigative Usage Alerts
- x. Three Way call Flagging/reporting

Vendor's Initials: _____

SINGLE SOURCE PROVIDER: Clay County prefers a single source provider for all platforms, software and services requested herein. The exclusion of multiple 3rd party providers/ Agents or subcontractors is preferred. Please explain the source, ownership, relationship and location of 3rd party inclusions, if any. Please explain if any of the products and services offered were designed in house by the company or acquired by acquisitions or mergers.

NUMBER OF TELEPHONES: This request for proposal shall cover the following telephones at the Clay County Jail:

- a. Clay County Detention Center has fifty (50) inmate phones, one (1) pay phone, twelve (12) visitation phones, three (3) spare lines, and one (1) IT Office line.
- b. 100 area has 4 dayrooms-6 phones with 6 kiosks. 2 each in big dayrooms 1 each in small dayrooms
- c. 200 area has 4 dayrooms-6 phones with 6 kiosks. 2 each in big dayrooms 1 each in small dayrooms
- d. 300 area has 3 dayrooms-4 phones with 4 kiosks.
- e. 400 Area has 3 dayrooms-6 phones with 6 kiosks
- f. 500 areas has 3 dayrooms-6 phones with 6 kiosks
- g. Booking-9 phones
- h. Visitation-currently has zero phones

The vendor acknowledges that after the initial installation the number of inmate telephones/video kiosks & tablets may be increased or decreased based on need of the facility and industry standards at no cost to the County.

MINIMUM REQUIREMENTS OF INMATE TELEPHONES: The vendor is to provide inmate telephones and related equipment at the specified locations as set forth in this proposal. The inmate telephone system shall only allow prepaid calls except for those telephone numbers designated by the Clay County Sheriff's Department. The system shall allow call blocking to prevent calling to the following:

- 911;
- 800, 888, 900, and other toll free numbers;
- 411 or other directory assistance numbers;
- Sheriff's Department numbers including both office and home telephone numbers of personnel;
- Direct dial long distance services;
- Other telephone numbers at the discretion of the Sheriff's Department.

The system shall allow call passing for free calls to the Local Public Defender, Federal public defender, bail bondsmen, or other numbers at the discretion of the Sheriff's Department. The system shall have call timing to preset the maximum call length time. The system shall have fraud protection against Clay County MO switch calls, credit card calls, directory assistance calls, call forwarding, conference calls, etc. The system shall not be capable of receiving incoming calls. The system shall be of heavy-duty construction and have equipment designed for the correctional environment. Inmate telephones shall not expose screws, bolts, or other fasteners or any other material that can be removed without special security devices. Vendor shall submit detailed information as to the equipment offered.

PIN OPERATION: The proposed inmate telephone system shall have the capability to be a PIN based system using a "Prisoner Identification Number" (PIN) for telephone operation. The system shall be designed to operate with or without PINs on a per telephone basis. The PIN system shall have the ability to provide statistical reporting on calls made using the PINs. The contractor shall provide all necessary hardware and software, including any required computer workstations, to access, retrieve, and print statistical information. PINs will be automated with jail management system.

Vendor's Initials: _____

RECORDING OF CALLS: The inmate telephone system shall have the ability to record all telephone calls placed by inmates in the Clay County Jail for the duration of the term of any agreement awarded. The recording system shall allow for recording, archival, and playback of telephone calls. The vendor shall provide all necessary hardware and software required, to access, retrieve, and playback recorded telephone calls.

VIDEO VISITATION: The vendor shall provide a Video Visitation system including all components, software, and hardware necessary for the system to function. Please include in your response detailed information as to the system offered.

Video Technical Requirements and Specifications: The following identifies the minimum requirements of the desired Video Visitation system:

1. Base your proposal on 3 fixed wall mounted units.
2. The System must be "State of the Art" technology and web based. The architecture shall be expandable to allow future growth.
3. The System must have the capability to perform real time recording and monitoring of all video visitations during a single session. Proposal should include the storing of recordings up to one year.
4. The System must have the capability to perform off site visitations to laptops, smart phones, etc., without the use of third party entities. Account funding options should be handled solely by the provider and it is not preferred by the County to have the inclusion of 3rd parties for such funding options.
5. Visitation Units must be constructed of high impact material including a steel lanyard and security grade handset.
6. The System units should include a 17" color monitor, secure touch surface with wave technology, be SIP compliant, contain a high resolution cameras with VGA capability and operate on low voltage DC power so the County will not have to supply 110 outlets to each unit.
7. Please describe the type of internet connection that will be supplied by the Vendor to effectively operate the Video System.
8. Please describe types of services, features and account funding options offered on the video units.
9. It is desired by the County that the bid percentage on all services offered, telephone, video kiosks and Tablets, include the units to be provided at no cost to the County, including installation, training and annual maintenance fees and software upgrades for the term of the agreement.

TABLETS: Clay County is requiring the distribution of Tablets for inmate use in the facility. 110 charging systems are required. Please include your tablet solution. Define your preferred tablet distribution ratios to inmate, charging station options, tablet replacement pricing, features, applications and any associated costs. It is preferred that the funding of media Apps should be separate from the telephone or video visitation options. The availability to stream live church services is required.

ELECTRONIC MAIL: Clay County is interested in an onsite program to eliminate paper mail that may contain contraband or hazardous materials. It is desired that paper mail being delivered to the jail have the ability to be scanned and sent to the inmate electronically via the video kiosk or tablets. The exclusion of 3rd parties is preferred. Please describe your program and provide at least 3 references currently using this type of mail delivery system.

INMATE ASSISTANCE LINE: Clay County's current inmate phone provider allows the inmates to contact a trained live operator that can give a list of names and contact information to. These operators in turn call the family members and let them know where they are incarcerated, how to set up accounts and perform/schedule video visits, etc. This line can also be used for medical emergencies, snitch line, to report malfunctioning equipment in the facility and reduce workload on the facility employees. Clay County prefers this service be live and not automated. All calls to said call center shall be recorded and available for the facility to listen to and save recording if necessary.

MAINTENANCE: The vendor shall provide all maintenance and upkeep of the inmate telephone system, video visitation units and tablets. A twenty-four (24) hour response shall be required on all reported problems. The vendor shall provide a toll free telephone number to report system problems.

Vendor's Initials: _____

DAMAGE TO EQUIPMENT: Clay County shall not be liable for loss, damage, destruction, or misuse of any telephone or video equipment as set forth in this proposal.

UPGRADES: The vendor shall be solely responsible for required hardware and software upgrades to ensure proper operation of the inmate telephones and video units for the period of the agreement and any subsequent extensions. The system must allow Jail personnel the ability to access data from the phone system from any computer in the department.

COMPLIANCE: All installation shall meet applicable federal, state, or local codes. The vendor shall have and maintain insurance to cover general liability to provide the contracted services.

COMMISSIONS: Commissions shall be paid monthly no later than sixty (60) days following the last day of the month in which calls generating the commission were made. All commissions shall be paid by check to Clay County and shall include a report detailing the following:

- Date of report and time period covered;
- Total billed revenue;
- Statement of accuracy signed by representative of vendor;

The vendor shall calculate commissions as a fixed percentage based upon the gross revenues for each telephone. Clay County will bear no responsibility for fraudulent calls or theft of service. Fraudulent, stolen, or lost funds shall not be deducted from revenue paid to Clay County. Clay County will bear no responsibility for unbillable or uncollectible calls or such un-collectibles known as "bad debt".

Clay County is aware of the recent FCC rulings, call diversion tactics, and unreported revenue tactics pointed out in the Alabama Order. The proposal shall have a detailed explanation as to how the commissions will be paid on all types of calls, including Interstate calls, made from the facility.

Any promotional, single pay or call diversion types of calls used by vendor must be identified in your proposal. Failure to identify these types of call options in your proposal with billing rates to end users and commissions offered to the facility will result in proposal disqualification. Clay County is not interested in any call type that drives up fees or additional costs to the end users.

EACH VENDOR SHALL SUBMIT THEIR COMMISSION OFFERING FOR ALL TRAFFIC TYPES, BASED ON GROSS GENERATED REVENUE INCLUDING PHONES, VIDEO AND TABLETS.

RATES: Each vendor shall submit a detailed rate table for local, intrastate and interstate calls. Rates for video visitation and Tablet usage shall be included also.

UPFRONT or SIGNING BONUS: Clay County is not interested in and will not accept any form of Cash, Technology fund, or entertainment trips as a signing bonus or incentive. Vendor responses must include only products and services requested herein.

PROPOSAL INFORMATION: Each vendor submitting a proposal shall include a synopsis of their company including, but not limited to, the following information:

- Company name, address, telephone number, & chief executive officer;
- Parent company name, address, telephone number, & chief executive officer;
- Contact person's name, address, & telephone number for purposes of this proposal;
- Company history, current status, & length of time in business;
- Qualifications & experience including ability to perform the requested services;
- Overview of telecommunications experience including inmate telephone services;
- Company financial statement showing income and earnings for the most recently closed year;
- Minimum of FIVE (5) inmate telephone accounts currently operational in MO or surrounding states including Center name, address, and contact person & telephone;
- Sample Contract that the Vendor will propose to the County.

Vendor's Initials: _____

DESCRIPTION OF SERVICES: Vendors submitting proposals shall detail services to be provided as outlined in this Request for Proposal including technical specifications and equipment. Available options, including those noted in this proposal, shall be submitted along with any alternative proposals offered by prospective vendors.

COMPETITIVE PROPOSALS: Proposals shall be by sealed bid and will be opened as to avoid disclosure of contents until all negotiations with prospective vendors have been completed. Upon completion of award all proposals shall be open for public inspection. Negotiations may be conducted with prospective vendors who submit proposals. All vendors shall be accorded fair and equal treatment with respect to any opportunity for negotiation and revision of proposals. Revisions to proposals shall be permitted for the purpose of obtaining the best proposal for the services requested herein. Clay County reserves the right to reject any and all proposals or waive portions thereof and to choose the proposal which best meets the needs and requirements of Clay County and the Clay County Sheriff's Department.

DEMONSTRATIONS: The Clay County Sheriff's Department shall reserve the right to require a thirty (30) day demonstration of services offered. Such demonstration shall be at no cost to Clay County and shall be for the purpose of evaluation of offered services.

2.2 Miscellaneous Requested Information:

2.2.1 The vendor should respond to the information requested in all sections and all exhibits.

3. RFP OPENING

3.1.1 RFP Responses will be read out loud at 3:00 P.M. on November 18, 2021 in the Purchasing Department. Only Vendor names, state and city will be read.
Location subject to change.

Vendor's Initials: _____

4. AGREEMENT TERMS AND CONDITIONS ACKNOWLEDGEMENT FORM

The undersigned vendor has read, understood, and accepted the Terms and Conditions as published on the Clay County Official Website located at:

https://www.claycountymo.gov/application/files/1515/9923/0486/CONTRACT_TERMS_AND_CONDITIONS.pdf

All terms and conditions as stated shall be adhered to by vendor upon acceptance of Agreement. Vendors enter into this agreement voluntarily, with full knowledge of its effect.

Vendor Signature

Date

Vendor Name

Vendor's Initials: _____

**EXHIBIT A
Experience and Expertise**

The evaluation of the vendor’s experience and expertise shall be subjective based on the requirements stated herein. Therefore, the vendor should present detailed information regarding current and/or prior experiences in providing the services and expertise of the organization as well of its personnel. The County shall have the right to use the information provided herein, including information gained from any other source, in the evaluation process.

A.1 EXPERIENCE:

A MINIMUM of 5 years experience is required of the successful vendor, in similar services, as described in the scope. Experience and references provided by vendors shall be verified and will be a significant factor in the evaluation. Vendors should provide the information below.

How many years has your company been in business? _____

List a minimum of three (3) references showing Agreements held by your company providing the same or similar services for other public entities, local government or private companies.

Reference No. 1 of 3	
Company/Organization Name:	
Address:	
Name of Contact and Title:	
E-mail Address:	
Telephone No.:	
Agreement or Service Period (dates of services):	
Reference No. 2 of 3	
Company/Organization Name:	
Address:	
Name of Contact and Title:	
E-mail Address:	
Telephone No.:	
Agreement or Service Period (dates of services):	
Reference No. 3 of 3	
Company/Organization Name:	
Address:	
Name of Contact and Title:	
E-mail Address:	
Telephone No.:	
Agreement or Service Period (dates of services):	

Vendor’s Initials: _____

EXHIBIT A, continued

A.2 EXPERTISE:

PERSONNEL QUALIFICATIONS

Vendors should provide the information below.

Indicate person who will be supervising project(s) and years of experience in similar work.

Name: _____ No. of Years _____

Type of Experience: _____

Complete the following for employees that would be working on this project. List any previous work directly relating to the RFP specifications that have been performed for other public entities, local government or private companies in the last five years. Attach a separate sheet of paper if needed.

EMPLOYEE NAME	QUALIFICATIONS	EXPERIENCE/TRAINING/CERTIFICATIONS

Vendor's Initials: _____

EXHIBIT B
Project Approach

The evaluation of the vendor's proposed method of performance/project approach shall be subjective based on the requirements stated herein. Therefore, the vendor should present detailed information regarding the proposed method of performance/project approach. The County shall have the right to use this information, including information gained from any other source, in the evaluation process.

It is the vendor's responsibility to make sure all services proposed are adequately described. It should not be assumed that the evaluator has specific knowledge of the services proposed; however, the evaluator does have sufficient technical/business background to conduct an evaluation when presented complete information.

B.1 PROJECT APPROACH INFORMATION

In order to demonstrate a thorough knowledge of the total system and an understanding of the overall requirements, a detailed proposal package shall be submitted. The package will as a minimum include a system overview and description, a detailed drawing of each user-accessed component with all controls identified, an itemized listing of the exact equipment being offered, a complete description of each applicable feature of the system, a manufacturer's data sheet for each major system component, and a complete list of options available for the system. Failure to submit a complete, detailed package will be just cause for the proposal to be rejected as non-responsive. The vendor will certify that the equipment list included with the proposal is complete and suitable for the equipment being offered, and that it is compliant with the intent of the specifications.

Describe the schedule of events necessary to provide the services clearly defining the roles of all involved parties. Outline familiarity with the services and identify critical or unique issues specific to the services. Outline a communications process and explain unique approaches used elsewhere.

Vendor's Initials: _____

In order to be deemed responsive, each vendor should prepare and submit a paragraph-by-paragraph response to each item in this specification. The response will either denote full and unqualified compliance with the letter and intent of the specification paragraph or will clearly describe any and all deviations from the specification. For each paragraph in which a deviation is noted, the response will state the reason for the deviation and why the proposed solution is superior to, of equal to the system or method specified. Compliance will not be claimed via reference to the vendor's literature, specifications, books or other external material. Failure to provide this information may cause the vendor's offer to be summarily rejected.

ITEM #	ITEM DESCRIPTION EQUIPMENT/HARDWARE	Circle Yes, No, or Deviation
1	All inmate telephones, tablets, kiosks, must be suitable for use in a correctional facility. They must be tamperproof, with steel encased housings and shockproof keypads. All handsets must be of heavy duty construction with no removable parts and must be hearing-aid compatible.	Yes No Deviation
2	Where possible, county wants phones to be flush mount. (if flush mount phones are available)	Yes No Deviation
3	Vendor must provide a listing of all equipment and software proposed to meet the requirements of these specifications. All equipment provided must be new, in current production and considered to be the state of the art at the time of installation.	Yes No Deviation
4	Vendor must provide non-coin, collect call, inmate telephones, tablets, kiosks, composed of durable, tamper- free equipment suitable for a jail environment. Equipment must contain no removable parts.	Yes No Deviation
5	Parts and labor support for repair and system expansion and upgrades will be continued for the duration of the time that the system is in use. Repair parts will be available for shipment on an expedited handling basis within 24 hours, 365 days per year, including weekends and holidays. The Vendor will provide a 24-hour telephone number for the handling of such orders.	Yes No Deviation
6	The vendor/manufacturer will maintain a complete stock of component parts for the system, both for repair and future expansion, as required. Such parts will include all electronic, electrical, and mechanical components, circuit boards, control modules and standard cabinet modules used as part of the standard system.	Yes No Deviation
7	All phones except the pay phone are to be recorded, including the visitation phones.	Yes No Deviation
8	Visitation Phones shall have a cutoff switch located at the nearest control station to the phones.	Yes No Deviation
9	Set of twelve (12) visitation phones that shall be able to record.	Yes No Deviation
10	The telephones must be line powered, requiring no AC power, backup batteries and require no electricity to be run to telephones located in the cellblocks.	Yes No Deviation
11	Written dialing instructions in both English and Spanish must be permanently and prominently displayed on each inmate phone.	Yes No Deviation
12	An anti-vandal locking system must secure each inmate phone, tablet, kiosk.	Yes No Deviation
13	Call monitoring devices must be provided to allow a call to be audibly monitored and recorded where desired by County for knowledge of activities occurring during and or after phone use.	Yes No Deviation

Vendor's Initials: _____

ITEM #	ITEM DESCRIPTION SYSTEM	Circle Yes, No, or Deviation
14	The system will provide all of the functions necessary to operate and control all features and related accessories. The vendor will make every effort to provide a system that will be sufficiently flexible to meet the requirements of the user. All equipment will be of the highest professional quality and reliability. The equipment being proposed will reflect "state-of-the-art" design. All materials installed subsequent to this contract will be new and will be the best of their respective types, free of corrosion, scratches or other defects. The offering will only include items which are currently in design and production. Prototype or subset designs will not be considered. The system being proposed should have been in production and continuous service in similar customer settings for a period of not less than one year. Prototype hardware or systems with less than a one-year proven track record of satisfactory commercial performance will be not acceptable under this specification. A list of customer references using the system being proposed will be furnished as part of the proposal offering. Design and construction will be consistent with good engineering practice and will be performed in a neat, professional, and craftsman-like manner.	Yes No Deviation
15	The system will provide the capability to track and identify specific telephone numbers called by each individual inmate telephone, as may be required. The system will provide the capability of monitoring and recording all calls, from both the inmate phones and tablets and visitation phones and tablets, made by each inmate.	Yes No Deviation
16	The recording system will have the ability to fast forward and rewind recordings as necessary during the playback process. In addition, the recording system will also have the ability to burn recordings to CDROM and/or DVD.	Yes No Deviation
17	The live monitoring system will have the ability to notify designated parties via email, pager and/or cell phone of calls made to specific telephone numbers that are under a watch status. The notified party must be able to monitor the specific call from a remote location via the internet.	Yes No Deviation
18	The system will generate reports that state, as a minimum, the date and time each call is placed, the source of the call, the telephone number called, the date and time the call ends, duration of the call, and a voice recording of all parties involved in the conversation. The system will have the capability to store calls in memory for a period of time sufficient to comply with any requirements of the Public Information (Open Records) Act.	Yes No Deviation
19	The system will provide a web-based interface for administering the inmate phone system. Such interface will include but not be limited to administrative rights control for adding, deleting and reporting on user activity, blocking numbers, PIN administration, call detail listings, and recording and playback of telephone calls. The interface will also have the ability for the administrator of the system to monitor and report on user activities within the interface, including the ability to remotely interface.	Yes No Deviation
20	The system will have the capability to interface with the jail management system, pulling the DC/Booking number from the jail management system to be used as a PIN number, and automatically assigning that PIN number to the inmate telephone system correspondingly.	Yes No Deviation
21	The system will have the ability to detect and block any instances of three-way calling. On detection of a three-way call event, the system will optionally be able to either disconnect the call and/or play a voice over message to each of the called parties.	Yes No Deviation

Vendor's Initials: _____

22	The system will have the ability to complete outgoing collect, prepaid debit, calling card, and called party credit card calls. For prepaid debit transactions, the end-users funds must be made available for use within 15 minutes after the funds have been received by the vendor. If prepaid service is offered, the vendor should explain how it works in detail including how commissions are to be paid on each type of call from the facility.	Yes No Deviation
23	System must have the capability to assign PIN numbers at the time of booking.	Yes No Deviation
24	The vendor must be responsible for software updating (i.e. blocking, PIN assignment, changes, allowed number list if requested by the County)	Yes No Deviation
25	Inmate Phone system should be able to interface/function with Inmate Commissary Provider system, so that inmates may also be able to order commissary through the inmate phone system without incurring phone charges, if commissary system allows that function. Current Inmate Commissary provider is Swanson Services Corporation.	Yes No Deviation
ITEM #	ITEM DESCRIPTION SYSTEM	Circle Yes, No, or Deviation
26	System must provide for the option of automatic daily turn on and shut off at designated times and manual system shut off capabilities from designated Detention control rooms.	Yes No Deviation
27	System must possess telephone number blocking capabilities and should allow pre-approved numbers to be assigned to specific inmates if desired by County.	Yes No Deviation
28	The proposed system should be a CPU based system upon which the inmate phones rely to perform the proposed functions.	Yes No Deviation
29	System must provide for free calls by the inmates that must be allowed by law (i.e. calls to attorney or other legal communications) as designated by County personnel.	Yes No Deviation
30	System must provide call detail reports for all calling activity to the County which will include: *Report showing inmate telephone number, date, time, PIN # (if applicable), number called, duration of call and cost of each call. *Report showing "frequently call numbers" for all numbers called more than 5 times in a day. *Report showing "common numbers called" for all numbers called by more than one inmate.	Yes No Deviation
31	Prisoner Identification Number (PIN). System must have the capability to be a PIN based system. The PIN system must allow designated areas to operate with or without PINS.	Yes No Deviation

Vendor's Initials: _____

ITEM #	ITEM DESCRIPTION SECURITY	Circle Yes, No, or Deviation
32	Documentation of security features/methods utilized is required in detail as is required with regard to documentation of all aspects and components of the project.	Yes No Deviation
INSTALLATION		
33	Installation will be performed by the vendor, at no cost to the County. The vendor will arrange and be responsible for all facilities and systems necessary to interface the inmate telephone system with all necessary telephone carriers and the equipment and systems.	Yes No Deviation
34	All components required to render the services complete, installed and operational must be provided by vendor at no cost to Clay County. The County will pay no freight, delivery, installation, setup or service fees.	Yes No Deviation
35	Vendor must coordinate with the Clay County Detention Center for the removal and/or installation of equipment and services.	Yes No Deviation
36	Vendor must coordinate with current provider and County to remove any service/equipment that is not the County's to ensure no interruption of services.	Yes No Deviation
37	Upon completion of installation, vendor must provide County with a list of telephone numbers, serial numbers and locations of each unit.	Yes No Deviation
38	Vendor must install, furnish, and maintain pay phone in public visitation lobby for use by the public as required by County.	Yes No Deviation
39	Vendor must provide all materials and services related to this project for proper installation at no additional charge to the County. Vendor must describe the method of system installation. If County staff involvement is required, this must be clearly identified in the proposal to what extent County involvement will be required.	Yes No Deviation
ITEM #	ITEM DESCRIPTION TRAINING	Circle Yes, No, or Deviation
40	Adequate initial and on-going system on-site training must be provided for County personnel.	
41	The vendor will conduct comprehensive user training before the system is placed into service. Training will be conducted on-site in a minimum of two classes, utilizing the actual equipment. The classes will be scheduled at the convenience of the user, in order to minimize the impact on shift personnel and scheduling. If possible, a demonstration copy of any system operations should be provided, so that personnel may become familiar with the system prior to training. Training will allow supervisory personnel to manage any user-defined system features.	Yes No Deviation
42	All applicable manuals will be provided. The operator's manual will be clearly written and illustrated to instruct personnel in the proper user of all installed features. Drawings, photographs and/or screen captures should show the location of all operator controls. This manual will be provided in addition to all other manuals furnished. Copies of any and all operator's manuals will be provided in advance of the installation, in order to provide personnel with the opportunity to become familiar with the system.	Yes No Deviation

Vendor's Initials: _____

ITEM #	WARRANTY/PARTS AND LABOR	
43	The system will include a warranty consistent with industry standards. The vendor will certify that this warranty will apply to the end user of the system.	Yes No Deviation
	SUPPORT, MAINTENANCE, AND REPAIR	
44	The vendor and/or manufacturer will provide engineering and technical support to the County and/or its service agency to help resolve any operational or service problems that may occur. The vendor should provide a twenty-four-hour telephone number for emergency technical support. The vendor will certify that this support will be available to the end user of the system and to its chosen servicing agency.	Yes No Deviation
45	The vendor will offer complete hardware and software on-site contract maintenance through an approved facility. The maintenance facility will provide prompt repair service should a failure occur, parts support as needed, and a direct route of access to the vendor should further assistance be required. System upgrades, including software upgrades should be provided free of charge to the County for the life of the contract.	Yes No Deviation
46	In order to ensure an understanding of the system requirements, a qualified technical representative of the vendor should conduct a mandatory on-site visit, to ensure that all required functions will be present and properly configured in the proposed system. Failure to conduct this on-site visit may be just cause for the proposal to be rejected as non-responsive.	Yes No Deviation
47	Vendor will implement a proactive service schedule that at a minimum will provide for on-site service visits twice monthly. The service schedule will be reviewed and approved by the Sheriff's Office.	Yes No Deviation
48	The vendor will retain fully qualified and trained support and repair personnel to maintain the installed telephone equipment. Acknowledgment of receipt of a repair request from the County must be made within two hours. Vendor will dispatch for repair within twenty-four hours for minor outages and within eight hours for major outages. A minor outage is defined as the inability to originate calls from less than 20% of the stations served. A major outage is defined as the inability to originate calls from 20% or more of the stations served.	Yes No Deviation

Vendor's Initials: _____

ITEM #	ITEM DESCRIPTION SERVICES	Circle Yes, No or Deviation
49	Service must provide a toll free service Hot Line. The system must also incorporate an on-line service reporting system whereby the County can submit service request as well as monitor service ticket status and history.	Yes No Deviation
50	Service must not charge for unanswered on non-accepted calls.	Yes No Deviation
51	Service must provide call splitting to ensure inmates against message passing and the ability for inmate to leave message before leaving name.	Yes No Deviation
52	Upon completion of call, line must return to primary dial tone to preclude inmates from placing unauthorized calls.	Yes No Deviation
53	Vendor must provide, as requested, to the Clay County Sheriff's Department, within 24 hours, a complete list of all telephone numbers called from a given inmate telephone.	Yes No Deviation
54	Service must be able to provide system updates and additional features in a timely manner, as agreed upon by Vendor and County.	Yes No Deviation
55	Bilingual synthesized voice (English/Spanish) must be utilized to instruct and assist the inmate and called party while placing a call.	Yes No Deviation
56	Inmate phones must not be capable of receiving incoming calls.	Yes No Deviation
57	Service must allow the inmate name and location of where call is being placed from (Clay County Detention Center) to be announced in real time, uncompressed voice to the called party prior to acceptance.	Yes No Deviation
58	Service must not allow inmate to listen to the status of the call in progress for the acceptance and or denial by called party and must not allow inmate to communicate with the called party until the call has been accepted.	Yes No Deviation
59	Services must be guaranteed for the duration of the agreement period. The vendor must assume responsibility for all equipment and software defects for the entire duration of the vendor. The vendor must ensure that services are free from defects and must correct all problems associated with the hardware or software at no cost to the County. vendor must post customer service numbers on public pay phones to assist in customer inquiries.	Yes No Deviation

Vendor's Initials: _____

EXHIBIT A
Commission Pricing Page

COMMISSION PRICING TABLE 1:

The vendor shall complete the following pricing table(s) (or in a form similar to the pricing tables) and provide firm, fixed pricing necessary to meet the mandatory requirements of the RFP.

DESCRIPTION	ANNUAL COMMISSION RATE PER THE 5 YEAR START OF AGREEMENT
COMMISSION PRICING	

Vendor's Initials: _____

EXHIBIT C**Miscellaneous Information****C.1 LOCAL GOVERNMENT USE (COOPERATIVE PROCUREMENT):**

- 1) This section is optional, it will not affect proposal award. If the County awarded you the proposed contract, would you sell under the prices and terms of this Contract to any Municipal, County Public Utility, Hospital, Educational Institution, or any other non-profit organization having membership in the Mid-America Council of Public Purchasing (MACPP) or Mid-America Regional Council (MARC) and located within the Greater Kansas City Metropolitan Trade Area? (All deliveries shall be F.O.B. Destination and there shall be no obligations on the part of any member of said Council to utilize this Contract.)

YES: _____ NO: _____ INITIALS: _____

- 2) Sales will be made in accordance with the prices, terms, and conditions of the RFP and any subsequent term contract.
- 3) There shall, however, be no obligation under the cooperative procurement agreement for any organization represented by MACPP or MARC to utilize the bid or contract unless they are specifically named in the RFP as a joint participating entity.
- 4) All sales to other jurisdictions shall be made on purchase orders issued by that jurisdiction. All receiving, inspection, payments and other contract administration shall be the responsibility of the ordering jurisdiction.
- 5) The Purchasing Manager shall be responsible to handle the solicitation and award the contract. The Purchasing Agent shall have the sole authority to modify the contract and handle disputes regarding the substance of the contract. The Purchasing Manager shall be the Buyer of Record, Clay County, Missouri.
- 6) Each jurisdiction that is a party to the joint bid has authority to act as Administrative Contracting Officer with responsibility to issue purchase orders, inspect and receive goods, make payments and handle disputes involving shipment to the jurisdiction.

C.2 WEBSITE INFORMATION:

- 1) Does your company have a website? YES: _____ NO: _____
- 2) If yes please provide the website address:

www. _____

Vendor's Initials: _____

C.3 EMPLOYEE BIDDING/CONFLICT OF INTEREST:

Vendors who are elected or appointed officials or employees of Clay County or any political subdivision thereof, serving in an executive or administrative capacity, must comply with sections 105.450 to 105.458, RSMo, regarding conflict of interest. If the vendor or any owner of the vendor’s organization is currently an elected or appointed official or an employee of Clay County or any political subdivision thereof, please provide the following information.

Name and title of elected or appointed official or employee of Clay County or any political subdivision thereof: _____

If employee of Clay County or political subdivision thereof, provide name of Clay County entity or political subdivision where employed: _____

Percentage of ownership interest in vendor’s organization held by elected or appointed official or employee of Clay County or political subdivision thereof: _____%

Vendor’s Initials: _____

ATTACHMENT 1
Sealed RFP Label

PLEASE ATTACH LABEL TO OUTSIDE OF RFP PACKAGE

SEALED RFP RESPONSE ENCLOSED

DELIVER TO:

CLAY COUNTY ~ PURCHASING DEPARTMENT
1 COURTHOUSE SQUARE
3RD FLOOR ROOM 1340
LIBERTY, MO 64068

RFP No.: 69-21 DATE: 11/18/2021

RFPs MUST BE RECEIVED 2:00 pm CENTRAL TIME

DESCRIPTION: Inmate Telephone, Kiosk, Tablets, Commissary System

SPECIFY VENDOR NAME: _____

SPECIFY VENDOR'S CITY, STATE LOCATION: _____

City, State Location

Vendor's Initials: _____