



Event #005218

**Inmate Phone/Visitation System
Request for Proposal (RFP)**

Distributed by:

**Oakland County Information Technology
1200 N. Telegraph Road, Bldg. 49W
Pontiac, MI 48341
04/30/2020**

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1.0 INTRODUCTION

The Oakland County Compliance Office – Purchasing Department in conjunction with Oakland County’s Department of Information Technology (IT) and Oakland County Sheriff’s Office (OCSO) is issuing this Request for Proposal (RFP) to obtain SEALED BID proposal responses for Inmate Phone/Video Visitation System, which will satisfy the requirements described in this RFP.

The objectives of this RFP are to provide enough information to enable qualified respondents to submit responsible proposals. This RFP is not a contractual offer or commitment to purchase services. Respondents must be bona fide providers of the products and services requested, using solutions that are currently installed and working at their customer sites that may be verified by representatives of Oakland County.

The County is a public entity and therefore is subject to all public disclosure laws. Any information contained in the bid response, including, but not limited to, trade secrets, commercial information, financial information, or copyrighted material, is considered public information and not exempt from disclosure under the Michigan Freedom of Information Act (FOIA). Bidder should not include any information in a bid response that bidder does not want disclosed by the County in response to a FOIA request. Bidder shall not bring any claim or action against Oakland County, including its employees, agents, or officials, to prevent the County from disclosing any information in the bid response to a third party in response to a FOIA request or for damages related to such disclosure.

To respond to this RFP, proposals must conform to the procedures, format, and content requirements outlined in this document. Significant deviations or failure to submit required information may be grounds for disqualification. Oakland County reserves the right to waive, at its discretion, any irregularity or informality that Oakland County deems correctable or otherwise not warranting rejection of the RFP.

2.0 RFP PURPOSE

2.3 Inmate Phone System Overview

Sealed proposals will be received by the Oakland County Purchasing Division for the establishment of a three-year or five-year contract at no cost to Oakland County. The contract will be with a selected Contractor(s), who will design, furnish, install, operate, and perpetually maintain the collect-only Inmate Phone/Video Visitation System. These services are located at various inmate facilities throughout Oakland County. All labor, materials, and incidentals needed for the installation, operation, and maintenance of the System will be provided by the selected Contractor to the satisfaction of Oakland County. Commission rates will be paid to Oakland County based on the Commission Module described below.

Commission Module

Oakland County will receive a commission, which is more specifically described in Section 11 of the Solution Requirements Response Table—Appendix A. This commission rate incorporates no blocking of calls during the term of the contract by the selected Contractor, where contractor does not have billing agreements with the CLECs or LECs. Blocking of any calls shall occur solely for public safety reasons and then only as specifically requested by either the Oakland County Sheriff's Office or by individuals who have requested to have their personal phone blocked from receiving calls from inmates/children in Oakland County Jail/Children Village. The selected Contractor, however, may block calls to individual phone numbers where called party has previously accepted collect calls from Oakland County Jail/Children's Village inmates/children but subsequently failed or refused to provide billing information and/or pay for calls after the selected Contractor or its in-house or third-party biller have attempted to collect payment. The selected Contractor shall not require the establishment of prepaid accounts by any person in order for an inmate to make calls. Percentage of commission quoted by the selected Contractor and paid to Oakland County shall be updated periodically to be consistent, follow, and not exceed the rules and regulations set and updated by the FCC.

3.0 TIMETABLE

Activity	Date
Request for Proposal Released	Friday, 04/30/21
Optional Pre-Bid Walkthrough: 1. Oakland County Jail Facility: Oakland County Jail 1201 North Telegraph Road Pontiac, MI 48341-1044 2. Oakland County Children’s Village <u>1200 North Telegraph Road</u> <u>Building 63W</u> <u>Pontiac, MI 48341</u>	Wednesday , 05/12/21 10:00 am – 12:00 pm 1:00 pm – 2:00 pm
Optional Pre-Bid Conference Call (Recommended)	Tuesday, 05/18/21
Requests for Clarification Due	Tuesday, 05/25/21 at 5:00pm EST
Contractor Q&A Provided	Thursday, 05/27/21 at 5:00pm EST
Proposals Due	Tuesday, 06/01/21 at 2:00pm EST

**Responses to this Request for Proposal are due on
 Tuesday, 06/01/21 at 2:00pm EST**

Specific points of clarification must be sent via email to dahlj@oakgov.com and salterp@oakgov.com and include the specific section(s) of the RFP that is in question. To easily identify the email, the **Subject Line** must be **“Question: Event ID 005218 - Inmate Phone/Visitation System”**.

Vendors need to combine all files starting with the 005185 SOL document into one PDF file titled 005218 Entire Bid Submission, the file should not be encrypted or password protected. SOL and RFP response can be separate files. However, we need one file containing the entire response.

This is an online bid and will only be considered if submitted on the Michigan Intergovernmental Trade Network (MITN) site. You must register at

<https://www.bidnetdirect.com/mitn> . The MITN hot line number is 800-835-4603. This is the only way Oakland County has to track responses. Due to the COVID-19 restrictions, the purchasing office is closed to visitors and deliveries. Therefore, hard copy submissions cannot happen, and random emails cannot be tracked.

All questions will be answered and submitted to the Respondents in the form of an amendment to the RFP made available on the Michigan Inter-Governmental Trade Network (MITN) at www.mitn.info. Contractors are encouraged to register and if help is needed, the MITN help line is 800-835-4603.

Vendors need to combine all files starting with the 005218 SOL document into one PDF file titled 005218 Entire Bid Submission, the file should not be encrypted or password protected. SOL and RFP response can be separate files. However, we need one file containing the entire response. This is an online bid and will only be considered if submitted on the Michigan Intergovernmental Trade Network (MITN) site. You must register at <https://www.bidnetdirect.com/mitn> . The MITN hot line number is 800-835-4603. This is the only way Oakland County has to track responses. Due to the COVID-19 restrictions, the purchasing office is closed to visitors and deliveries. Therefore, hard copy submissions cannot happen, and random emails cannot be tracked.

3.1 Pre-Bid Conference Meeting Information

Pre-Bid walkthrough at the Oakland County Jail Facility is Not Mandatory to Bid

Date: Wednesday, 05/12/2021

Time: 10:00 am – 12:00 pm (EST) and 1:00 pm – 2:00 pm (EST)

1. No more than two people for each Contractor company may attend.
2. Contractor participants must meet at the OCSO Main Jail entrance by 9:50 am to begin Walkthrough at 10:00 am sharp:
Oakland County Jail
1202 North Telegraph Road
Pontiac, MI 48341-1044
3. Walkthroughs will include the main jail facility, east annex facility, and Children's Village. A 30-minute post walkthrough question/answer period will be scheduled within the jail training room from 11:30am – 12:00pm.
4. Attendees must provide valid identification and follow all Oakland County COVID-19 protocols.
5. If interested in attending, please send to salterp@oakgov.com the

following for walkthrough invitations:

Attendee #1 Name:
Attendee #1 Email:
Attendee #1 Mobile #:
Attendee #1 Position:

Attendee #2 Name:
Attendee #2 Email:
Attendee #2 Mobile #:
Attendee #2 Name:

Pre-Bid Conference Participation by Contractor is Not Mandatory to Bid

Date: Tuesday, 05/18/2021

Time: 9:30 am – 11:00 am (EST)

Please send a list of questions plus participator name and title, to salterp@oakgov.com by 5 pm 05/17/21.

Zoom Conference Line Information:

Join Zoom Meeting

<https://zoom.us/j/91493012285?pwd=WVZXcjVCQj9RZkptZHJPdGcrR3h5UT09&from=addon>

Meeting ID: 914 9301 2285

Passcode: 565805 One tap mobile

+13126266799,,91493012285#,,,,*565805# US (Chicago)

+16465588656,,91493012285#,,,,*565805# US (New York)

4.0 CURRENT SYSTEM OVERVIEW

4.1 Inmate Phone / Video Visitation System Requirements Overview

Oakland County inmate facilities house an average daily population of approximately 1,450 inmates. It is the basic intent of these specifications to install fully automated, durable, tamper-proof, user-friendly inmate telephones and video visitation systems that will:

- A. Prevent inmate harassment calls to Oakland County officials, correctional employees, witnesses, victims, and the public at large.
- B. Prevent the billing of fraudulent outbound calls.
- C. Detect criminal activities through investigative reports queried and/or system functionality by Sheriff's Office personnel on selected Contractor provided administrative computer workstations.
- D. Allow inmates the opportunity to place calls at approved calling rates.
- E. Provide a user-friendly inmate phone and video visitation system that is easy for the inmates and Sheriff's Office administrative staff to operate.
- F. Provide user-friendly instructions for inmate relatives and friends to setup an account to receive the collect phone and video calls. A toll-free telephone number, internet access to the selected Contractor's Customer Support Department for billing inquiries made by the public and detailed instructions must be made available via the Sheriff's Office Website. Current, updated hard copy instruction documents must also be available at the inmate sites and by demand.
- G. Provide and install all associated ancillary equipment and service requirements associated with items indicated in Appendix A.

5.0 RFP REQUIREMENTS

The requirements set forth in this section of the RFP serve as a minimum guideline for the Department of Information Technology and Oakland County Sheriff's Office in its selection of a solution. The requirements have been grouped into sections: General Business Objectives, Business Model Requirements, Solution Requirements, and Licensing Requirements.

5.1 General Business Objectives

Oakland County seeks a solution that satisfies the following business objectives:

- Respondents must address the general business objectives set forth in the RFP.
- Contractor must be able to provide the complete system without a third-party application.
- Contractors must be established providers of IT solutions, products, and services for government with a proven, demonstrable record of successful government implementations.
- Respondents must describe how their system supports these business objectives as well as highlight the realizable tangible and intangible benefits Oakland County could expect to gain from selecting their solution.
- Contractor products and solutions must be pre-packaged or bundled as complete implemented solutions with associated pricing.
- Oakland County will consider alternative proposals from any Respondent who desires to propose a business model or technology solution that differs from that defined in the RFP, but still allows Oakland County to achieve the objectives set forth in this section of the RFP.

5.2 Business Model Requirements

At a minimum, Respondents must define in their proposals how their business models will address the following (please respond inline below):

1. The provision of existing IT products and/or services for government that could be made available as cloud computing solutions. Include free and

fee-based (subscription and one-time) offerings within this description.

Response:

2. The provision of existing cloud-based IT products and/or services for government. Include free and fee-based (subscription and one-time) offerings within this description.

Response:

3. Description of future or planned IT products and/or services for government (local installations or cloud solutions) for government. Include free and fee-based (subscription and one-time) offerings within this description.

Response:

4. The provision of a sustainable business model supporting use of the Respondent's products and/or services through a five-year period. Include any proposed changes in offerings that will occur over this period within this description.

Response:

5. Respondents must identify if they currently provide products and/or services to Oakland County or State of Michigan Departments, Divisions or Agencies, or cities, villages or townships located within the State of Michigan.

Response:

6. Respondents must identify if they currently participate in any existing government application store, service portal, or marketplace.

Response:

7. The County is required to comply with the Americans with Disabilities Act of 1990 (ADA) and Section 508 to the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794d). If this RFP requires a Deliverable that requires County Agents or the public to use a software application or to access a website, Respondent must be able to warrant that end users can utilize the software or access the website in accordance with the accessibility requirements of the ADA and the Rehabilitation Act of 1973. Respondent's Deliverable will conform, where relevant, to the World Wide Web Consortium's (W3C) recommended Web Content Accessibility Guidelines (WCAG) 2.0 -conformance Level AA or other

relevant standard of accessibility verification.

Response:

5.3 Solution Requirements

1. Appendix A – Solution Requirements Response Table contains an inventory of the technical specifications and implementation/support requirements desired in the selected solution. Respondents must complete [APPENDIX A – SOLUTION REQUIREMENTS RESPONSE TABLE](#). In addition to completing Appendix A, respondents must provide responses to the requirements specified in the remainder of this section.
2. Appendix B – Architectural Requirements Response Table contains an inventory of the architectural specifications and requirements desired in the selected solution. Respondents must complete [APPENDIX B – TECHNICAL & ARCHITECTURAL REQUIREMENTS RESPONSE TABLE](#). In addition to completing Appendix B, respondents must provide responses to the requirements specified in the remainder of this section.
3. Appendix C – Implementation Services Requirements Response Table contains an inventory of the implementation requirements desired in the selected solution. Respondents must complete [APPENDIX C – IMPLEMENTATION SERVICES REQUIREMENTS RESPONSE TABLE](#). In addition to completing Appendix C, respondents must provide responses to the requirements specified in the remainder of this section. Costs for implementation services must be documented in [APPENDIX D – COST RESPONSE TABLES](#).
4. Respondents must describe the provision of customer/technical support services. Include with this description a detailed methodology for handling the following: support hours of operation, help desk call triaging, diagnosis and response times, help desk access methods (telephone, email and web), technical support resolution, and the development of a FAQ list. (Core support hours should be, at a minimum, Monday through Friday 8:30am to 5:00pm Eastern Standard Time, excluding government holidays. The contractor should also be reached 24 x 7 for emergency support issues.).

Response:

5. Respondents must identify an estimate of time business will be interrupted or service will not be available to the OCSO and inmates during solution implementation.

6. **Response:**

7. Respondents should document any required functionality that must be custom developed in their core product to meet the requirements of the RFP. If a required feature must be custom developed, Respondents must describe below and must clearly identify the feature. Additional fees must be documented in [APPENDIX D – COST RESPONSE TABLES](#).

Response:

8. Respondents must describe any user interface (UI) customization that is available for software products and/or services for the purposes of branding. Description should indicate whether future UI customizations are facilitated through end-user self-service configuration tool, must be completed by the Respondent, or must be coded by an Oakland County development resource.

Response:

9. Provide a Statement of Work (“Scope of Services”) narrative describing (not limited to) the project deliverables, tasks, responsibilities of the respondent and those of Oakland County and critical risk factors that supports the implementation services described in Appendix C.

Include Attachment.

10. Respondents must discuss the top five distinguishing technical features of their proposed solution.

Response:

11. Respondents must describe how the additional features and upgraded modules can be incorporated into the basic system used by the County.

Response:

12. After Respondents submit their bid responses and they have been evaluated, the County may require Respondents to complete a Security Questionnaire to be considered as part of the evaluation process. If Respondents requests a nondisclosure agreement (NDA) regarding the information they will provide in response to the Security Questionnaire, the County will provide its standard NDA for execution. If the Respondent completes the Security Questionnaire, the Respondent’s responses may be discussed during the contractor evaluation process. If Respondent is awarded the bid and enters a contract with the County, Respondent may be required to update its responses to the Security Questionnaire as required by the County.

5.4 Licensing Requirements

Respondents must provide licensing that satisfies the requirements set forth in the RFP and provide responses to the licensing requirements specified in this section of the RFP.

1. Contractor shall provide all required license agreements relating to their proposed products/services with their response.
2. If Contractor is interested in participating in the G2G Marketplace: Licensing for products/services that Oakland County will host in their environment, if required, must address any service provider licensing necessary to make the solution provided available to other governments through the G2G Marketplace.
3. Costs for licensing must be documented in [APPENDIX D – COST RESPONSE TABLES](#).

5.5 Other Requirements

1. Warranty requirements should be explained.
2. Third party software and/or hardware requirements should be provided.
3. Software release/patch cycles should be explained.
4. Software documentation should be provided.
5. Support and SLA agreements should be provided.
6. As defined in the contract with Oakland County, the following may be required as needed (Please review the County's sample agreement provided at www.oakgov.com/purchasing/forms/Pages/default.aspx):
 - a. **BUSINESS ASSOCIATE AGREEMENT (Health Insurance Portability and Accountability Act Requirements)**. The purpose of this Agreement is to facilitate compliance with the Privacy and Security Rules and to facilitate compliance with HIPAA and the HITECH Amendment to HIPAA.
 - b. **REQUIREMENTS FOR CONTRACTORS WITH ACCESS TO CJIS DATA (Criminal Justice Information Services)**. Contractor shall comply with the current version of the CJIS

Security Policy, which may be amended from time to time by the CJIS Advisory Policy Board of the FBI. A link to the current FBI standards is available: <https://www.fbi.gov/services/cjis/cjis-security-policy-resource-center>.

- c. **REQUIREMENTS FOR CONTRACTORS WITH ACCESS TO COUNTY PII (Personally Identifiable Information)**. This exhibit governs the requirements for Contractors with Access to Personally Identifiable Information (PII).

6.0 PRICE PROPOSAL REQUIREMENTS

Respondents are required to submit separate and distinct price information for their primary system proposal and any alternatives in a separate section. All price quotations shall be valid for a minimum of 180 days from the proposal due date. The respondent will be responsible for achieving an operational configuration for the cost quoted. The cost of any items determined to be missing from the quote but essential to fulfilling the configuration shall be borne by the respondent.

6.1 Price Proposal Content

Every respondent shall provide an itemized Price Proposal including [APPENDIX D – COST RESPONSE TABLES](#). Quote costs for all software and services described in this RFP. Each major component, including integrated software and hardware elements, shall be identified by both common names. Both unit prices and extensions (if applicable) shall be quoted for each component or basic subsystem. All items (such as software interfaces, cables, connectors etc.) needed to achieve the proposed configuration shall be identified and priced. All additional charges (i.e., shipping, installation, insurance etc.) shall be quoted. In addition:

1. The cost of system documentation must be included in the total software costs.
2. Quote annual costs for the proposed maintenance agreement where applicable. In addition, list cost of training increments included with the system purchase. Quote the cost of additional training increments along with any conditions attached to their purchase.
3. Professional services required to satisfy the requirements set forth in the RFP must be identified and costs for these implementation services must be documented in [APPENDIX D – COST RESPONSE TABLES](#). Quote a lump sum and hourly rates for implementation services and consulting services that could be enlisted for the implementation of the solution.

4. List separately any optional features price, but do not include these optional features in the total system price.
5. Specify any discount options associated with the proposal(s). If applicable, State Bulletin prices should be included for reference.

7.0 INSURANCE REQUIREMENTS

As defined in the contract with Oakland County, the Contractor shall provide and maintain, at their own expense, all insurance protecting the County against any Claims. The insurance shall be written for not less than any minimum coverage herein specified. Limits of insurance required in no way limit the liability of the Contractor.

Primary Coverages

Commercial General Liability Occurrence Form including: (a) Premises and Operations; (b) Products and Completed Operations (including On and Off Premises Coverage); (c) Personal and Advertising Injury; (d) Broad Form Property Damage; (e) Broad Form Contractual including coverage for obligations assumed in this Contract;

\$1,000,000 – Each Occurrence Limit

\$1,000,000 – Personal & Advertising Injury

\$2,000,000 – Products & Completed Operations Aggregate Limit

\$2,000,000 – General Aggregate Limit

\$ 100,000 – Damage to Premises Rented to You (formally known as Fire Legal Liability)

Workers' Compensation Insurance with limits statutorily required by any applicable Federal or State Law and Employers Liability insurance with limits of no less than \$500,000 each accident, \$500,000 disease each employee, and \$500,000 disease policy limit.

1. Fully Insured or State approved self-insurer.
2. Sole Proprietors must submit a signed Sole Proprietor form.
3. Exempt entities, Partnerships, LLC, etc., must submit a State of Michigan form WC-337 Certificate of Exemption.

Commercial Automobile Liability Insurance covering bodily injury or property damage arising out of the use of any owned, hired, or non-owned automobile with a combined single limit of \$1,000,000 each accident. This requirement is waived if there are no company owned, hired or non-owned automobiles utilized in the performance of this Contract.

Commercial Umbrella/Excess Liability Insurance with minimum limits of \$2,000,000 each occurrence. Umbrella or Excess Liability coverage shall be no less than following form of primary coverages or broader. This Umbrella/Excess requirement may be met by increasing the primary Commercial General Liability limits to meet the combined limit requirement.

Supplemental Coverages – As Needed

1. **Professional Liability/Errors & Omissions Insurance** (i.e., Consultants, Technology Contractors, Architects, Engineers, Real Estate Agents, Insurance Agents, Attorneys, etc.) with minimum limits of \$1,000,000 per claim and \$1,000,000 aggregate shall be required when the Contractor provides professional services that the County relies upon.
2. **Cyber Liability Insurance** with minimum limits of \$1,000,000 per claim and \$1,000,000 aggregate shall be required when the Contractor has access to County IT systems and/or stores County data electronically.
3. **Commercial Property Insurance.** The Contractor shall be responsible for obtaining and maintaining insurance covering their equipment and personal property against all physical damage.
4. **Other Insurance Coverages** as may be dictated by the provided product/service and deemed appropriate by the County Risk Management Department.

General Insurance Conditions

The aforementioned insurance shall be endorsed, as applicable, and shall contain the following terms, conditions, and/or endorsements. All certificates of insurance shall provide evidence of compliance with all required terms, conditions and/or endorsements.

1. All policies of insurance shall be on a primary, non-contributory basis with any other insurance or self-insurance carried by the County.
2. The insurance company(s) issuing the policy(s) shall have no recourse against the County for subrogation (policy endorsed written waiver), premiums, deductibles, or assessments under any form. All policies shall be endorsed to provide a written waiver of subrogation in favor of the County.
3. Any and all deductibles or self-insured retentions shall be assumed by and be at the sole risk of the Contractor.
4. Contractors shall be responsible for their own property insurance for all equipment and personal property used and/or stored on County property.
5. The Commercial General Liability and Commercial Automobile Liability policies along with any required supplemental coverages shall be endorsed to name the County of Oakland and its officers, directors, employees, appointees, and commissioners as additional insured were permitted by law and policy form.

6. If the Contractor's insurance policies have higher limits than the minimum coverage requirements stated in this document the higher limits shall apply and in no way shall limit the overall liability assumed by the Contractor under contract.
7. The Contractor shall require its contractors or sub-contractors, not protected under the Contractor's insurance policies, to procure and maintain insurance with coverages, limits, provisions, and/or clauses equal to those required in this Contract.
8. Certificates of insurance must be provided no less than ten (10) Business Days prior to the County's execution of the Contract and must bear evidence of all required terms, conditions and endorsements; and provide 30 days' notice of cancellation/material change endorsement.
9. All insurance carriers must be licensed and approved to do business in the State of Michigan along with the Contractor's state of domicile and shall have and maintain a minimum A.M. Best's rating of A- unless otherwise approved by the County Risk Management Department.

8.0 CONTRACTOR EMPLOYEES

1. Contractor Employees who are given access to the County network and/or who will be assigned to work at the County for extended periods requiring them to get a County identification badge, will be required to sign an "Acknowledgement of Independent Employment Status" form prior to receiving access to the County network or receiving an identification badge. If a Contractor Employee is issued a County identification badge, it must always be worn while working on County premises. See [APPENDIX F - ACKNOWLEDGEMENT OF INDEPENDENT EMPLOYMENT STATUS \(SAMPLE FORM\)](#).
2. **Background Checks.** Contractor Employees performing work for the County may be subject to a background check by the County. The scope of the background check is at the discretion of the County and the results will be used to determine Contractor Employee's eligibility to perform work for the County. All background checks will be initiated by the County and will be reasonably related to the type of work requested. For example, Contractor Employees are required by the Federal Bureau of Investigation (FBI) to have a background check by the County before accessing Criminal Justice Information Services (CJIS) data. Contractor and Contractor Employees shall provide all information or documents necessary to perform the background check.

9.0 SELECTION CRITERIA

1. To be considered, bidding respondents must complete the following minimum requirement:
 - a. Return the proposal form, enclosed with respondent's proposal, signed by a person authorized to bind and commit the company to provide such goods and /or services offered to the County should their bid be accepted by the County. The bidder acknowledges that the County is a public entity and therefore is subject to public disclosure laws.
 - a. It's the bidder's responsibility to ensure that responses are received in the Purchasing Division prior to the date and time specified. Purchasing Division's address, due date and time are listed on the first page of the proposal form. The responsibility rests entirely with the bidder, notwithstanding delays resulting from postal handling or for any other reasons. No late or misdelivered bids will be accepted.
2. Oakland County will use the following criteria to evaluate respondents' RFP proposal responses meeting the minimum requirements described above. This is not a comprehensive list, nor does the arrangement imply order of importance:
 - a. *Compliance with RFP Instructions:* The proposal will be evaluated for compliance with the instructions set forth in this RFP.
 - b. *Business Requirements:* The proposed solution's compliance with the business requirements set forth in this RFP.
 - c. *System Functionality:* The proposal will be evaluated for compliance with the requirements outlined in this RFP. Additional functionality not identified in the RFP will also be considered.
 - d. *Technical Architecture:* The proposal will be evaluated for compliance with the requirements outlined in this RFP.
 - e. *Implementation and Support Services:* Professional services identified in the proposal will be evaluated for compliance with the requirements outlined in this RFP.
 - f. *Value added Services:* The proposal will be evaluated for potential value-added services and business interruption avoidance that would reduce costs for Oakland County.

- g. *Pricing*: Contractors shall agree to provide County with the lowest and most competitive pricing it provides to governmental entities.
- h. *Licensing*: Software support, upgrade cycles and warranty services available will be evaluated for compliance with the requirements outlined in this RFP.
- i. *Corporate Viability and Vision*: The selected respondent must exhibit the vision and viability to partner with Oakland County in the establishment of a world-class solution. The respondent's System must have an existing installed user base that can be used to verify system functionality and support. Installed sites of similar size and complexity will be considered in this evaluation. Corporate Viability and Vision identified in the proposal will be evaluated for compliance with the requirements outlined in this RFP.

10.0 OTHER BACKGROUND INFORMATION

The following background information has been provided in support of this RFP. Additional information can be found on the Michigan Inter-Governmental Trade Network (MITN) website at www.mitn.info.

10.1 Oakland County Overview

Oakland County, Michigan is located in southeast Michigan, immediately north of the City of Detroit. The County covers 910 square miles and encompasses 62 cities, villages and townships (CVTs). Located astride the Interstate 75 corridor and at the heart of “Automation Alley”, Oakland County is a world technology center. Oakland County’s population is approximately 1.2 million, encompasses 440,000 parcels of property, and features one of the lowest operating tax rates in the state of Michigan. Oakland County is one of the few counties in the nation with a AAA bond rating. Additional information can be found on Oakland County’s website at www.oakgov.com.

10.2 Information Technology Overview

The Department of Information Technology is under the administration of the County Executive and is a centralized service bureau that provides IT services to all units of County government and numerous local government entities throughout Michigan. IT provides support, maintenance, enhancements and new development for all major systems applications, including Commercial-off-the-Shelf products.

Additional information about Oakland County Information Technology can be found on the web at www.oakgov.com/it.

10.3 G2G Marketplace Overview

Oakland County created the G2G Marketplace to make a wide array of solutions available not only to its 62 local municipalities, but also any other government who wishes to use the technology.

The goal of G2G Marketplace is to provide governments with an easy-to-use, cost-effective way to research, purchase, and provision services under pre-negotiated contracts. Please review the County’s G2G Marketplace sample agreement provided at www.oakgov.com/purchasing/forms/Pages/default.aspx.

If a contractor would like to participate in the G2G Marketplace, in consideration of County's costs to provide the G2G Marketplace, it must agree to provide County with either a reduction in future annual payments based upon revenue contractor receives from contracts it enters into with public bodies who are receiving services based on G2G Marketplace contracts or with discounts for training, software, professional services, licensing or future deliverables.

Contractors must be willing, able, and available to provide ongoing support for solutions implemented for Oakland County and through G2G Marketplace if contractor chooses to participate in G2G Marketplace.

Participation in the G2G Marketplace is not a requirement in the bid evaluation.

10.4 Oakland County Sheriff's Office Overview

The Oakland County Sheriff's Office is the largest "full service" Sheriff's Office in the State of Michigan. With a current jurisdictional population of 1.2 million residents, the Sheriff's Office services over 273,000 of those residents through law enforcement contracts in 14 different communities. The coverage area also encompasses 450 inland lakes.

The Sheriff's Office is required by State to operate Oakland County's inmate facilities which entails the care and custody of inmates. The Main Oakland County Jail, located at 1201 North Telegraph, was built in 1973. The intake area for processing new arrests includes holding tanks and observation cells which accommodate a capacity of 131 inmates. The Corrective Services Division admits approximately 24,000 new arrests into the facility per year. The average daily inmate population is approximately 1,450.

Overcrowding continues to be a major issue in the operation of the Corrective Services Division. Statistics reflect that the inmate population has increased approximately 12 percent in the last five years.

Additional information about the Oakland County Sheriff's Office can be found on the web at <http://www.oakgov.com/sheriff/>.

11.0 VALUE ADDED ALTERNATIVES

1. Oakland County will consider any value-added alternative(s) provided by a Respondent. Additions to the business model or technical solution that would enhance the business objectives proposed by Oakland County are encouraged. The County reserves the right to consider and accept or reject such alternatives. Provide product literature, specification sheets and drawings with bid.

2. Value added functions, not listed as requirements, will be considered during the evaluation of all proposals. If a proposed solution contains any other features, which are not listed, the respondent is encouraged to include the description of the functionality in their proposal.

APPENDIX A – SOLUTION REQUIREMENTS RESPONSE TABLE

<i>Number</i>	<i>Requirements</i>	<i>Existing Capability (Yes, No)</i>	<i>Comments</i>
1.0	Executive Summary		
1.1	Submit a brief executive summary of the major facts or features of the proposal, including any conclusions, assumptions, and recommendations the respondent desires to make. The executive summary should be designed specifically for review by a non-technical audience and senior management and indicate why this system best meets the needs of Oakland County. This document will not exceed two pages in length, single spaced.		
1.2	Submit the following information relative to the respondent. If a joint venture, similar information must be provided for each member of the joint venture. <ul style="list-style-type: none"> • Company name and business address, including telephone number, fax number and Internet address. • Year established (include former firm names and year established, if applicable). • Type of ownership and parent company if any. • Respondent's contact name, address, and phone number, if different than Item 1. • Brief statement of the firm's background demonstrating longevity and financial stability 		
1.3	Submit a brief description of respondent's corporate and other organizational history and experience in developing, installing, and supporting Inmate Phone/Video Visitation/Investigative Tools Systems for government Information Technology offices of comparable or larger sizes.		

Number	Requirements	Existing Capability (Yes, No)	Comments
1.4	Define the type of business your firm conducts: (e.g., consultant, long-distance carrier, reseller of telecommunications services, local exchange carrier, etc.).		
1.5	Indicate the services your firm is proposing to provide as well as the number of years your firm has been in business providing those services.		
1.6	Include the location of your corporate offices nationally, regionally, and locally.		
1.7	Include a discussion of the respondent's corporate vision and strategy related to its Inmate Phone System software addressing the needs of the Inmate Phone System market.		
1.8	Submit a description of at least three relevant Inmate Phone/Visitation/Investigative Tools System installations within the state of Michigan or other states or a combination thereof. Relevant is defined as installations using the hardware and software products similar to those proposed for the Oakland County Inmate Phone System and installations exhibiting the functional and integration components set forth in this RFP. The description must provide the following information at minimum: Organization Name, Contact Person with Address, Telephone Number and Email Address, Participating Organization, Hardware and Software Environment, date of Installation, Status of Implementation and Discussion of Activities and Applications. The respondent agrees that Oakland County may contact the references given and visit installed sites if desired.		
1.9	Submit job descriptions and qualifications for each team member that will be assigned to the Oakland County Inmate Phone/Visitation/Investigative Tools project. Contractor staff qualifications must include longevity with firm, relevant certifications, brief project/assignment history with your company, educational background, and employment history.		

Number	Requirements	Existing Capability (Yes, No)	Comments
1.10	If your company intends to Sub-Contract the installation and maintenance of collect-only inmate telephones or video visitation systems with a local telecommunications Contractor, furnish the same information required of your own company profile for each Sub-Contractor, including any billing agents you plan to use.		

Number	Requirements	Existing Capability (Yes, No)	Comments
2.0	General Requirements		
2.1	<p>To design, furnish, install, operate, support, and maintain the Inmate Phone/Video Visitation equipment and services with integrated Investigative Tools for the Oakland County inmate facilities at <i>no cost</i> to Oakland County for a three-year (with two 1-year possible extensions) period from the date of contract signing. Contractor must be able to provide both phone and visitation services along with investigation tools within a single application.</p> <p>Please include an attachment within the RFP providing the following:</p> <p>A. Indicate what equipment currently installed and owned by the Oakland County Sheriff's department will be reused in the Contractor's proposal.</p> <p>B. Provide specifications of the new proposed equipment, hardware and software, explaining the equipment capacities and line configurations by types, locations, and quantities (quantities equipped for and wired for by location). Refer to <i>Appendix B, Table B-2: Telephone, Hardware, Software, and Peripheral Requirements Table</i>.</p> <p>C. Describe if the system is set-based, PC-based, or central-office network based.</p> <p>D. Describe if the system is on-premise base or cloud based.</p> <p>E. Describe your diagnostic software for continuously monitoring the hardware, software, and system performance:</p> <ul style="list-style-type: none"> • Describe System alarms and diagnostic procedures. • Are diagnostics performed on site as well as remotely? • How frequently is each server automatically polled? <p>F. Describe in detail system redundancy and disaster recovery backup procedures for application, call and voice data, lines, rerouting call capabilities, and critical hardware/software components during total or partial system failures. Include time estimates for recovery.</p> <p>G. Describe in detail how the Inmate Phone System will be protected against power failures.</p>		

Number	Requirements	Existing Capability (Yes, No)	Comments
2.1 cont.	<p>H. Describe how the system provides quality, security, reliability, and accurate billing assurances.</p> <ul style="list-style-type: none"> • Describe installation method used to prevent vandalism to telephones. • Describe system growth parameters including size, quantities, or traffic carrying capacity limitations. • Include any distance limitations between the phone and controller. • Include the maximum number of telephone numbers that can be blocked and how blocked numbers are added or deleted. <p>I. Describe any tasks that will be performed by Oakland County staff.</p> <p>J. Provide a list of prompts and scripts available with your system. Do you provide the cost (surcharge, connection charge, cost/minute, and regulatory fees) of a call in your scripts to the person being called for local, intra-LATA, inter-LATA, and inter-State calls?</p> <p>K. Fully describe the various investigative tools and reports that are available.</p> <p>L. Describe your company's system's pattern dialing detection to prevent inmates from dialing more digits than necessary.</p> <p>M. Provide your company's system equipment specifications.</p> <p>N. Describe if your company use voice compression for voice recording?</p> <p>O. Describe Calling Functionality:</p> <ul style="list-style-type: none"> • Can your company detect 3-way calls, call forward calls and identify all subsequent phone numbers? If not, can calls be blocked? • Can you detect all telephone numbers being called? • Describe how and at what point during the call you identify a 3-way call? <p>P. Describe if a word or group of words can be searched on the voice recording storages (e.g., <i>phonetically</i>, or <i>digitally</i> or <i>both</i>). What is the percentage of accuracy?</p> <p>Q. Describe in detail how your company sets up first time pre-paid accounts.</p>		

Number	Requirements	Existing Capability (Yes, No)	Comments
2.2	Include in your proposal any additional options or value-added services your firm proposes to improve technology and enhance services to Sheriff's Office staff, to inmates, and to the public. Indicate the impact on commissions Oakland County would receive if accepted by Oakland County.		
3.0	Inmate Phone/Video Visitation System Requirements		
3.1	The current inmate phone system consists of inmate telephones. Please indicate if you offer an alternate solution, such as tablets, by detailing specifics in an attachment.		
3.2	Provide One Hundred Thirty-Two (132) collect-only inmate telephones, Four (4) Visitation Telephones (K Block), Two (2) administrative computer workstations (1 in 10E, 1 38E), and Two (2) TTYs at Law Enforcement-Jail Complex , 1200 N. Telegraph Rd., Pontiac, MI: Facility Inmate Capacity - 1,124.		
3.3	Provide Twenty-two (22) collect-only telephones at Children's Village , 1200 N. Telegraph Road, Pontiac, MI: Facility Resident Capacity – 97		
3.4	Provide Twenty-one (21) collect-only Inmate Telephones, Twenty-Three (23) Visitation Telephones and one (1) TTY with two jacks at East Annex , 1200 N. Telegraph Road, Pontiac, MI: Facility Inmate Capacity – 398		
3.5	All eight (8) TTYs for the deaf shall speed dial the Michigan Relay Center to process collect-only calls. (Talk time for TTY users shall be 30 minutes in length.)		

Number	Requirements	Existing Capability (Yes, No)	Comments
3.6	Two (2) administrative computer workstations to capture recorded call activity as indicated above. Training shall be at the selected Contractor's expense and include security level features with password protection.		
3.7	Contractor agrees to provide an active port and connectivity to the Video Visit Relay Service Unit at the main jail facility. This wheeled Video Visit Relay Service unit provides interpreter services for inmates in need and will require a new data jack . This is a free service with no cost to inmates or Oakland County.		
3.8	Contractor agrees to assist OCSO with obtaining a 2 nd Video Visit Relay Service Unit for the East Annex facility by applying for federal grants. This 2 nd wheeled unit will require a new data jack and connectivity.		
3.9	Actual telephone quantities may vary slightly from the writing of this Request for Proposal to awarding the contract and/or installation of the Inmate Phone System equipment.		
3.10	The application must have the ability for facial recognition.		

Number	Requirements	Existing Capability (Yes, No)	Comments
3.11	<p>Contractor agrees to utilize the following onsite equipment owned by the OCSO or replace said equipment at no cost to Oakland County. If it is determined any of the equipment is at end of life, the contractor agrees to review and specify the replacement equipment.</p> <p>(18) Visitor Kiosks (18) Stainless Steel visitor booths (49) Wall Mounted Inmate Kiosks (2) Mobile Inmate Kiosks (66) Conduit\Cable\Connector Packages</p>		
3.12	<p>Contractor agrees to replace the following onsite equipment if it has reached end of life as needed to implement their solution at no cost to Oakland County:</p> <p>Application software (10) POE Switches (1) Linux Commissioning Server with a possible cloud-based solution. (2) Video Call Processing Servers with a possible cloud-based solution (2) Video Recording Storage Servers with a possible cloud-based solution (1) Monitoring Workstation (1) Visitor Registration Terminal (1) Lobby Deposit Kiosk accepting cash, credit\debit card deposits * All necessary conduit and cabling for Turnkey Remote Visitation installation ** Any additional equipment not shown should be identified by the contractor after the OCSO jail facility walkthrough.</p>		

Number	Requirements	Existing Capability (Yes, No)	Comments
3.13	<p>Contractor agrees to provide, fully install, and support the addition of the following at Children's Village at no cost to Oakland County:</p> <p>(2) Video Visitation kiosks and stainless-steel visitor booths (4) Wall Mounted Resident Kiosks</p> <p>Children's Village is located on the Oakland County Campus: 1200 North Telegraph Road Building 63W Pontiac, MI 48341</p>		
3.14	Remote Visitation must be enabled.		
3.15	A turnkey installation must be provided including all required conduit and cabling.		
3.16	The contractor must provide an all-inclusive warranty, and a full repair/support maintenance package.		
3.17	All workstations and servers must be kept current with the latest security patches.		
3.18	The contractor agrees that customers will be charged the lowest amount possible for remote visitation fees per minute in 30-minute intervals and in any event such amount shall not exceed the fees established by the FCC.		
3.19	The contractor shall provide Local, IntraATA, InterATA, Interstate, and International telephone services and access to Government Payment Services toll free number for all Inmate Telephones.		
3.20	Toll-free calls to (888) 604-7888 through speed dial access to Government Payment Services, or any other service the County chooses to use, to pay for bonds, fines and/or costs via credit card.		

Number	Requirements	Existing Capability (Yes, No)	Comments
3.21	Pre-recorded announcement that the called party has a collect call from <inmate's name> from an Oakland County inmate facility which will be recorded and may be monitored. Pre-recorded announcement that the called party has a collect call from <child's name> from the Oakland County Children's Village which will be recorded and may be monitored. The called party shall be given the option to accept or reject calls. Called party will be notified of costs associated with accepting the call (surcharge, connection charge, cost for first minute, cost for subsequent minutes, and any regulatory fees). Additional recordings will be made available as requested and approved by Oakland County.		
3.22	Voice overlay with identity messaging that will be continuously active throughout the duration of the call.		
3.23	Blocked calls to answering machines and automated attendants.		
3.24	Detection and notification alerts for 3-way calls.		
3.25	Pre-paid plans for inmates to call cell phone numbers. A pre-paid plan may be provided to allow calls to cell phones.		
3.26	Ability to copy specific recorded conversation(s) with call details to storage media, i.e., compact discs, flash drives, etc. for court hearing purposes.		
3.27	Called party ability to block future inbound calls by pushing a button or other feature on telephone. Administrative feature shall also have ability to block calls from a specific caller.		
3.28	Call restriction of each inmate call to 15 minutes (30 minute for TTY users), charge no connection fee, and provide call termination notification one minute prior to ending the call.		

Number	Requirements	Existing Capability (Yes, No)	Comments
3.29	Ability to shut off and turn on phones individually, by group, and/or globally through the software and manual use of on-off toggle switches.		
3.30	Real Time monitoring of the Inmate Phone System and the ability to forward monitored voice data by the Sheriff's Office staff to a remote location via email in a non-proprietary format.		
3.31	Contractor will provide the ability for Sheriff's Office staff to tag a call and eliminate the collect call charge at their discretion		
3.32	Inmate's ability to call a crime tip hot line to report an incident of possible criminal activity or to provide information on a crime that has already taken place.		
3.33	Inmate collect-only telephones are to be programmed for outgoing collect-only calls. Dialing must be restricted to ten digits, <i>NPA-NXX-XXXX</i> . Credit card, toll-free and local calls that are not collect-only, person-to-person, operator-assisted, 911, or incoming calls will not be permitted. All programming must be completed prior to the cutover.		
3.34	The selected Contractor will include a Prison Rape Elimination Act (PREA) line that inmates can call to report PREA type incidents. The PREA line will be monitored by the Oakland County Sheriff's Office Command. The contractor agrees to include anything else the OCSO deems required.		
3.35	The selected Contractor will include the use of Voice Biometrics to ensure caller and PIN relationships.		
3.36	The system must have the ability to email recorded calls.		
3.37	The Oakland County Sheriff Office must have web access to the Inmate Phone system.		

Number	Requirements	Existing Capability (Yes, No)	Comments
3.38	The Oakland County Sheriff's Office will have the ability to allow and authorize outside agencies access to the Inmate Phone System via web access.		
3.39	Describe Contractor's Web Based Video Visitation system details that allows friends, family members, attorneys, and public officials to schedule and participate in video visitation sessions with an inmate from any device connected to the internet. Contractor can include description as an attachment.		
3.40	The selected Contractor will supply additional inmate devices needed to ensure that the ratio of inmates to the number of inmate telephones by facility remains approximately the same as those ratios per facility as of the effective contract date.		
3.41	Any additional storage shall be furnished at the selected Contractor's expense to accommodate the anticipation of existing and future growth in call storage and voice records for both collect-only and visitation phones for a five-year period.		
3.42	Does the contractor have software that will recognize and alert on inappropriate behavior? Describe your monitoring solution.		
3.43	The Contractor will provide the ability for no charging on "professional" calls with the ability to turn off the recording of a call or video visit when an inmate is communicating with a privileged professional		
3.44	The Contractor will provide (1) free 30-minute video visitation per week for each inmate or Children's Village resident.		
3.45	The Contractor will provide (1) free 15-minute telephone call per week for each inmate or Children's Village resident.		

Number	Requirements	Existing Capability (Yes, No)	Comments
4.0	Investigative Tools		
4.1	The Contractor must fully describe the Investigative tools which are fully integrated with both the inmate phone and video visitation systems.		
4.2	The Contractor must provide investigative reporting that will enable authorized Sheriff's Office staff access to recorded conversations and/or call detail information and statistical data as requested.		
4.3	New software updates are required to ensure the Oakland County Sheriff's Office has the most current investigative tool available providing data cross referencing calls with other available data. The software will be provided free of charge and Oakland County will review and approve all upgrades prior to installation.		
4.4	The Contractor must provide voice and video analytics ability to alert investigators when certain words are used or there is evidence of a crime in a phone call or video visit.		
5.0	Reporting		
5.1	Include examples of standard Inmate Phone System reports, i.e. gross revenue, call detail, operational, customized management, and fraud detection reports. Describe the process for customizing reports and for requesting specialized reporting. Include copies of each record in your response. Indicate the frequency (weekly, monthly, etc.) and method used (on-line, remotely, etc.) to generate these reports.		

Number	Requirements	Existing Capability (Yes, No)	Comments
6.0	Phone/Video Data File Retention		
6.1	If applicable, convert and import the last five years of data into the new system database at no charge to Oakland County within 1 month of contract execution.		
6.2	Provide adequate storage to transfer five years of current call detail records and voice recordings from Oakland County's current Contractor Inmate Phone system and integrate these recordings into the selected Contractor's inmate system at no charge to Oakland County.		
6.3	. New recording of voice conversations, including visitation telephones and call detail records shall be stored online using Raid Disk Array (RAID 5 minimum) or approved Cloud storage technology. On site or Cloud backup is required. Offsite backup storage in a secure location for the term of the contract is required.		
6.4	All call detail and voice recordings for the term of the contract will be owned by Oakland County and must be easily accessible and supplied upon request. At the end of the contract the call detail and voice recordings shall remain the property of Oakland County.		
6.5	In the future, Oakland County reserves the right when changing Inmate Phone System Contractors, that the selected Contractor work in cooperation with a newly selected Contractor to provide all call detail and voice data recording histories (CDR) at no charge to Oakland County. Note: The selected Contractor will not be required to convert files into a new format to accommodate a new Contractor, unless Oakland County or the selected Contractor is willing to pay for such an effort.		

Number	Requirements	Existing Capability (Yes, No)	Comments
6.6	Daily full system backups of the Inmate Phone System including the application, call detail, voice data and recordings. In the event of data corruption occurring or loss of data, the selected Contractor shall recover lost data using a backup copy of the Inmate Phone System data. Backups must be stored offsite in a secure location. Oakland County will have the option to perform a test restore to validate and test call detail and voice data recording backup retrieval.		
6.7	A complete Disaster Recovery plan and schedule (timetable) to completely recover the Inmate Phone System in the event of an emergency. Oakland County reserves the right to schedule a Disaster Recovery test at the selected Contractor's expense.		
6.8	An uninterruptible power supply must be provided by the selected Contractor with at least ten minutes of backup power in each facility's telecommunication room in the event of a power failure.		
6.9	Five years of searchable voice data recordings must be available online.		
7.0	Required Interfaces		
7.1	PIN numbers will be used for all interfaces.		
7.2	Contractor will finance and implement an interface with the current IMACS Jail Management System which manages inmate booking, moves, billing, visitors, and time length of incarceration. Note that Oakland County is writing and implementing a customized Jail Management System to replace IMACS. Estimated implementation date is 12/31/21. Contractor agrees to finance, test, and implement the interface with IMACS at contract execution, then finance and work with Oakland County to switch the interface to use the new JMS system.		

Number	Requirements	Existing Capability (Yes, No)	Comments
7.3	Contractor will implement an interface with Smartmail contractor which provides inmates with electronic mail, communication, court order and educational training videos.		
7.4	PIN numbers will be used, and the Contractor will finance and implement an interface with the current IMACS Jail Management System installed and future JMS system at the Oakland County Jail. IMACS software manages inmate booking, moves, billing, visitors, and length on incarceration.in numbers.		
8.0	Training Requirements		
8.1	Provide manufacturer's specifications with brand name, model number proposed, and literature describing the system functions and features; include operational manuals and station-user instructions.		
8.2	The contractor will provide both ongoing on-site and remote training classes as needed by the OCSO.		
9.0	Implementation Requirements:		
9.1	Fully describe the implementation services that will be provided. Indicate if the manufacturer's engineering technical support staff will be on site to supervise the installations. Provide a tentative estimate of the length of time that will be required to complete installations by furnishing an Implementation Services Response Plan including the estimate, approximate timeline, and schedule (refer to <i>Appendix C-1: Implementation Services Response Table</i>). All implementation services, tasks, timelines and schedules must be reviewed and approved by Oakland County's Contract Representative and Oakland County's Installation Team prior to the start of work. The selected Contractor's implementation plan, timeline and installation schedule will become part of the final contract.		

Number	Requirements	Existing Capability (Yes, No)	Comments
9.2	Define any pre-installation site preparation to be furnished by Oakland County, including ventilation, air conditioning, electrical, etc., or any other space or environmental requirements. Include any storage space requirements for spare repair parts.		
9.3	Provide the IMMEDIATE ability for Oakland County to setup free calling from Oakland County inmate facilities to Oakland County Circuit Court probation officers, Probate Juvenile caseworkers, and Sheriff's Office staff.		
9.4	Critical components kits will be required on site in the event of a major failure. The kits shall be replenished as items are depleted at the selected Contractor's expense.		
9.5	Spare phones and equipment parts shall also be kept in stock for new Oakland County facility installations and/or devices at the selected Contractor's expense.		

Number	Requirements	Existing Capability (Yes, No)	Comments
9.6	<ul style="list-style-type: none"> A. Inmate Phone System and carrier lines shall be fully tested and working on-site prior to selected Contractor cutover. B. Removal of the current Contractor's Inmate Phone System and carrier services shall be coordinated and converted with the installation of the selected Contractor's Inmate Phone System to provide a seamless cutover. C. The selected Contractor will conduct reviews, test and inspections after installation has been completed to ensure that all installation requirements have been met. Oakland County's team will be present at the time of system testing, review test results, and be kept informed of problems and how they will be addressed and resolved. D. All work will be done in accordance with the manufacturer's specifications. E. The selected Contractor will notify Oakland County when contractual installation work has been fully completed, follows these specifications, and is ready for inspection and acceptance. 		
9.7	<p>A fully manned, trained implementation team will be provided for the cutover. Oakland County reserves the right to interview and approve implementation resources. If determined feasible, the actual installation and production cutover may take place after 5:00 p.m. on a weekday or during the weekend at no cost to Oakland County.</p>		
9.8	<p>In all cases and at all times the selected Contractor will be responsible for the actions or omissions of all Sub-Contractors working for the primary selected Contractor. It is understood that whenever reference to the selected Contractor is made in these documents, the reference includes all Sub-Contractors as well.</p>		

Number	Requirements	Existing Capability (Yes, No)	Comments
9.9	All items proposed will be inspected by Oakland County's Installation Team upon delivery to ascertain compliance with the specifications. Items not in compliance with these specifications will be rejected, and the firm making the proposal will comply with the specifications or Oakland County will take measures to assure compliance. Upon rejection of such materials and/or equipment, the selected Contractor shall accept return at the address listed in the contract. Oakland County is not obligated to pay for the rejected materials, equipment, or shipping.		
9.10	Existing County-owned outside plant, house, and station cabling; and conduit will remain in place for the selected Contractor's use. Oakland County will provide cabling, conduit, and a connection block at each site's D-marc (point of presence or penetration) at Oakland County's expense for all new installations. Costs associated with the reuse of existing or the installation of new outside plant, house, and station cable; conduit; electrical power; cabling maintenance and repairs and labor costs from the D-marc to station cable locations at each of Oakland County's sites will be at Oakland County's expense. Channel banks and associated equipment and connectivity shall be the responsibility of the selected Contractor.		
9.11	All collect-only inmate telephones will <u>not</u> be labeled. All users' instructions shall be accessed through the phone.		
9.12	Equipment, material, and debris are to be transported by the selected Contractor so as not to cause damage to floors, walls, or ceilings, or other existing equipment.		
9.13	The selected Contractor will fully reimburse Oakland County for all damage caused by the Contractor to Oakland County's property or premises. This applies also to the personal property of County staff, the public, or inmates.		

Number	Requirements	Existing Capability (Yes, No)	Comments
9.14	All patching and repairs done by the selected Contractor in the course of the work will match the existing construction, and the Contractor will be responsible for a complete job, acceptable to Oakland County Representatives.		
9.15	<p>The selected Contractor's staff and all staff of Sub-Contractors are subject to a security check and clearance by the Oakland County Sheriff's Office before working in any Oakland County building. All such installation and service staff will supply pertinent employee information for security purposes as required. The information will include but not be limited to the following:</p> <ul style="list-style-type: none"> • Full name • Date of birth • Residential address, including city and zip code • Social security number • Driver's license number • States resided in • Signature 		
9.16	All employees of the selected Contractor and Sub-Contractors will fill out a security clearance application and return the completed form to Oakland County's Contract Representative within ten (10) days before the start of work. All security clearances are granted at the discretion of the Sheriff's Office.		
9.17	The selected Contractor will be allowed to work within Oakland County facilities and on Oakland County grounds between the hours of 8:30 a.m. and 5:00 p.m., Monday through Friday. No work will be performed on Saturdays or Sundays without prior written authorization. Weekend and evening work may be allowed as cleared with Oakland County's Contract Representative.		

Number	Requirements	Existing Capability (Yes, No)	Comments
9.18	All employees of the selected Contractor may be subject to an individual body search each time they enter a facility. Packages or containers of any kind may be opened for inspection. Areas under construction may be inspected and searched at any time. Lunch boxes are not permitted inside the security perimeter. All employees of the selected Contractor will be required to display employer provided picture I.D. badges at all times while working in County facilities.		
9.19	All trucks and mobile equipment may be subject to inspection both on arrival and upon departure from each facility.		
9.20	Absolutely no fraternization between inmates and selected Contractor's employees will be tolerated. Any attempts at fraternization by inmates are to be reported immediately to facility staff. No requests for visits with inmates will be granted to any selected Contractor's employee except where such visiting originated prior to the award of the Contract.		
9.21	The selected Contractor will follow all rules pertaining to foot and vehicle traffic as established by each facility. The selected Contractor will observe all off-limit and restricted areas.		
9.22	All heavy power tools and machinery such as air hammers, acetylene tanks, etc., must be removed from the inside of the security perimeter by 5:00 p.m. each day. No tools, small pipes, copper or wire will remain on the site unless acceptably locked inside storage closets or rooms.		
9.23	Before ordering material or doing any work, the selected Contractor will verify all appropriate dimensions at each building or site which may affect the work. Verification of all site conditions is the Contractor's responsibility.		

Number	Requirements	Existing Capability (Yes, No)	Comments
9.24	The selected Contractor assumes full responsibility for the accuracy of all figures and calculations. No allowance or compensation will be considered and no reduction in commission rates will be allowed. The selected Contractor will verify the proposed telephone and auxiliary equipment placement with the Oakland County's Installation Team, immediately prior to installation of equipment, etc. The selected Contractor will not be compensated for equipment placement installed in error as a result of not verifying these locations with Oakland County's Installation Team prior to installation.		
9.25	All Manufacturers' directions will be followed by the selected Contractor during installation. Manufacturer's articles, materials, and equipment will be installed, connected, erected, used, cleaned, and conditioned per the manufacturer's written directions.		
9.26	Installation of jacks and mounting cords causing obstructions to walkways and the use of wall, floor, and wire moldings, etc., are prohibited. Under no circumstances will openings for telephone jacks be larger than the actual size of the jack being provided.		
9.27	The selected Contractor will warranty all equipment, workmanship, and labor for the duration of the Contract. The selected Contractor agrees to make necessary repairs or replace any equipment or material with an approved equal or better-quality item acceptable to Oakland County's Contract Representative. The selected Contractor agrees to correct any workmanship resulting in unsatisfactory system operation due to inherent defects, improper programming, subsequent failures, improper maintenance, or imprudent selection of equipment to serve the intended function. All will be done without impact on the commission rate paid to Oakland County and at no charge to Oakland County.		

Number	Requirements	Existing Capability (Yes, No)	Comments
9.28	Fabricate and install all items plumb, true, straight, square, level, and in proper elevation, plane, location, and alignment with adjacent materials. Securely attach all accessories. Furnish all supports necessary for proper installation of equipment.		
9.29	Design all work for adjustment to field connections, fitted with proper joints and intersections, adequately anchored in place so that work will not be exposed or distorted. Secure products in place with positive tamper proof anchoring devices designed and sized to withstand stresses, vibration, physical distortion, disfigurement, damage or malicious destruction. All equipment destroyed will be replaced at the selected Contractor's expense.		
9.30	Upon completion or when directed, conduct careful inspection and correct defective work. Perform necessary adjustments or calibrations as required to leave the complete installation in operating condition.		
9.31	Without invalidating the contract, extra work or changes may be ordered by Oakland County and at no charge to Oakland County for altering, adding to, or deducting from the work. Contract quantities will be adjusted accordingly. No extra work or changes will be allowed unless authorized by Oakland County Contract Representative.		
9.32	All requests for telephone installations and removals during the contract period will come only from and be authorized only by Oakland County Contract Representative. All work authorized will be done by the selected Contractor without regard to potential future revenues or loss of revenues.		
9.33	All selected Contractor's installation and service staff will be factory-trained and certified to work on the equipment models proposed. The selected Contractor must be an authorized distributor of the equipment manufacturers.		

Number	Requirements	Existing Capability (Yes, No)	Comments
9.34	The selected Contractor, in cooperation with Oakland County Contract Representative and Installation Supervisor, will develop a schedule for all work in advance of the contract award. Once the schedule has been established and agreed to by Oakland County and the selected Contractor, it will become a part of the contract. Adherence to the schedule will be one of the performance parameters for contract continuation. Failure on the part of the selected Contractor to meet scheduled installation dates will be cause for termination of the contract. System installation will be coordinated by the Contract Representative and Oakland County's Installation Team with user agency staff and Oakland County's current Inmate Phone System Contractor. The work will be performed in such a way as to minimize disruption of service at each facility during the cutover.		
9.35	The selected Contractor is responsible to commence, cease, or resume work at Oakland County's direction. Oakland County is not responsible for giving early notice of the rejection of faulty work and will not in any way superintend to relieve the selected Contractor of the responsibility or consequence of neglect or carelessness by any employee of the contracting firm. All materials and labor will be furnished at times best suited for the selected Contractor and Sub-Contractors concerned so that the combined work of all will be properly and fully completed and all systems fully operational on the date fixed by the Contract.		
9.36	The selected Contractor will perform a complete system check-out, including all interfaces to the local central office, immediately prior to and following the cutover. This will include verification of all carrier-provided line and/or trunk circuits.		

Number	Requirements	Existing Capability (Yes, No)	Comments
9.37	<p>The selected Contractor will provide and maintain a current listing of all collect-only inmate telephones which will include, but not be limited to, the following information:</p> <ul style="list-style-type: none"> • By site location, including address and city. • By building name. • By departmental name. • By floor and room number. • By description of location within a room by model name and number <p>The selected Contractor will provide Oakland County with one updated copy of this listing as adds, moves, changes, and deletions occur.</p>		
9.38	<p>Contractor shall be responsible for the installation and ongoing costs associated with carrier lines, circuits, or ISP services to meet the requirements of their solution.</p>		

Number	Requirements	Existing Capability (Yes, No)	Comments
10.0	Contractor Support & Maintenance Requirements		
10.1	<p>A. Contractor will provide a certified, trained on-site repair technician during the hours of 8:30 a.m. to 5 p.m., Monday through Friday, to repair, maintain, and perform administrative functions for the Inmate Phone System as needed. The technician must be available to arrive on-site after initial contact is made by Oakland County.</p> <p>B. A trained on-site substitute repair technician shall be provided to Oakland County to cover any absences of the assigned technician beyond five (5) working days.</p> <p>C. Should Oakland County request service on the inmate-operated telephone system when the dedicated technician is not on site, a technician will be sent to Oakland County within three (3) hours after receipt of the call requesting service.</p> <p>D. There shall be on-call coverage 24/7, 365 days/year.</p> <p>E. The technician may train OCSO staff routine support and maintenance tasks if approved by the OCSO command.</p>		
10.2	<p>The Contractor will describe the following:</p> <ul style="list-style-type: none"> • How will Oakland County contact your on-site technician? • Describe in detail the preventative maintenance program. • Indicate the geographical maintenance area and the number of field technicians trained on the Inmate Phone System. • Indicate if field technicians will have 24 hours/day, 365 days/year access to Inmate Phone System equipment and materials warehouse. • Indicate where the materials warehouse is located. 		
10.3	<p>Requests for telephone removals during the contract period will be subject to agreement by the selected Contractor, which shall not be unreasonably withheld. Telephone removal will be performed without commission penalty to Oakland County and at the selected Contractor's expense.</p>		

Number	Requirements	Existing Capability (Yes, No)	Comments
10.4	The selected Contractor will not accept repair calls from anyone other than Oakland County's Representative, Oakland County's Installation Team, or the Information Technology Service Center (Help Desk). The selected Contractor must be accessible for verbal notification of maintenance service requests 24 hours/day, 365 days/year.		
10.5	All repair problems affecting OCJL, Annex & Children's Village must be <i>resolved within 4 hours</i> after repair notification is received from Oakland County.		

Number	Requirements	Existing Capability (Yes, No)	Comments
10.6	<p>The selected Contractor must be assigned an Incident number by Oakland County as part of the verbal notification. The incident will contain the following information:</p> <ul style="list-style-type: none"> • Incident number • Date and time the verbal notification was given • Building and room location of the repair • Nature of the repair problem • Specific telephone number requiring repair • Name and telephone number of people from inmate facility calling in the repair • Date and time repair handed off to repair technician OR date and time repair handed off to Contractor's trouble desk • Technician's name and method contacted <p>If the selected Contractor fails to correct the malfunction within the allotted time referenced in <i>Section 10.5</i>, Oakland County reserves the option to require the selected Contractor to replace the equipment with approved equal or better quality acceptable to Oakland County's Installation Team. This replacement will be accomplished within 24 hours of Oakland County's directive to replace. If the repair is to building cabling for which Oakland County is responsible, the selected Contractor's repair technician shall immediately notify Oakland County's Installation Team via the Service Center at (248) 858-8812.</p>		
10.7	<p>Upon the selected Contractor's arrival at Oakland County site, the Contractor will call the IT Service Center at (248) 858-8812, to notify date, time of arrival, and incident number.</p>		

Number	Requirements	Existing Capability (Yes, No)	Comments
10.8	Oakland County's account will be monitored by the selected Contractor. In addition, the Contractor will provide Oakland County with a Contractor escalation list which will be regularly updated by the Contractor.		
10.9	Upon the completion of each repair, the selected Contractor will call the I.T. Authorized Representative to close out the incident, indicating the time of completion, technician's name, incident number, and a brief description of the trouble found, repair performed, and equipment repaired or replaced.		
11.0	Rates and Commissions		
11.1	The contractor will pay Oakland County the rates and commissions for Inmate Visitation and Inmate Video as proposed by the contractor in APPENDIX D-4 MONTHLY COMMISSION RATES PROPOSAL TABLE FOR INMATE VISITATION.		
11.2	The rates and commissions quoted in APPENDIX D-4 will be the exact rates paid to Oakland County on gross call revenue. Any deductions the contractor needs to include for new equipment, software, or hardware, will already be deducted from the final commission rates proposed in APPENDIX D-4.		
11.3	The Selected Contractor assumes full responsibility for all losses of revenue: This includes but is not limited to: A. Changes in primary intra or inter-exchange carriers B. Billing of fraudulent calls C. Equipment programming errors D. Equipment malfunctions E. Inability to collect gross billable revenues F. Inability to collect un-billable revenues to LECs or CLECs where the selected Contractor does not have billing arrangements in place G. Inability to collect bad debt revenues		

Number	Requirements	Existing Capability (Yes, No)	Comments
11.4	All rate policies are subject to changes initiated by the Federal Communications Commission and/or the Michigan Public Service Commission. As an attachment to the Proposal Form in this RFP, the Contractor shall submit the FCC approved calling including an itemization of the minute rates/mileage schedules and surcharges charged by time of day and day of week, including connection charges, special holiday rates and any discounted rates. All rates shall be consistent with and comply with all applicable FCC rules and regulations and in no event shall rates exceed amounts established by the FCC.		
11.5	The Contractor will submit written notification to Oakland County's Representative within thirty (30) days of any proposed change in FCC regulated and unregulated telecommunication rates. Contractor's failure to furnish this written notification and accordingly adjust commission payments to Oakland County retroactive to the effective date of the Order may be just cause for cancellation of this contract. Written notification will include a copy of the rate filing detailing all surcharges, connection charges, and rates.		
11.6	Commission payments to Oakland County by the selected Contractor will be based on a fixed (not tiered) percentage rate of all monthly "gross revenues." For purposes of this proposal, "gross revenues" will be defined as the total revenue anticipated from collect billable calls, ,un-billable calls, and bad debt calls. Additional exclusions or hidden revenue reductions by the selected Contractor are prohibited. Equipment or service incentives will not be considered by Oakland County and should not be proposed under the terms of this proposal. Oakland County is interested in only a flat rate, fixed commission percentage resulting in a reliable revenue source for Oakland County.		

Number	Requirements	Existing Capability (Yes, No)	Comments
11.7	Oakland County reserves the right to audit the selected Contractor's records at any time. The selected Contractor agrees to maintain records and a tracking system substantiating the accuracy of gross revenues billed and commission payments.		
11.8	During the contractual period, the selected Contractor may automatically increase the percentage of commissions paid to Oakland County, followed by written notification of such action to Oakland County's Contract Representative within two weeks. Commission percentages will not decrease during the duration of the contract. The date set for contract payment will be agreed to by the selected Contractor and Oakland County and established as part of the contract.		
11.9	At any time, Oakland County reserves the option of requesting prorated commissions for the number of days the specific telephone being repaired resulted in a loss of commissions to Oakland County. The exception would be in instances where the trouble found was in the building cable for which Oakland County is responsible.		
11.10	Lost commissions will be as determined by call detail reports and/or the details of Oakland County's Incident number. Prorated commissions will be paid to Oakland County based on the average daily commission paid to Oakland County for the last full month the affected telephone and/or line was in full service, multiplied by the number of days the malfunction existed. Note: Any fraction of a day will be counted as a full day without service when prorating commissions payable to Oakland County. Commissions on malfunctions will be paid within 30 days of the request for such payment from the Contract Representative.		
11.11	If the malfunction condition has not been corrected within ten working days from the date of verbal notification, Oakland County reserves the right to cancel the contract.		

<i>Number</i>	<i>Requirements</i>	<i>Existing Capability (Yes, No)</i>	<i>Comments</i>
12.0	Commission Payment and Reporting		

Number	Requirements	Existing Capability (Yes, No)	Comments
12.1	<p>Call activity reflecting actual call detail and volume, telecommunication rates billed per rate filings, and “gross revenue” reports by telephone number and location to audit commission payments will be required.</p> <p>The Monthly Commission Report must include, but not be limited to, the following items:</p> <p>1. <u>MONTHLY DETAIL COMMISSION REPORT</u></p> <p><u>Report Heading:</u></p> <ul style="list-style-type: none"> ➤ Monthly Commission Report, Month/Year, ➤ Time period for the report ➤ Run date and time ➤ Telephone number ➤ Settlement Date. <p>Report Subheading and Subtotals by Tariff Type, Call Type, Call Count, Minutes, Gross Revenue, Commission percentage, Commission Earned:</p> <ul style="list-style-type: none"> ➤ Local (Collect, Prepaid, Debit Card, Debit) ➤ Intracell (Collect, Prepaid, Debit Card, Debit) ➤ Intraplate (Collect, Prepaid, Debit Card, Debit) ➤ Intrastate (Collect, Prepaid, Debit Card, Debit) ➤ Interstate (Collect, Prepaid, Debit Card, Debit) ➤ International (Collect, Prepaid, Debit Card, Debit) ➤ Caribbean (Collect, Prepaid, Debit Card, Debit) ➤ Canadian (Collect, Prepaid, Debit Card, Debit) ➤ Voice Mail ➤ Video Visitation <p>Report Total and Grand Total: Call Type, Call Count, Minutes, Gross Revenue, Commission percentage, Commission Earned.</p>		

Number	Requirements	Existing Capability (Yes, No)	Comments
12.1 cont.	<p>2. <u>MONTHLY SUMMARY COMMISSION REPORT</u></p> <p>1. Total number of minutes of usage of local, Intra-LATA, Intra-State, and Inter-State calls.</p>		
12.2	The selected contractor will be required to submit the reports in both a hard copy and electronic Excel Worksheet format.		
12.3	The selected Contractor will maintain accurate books and records in connection with the services provided under contract for thirty-six (36) months after the end of the contract.		
12.4	The selected Contractor should provide a method to bill VoIP service providers.		
12.5	The selected Contractor will indicate the day of the month in which the monthly billing cycle would begin. Also, indicate the number of days following the last day of the monthly billing cycle before Oakland County can expect to receive commission payments. The monthly billing cycle will be considered a period of thirty (30) days when prorating partial monthly commission payments.		
12.6	<p>All monthly commission checks will be made payable to The County of Oakland and mailed to:</p> <p style="text-align: center;"><i>Oakland County Department of Information Technology Telephone Communications Fund Bldg. 49W, Dept. 421 1200 N. Telegraph Rd. Pontiac, MI 48341-0421</i></p>		

Number	Requirements	Existing Capability (Yes, No)	Comments
12.7	The selected Contractor must complete the reporting and payment process within a month or less following the close of the billing cycle.		
12.8	The selected Contractor's failure to provide commission payments by the scheduled monthly date set for receipt of commission payments will be reason for contract termination and litigation for retroactive payments and interest. Interest will be based on the prevailing money interest rate at the time of the judgment. The monthly billing cycle will be considered a period of thirty (30) days when prorating partial monthly commission payments.		
12.9	Describe billing and collections arrangements. Who will be assuming the responsibility for collections; <i>(i.e., the local exchange company, billing agents, etc.)?</i>		
13.0	Inmate Accounting System		
13.1	Contractor will provide payment processing services for payments made to recipients (inmates housed in the Oakland County Jail) through kiosks, walk-in retailers, online websites and/or mobile sites, call centers or applications operated by Contractor or such other methods ("Transactions") for crediting account balances held by County on behalf of the recipients of funds (the "Services"). Contractor will receive payments from the public, directed to recipients by way of the Services.		

Number	Requirements	Existing Capability (Yes, No)	Comments
13.2	Contractor will transfer payment files to County daily. Contractor will deliver payments to County by the second business day following (but not including) the day of the transaction by means of an electronic funds transfer ("EFT") to County's designated bank account; provided, however, Contractor, in its sole discretion, reserves the right to delay its acceptance or rejection of any transaction that Contractor determines to be suspicious and warrants further investigation. County acknowledges and agrees that Contractor may terminate/cancel any proposed transaction should Contractor determine the transaction is being made for an improper or illegal purpose. . If a transaction is delayed or rejected, the transfer of payment will not occur until the transition is approved by Contractor; in addition, the transaction/deposit detail will not post on the Contractor website or the Jail Management System until the transaction is approved by the Contractor.		
13.3	Contractor will provide County with daily payment information by way of the Contractor interface with the County's Jail Management System (IMACS) and through the Contractor provided web management tool that will indicate deposit transactions.		
13.4	Contractor will test and update the interface with the new County Jail Management System once it is ready and will continue to work with Oakland County IT and the County Jail Management System vendor until the interface is approved by Oakland County.		
13.5	Contractor shall provide County's contractor, Intellitech Corporation, or other contractor, with the program coding and technical assistance necessary to enable IMACS to receive financial transaction data and to send back financial transaction data as well as communicate Inmate identifying information necessary to associate payments made from the public with individual Inmates.		

Number	Requirements	Existing Capability (Yes, No)	Comments
13.6	Contractor will be responsible for responding to and resolving inquiries and complaints from senders of funds arising out of Contractor's failure to timely transmit any payment to County.		
13.7	Contractor will provide sufficient promotional material to be posted by County.		
13.8	Contractor, upon receipt of written notice from County, shall place limitations on transactions. The limitations will be implemented by Contractor as soon as is reasonably practicable.		
13.9	Contractor will provide all labor necessary for and will guarantee the workmanship of the installation of a lobby kiosk including, but not limited to, material handling within the facility and all costs associated with the networking, internet connectivity and electrical enhancements required to install a kiosk at the County's location. Contractor will be responsible for providing all supplies needed for the kiosk such as paper, ink, receipt tape, etc.		
13.10	Contractor will be responsible for all repairs to the Kiosk and will provide the County with a phone number and email address for service technicians. Repair requests should be responded to within 4 hours and any necessary repairs should be complete within 48 hours. Oakland County will not troubleshoot or repair the Kiosk but will place an "Out of Order" sign on the kiosk until the issues are resolved.		
13.11	The Contractor will be responsible for pursuing the chargeback through the card association's dispute resolution processes, if appropriate in Contractor's sole discretion.		
13.12	Contractor will work with Oakland County to identify and reconcile any discrepancies with transactions received or posted to their website or in the Jail Management System.		

Number	Requirements	Existing Capability (Yes, No)	Comments
3.13	If a transaction is received and approved by the contractor while an inmate is in the Oakland County Jail, but the transaction does not post to their account in the Jail Management System prior to them being released, the Contractor is responsible for refunding the individual who initiated the transaction.		

APPENDIX B – TECHNICAL & ARCHITECTURAL REQUIREMENTS RESPONSE TABLE

This section asks you to provide information on how your solution aligns to our architectural principles and guidelines. It also helps us understand the process of how your technology is created and maintained.

Respondents should identify inapplicable items with **N/A**.

Number	Requirement	Explanation
1.0	How long is the planning roadmap for your technology/application? When will it become the old version and how long until support runs out?	
2.0	Provide a typical/sample architecture diagram for your proposed solution.	Include Attachment.
3.0	Define all channels that you offer your product through (On Premise, SAAS, PAAS, IAAS, etc.).	
4.0	How often do you have major and minor releases? How are releases communicated? Patches must be scheduled with the OCSO in the evening. Support & Maintenance dates/times must be approved prior.	
5.0	Define your quality control process for your product.	
6.0	Define your testing process for flawed or malformed software.	
7.0	What is your defect resolution plan and what are the SLAs for bug fix support?	
8.0	Define your sources of industry-accepted system hardening standards (for example, Center for Internet Security (CIS), ISO, SANS Institute, NIST).	

Number	Requirement	Explanation
9.0	Contractor certifies that the technology and/or equipment was not produced, assembled or manufactured by a foreign adversary, as defined, and as prohibited by the federal government.	
10.0	Describe your software development process and if/how, you utilize offshore teams? Include information about your security process for passing information and code.	
11.0	We require providers of external information system services to employ appropriate security controls with local, state, and Federal laws as well as applicable regulatory requirements. Explain your experience in complying with these?	
12.0	Define the interface options and transmission methods offered by your application.	
13.0	Define the process or options for adding customizations to your software.	
14.0	For custom components, after the components are developed and implemented, who owns the source code?	
15.0	Define the true-up process for your software.	
16.0	Will you provide data dictionaries for your software?	

Number	Requirement	Explanation
17.0	<p>What is your background screening process for team members and offshore workers?</p> <p>How often are people re-checked?</p> <p>For the purposes of our agreement, can all resources be required to pass our background and re-check processes?</p>	
18.0	<p>If you use offshore resources, what are the hours that offshore team members work with onshore team members (do they all work the same day, if not, what is the overlap time)?</p> <p>Also, define the process for keeping all resources on the same page with project status and progress.</p>	
19.0	<p>Please provide third party research on your tool or offering relating to how you compare against your competitive set.</p>	
20.0	<p>Please provide details of your tool's performance on a VM vs. a physical machine. Be detailed in the specs used for the testing and the OS used.</p>	
21.0	<p>What is the recommended back-up strategy for your software along with recovery time?</p>	
22.0	<p>Describe the provision of security features and controls that are available in your solution for government, including configuration, administration, maintenance, support, any available customization.</p>	

Number	Requirement	Explanation
23.0	Identify whether your products, services, and/or proposed solution are currently subject to any security regulations or compliance such as HIPAA, PCI, etc. Respondents should include information about the status of their compliance with any relevant regulations	
24.0	Please indicate how you handle Authentication/Security (Active Directory, SAML, etc.). If SAML, what version is supported?	
25.0	Is any third-party software or applications required? If so, please describe.	
26.0	Please provide your DBMS requirements and use of software and communication protocols, if applicable to your solution(s).	
27.0	Please provide the minimum client workstation and hardware requirements including operating system, Internet Browser, etc.	
28.0	Please provide your virus protection methodologies for all hardware.	
29.0	Does your product require a Java Runtime installation? If yes, please describe how your release cycle facilitates keeping current with the frequent security patches required for those products.	
30.0	Does your solution provide customized reporting capabilities? Explain the solution. If there is additional cost, please provide in Appendix D – Cost Response Tables .	

APPENDIX C – IMPLEMENTATION SERVICES RESPONSE TABLES

This section asks you to provide information on how your solution will be implemented. It also helps us understand the timing, roles and responsibilities for the implementation of the solution.

Respondents should identify inapplicable items with **N/A**.

<i>Number</i>	<i>Requirements</i>	<i>Explanation</i>
1.1	<p>Attach a typical implementation plan including Tasks, Owner of Task (Contractor, Oakland County) and Timeline. The following phases should be identified:</p> <ul style="list-style-type: none"> • Project Management: Contains activities to manage the project. • Technical Design and Installation: Contains activities for solution configuration. • Security: Contains activities for establishing and maintaining security controls. • Testing: Contains activities to evaluate the functionality of the product with an intent to find whether the product met the specified requirements or not and identify the defects to ensure that the product is defect free to produce the quality product. • Education, Marketing, and Policies: Contains activities for training and promotion. • Implementation: Contains activities for solution launch and disaster recovery. • Post Implementation Support: Contains activities for solution support. 	Include Attachment.

Number	Requirements	Explanation
2.0	What is your typical duration for implementation?	
3.0	Does your implementation include customization to software? If not, list cost for customization in the cost response tables.	
4.0	Based on the provided solution options, who would configure the solutions(s) (Contractor or Oakland County)?	
5.0	What is your expectation support from Oakland County during the implementation?	
6.0	What type of contractor access is required during implementation?	
7.0	What is the method for testing your software and data prior to live rollout?	
8.0	How is system documentation provided (for example, digital, hardcopy, etc.)?	
9.0	Is training provided with implementation? If so, is it Instructor-led Training, Web-based Training, or both? If separate cost, please specify.	
10.0	Please describe your procedures for maintenance and support.	
11.0	Does the solution utilize proprietary data formats? If so, does the solution allow for data conversion?	
12.0	Do you maintain a separate testing environment?	

<i>Number</i>	<i>Requirements</i>	<i>Explanation</i>
13.0	If cloud based, what type of access would Oakland County have to the system?	

APPENDIX D – COST RESPONSE TABLES

This section asks you to provide information on how your solution is priced. [Table D-1](#) covers any one-time costs that may be associated with your solution. [Table D-2](#) covers recurring support, maintenance and other (recurring) costs. [Table D-3](#) covers pricing for any additional items not covered by Table D-1 or Table D-2.

If you wish to provide alternative pricing that does not fit into these tables, you may do at the end of the document.

Respondents should identify inapplicable costs with **N/A**.

Note: If costs that are **NOT** listed are subsequently determined by Oakland County or the contractor to be required, then contractor shall provide all unlisted costs to Oakland County at no charge beyond annual support fees.

Table D – Contractor inmate Phone/Visitation & Investigative Tools will not incur a cost to Oakland County

Cost Description	Quantity	Price	Total Implementation Cost
Implementation/Professional Services (include all costs to ensure the solution is fully installed and functional for Oakland County)	N/A	N/A	N/A
Hardware (list manufacturer, part number, model, and description for each item(s) individually)	N/A	N/A	N/A
Software (list manufacturer, part number, model, and description for each item(s) individually)	N/A	N/A	N/A
Equipment and Installation cost for carrier lines, circuits or ISP services and equipment to meet the solution requirements.	N/A	N/A	N/A
Training (onsite or remote)	N/A	N/A	N/A
Training documentation and User Guides	N/A	N/A	N/A
	N/A	N/A	N/A
Other (list as individual line items and include description)	N/A	N/A	N/A
	N/A	N/A	N/A
Detail all discounts and savings programs	N/A	N/A	N/A
	N/A	N/A	N/A
Grand Total			

Table D-2: Recurring Support, Maintenance & Other (Recurring) Cost Table – will not incur a cost to Oakland County

Cost Description	Quantity	Price	Total Recurring Cost
Recurring Hardware Support & Maintenance	N/A	N/A	N/A
	N/A	N/A	N/A
Recurring Software Support & Maintenance	N/A	N/A	N/A
Ongoing equipment and installation cost for carrier lines, circuits or ISP services and equipment to meet the solution requirements.	N/A	N/A	N/A
Other Recurring Costs	N/A	N/A	N/A
<i>Grand Total</i>	N/A	N/A	N/A

Table D-3: Other Cost Table – Contractor solution will not incur any costs for Oakland County

Cost Description	Pricing Structure	Price
N/A	N/A	N/A
N/A	N/A	N/A

Please list additional Cost Assumptions below:

1. N/A
2. N/A
3. N/A

Alternate Proposal

- Three Year Contract
- Five Year Contract

APPENDIX D-4: MONTHLY COMMISSION RATES PROPOSAL TABLE FOR INMATE PHONE/VIDEO VISITATION

Note: Domestic interstate rates apply for calls to U.S. territories including American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and U.S. Virgin Islands. All non-U.S. destinations are rated as international.

**

Collect Calling Rates	Surcharge	Rate/Minute	Average # Calls/Month	Average Monthly Minutes	Monthly Earned Revenue	Monthly Commission Earned 3 yrs. XX.XX%	Monthly Commission Earned 5 yrs. XX.XX%
Local Station to Station							
Intrastate/Intra-LATA							
Interstate/Inter-LATA							
Interstate							
International							
Total							

Prepaid & Debit Calling Rates	Surcharge	Rate/Minute	Average # Calls/Month	Average Monthly Minutes	Monthly Earned Revenue	Monthly Commission Earned 3 yrs. XX.XX%	Monthly Commission Earned 5 yrs. XX.XX%
Local Station to Station							
Intrastate/Intra-LATA							
Interstate/Inter-LATA							
Interstate							
International Debit							
Total							

** Fees must be consistent and follow the FCC rules and regulations and must not exceed amounts set by the FCC.

Alternate Proposal

- Three Year Contract
- Five Year Contract

APPENDIX E – G2G MARKETPLACE RESPONSE TABLE

<i>Number</i>	<i>G2G Marketplace Response Table</i>	<i>Response (Yes, No)</i>	<i>Comment</i>
1.0	Contractor is interested in participating in the G2G Marketplace.		

APPENDIX F - ACKNOWLEDGEMENT OF INDEPENDENT EMPLOYMENT STATUS (SAMPLE FORM)

I, _____, acknowledge that I am an employee or subcontractor of
(Name of Contractor's Company): _____
(hereinafter "Company") under Contract #: _____, and

- At all times during my assignment at Oakland County, I will remain an employee or subcontractor of the Company
- I am not an employee of Oakland County; and,
- I may not represent myself as an employee of Oakland County.

I understand that:

- Company is responsible for establishing the conditions of my assignment to Oakland County; and
- Company is solely responsible for compensating me for my services; and
- I understand and agree that as an employee or subcontractor of Company, I am not eligible to participate in or accrue any benefits under any of Oakland County's employee benefits or benefit plans, including retirement, deferred compensation, insurance (including without limitation: health, disability dental and life insurance), vacation pay, and any other similar plans and programs. However, if I am a retired County employee, I may receive vested post-employment benefits such as retiree healthcare and pension benefits from Oakland County. I understand that the post-retirement benefits I receive from the County cannot be enhanced by my work for the above Contractor.

I acknowledge that:

- I have no copyright, patent, trademark or trade secret rights to any Oakland County Intellectual Property, or any work developed by me while providing services to Oakland County; and,
- If I will be given access to the County Network, I will comply with the Oakland County Electronic Communications and Use of Technology Policy.
- I will comply with and sign the FBI Criminal Justice Information Services Security Addendum if I will have access to CJIS Data.

Signed: _____

Date: _____

END OF DOCUMENT