



**COUNTY OF SACRAMENTO
DEPARTMENT OF GENERAL SERVICES
CONTRACT AND PURCHASING SERVICES DIVISION**

RFP #84

COMMODITY/SERVICE: **VIDEO VISITATION-VIDEO CONFERENCING**

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DEFINITIONS

Response: The written, signed and sealed complete document submitted according to the proposal instructions. Response does not include any verbal or documentary interaction apart from submittal of a formal Response.

Request/Proposal/Bid: The completed and released document, including all subsequent addenda, made publicly available to all prospective proposers.

We/Us/Our: Terms that refer to the County of Sacramento, a duly organized public entity. They may also be used as pronouns for various subsets of the County organization, including, as the context will indicate:

- Purchasing - the Contracts and Purchasing Services Division of the Department of General Services.
- Department/Division – The department or division requesting the goods or services contained in this request, for which this PROPOSAL is prepared and which will be the end user of the requested goods or services.
- Constituency – the client base or County population which may benefit from the procurement of goods and/or services requested herein.

You/Your: Terms that refer to businesses/individuals submitting a response. The term may apply differently as the context will indicate.

- Supplier - A business entity engaged in the business of providing services.
- Proposer - A business entity submitting a Response to this proposal. Suppliers which may express interest in this proposal, but who do not submit a Response, have no obligations with respect to the proposal requirements.
- Contractor - The Proposer(s) whose Response to this proposal is evaluated as meeting the needs of the County. Contractor(s) will be selected for award, and will enter into a contract(s) for provision of the services described in this proposal.
- Contractor's Employee - All persons who can be offered to provide the services described in the proposal. All employees of the Contractor shall be covered by the insurance programs normally provided to persons employed by a company (ex: Worker's Comp, SDI, etc.).

Mandatory: A required element of this request/proposal/bid. Failure to satisfy any element of this request/proposal/bid defined as "mandatory" will disqualify the particular response.

Default: A failure to act as required by any contract resulting from this request, which may trigger the right to sue or may excuse the other party's obligation to perform under the contract.

Cancellation/Termination: A unilateral or mutual decision to not complete an exchange or perform an obligation under any contract resulting from this request.

"Or Equal": A statement used for reference to indicate the character or quality desired in a requested product or service. When specified in a proposal document, equal items will be considered, provided the response clearly describes the article. Offers of equal items must state the brand and number, or level of quality. When brand, number, or level of quality is not stated by proposer, the offer will be considered exactly as specified. The determination of the Purchasing Agent as to what items are equal is final and conclusive.

INTRODUCTION

1. *Statement of Purpose*

- A. The County of Sacramento (“County”) currently operates three (3) facilities under two departments. The Sheriff’s Office is responsible for the Main Jail Division (Main Jail) and Rio Cosumnes Correctional Center (RCCC) and the Probation Department operates the Youth Detention Facility (YDF). The County invites responses to the Request for Proposal (RFP) from qualified, experienced Proposers who can provide a comprehensive, inmate video visitation and scheduling solution. Proposer’s who also offer video conferencing of court proceedings should include a separate price for this service in their proposal. Inmate video communication services must meet the requirements described in this RFP and appendices and shall be offered at the County facilities listed in **Table 1 – County Facilities** below.
- B. Proposer shall provide all requested inmate video communication services to the inmates in accordance with the requirements and provisions set forth in this RFP under the Detailed Requirements section.

Table 1 – County Facilities

FACILITIES		
Responsible County Department	Facility Name	Facility Address
Sheriff’s Department	Main Jail Division (Main Jail)	651 “I” Street Sacramento, CA 95814
Sheriff’s Department	Rio Cosumnes Correctional Center (RCCC)	12500 Bruceville Road Elk Grove, CA 95757
Probation Department	Youth Detention Facility (YDF)	9601 Keifer Boulevard Sacramento, CA 95827

2. *Scope of Service*

- A. Provide a complete and operable IP based Video Visitation System to facilitate real-time video and audio communications between inmates within the secure facility and both the public and professional visitors remotely. Additionally, facilitate video court proceedings between inmates and the Sacramento Superior Court. Provide equipment, cabling, network equipment, video visitation stations, operator reception stations, software, visit scheduling, cameras, monitors, microphones/handsets, recorders, rugged corrections grade enclosures, and HMI user interface capable of integrating with the County’s current and future Jail Management System.
- B. The Sheriff’s corrections facilities operate with two distinct population dynamics. 1) Rated Capacity and 2) Average Daily Population. The facilities rated capacity is based on recommended guidelines set forth in bi-annual inspections conducted by the Board of State and Community Corrections (BSCC). These numbers do not routinely fluctuate. The average daily population (ADP) is an average of the number of inmates housed, divided by the number of days in a month/year. This number does fluctuate and is directly impacted by policy changes (either locally or statewide), seasonal factors and societal influences. The ADP numbers reflected in this RFP are based on both a historical average (preceding 24-months) and the current population. The disparity in these numbers is a direct reflection of how the most recent pandemic has impacted populations, illustrating the fluid nature of inmate populations. Predicting future inmate populations given the uncertainty surrounding the current situation proves difficult. Responses to this RFP should consider both sets of numbers as guidelines for inmate populations.

Table 2 – Facility Population

Criteria	RCCC	NMJ	YDF
Rated Capacity	2266	2396	417
2 Year ADP Avg. 2018 & 2019	1701	1957	100
Current Population	848	1519	100

3. Term

County intends to award a five (5) year agreement.

4. Communications Regarding the RFP

- A. Proposer must submit all questions in writing and electronically to the RFP contact listed below.
- B. The County shall deliver the answers to the questions and/or comments received from Proposers via an Addendum by the date specified in Key Events. Any questions and/or comments submitted by the Proposers after the due date will not be answered by the County.
- C. Only written communication executed by the County in the form of an Addendum shall be considered binding. Proposer shall not contact any of the County’s employees or any employee at the facilities regarding this RFP, during the RFP process. Inappropriate contact by Proposer may result in the County’s rejection of Proposer’s RFP response.
- D. RFP questions or comments shall be addressed to the County’s Designated Representative with a copy to the County as follows:

The County Designated Representative:

Sacramento County Sheriff’s Office
Attn: Lieutenant Brian Amos
Email – bamos@sacsheriff.com

5. Mandatory Site Evaluation

- A. The County requires Proposers to attend the site evaluation on the date and time specified in the Key Events. It is mandatory for Proposers to attend the site evaluation to submit a Proposal.
- B. To attend the site evaluation, Proposer must confirm attendance via email to the County’s Designated Representative on or before the time specified in the Key Events. Each Proposer will be limited to two (2) representatives at the site evaluation. Infection control measures such as verbal screening and temperature checks, as recommended by the Centers for Disease Control are required. This will be the only time available for Proposer to visit the Facilities during the RFP process. Responses from Proposers will not be accepted from those businesses who do not attend the mandatory site evaluation tour. The site evaluations will take place at the following locations:

- 1) Site Evaluation – Part 1: Main Jail, 651 “I” Street, Sacramento, CA 95814
RCCC, 12500 Bruceville Road, Elk Grove, CA 95757
 - 2) Site Evaluation – Part 2: Youth Detention Facility, 9601 Keifer Boulevard, Sacramento, CA 95827
- C. Oral responses to questions during the site evaluation shall be considered nonbinding on the County. Proposer’s questions regarding the site evaluation and/or this RFP must be submitted by Proposer in writing on or before the date specified in the Key Events.

6. References

- A. Provide at least three references, including a description of the work performed, the original budget and final cost of the implementation, and full contact information.

7. Licenses, Permits and Taxes

- A. It is expressly understood that the County is not responsible in any way, manner, or form for any of Contractor’s costs, including but not limited to, taxes (including sales tax), shipping charges, insurance, interest, penalties, termination payments, attorney fees, liquidated damages, licenses, fees, tariffs or other costs related to any and all Contractor’s services. Contractor agrees that it is entirely responsible for calculating, collecting, and remitting all fees and taxes, including sales tax where applicable, on all services and items provided to inmates including, but not limited to any and all services such as collect, debit, pre-paid and any other calls inclusive of debit calling taxes, and for any other Contractor provided services subject to sales tax in the State of California.
- B. Contractor shall be responsible for all costs associated with obtaining all licenses, permits, and taxes required to operate in the State of California. Also, proposal shall comply with all Federal, State, and local codes, laws, ordinances, regulations, and other requirements at no cost to the County.
- C. Contractor agrees that it is entirely responsible for calculating, collecting, and remitting all fees and taxes (including sales tax where applicable) on all services and items provided to the inmates.

8. Independent Contractor

- A. The parties acknowledge that Proposer is an independent contractor. Nothing in this RFP is intended nor shall be construed to create an agency relationship, an employer/employee relationship or a joint venture relationship among the parties.

9. Surety Bond

- A. The successful Contractor must furnish a Surety Bond (guarantying contract performance) in the form of a bond issued by a Surety Company authorized to do business in the State of California, a Cashier’s Check, or Irrevocable Letter of Credit payable to the County within ten (10) calendar days after award of the Agreement and prior to any installation work or equipment delivery. The Surety Bond must be made payable to the County in the amount of Two Hundred Fifty Thousand Dollars (\$250,000.00) and will be retained during the full period of the Agreement and/or renewal terms. No personal or company checks are acceptable. The Agreement number (if applicable) and/or dates of performance must be specified on the Performance Bond. In the event that the County exercises its option to extend the Agreement for an additional period, the Contractor shall be required to maintain the validity and enforcement of the Performance Bond for the said period, pursuant to the provisions of this paragraph, in an amount stipulated at the time of the Agreement renewal.
- B. A Payment Bond (guarantying payment of sub-contractors, payment of wages and of bills contracted for materials, supplies or equipment used in the performance of the Agreement) will also be required upon

Agreement award in the amount of Two Hundred Fifty Thousand Dollars (\$250,000.00) in the form of a bond issued by a Surety Company authorized to do business in the State of California and listed in the current Federal Department of Treasury Circular 570, a Cashier's Check, or Irrevocable Letter of Credit payable to the County within ten (10) calendar days in the event of a breach of contract.

10. Discrepancy

- A. Should there be a discrepancy in the responses provided by Proposer to this RFP and the resulting Agreement, the terms and conditions contained in the Agreement and its amendments will prevail over the RFP and the RFP and its addendums will prevail over the Proposer's response.

11. Indemnification

- A. To the fullest extent permitted by law, for work or services provided under this Agreement, CONTRACTOR shall indemnify, defend, including with counsel reasonably acceptable to County, and hold harmless County, its governing Board, officers, directors, officials, employees, and authorized volunteers and agents (individually an "Indemnified Party" and collectively "Indemnified Parties"), from and against any and all claims, demands, actions, losses, liabilities, damages, and all expenses and costs incidental thereto (collectively "Claims"), including cost of defense, settlement, arbitration, and reasonable attorneys' fees, resulting from injuries to or death of persons, including but not limited to employees of either party hereto, and damage to or destruction of property, or loss of use or reduction in value thereof, including but not limited to the property of either party hereto, and recovery of monetary losses incurred by the indemnified party directly attributable to the performance of the indemnifying party, arising out of, pertaining to, or relating to the alleged or actual error or omission, negligence, recklessness, willful misconduct, infringement of intellectual property rights, breach of trust, breach of confidentiality, unauthorized use or disclosure of data, breach of statutory or regulatory law, or other breach of its duties under this Agreement by CONTRACTOR, its employees, CONTRACTOR's sub consultants or subcontractors at any tier, or any other party for which CONTRACTOR is legally liable under law, excepting only such injury, death, or damage, to the extent it is caused by the negligence of an Indemnified Party. CONTRACTOR shall not be liable for Claims caused by the sole negligence or willful misconduct of an Indemnified Party.
- B. The right to defense and indemnity under this indemnity obligation arises upon occurrence of an event giving rise to a Claim and, thereafter, upon tender in writing to CONTRACTOR. Upon receipt of tender, CONTRACTOR shall provide prompt written response that it accepts tender. Failure to accept tender may be grounds for termination of the Agreement. CONTRACTOR shall control the defense of Indemnified Parties; subject to using counsel reasonably acceptable to County. Both parties agree to cooperate in the defense of a Claim.
- C. This indemnity obligation shall not be limited by the types and amounts of insurance or self-insurance maintained by CONTRACTOR or CONTRACTOR's sub-consultants or subcontractors at any tier.
- D. Nothing in this indemnity obligation shall be construed to create any duty to, any standard of care with reference to, or any liability or obligation, contractual or otherwise, to any third party.
- E. The provisions of this indemnity obligation shall survive the expiration or termination of the Agreement.

12. Insurance

- A. Without limiting Contractor's indemnification, Contractor shall maintain in force at all times during the term of this Agreement and any extensions or modifications thereto, insurance as specified in **Appendix G - County Insurance Requirements**. It is the responsibility of Contractor to notify its insurance advisor or insurance carrier(s) regarding coverage, limits, forms and other insurance requirements specified in **Appendix G - County Insurance Requirements**. It is understood and agreed that the County shall not pay any sum to Contractor under the Agreement unless and until Contractor is satisfied that all insurance

required by the Agreement is in force at the time services hereunder are rendered. Failure to maintain insurance as required in this agreement may be grounds for material breach of contract.

13. Special Provisions

- A. CONTRACTOR shall be solely and completely responsible for implementing the applicable COVID-19 guidelines from the California Department of Industrial Relations, Division of Occupational Safety and Health, and the applicable COVID-19 guidance from the Centers for Disease Control and Prevention for the protection of workers, including regulations concerning education, training, routine cleaning, on-site washing facilities, and the use of Personal Protective Equipment (PPE) at the workplace (collectively, "Guidelines"). CONTRACTOR shall submit a plan and/or narrative description to the COUNTY for compliance with these Guidelines prior to commencement of the work that to be completed at the Facilities in order to meet the requirements of this Agreement. The safety plan and/or narrative description shall describe all education, training, routine cleaning, on-site washing facilities, Personal Protective Equipment (PPE), or similar to be used at the Facilities. Implementing the Guidelines, and any required updates to the safety plan and/or narrative description, shall be at no cost to the COUNTY.

DETAILED REQUIREMENTS

PART 1 - GENERAL

1.1 SUMMARY

A. Section Includes:

1. Video Visitation Inmate Terminals
2. System Scheduling Controller
3. Visit Control Desk Workstations
4. Complete Visitation Management and Video Visitation Conferencing Solution Equipment and Cloud-Hosted Software
5. Complete cable and equipment installation as required for system operation is to be provided as a part of this scope of work. Installation shall be performed by appropriately licensed contractors.
6. Network switches
7. Uninterruptible Power Supply (provided by the County).

1.2 SYSTEM BASIC REQUIREMENTS (See and Comply with Specific Features and Operational Details in Part 2 Products below)

- A. Provide a cloud-hosted VMVVCS to facilitate real time video and audio communications between inmates and visitors located remote from the facility, in the housing areas and in the visit lobby at the Main Jail Downtown Sacramento Jail and Rio Cosumnes Correctional Facility (RCCC).
- B. The application will reside on redundant, cloud server configurations hosted by AWS or Google Cloud. Data centers that are privately owned and operated by the system provider will not be acceptable for this application.
- C. The VMVVCS provided will facilitate app-less browser based visitation conference sessions from a wide range of devices including Apple OSX, LINUX and Windows PCs, Apple iOS iPhones and iPads as well as Android Mobile Phones and Tablets.
- D. Provide specified computing and network equipment along with a software solution designed specifically for the management and processing of jail facility visitation and interview sessions. The system design shall provide for efficient scheduling and management of all types of visitation sessions including in-person (through glass or contact visits), on-site video and remote video conferencing sessions.
- E. The VMVVCS shall have the ability to import information from the Agency's current and future (ATIMS) Jail Management System (JMS). VMVVCS provider shall coordinate and import data fields to be provided from the JMS by the Sheriff's Office at intervals of no less than every 30 minutes.
- F. The VMVVCS must have the capability of displaying time remaining in the visit session on both the inmate and the visitor's screen.
- G. The Visitor side of the VMVVCS System website must have the capability of displaying instructions on screen and in multiple languages. English and Spanish at a minimum.
- H. The system must have an existing integrated ability for a U.S.A. based system administrator/customer care representative with the proper permissions to live "chat" on screen with both the visitors and the inmate. Systems that do not presently have this feature deployed at their existing sites will not be acceptable for use on this project.

- I. Provide all VMVVS programming, software, and licenses as required to facilitate system operation as described herein.
- J. VMVVCs administrative workstations shall be located in locations as shown on drawings or as directed by the County. All VMVVCs workstations must also provide full controls of visitation sessions in progress whether the particular workstation is connected to the LAN at the facility or accessing the system from a remote location.
- K. Provide VMVVCs recording, storage and instant access recording retrieval for one (1) year, 365 days (selectable) from the date of the actual visit session. Selectable storage durations available.
- L. Solutions that require dipswitch settings, jumpers or custom proprietary circuit boards are not acceptable for this application. All equipment and hardware provided shall be standard in nature, commercially available and non-proprietary.

1.3 SHERIFF'S OFFICE RESPONSIBILITIES

- A. The work to be performed under this agreement includes providing all labor, materials, and equipment for the work described herein as necessary for a complete, 100% operational system with the following exceptions which are items to be furnished by the Sheriff's Office:
 - 1. Sacramento County Sheriff's Office shall provide, for use by the visitation management and video visitation conferencing system, adequate internet connectivity and bandwidth as necessary to operate the system and support the anticipated number of simultaneous visit sessions.
 - 2. Sacramento County Sheriff's Office shall provide to the visitation system provider with an inmate data file from the JMS system containing inmate names, ID number and housing locations as required for the system to operate the system.
 - 3. The JMS data file shall be provided no less frequently than once every 30 minutes.
 - 4. Emergency power as may be required by Sacramento County Sheriff's Office.

1.4 PROVIDER GENERAL RESPONSIBILITIES

- A. The work to be performed under this agreement includes providing all labor, materials, and equipment for the work described herein as necessary for a complete, 100% operational system.
- B. Combined Prescriptive and Performance Design Requirements
 - 1. This scope of work includes a combination of prescriptive and performance specifications. Compliance with (as applicable) the plans, specifications, standards, as well as coordination and integration of the systems will require substantial design work on the part of the Vendor and the Installation/Deployment Team.
 - 2. The prescriptive requirements establish the minimum quality, characteristics, and types of components, equipment, and materials to be used to achieve the stated system performance requirements.
 - 3. The performance requirements are intended to establish overall system operational requirements and establish the interface requirements for the systems.
 - 4. The Vendor shall carefully consider all of the requirements for each of the systems when preparing its bid. Any questions regarding the intent of these requirements, the scope of the systems or their coordination requirements must be submitted in writing to SCSO prior to bidding during the question and answer period.
 - 5. The Vendor shall have no claim for either extra compensation or extra time on the grounds that it did not understand the scope or the requirements of the work, and/or the coordination requirements of the work.

1.5 SUBMITTALS

- A. All submittals shall include an electronic copy in Portable Document Format (pdf) or equal.
- B. Vendor is advised that approval or acceptance of product data or system diagram submittals does not release the vendor from providing all necessary documentation per submittal requirements, nor does it relieve vendor from additional design and coordination responsibilities as may be required throughout the project.
- C. Product Data:
 - 1. Product data is required for all materials and equipment. Include complete bill of materials with the product data submittal.
 - 2. Submit complete product data for the system components in a single submittal. Provide a table of contents. Partial submittals will be returned without review.
 - 3. Include descriptive literature, catalog cuts, illustrations, schematics and technical data sheets for the Owner's Representative to ascertain that proposed equipment and materials comply with specification requirements. Include manufacturer's name, model, and catalog or part numbers. Catalog cuts shall be legible and shall clearly identify equipment being submitted.
 - 4. The requirement to provide system configuration documentation DOES NOT satisfy the requirement to provide complete shop drawings including detailed system riser diagrams and system wiring diagrams.
 - 5. System installation and configuration documentation shall contain, at a minimum, a graphical representation of each terminal with a location identifier and IP address noted beside each device. Each network device shall be clearly identified on the drawings and shall be up-dated regularly to ensure inclusion of any and all changes made during the installation phase.
 - 6. Disclosure of Product Deviations: Specifically identify and tabulate any and all deviations from the contract documents and from project requirements including all system functions and features. Reference the corresponding specification sections and paragraph/article numbers. All variances and deviations will be reviewed for acceptance or rejection. It will be the Vendor's sole responsibility to comply with all other scope of work requirements not revealed in the disclosure of product deviations.
- D. Shop Drawings:
 - 1. Shop drawings and data sheets are required for all systems and component assemblies.
 - 2. Shop drawings shall be used to demonstrate the vendor's understanding of the work, installation of the work, inspection of the work, and the basis for all system "AS-BUILT" record drawings.
 - 3. System drawings shall be created using AutoCAD ".dwg" files and shall show the building, floor and room designation for each terminal or other furnished device.
 - 4. Shop drawings will not be accepted or considered for review unless they are submitted as a complete package. Partial submittals covering less than a whole system or with incomplete interfaces to other systems will be rejected.
 - 5. Standard manufacturer's drawings may not be used as shop drawings unless specifically modified for use on this project.

Each drawing requires a unique drawing number and revision level. Revisions shall be dated and referenced per submittal number. Delta numbers and clouds on the drawings shall be used in all instances where changes have been made to the previous submittal.

E. Record Drawings (As-Built):

1. Maintain a current record set of as-built drawings on the job and as construction and installation progresses, indicate the actual installed location of all items, material, and equipment. Accurately record actual installation changes and configurations as the project progresses.
2. The as-built drawings shall be available to the Sheriff's Representative for review and will be required for evaluation of progress payments.
3. Submit as-built shop drawings created from the approved shop drawings and updated from the site as-built drawing set and any other drawings required depicting the as-built conditions of the installed work.

F. Operational Manuals:

1. Submit the start-up, shut down and emergency procedures, and the manufacturer's operating instructions.
2. Provide a table of contents which identifies each section and the contents therein.
3. Submit an electronic copy in addition to other requirements.

G. Maintenance Manuals:

1. Submit a complete set of maintenance documents as described in this Section.
2. Submit an electronic copy in addition to other requirements.
3. Manuals shall include the following as a minimum requirement:
 - a. Technical system description.
 - b. System schematics.
 - c. Detailed wiring diagrams to identify cabling, termination, and routing.
 - d. Provide system user manual and quick start guide.
4. Provide a list of current telephone numbers and addresses of all material vendors and equipment manufacturers who have supplied components in this Project. Include separate service telephone list and purchasing telephone list cross-referencing with each component.

1.6 QUALITY ASSURANCE

A. Installer Qualifications:

1. Installer of the systems must have at least five years of experience in the installation and support of similar systems in correctional and court facilities and must provide reference to the installed similar systems.

B. The Installer shall be certified by the equipment manufacturer for installation, configuration and service of the equipment and software. The provider of the systems must have a technical support center that provides technical support services to their customer's 7:00am – 10:30pm Pacific Time 365 days per year. The technical support center must be staffed with trained and certified technicians that can assist Sheriff's Office technicians and other staff in the use and maintenance processes required to support the VMVCS.

1.7 WARRANTY

A. Provide a warranty on all materials and workmanship for two years from system "go-live". Go-live is further defined as the time when the system is available and capable of scheduling and conducting live visit sessions.

- B. Warranty includes the repair and/or replacement of defective materials or workmanship during the warranty period.
- C. Where the equipment manufacturer's warranty covers a longer time period than is required by these Specifications, the manufacturer's warranty shall govern.
- D. An emergency maintenance (Warranty) request shall be defined as a system or portion of a system failure that affects building safety, security, and operation of critical components. Failure of a single component is not considered an emergency maintenance request.
- E. Provide technical support via telephone and chat 365 days per year.
- F. Maintain at the project site, a sufficient parts inventory as necessary to meet the guaranteed system repair times.

PART 2 - PRODUCTS

2.1 MANUFACTURERS

- A. Provide electronic equipment comprised from off-the-shelf components available commercially from national distributors.
- B. Any exceptions to this requirement must be submitted in writing for consideration and pre-approval, at least 14 days prior to the published original bid date.
- C. Only upon receipt of written approval may an alternative product be proposed. Any bidder using approved alternative products assumes all responsibility for compliance with these specifications.
- D. Any bidder using approved alternative products also assumes all responsibility for any additional costs to others that might arise as a result of the use of any alternative product for this project. This would include and not be limited to any requirements for additional conduits, cabling, power or work that might be required on the part of others in order to accommodate use of the alternative products.
- E. All products submitted to be considered as alternatives shall meet the performance criteria including software functionality as described herein.

2.2 WORKSTATIONS

- A. Provide visitation system (visit desk) control workstations in locations and quantities as indicated herein.
- B. Workstations to be provided shall include an intuitive user interface, accessed via a monitor and mouse, which allows the operator to schedule and manage video visitation sessions between Inmate Visitation Stations in accordance with integration data received from the Agency's JMS system.
- C. Provide ID Scanner for each visit desk workstation to be used for system visitor enrollment.
- D. Workstations are to have the following capabilities:
 1. Convene a video visitation session between any Inmate Station and Public Visitor Station without regard to physical location. (must have internet connectivity)
 2. Terminate any or all video visitation conferences at will.
 3. Adjust the pre-determined visitation time and length of any or all video visitation sessions prior to the beginning of the event and during an active session.
 4. Provide a terminal monitoring and diagnostics tool with graphic representations indicating

- the status of all Video Visitation Stations on the agency's visitation network(s).
5. System shall have an integrated terminal maintenance record with time and date stamped entries indicating the maintenance and services performed on a particular terminal.
 6. Schedule and manage all visit sessions in real-time.
 7. Ability to monitor all currently active normal visits simultaneously.
 8. Retrieval and playback of recorded visit sessions. Searchable and sortable by inmate or visitor.
 9. Instant access to record data of all visits conducted by a specific inmate or visitor.
 10. Access to recorded data of all visits conducted including a specific inmate through a simple search of system visit logs.
 11. Access to visit session recordings and record data for all visit sessions conducted including a specific normal visitor.
- E. Workstation software shall be able to connect and interface via LAN and/or WAN with all necessary system equipment.

2.3 VIDEO VISITATION STATIONS

- A. All exposed components of the station including enclosure, privacy shields, etc. shall be free of sharp edges or hanging points to prevent self-injury or injury to others.
- B. All terminal computers shall run on the LINUX OS Operating System and be imaged for proper operation with the supplied system infrastructure and software.
- C. Terminals shall be configured using a FOG Server application allowing final terminal set-up to be accomplished in a timely manner.
- D. Enclosures –The design and construction of the Video Visitation Stations for Inmates and Public Visitors must be abuse-resistant, vandal-proof, and intended for use in a maximum- security detention environment. The enclosures must conform to the following requirements:
 1. Stainless steel construction, no exceptions.
 2. Tamper-resistant electronics. Electronics shall be accessible by removing no more than four (4) security screws for easy access.
 3. All exposed fasteners must be stainless steel security fasteners.
 4. Minimum 720P Web Camera - USB.
 5. 3/8" Polycarbonate Viewing Panel.
 6. Stainless steel finish for all terminal enclosures.
 7. Detention Grade Handsets with Armored Cable and 1/8" stainless steel internal lanyard.
 8. Power surge protection at each terminal where connected to 120VAC service power by others.
- E. Inmate Video Visitation Station assembly shall include the following:
 1. Stainless Steel Enclosure as described above.
 2. Minimum 17" color, LED, flat panel monitor.
 3. One (1) handset per station with 18" handset cord with ability to shorten.
 4. 720P Web Camera – USB
 5. Thin Client Computer Equal to DELL 5060 or 5070 Series depending upon current availability. (Current unit at the time of purchase.)

F. Visitor/Attorney Video Visitation Station(s) configuration shall include the following:

1. Enclosure as described above.
2. Minimum 17" color, LED, flat panel monitor.
3. Two (2) handsets per station with 36" cord with ability to shorten.
4. 720P Web Camera - USB
5. Thin Client Computer Equal to DELL 5060 or 5070 Series depending upon current availability. (Current unit at the time of purchase.)

G. Portable/Mobile Inmate Visiting Station

1. Provide a portable, (rolling) Visitation Station consistent with the equipment and functions described for other Visitation System functions.
2. The portable station shall be all-metal, tamper-resistant construction, with heavy-duty locking casters, finished and configured as follows:
 - a. Stainless Steel (no substitutions allowed).
 - b. Provide ventilation louvers (if necessary) for adequate airflow to prevent internal equipment from overheating.
3. Enclosure as described above.
4. Minimum 17" color, LED, flat panel monitor.
5. One (1) handsets per station with 48" cord with ability to shorten.
6. 720P Web Camera - USB
7. Thin Client Computer Equal to DELL 5060 or 5070 Series depending upon current availability. (Current unit at the time of final purchase.)
8. External Ethernet port to connect to visitation LAN.
9. External 110 VAC Power cord.

2.4 SYSTEM SOFTWARE OPERATION AND MINIMUM FEATURES

- A. Provide all software required to allow the overall system to operate and function as described herein. Each of the features and functions described below are required at the time of initial installation. The Sacramento County Sheriff's Office does not fund development projects.
- B. Software shall meet the requirements described herein from day one of system "Go-Live". Installed versions shall be at a minimum, the current release at time of installation and shall not be the current release at the time of bid if a newer version is available before installation. Regardless of version, the provided software will meet all requirements for features and functionality outlined herein.
- C. It is the expressed intent of the Sacramento County Sheriff's Office to avoid the installation of obsolete or antiquated versions of software.
- D. Software provided shall be, at the time of project completion and start-up, as required to operate the system in the ever changing and then current cloud computing environment.
- E. System shall have the capability of providing custom alerts to agency (both internal and external agency) personnel via email. Email triggers for notification shall be available based on a specific inmate, specific visitor or both as well as based on the use of an issued waiver code as a trigger for the notification.
- F. System shall provide standard reports and audit trails for the following as a minimum: Confidentiality Granting, Recording Access, Visit Monitoring, Visitation Blocking and Custom

Alert History. (Further described below).

- G. All In-Process Visits must have a visible countdown timer displayed on the screen at all session end points.
- H. The system shall provide the ability to connect and conduct visit sessions which include multiple visit session participants located in multiple geographic locations.
- I. The system shall provide the ability to simultaneously “stealth” monitor all active normal, non-confidential sessions.
- J. Session monitoring capability shall be provided for up to ten (10) monitoring administrators/detectives viewing a live visit session simultaneously.
- K. System must provide the ability for an administrator to “live chat” with all participants in a visit session. This “live chat” text shall appear on the screens of visitors and the inmate terminal.
- L. System shall be able to assign user classifications/permissions levels with a minimum of 8 varying levels of permissions.
- M. System shall provide a searchable and sortable database for retrieving historical visitation session and participant data.
- N. System shall provide extensive reporting tools. Proposers should be prepared to demonstrate all reporting features of the proposed system prior to award if asked to do so by the Agency.
- O. System must provide the following standard reports and searches as a minimum:
 - 1. Inmate Search
 - 2. Visitation Blocks
 - 3. Import History
 - 4. Import Log
 - 5. Search Visitor Info
 - 6. Search Visit Logs
 - 7. Confidential Approval Report
 - 8. Registered Visitor Approval
 - 9. Custom Alerts Report
 - 10. Waiver Code Report
 - 11. Confidentiality Granting Historical Report
 - 12. Visitation Blocking Historical Report
 - 13. Visit Session Monitoring Report
 - 14. Visit Session Recording Access Report
 - 15. Custom Alert Historical Report
 - 16. Visit Termination Report
 - 17. Programs Report and Programs Listing Screens
- P. The system shall provide the following standard operational features at a minimum:
 - 1. Integrated Routing Rules Overview
 - 2. Integrated Routing Rules Inspector
 - 3. Integrated Routing Rules Administrator Screens
 - 4. Integrated Programs Creation and Management

5. Integrated Terminal Maintenance and Terminal Diagnostics Interface
 6. Integrated ID Scan and system Enrollment
 7. Automatic generation of waiver and discount codes based on system actions
 8. Up to 8 multiple visitor participants per visit session
 9. Visit session monitoring from up to 10 locations simultaneously with proper permissions
 10. Daily Visitation Report (DVR) showing all scheduled visits for the day
 11. Same Day Visit Indicator and Alert on DVR Screen
 12. Graphic Visit Alerts Indicator
 13. Instant session info for all scheduled visits.
 14. Instant recording access for any stored recording within the selectable recording storage and retrieval time frame.
 15. Session alert auto email with selectable triggers by inmate, by visitor, by combination and waiver code usage.
 16. Selectable visitation blocking capability by inmate or visitor
 17. Inmate and visitor notes with display indicator on Daily Visitation Report.
 18. Interactive Controller Dashboard
- Q. All visitation terminal hardware shall be comprised of non-proprietary off-the-shelf components. Systems utilizing custom or proprietary hardware and equipment are not acceptable for use on this project.
- R. The system shall be able to receive and act upon data provided by the Agency from its Jail Management System (JMS).
- S. The system shall control and facilitate terminal scheduling movements, cancellations, and notifications.
- T. System must include as a minimum standard requirement, inmate programs scheduling, tracking, and reporting.
- U. System shall provide automated schedule alerts and notifications to operational staff via the various system screens including the controller dashboard and visit alerts screens.
- V. At a minimum, the system shall include selectable settings for same-day and advance session scheduling, the number of sessions allowed per inmate per day, on-line scheduling for on-site visits.
- W. The system shall include an integrated justice proceedings package including as a minimum the ability to schedule, manage and conduct various types of remote hearings such as bond, plea hearings and interviews of inmates by judges/courts.
- X. The Judge/Courts package shall be controlled from the same administrative screens inside the visitation management software as used for standard and confidential visit session scheduling.
- Y. System shall provide remote terminal diagnostics and remote maintenance access to the visitation terminals using the system's integrated terminal management interface.
- Z. Demonstration of these and other important features will be a requirement prior to award.
- AA. System will allow for the collection of demographic and relationship data for individuals initiating visits
- BB. The following information shall be capable of being collected via an Application Protocol Interface or other agreed method (Preferred Language Shall be REST or JSON):
1. First, middle and last name of visitor

2. Billing information associated with visitor
 - a. Street address
 - b. State
 - c. Zip code
 - d. Account balance
3. Relationship of visitor to inmate
4. Time of call origination
5. Time of call termination
6. Any mobile device information collected
7. Any location information collected

CC. The system will utilize Microsoft Active Directory or Security Assertion Markup Language (SAML) for user authentication for user authentication.

DD. User system reports will include the following

1. User access between two dates and times
2. Time each record is accessed
3. Indication if a video was exported
4. All data showing inmates or phone numbers searched by a user

2.5 UPS

- A. Uninterruptable power to system terminals will be provided by the County from the facilities existing UPS and Emergency Generator System if required by the Sheriff's Office.

PART 3 - EXECUTION

3.1 INSTALLATION

- A. Provider shall ensure that all system infrastructure has been installed in accordance with the system provider's recommendations.
- B. Install in accordance with manufacturer's instructions. Only the Manufacturer or an authorized Installer's technicians may install and test this system.
- C. The systems shall be inspected by the manufacturer's representative and on-site final adjustments and testing shall be performed either by or under supervision of the manufacturer's representative.

3.2 VIDEO RECORDING AND STORAGE

- A. The system shall automatically record all video visits with the exception of attorney and clergy (System Facility Administrator Approved Professional/Confidential) visits.
- B. After the one-hour recording buffer, all recordings shall be available for recall within seconds for up to 365 (selectable) days with the following parameters:
 1. All audio and video from all normal visits.
 2. Storage capacity shall accommodate the recording and storage of all normal visits and provide a storage duration of 356 (selectable) days from the date of the live visit session.

- C. The Video Visitation System shall have the capability to play back any recorded and retained visitation session in a split screen format with both the visitor and the inmate panes being displayed side by side and the same size.

3.3 UNINTERRUPTABLE POWER SUPPLIES (UPS)

- A. Servers and Storage: Furnished UPS to be connected to the building's Emergency Power Infrastructure as required by the Agency.
 - 1. 20-minute runtime minimum for server back-up only.
 - 2. APC
- B. Workstations (if supplied)
 - 1. 5 -minute runtime minimum.
 - 2. APC

3.4 SYSTEM INITIALIZING AND PROGRAMMING

- A. The systems shall be programmed, started, tested, and adjustments made to meet requirements of the specifications.
- B. Program to import and utilize information from the Agency's Jail Management System.

3.5 FIELD QUALITY CONTROL

- A. Performance Testing:
 - 1. Performance Testing is to be conducted by the supplier and witnessed by the Agency's Representative.
 - 2. System testing shall include the sequential operation of each system terminal by conducting live test session visits with each terminal.
 - 3. Conduct point-by-point testing in the presence of Agency's Representative. Record test results on the approved test checklist which shall include a list of all personnel witnessing the tests.

3.6 TRAINING

- A. Provide on-site, project-specific training sessions for system operations, maintenance, and programming of the Video Visitation System.
- B. All classroom training is to occur on site at a location provided by the Sheriff's Office.
- C. Produce digital interactive training for end users. Edit recorded sessions to provide a time effective recording by removing non-instructional time and inserting close ups of session displays, example procedures, and any training props.
 - 1. Training will be exported in a format capable of being ingested by a Learning Management System.
 - 2. Training content shall be Sharable Content Object Reference Model (SCORM).
- D. All training is to review the existing systems as they apply to the equipment and systems provided under this contract. All personnel being trained will have basic experience for the existing systems.
- E. Operational Training: 12 Hours
 - 1. Train Sheriff's staff in the operation, use and administration of the System. Training shall include system features and functions with instruction on how to respond to normal system

events.

2. Sheriff's Office to identify administrative level personnel by providing a list, including the names and email addresses of users and their appropriate permissions levels.
 3. Provide system administrators training guide and quick-start guide in quantities as required by Sheriff's Office System Administrators.
 4. Operational Training shall be broken down by user type:
 - System Administrators & Supervisors
 - Visit Desk Coordinators
 - Investigators
 - Duty Officers
 5. All training will include a privacy and civil liberties component to include use of the system should be only on a right to know and need to know basis
- F. Maintenance Training: 8 Hours
1. Train Owner's personnel in the basic user level maintenance and troubleshooting of the System. Structure training to identify the equipment and systems that can be serviced or reset by the on-duty building engineer. Include instruction on how to identify systems that have failed or are not working properly and basic corrective strategies, including emergency shut down procedures.
 2. Provide a combination of classroom sessions and field sessions with personnel participating in hands-on preventative, corrective maintenance and reactive maintenance.
- G. Submit an estimated training schedule 30 days prior to training for approval by Sheriff's Office Administrative Staff. Estimate classroom and hands-on hours required for all both types of training (operational & maintenance). Include a syllabus/agenda for each class session.
- H. All training materials including Operational and Maintenance (O&M) Manuals shall be reviewed and approved prior to conducting the specific training.

3.7 PROJECT ACCEPTANCE REQUIREMENTS

A. Results expected:

1. All equipment and materials shall be in place, all controls shall be set and calibrated, all programming shall be installed and debugged, and all systems shall be demonstrated to be operationally complete.
2. All testing, start-up and cleaning work shall be complete.
3. All Operation and Maintenance (O&M) Manuals and Record Documents are reviewed & accepted
4. All special tools for proper operation and maintenance of the equipment provided under this Specification shall be delivered.
5. Provide spare parts and materials as required for proper maintenance of the system.
6. All facility training shall be complete and accepted.
7. All warranties are received.

KEY EVENTS

Schedule of Events

The following Schedule of Events represents the County's best estimate of the schedule that shall be followed. Unless otherwise specified, the time of day for the following events shall be between 9:00 a.m. and 5:00 p.m., local Pacific Time:

Table 3 – Schedule of Events

Event/Action	Date(s)
RFP Release Date	6/8/2020
Deadline for Submission of Site Evaluation Representatives	6/15/2020
Site Evaluation – Part 1: Main Jail, RCCC	7/7/2020
Site Evaluation – Part 2: YDF	7/8/2020
Deadline for Submitting Written Questions	7/15/2020
Dissemination of Answers to Questions	7/29/2020
Deadline for Proposals	8/12/2020
Onsite Interview Finalists (If Necessary)	TBD

PROPOSER'S INSTRUCTIONS

General Format: Respond to all requests for information and completion of forms contained in this Request for Proposal. You may use additional sheets as necessary. A qualifying response must address all items. Brochures and advertisements will not be considered a complete reply to requests for information and will not be accepted as such. Proposer is solely responsible for accuracy and completeness of proposal response and for electronically separating and marking documents as confidential when submitting a response. Responses considered incomplete may be rejected.

Alteration of Proposal Text: the original text of this proposal document, as well as any attachments, amendments or other official correspondence related to this proposal document, may not be manually, electronically or otherwise altered by proposer or proposer's agent(s). Any response containing altered, deleted, additional or otherwise non-original text will be disqualified.

Preparation of Response:

- A. All responses must be signed by an authorized officer or employee of the responder.
- B. Responses must be submitted prior to the specified date and time to the County Designated Representative:

Sacramento County Sheriff's Office
Attn: Lieutenant Brian Amos
Email – bamos@sacsheriff.com

- C. Time of delivery must be stated as the number of calendar days following receipt of the order by the proposer to receipt of the goods or services by the County.
- D. Time of delivery may be a consideration in the award.
- E. Prices will be considered as net if no cash discount is offered. If a discrepancy between the unit price and the item total exists, the unit price prevails.

Confidential Information/Public Record: All responses become property of the County. All responses, including the accepted proposal and any subsequent contract, become public records per the requirements of the California Government Code, Sections 6250 -6270, "California Public Records Act". Proprietary material must be clearly marked as such. Pricing and service elements of the successful proposal are not considered proprietary information.

The County will treat all information submitted in a proposal as available for public inspection once the County has selected a contractor. If you believe that you have a legally justifiable basis under the California Public Records Act (Government Section 6250 et. seq.) for protecting the confidentiality of any information contained within your proposal, you must identify any such information, together with the legal basis of your claim in your proposal, and present such information separately as part of your response package.

The final determination as to whether the County will assert your claim of confidentiality on your behalf shall be at the sole discretion of the County. If the County makes a determination that your information does not meet the criteria for confidentiality, you will be notified as such. Any information deemed to be non-confidential shall be considered public record.

BASIS OF AWARD

This proposal award will be determined by factors other than price alone. The County’s sole purpose in the evaluation process is to determine from among the Responses received, which one is best suited to meet the County’s needs. Any final analysis or weighted point score does not imply that one proposal is superior to another, but simply that in our judgment the proposal(s) we select offer(s) the best overall solution for our current and anticipated needs. The County reserves the right to make modifications to any scoring and/or weight structure prior to the evaluation of responses. The responses will remain sealed during the proposal evaluation period, and will be made available for public inspection upon notice of proposal award. Proposal evaluation criteria is outlined below.

SELECTION PROCEDURE

Proposals will be evaluated on the criteria outlined in the EVALUATION CRITERIA section below, with a maximum possible score of 100 points.

After an initial review and evaluation of each of the proposals, the offerors submitting the most highly rated proposals may be invited for interviews prior to final selection, to further elaborate on their proposals. The County reserves the right to award a contract without holding interviews, in the event the written proposals provide a clear preference on the basis of the criteria described.

Table 4 – Evaluation Criteria

Evaluation Criteria	
Considered Items	
Description:	Weight Amount
<p>Equipment, Services, and Support: Describe, in non-technical terms, the features of the proposed VVS, identifying any unique or distinctive features of the products and services offered.</p> <p>Include, at a minimum, the following: Description of how the public will access the VVS through a web-based software application. Description of the level of system performance that the County should expect from your VVS: Include, for example, how you prevent the sessions in progress from disconnecting and/or freezing, maximum number of simultaneous visits, type of alerts available, and capability of automated email notification of visits for a particular inmate or visitor. Description of how the system can be used for court proceedings.</p> <p>Description of the scheduler feature. Explain how the system will prevent scheduling conflicts for visitation sessions.</p> <p>Describe the storage capabilities for all video visitation visits, reports and data, online as well as archived. Describe procedures for retrieving stored data.</p> <p>Description of security features, including how the system can be assured to not compromise the County’s local area network or security.</p>	<p>40%</p>

<p>Detail any requirements for the VVS to accommodate remote video visits, including equipment, software and internet bandwidth.</p> <p>Identify any known challenges with market equipment or internet service providers which might result in low-quality, distorted or disconnected remote video visits.</p> <p>Describe interfaces, installation plan, and training plan.</p> <p>Clearly identify exceptions to equipment specifications and features provided in DETAILED REQUIREMENTS section.</p>	
<p>Background and Experience: History and experience in implementing Video Visitation services in correctional facilities; Experience with interfacing with jail management systems; Feedback from references.</p>	30%
<p>Cost Proposal: Rates, Fees, Revenue Share/Cost Recoupment, commissions, pricing for repairs, technical support, disaster avoidance, recovery solutions, upgrades and patches, and any additional items relevant to maintaining the proposed hardware and equipment.</p>	20%
<p>Customer Service: Provide key personnel and staffing plan to ensure sufficient capacity to complete implementation; Response to service and repair requests; Procedure for system upgrades; Hours and availability for live customer service; Procedure for handling end-user complaints; Availability of live end-user support.</p>	10%
<p>TOTAL</p>	100%

Bid responses will be considered valid for a period of 120 calendar days after bid closing date above.

Note: All specifications, terms and conditions of this request will apply to any resulting order.

FINAL ACCEPTANCE

Equipment/Supplies/Services

The County of Sacramento will agree to final acceptance only after the supplied equipment, product or service is tested and is found to perform within acceptable standards of operation, is in compliance with all published and implied performance standards, and is considered by the County to be ready for practical application.

Sacramento County Sheriff's Office

RFP #84

This addendum and its requirements shall supersede all previous instructions regarding the submission of proposals contained in the RFP or previous addendums. If there are any questions or clarification needed regarding the submission of proposals please contact Lt. Brian Amos at bamos@sacsheriff.com. Do not confuse the requirements contained in this addendum (Video Visitation – Video Conferencing) with the requirements for the County's Inmate Communication Services RFP.

Submission of Proposal:

1. All responses must be signed by an authorized officer or employee of the proposer. Electronic signatures will be accepted.
2. Proposer shall deliver 1 original, 3 hard copies and 1 complete electronic copy. The electronic version shall include all of the required documents and attachments and shall be provided on a labeled CD or USB. Proposals postmarked on or before the Proposal Due Date (August 12, 2020) will be accepted. Proposals must be directed to the County's Designated Agent listed in this RFP at the following address:
3. Sacramento County Sheriff's Office – Rio Cosumnes Correctional Center
Attn: Lieutenant Brian Amos
12500 Bruceville Road
Elk Grove, Ca. 95757
4. The electronic version shall be in a searchable format and shall follow the order of this RFP. Non-searchable documents may be considered non-compliant. Proposer is responsible for ensuring the electronic version and the chosen media are free from any viruses, malware or malicious code. Electronic versions so compromised will be considered non-compliant.
5. The outside of the proposal (including the electronic version) must be labeled VIDEO VISITATION – VIDEO CONFERENCING PROPOSAL, and include the RFP number.
6. All proposals not postmarked by the Proposal Due Date (August 12, 2020) will be returned to the Proposer unopened.
7. Proposer may modify its submitted proposal by providing a written and signed request to the RFP contact specifying the modification(s), prior to the Proposal Due Date. The County will not accept any modifications to Proposer's proposal after the Proposal Due Date except in connection with a requested Best and Final Offer.
8. Proposer may withdraw its submitted proposal by providing a written and signed request to the RFP contact at any time prior to the Proposal Due Date specified in the RFP.
9. Proposer is responsible for all errors or omissions contained in its proposal.

RFP #84

Updated 7-30-20

1. For the purposes of this RFP the County seeks a Video Visitation System at a ratio of one inmate console per 35 inmates based on the 2 year ADP average for each facility in RFP#84 Table 2 – Facility Population. The County reserves the right to adjust this ratio upon contract award.
2. The County requests that proposer copy RFP Detailed Requirements Part 1, Part 2, and Part 3 into a single document and shall indicate whether Proposer will comply with the requirement, as written. Proposer shall specify “Read and Agree” or “Read and Do Not Agree.” Items answered with "Read and Agree" require no further comment or explanation from Proposer. Items answered with “Read and Do Not Agree” require a statement from the Proposer as to why the requirement cannot be met and an explanation of how the Proposer plans to meet the County’s needs without the required item. All statements where Proposer responded with "Read and Do Not Agree" must be listed in Appendix E - Solicitation Exceptions. Proposer Comments will be evaluated in accordance with Table 4, Evaluation Criteria.
3. Updated Appendices B, G, and I attached.
4. Video Visitation Vendor Question Answers below.

	Answer	Questions
1.	<p>Responses must be submitted prior to the specified date and time using the www.publicpurchase.com website. Responses delivered by hand, fax, telephone or any postal carrier will not be accepted. If bidder uploads a file to Public Purchase, it is bidder responsibility to ensure that the file is not corrupt or damaged. If County is unable to open an attachment because it is damaged, corrupt, infected, etc., it may disqualify bidder’s submission. See document titled “Public Purchase Instructions” for guidance entering your online response.</p> <p>Please send a digital copy to Lt. Brian Amos at bamos@sacsheriff.com</p>	How many copies of vendors’ proposals are required?
2.	No	Will you allow for another round of questions after answers to the first round of questions are provided?
3.	Correct	All of Section 1.5 Submittals (p. 10 – 11) describe technical documentation that can be provided only after installation of the system (e.g., as-built drawings, shop drawings, etc.). Please confirm that this section is for informational purposes at this time, and that proposers must agree to provide this documentation upon award and installation.
4.	The cost proposal will be evaluated in its totality.	RFP p. 22 allots 20% to the Cost Proposal. The Cost Proposal consists of shared revenues, calling rates, and fees, etc. How will each of these be evaluated? What are the relative weights of each?
5.	The Sheriff’s housing units are equipped with hardware capable of running normal web-based solutions. The addition of a monitor dedicated to video visitation is preferred and any solution utilizing high demand software would require the additional hardware.	As part of the Remote Video Visitation Solution, does the County anticipate running the Visitation Software Program on existing computers?
6.	No, Proposal to provide network.	Is there existing dark fiber between floors at the Main Jail that the county would allow to be used for the Visitation Network?
7.	No, Proposal to provide network.	Is the existing dark fiber between buildings at RCCC that the county would allow to be used for the Visitation Network?

8.	Yes, but not guaranteed.	If no fiber is available under question #1 or #2, are there existing pathways for new fiber to be installed in each location?
9.	No	Should the county award two vendors for the two different RFPs currently issued, would the County monitor rates to assist with preventing arbitrage from one communication method to another?
10.	The vendor shall provide in their proposal a solution for how their system will schedule and track video visits.	Pg. 15, Requirement P.1 of the RFP states the system shall provide the following standard operational features at a minimum: Integrated Routing Rules Overview. Can the County clarify what it means by routing rules in relation to the video visitation?
11.	The County offers a number of inmate programs for which the proposed solution should have the ability to schedule location, time and duration.	Pg. 15, Requirement P.4 of the RFP states the system shall provide the following standard operational features at a minimum: Integrated Programs Creation and Management. Can the County clarify what kinds of programs it wants to create and manage through the system?
12.	The County offers a number of inmate programs for which the proposed solution should have the ability to schedule location, time and duration.	Pg. 16, Requirement T states, "System must include as a minimum standard requirement, inmate programs scheduling, tracking, and reporting. Can the County clarify what kind of inmate programs it wants to track using the visitation system?"
13.	<p>Appendices-</p> <p>A - Sacramento County General Terms & Conditions – Info Only</p> <p>B - Sheriff Revenue Agreement Terms and Conditions – Sample Only</p> <p>C - DCSS Contractor Certification of Compliance - Required</p> <p>D - Environmental Purchasing Policy – Info Only</p> <p>E - Solicitation Exceptions - Required</p> <p>F - Non Collusion Affidavit - Required</p> <p>G – Sacramento County Minimum Insurance Requirements – Info only</p> <p>H - Customer References - Required</p> <p>I – Pricing - Required</p> <p>J - Local Vendor Preference Affidavit – Not Applicable</p> <p>K - Risk Assessment Questionnaire - Required</p> <p>O - Web Accessibility Policy – Info Only</p> <p>P - Prevailing Wages – Info Only</p>	The RFP has Appendices A-P. Can the County clarify which Appendix needs to be included in the RFP and which ones are informational?
14.	<p>Responses must be submitted prior to the specified date and time using the www.publicpurchase.com website. Responses delivered by hand, fax, telephone or any postal carrier will not be accepted. If bidder uploads a file to Public Purchase, it is bidder responsibility to ensure that the file is not corrupt or damaged. If County is unable to open an attachment because it is damaged, corrupt, infected, etc., it may disqualify bidder's submission. See document titled "Public Purchase Instructions" for guidance entering your online response.</p> <p>Please send a digital copy to Lt. Brian Amos at bamos@sacsheriff.com</p>	Pg. 21 of the RFP states, "Responses must be submitted prior to the specified date and time to the County Designated Representative and just lists an email address. Does the County only want an electronic copy emailed to Lieutenant Brian Amos?"
15.	Current JMS is county mainframe system built in house. Yes we are replacing the County system with ATIMS. Tentative replacement in fourth quarter 2020.	2.2 Workstations "Workstations to be provided shall include an intuitive user interface, accessed via a monitor and mouse, which allows the operator to schedule and manage video visitation sessions between Inmate Visitation Stations in accordance with integration data received from the Agency's JMS system." What is the county's current JMS? Is the county, as indicated, planning to replace its current JMS? When will be the approximately cutover to the new JMS?

16.	No	2.4 System Software Operation and Minimum Features, W, The RFP states: "The system shall include an integrated justice proceedings package including as a minimum the ability to schedule, manage and conduct various types of remote hearings such as bond, plea hearings and interviews of inmates by judges/courts." Is the proposed solution expected to interface with the county's judicial software application? If so, what is the application expected to interface?
17.	"Application" refers to the Vendor's proposed solution.	1.2 System Basic Requirements, B, The RFP states: "The application will reside on redundant, cloud server configurations hosted by AWS or Google Cloud. Data centers that are privately owned and operated by the system provider will not be acceptable for this application." Please clarify what is meant by "application." Is the "application" mentioned in the RFP the scheduling software of the solution?
18.	Visits must be stored and accessible for 365 days.	3.2 Video Recording and Storage, B, Please clarify the storage capacity is expected to accommodate and store all normal visits and provide a storage duration of 365 days.
19.	Providing "Floorplans" as understood by this request, would be considered a security risk and therefore will not be released. The vendor should provide a solution that considers the number of housing units, the inmate population and the appropriate access to the proposed solution.	1.5. D, Shop Drawings Please provide all floorplans for Main Jail, RCCC, and YDF.
20.	No	2.3 Video Visitation Stations, Will Video Visitation Stations that do not require the use of a thin client be considered?
21.	No	Current Video Conferencing Systems, During site visit of RCCC, placards indicating Video Conferencing System was available on site. Is this system relevant to the Video Visitation and Justice Proceedings? If so, please provide type of system in use, video conferencing platform, and detailed photos of the conference system.
22.	Stated cloud hosted service providers have been approved by the Sheriff's staff. The Sheriff may consider other public cloud service providers.	1.2 System Basic Requirements, Will other Public Cloud environments aside from AWS or Google be acceptable?
23.	For the purposes of this RFP the County seeks a Video Visitation System at a ratio of one inmate console per 35 inmates based on the 2 year ADP average in RFP#84 Table 2 – Facility Population. The County reserves the right to adjust this ratio upon contract award.	2.2 Workstations Please provide total quantities and locations visitation system control workstations will be required to be installed.
24.	For the purposes of this RFP the County seeks a Video Visitation System at a ratio of one inmate console per 35 inmates based on the 2 year ADP average for each facility in RFP#84 Table 2 – Facility Population. The County reserves the right to adjust this ratio upon contract award. Specific visiting station locations will be determined following contract award.	2.3 Video Visitation Stations, Please provide total quantities and locations "E. Inmate Video Visitation Stations", "F. Visitor/Attorney Video Visitation Stations", and "G. Portable/Mobile Inmate Visiting Stations" will be required to be installed.
25.	The Sheriff and Superior Court has implemented a temporary solution using a readily available web-based solution.	What is the video conferencing solution that the Sacramento Superior Court currently has employed?
26.	Human Machine Interface	Section 2.A, HMI interface, what is this referring to?
27.	Stated cloud hosted service providers have been approved by Sheriff's staff. The Sheriff may consider other public cloud service providers.	Would Sheriff consider other cloud service options? Reuse existing WebEx licenses?

28.	There are no northbound APIs available for integration.	Section 1.2.E, What northbound APIs are available for software integration?
29.	No	Does the ATIMS JMS have public IP addresses?
30.	Unlimited	Live chat sessions, what are minimum and maximum simultaneous sessions required?
31.	Yes	Section 1.2.K, Acceptable to store recordings in the cloud?
32.	Yes	Does Sheriff expect a separate LAN/WAN infrastructure from currently installed in facilities dedicated for this purpose?
33.	No documentation	Can we get a copy of the existing LAN topology at each facility?
34.	RCCC-Frontier Main Jail-ATT YDF-ATT	Who is the ISP and what is connection speed for Internet at each facility?
35.	Not available at this time.	If each jail facility is connected as part of a private WAN please provide documentation for topology
36.	Firewall for visitation network will be provided by vendor.	Need to better understand firewall set-up at each facility
37.	No	Can we review database attributes of Agency's JMS?
38.	Prior to system installation, completion and testing, the vendor shall submit for approval a system test checklist. This checklist shall identify the minimum performance parameters necessary to evaluate and approve the performance of the system.	Section 3.5.A How are performance metrics defined for system testing?
39.	The Sheriff will consider all proposals, including those offering revenue sharing as an option. The vendor should provide their best proposal.	Does Sheriff intend to implement the solution as a revenue sharing business model with selected vendor, and will that be preferred? How much has Sheriff budgeted for out of pocket expense?
40.	The vendor should submit a proposal with their best solution for video visitation, including the capabilities for the analysis of data.	Is the County interested in solutions that will report and analyze the data of the total solution implemented? Tools and reports that report and automate call detail records, such as by location, participant, quality, time, and or service disruption?
41.	The vendor should submit a proposal with their best solution for video visitation, including the capabilities for the analysis of data.	Is there a requirement for aggregated data to support compliance of access and experience of each call?
42.	Given there are no current video visitation capabilities, there are no software alerts. Vendors should provide their best solution.	Will an alert SW be used to open tickets and or address failed calls?
43.	Video visits will be monitored by staff periodically. All video visits need to be retained for 365 days.	How will scheduled calls be monitored and validated? How long do you need to retain the call detail records?
44.	Providers should submit, as part of their solution, the appropriate hardware for optimum performance.	How many hardware endpoints are expected for the total project? Per site?
45.	Yes	Will there be an ongoing assessment of the performance and usage/efficiency of the system?
46.	The success of the project will be measured by the quality of the provider's product, successful installation, performance and overall satisfaction. There will be no report to illustrate this.	How will you measure the success of the project and prepare the reporting to show it?
47.	The County will provide housing unit lists and bed counts upon award of the contract. June 2020 ADP by classification for Main Jail and RCCC: <ul style="list-style-type: none"> • Maximum Security Inmates: 1789 • Medium Security Inmates: 523 • Minimum Security Inmates: 161 	How many housing units are in each building?
48.	The County will provide housing unit lists and bed counts upon award of the contract. June 2020 ADP by classification for Main Jail and RCCC:	How many are direct supervision?

	<ul style="list-style-type: none"> • Maximum Security Inmates: 1789 • Medium Security Inmates: 523 • Minimum Security Inmates: 161 	
49.	<p>The County will provide housing unit lists and bed counts upon award of the contract. June 2020 ADP by classification for Main Jail and RCCC:</p> <ul style="list-style-type: none"> • Maximum Security Inmates: 1789 • Medium Security Inmates: 523 • Minimum Security Inmates: 161 	How many are dormitory?
50.	<p>The County will provide housing unit lists and bed counts upon award of the contract. June 2020 ADP by classification for Main Jail and RCCC:</p> <ul style="list-style-type: none"> • Maximum Security Inmates: 1789 • Medium Security Inmates: 523 • Minimum Security Inmates: 161 	How many are linear?
51.	Yes	Are their lawyer rooms or side rooms in any of the housing units for education and medical and legal?
52.	No	Are there common areas where video visits would be able to be used outside of housing units?
53.	<p>The County will provide housing unit lists and bed counts upon award of the contract. June 2020 ADP by classification for Main Jail and RCCC:</p> <ul style="list-style-type: none"> • Maximum Security Inmates: 1789 • Medium Security Inmates: 523 • Minimum Security Inmates: 161 	How many medical areas are there in each building?
54.	The county utilizes county staff for medical.	Who is the medical provider? County or contracted out to?
55.	Currently, all Sheriff's facilities provide through the glass visitation.	What is the current visitation setup? Physical, or video from a visiting area to inmate? Through glass etc....
56.	ICSolutions	Who is the current provider of inmate telephone eservice?
57.	There is only (1) video service provider. Purple, which is used for hearing impaired and interpretive services.	Who is the provider of any current Video services for inmates?
58.	The Sheriff utilizes a number of sources for educational programs. The current provider for a tablet solution is Edovo.	Who provides the educational content to inmates? In person/remote/tablets?
59.	The Sheriff has implemented a temporary video solution, using a readily available web-based solution. In person court appearances are accomplished using Sheriff's transportation staff.	How do inmates appear today for court hearings? Video? Buses? Both?
60.	The approved vendor will be responsible for installing all components of the video visitation solution.	Who installs the video units? County or Vendor?
61.	To be determined upon contract award.	Medical Carts needed? SHU?
62.	Please refer to 1.2.C of the RFP	Are native mobile apps for IOS and android required or just browser based and adapted for mobile devices?
63.	Vendors should submit all languages capable of providing.	What other languages besides English and Spanish might be useful?
64.	On premise. No plans to move to cloud.	Is the Jail Management System on premise or cloud based?
65.	Yes, SQL	Does the JMS store the inmate data in a structured database? If so, which type?
66.	Yes	Will the county provide redundant internet connections from disparate providers to ensure redundancy for high availability to the cloud based services?
67.	Yes	If some on premises equipment were required to be a temporary landing zone for video before transferring the cloud be acceptable?
68.	The Sheriff, absent the challenges associated with the COVID19 pandemic, substantially complies with the requirements set	Is documentation available that outlines how visitations are currently handled? The rules?

	forth in Title XV. Visits are conducted on site, through the glass. Specifics are located on the Sheriff's website at sacsheriff.com	
69.	Available upon contract award.	How many visitations are done daily, weekly, and monthly?
70.	For the purposes of this RFP the County seeks a Video Visitation System at a ratio of one inmate console per 35 inmates based on the 2 year ADP average for each facility in RFP#84 Table 2 – Facility Population. The County reserves the right to adjust this ratio upon contract award. The vendor should provide a proposal that includes their best solution to provide video visitation including the appropriate number of terminals. Consideration should be given to the number of housing units, their configuration, accessibility and the historical inmate populations.	General 1.1, How many hardware endpoints are expected for the total project? Per site?
71.	The Sheriff and the Sacramento Superior Court have implemented a temporary video solution utilizing a readily available web-based solution.	Section 1.A and 1.B, What technology does the court currently use to connect via video to jails?
72.	Human Machine Interface	Section 2.A, HMI interface, what is this referring to?
73.	No, video visitation will be stand alone.	Section 5.A Site Evaluation, # of phones for prisoner usage currently? Are they all to be replaced with Video capabilities?
74.	Information not available	How many physical miles of cable are currently installed?
75.	Visitation is currently conducted through the glass, which will continue. No "rooms" have video visitation capabilities at this time.	Visitation rooms per site? All require video capabilities?
76.	The Sheriff intends to provide video visitation capabilities in (1) confidential visitation booth in watch housing unit.	Conference (private consultation) rooms per site? Require Video capabilities?
77.	To be determined upon contract award.	# Of Virtual Court Rooms per site?
78.	All video visitation terminals will be within the housing areas, with the exception of (1) terminal in one existing through the glass confidential visit.	Face to Face Visitation rooms to include Video capabilities?
79.	Phones, through glass in person visits and standard postal service.	What other means of communication are currently provided to the inmates for visitation and other?
80.	Additional site visits available after contract award.	What type of ceilings exist in the applicable rooms and sites?
81.	All open conduits will be available for vendor cabling. Length is unknown.	How many feet of ground or wall conduit are available for wiring per building?
82.	Refer to Section 1: General, Section2: Products, Section 3: Execution	Are any Services beside Design / install / implement / training required?
83.	The vendor should provide, as part of their proposal their solution for scheduling and tracking the types of visits/functions requested in the RFP.	How are the various use case visits scheduled between the jail management system and County Health Services (for telehealth) and State courts (for arraignments, hearings, etc.)?
84.	Stated cloud hosted service providers have been approved by Sheriff's staff. The Sheriff may consider other public cloud service providers.	Would Sheriff consider other cloud service options? Reuse existing WebEx licenses?
85.	No preference	Preference for AWS or Google?
86.	There are no northbound APIs available for integration.	What northbound APIs are available for software integration?
87.	Drawings will be provided following contract award.	Where do we locate the drawings referred to in this section? VMVCS administrative workstations shall be located in locations as shown on drawings or as directed by the County.
88.	See section RFP 1.2.J The Sheriff requires the ability to monitor, video visits in all housing locations and remotely beyond the housing locations. The Sheriff's housing units are equipped with hardware capable of running web-based solutions. The addition of a monitor dedicated to video visitation is preferred and any solution	How many Admin (operator/control/reception) stations per location? Is a laptop or other terminal required? # Of Administrators per site?

	utilizing high demand software, greater than the current hardware capabilities would require additional hardware provided by the vendor. The Sheriff will assign administrators as appropriate, without regard to limitations. The vendor should propose their best solution to accommodate this desire.	
89.	Yes	Acceptable to store recordings in the cloud?
90.	RCCC-Frontier Main Jail-ATT YDF-ATT	Who is the ISP and what is connection speed for Internet at each facility?
91.	Vendor is to submit their proposed Scanner solution.	What functionality is required for the ID Scanners to be located at the Admin Workstation? (Facial recognition, fingerprints, etc.)
92.	The vendor should provide their best solution to accomplish these tasks.	How will scheduled calls be monitored and validated?
93.	Yes, separate.	Does Sheriff expect a separate LAN/WAN infrastructure from currently installed in facilities dedicated for this purpose?
94.	No documentation	If each jail facility is connected as part of a private WAN please provide documentation for topology
95.	Firewall specs based off of requirements.	What are the existing firewall specifications at each facility?
96.	Portable/Mobile stations will be used for housing locations in which the user is unable to access video visitation by other means. The vendor should provide a solution with the appropriate number of stations to accomplish this task.	How many Portable/mobile stations per location? Also, please clarify their desired usage.
97.	Refer to Section 2.3.E.5, F.5 and G7.	Are Dell Thin Clients the only acceptable clients?
98.	Portable/Mobile stations will be used for housing locations in which the user is unable to access video visitation by other means. The vendor should provide a solution with the appropriate number of stations to accomplish this task.	Medical Carts needed? SHU?
99.	The vendor should provide a solution, including equipment and software.	Is the Court Room requirement for Equipment or only Software Services?
100.	Database is proprietary	Can we review database attributes of Agency's JMS?
101.	Prior to system installation, completion and testing, vendor shall submit for approval, system test checklist. This checklist shall identify the minimum performance parameters necessary to evaluate and approve the performance of the system.	How are performance metrics defined for system testing?
102.	The vendor is to submit their solution which best fits the RFP criteria.	Is the County interested in solutions that will report and analyze the data of the total solution implemented? Tools and reports that report and automate call detail records, such as by location, participant, quality, time, and or service disruption?
103.	The requirements are set forth in the RFP.	Is there a requirement for aggregated data to support compliance of access and experience of each call?
104.	Given there are no current video visitation capabilities, there are no software alerts. Vendors should provide their best solution.	Will an alert SW be used to open tickets and or address failed calls?
105.	The vendor should provide their capabilities relative to the number of potential users per site.	What is the expected level of concurrent users per site?
106.	Responses must be submitted prior to the specified date and time using the www.publicpurchase.com website. Responses delivered by hand, fax, telephone or any postal carrier will not be accepted. If bidder uploads a file to Public Purchase, it is bidder responsibility to ensure that the file is not corrupt or	Please confirm the ship to address for the RFP response. Who will need to be listed as the contact to receive the RFP response?

	<p>damaged. If County is unable to open an attachment because it is damaged, corrupt, infected, etc., it may disqualify bidder's submission. See document titled "Public Purchase Instructions" for guidance entering your online response.</p> <p>Please send a digital copy to Lt. Brian Amos at bamos@sacsheriff.com</p>	
107.	The members or the titles of the evaluation committee will not be identified prior to the return date of this RFP.	At minimum please provide the titles for the members of the evaluation committee?
108.	Vendors are to submit their installation plan in the proposal.	From the date of contract award, what is the County's desired timetable for installation and cutover of the new system?
109.	Vendors are to submit their installation plan in the proposal.	Is there a maximum time limit to install, test and activate the new system?
110.	Contractors will not be held responsible for delays caused by Sacramento County.	Will contractors be held responsible for project delays beyond their control?
111.	Vendor shall submit their solution for remote visitation hours and days, and through negotiation, a realistic remote visitation schedule will be determined.	<p>Does the County anticipate using the same visitation policies and times for video visitation that are currently used for on-site visitation?</p> <p>a. If not, can you provide an estimated number of anticipated visits per inmate per week?</p> <p>b. Also, what are anticipated hours in the day that visitation will be allowed?</p>
112.	Vendor shall submit their solution for remote visitation to include terminals. The number of suggested terminals shall be included in the vendor's proposal.	Please provide the numbers of visitation terminals needed for both inmate side and visitor side? Where will these terminals be located in the facility?
113.	Request to clarify/amend the requirement is denied. The vendor shall submit their solution for Remote Video Visitation.	While vendors have created solutions from commercially available products, major vendors have developed solutions specifically for the corrections market with unique and proprietary approaches. Would the County consider clarifying/amending the requirement, as the nature of the solution that is requested is in many if not all cases proprietary for each vendor. We respectfully request that the requirement be amended to specify that vendors explain any proprietary components of their system and why the proprietary components are necessary for their solutions
114.	Request to clarify/amend the requirement is denied. The vendor shall submit their solution for Remote Video Visitation.	Section 1.2 SYSTEM BASIC REQUIREMENTS B Please clarify the need for applications to be hosted by AWS or Google Cloud. Major correctional communications vendors operate dedicated telecom-grade Data Centers with the redundancy, resiliency, and the security of AWS and Google Cloud. This requirement, as is, disqualifies a large segment of correctional communications vendors from bidding for the services specified in the RFP. This would minimize the County's ability

		to evaluate highly experienced vendors dedicated to providing this type of service in this market. Respectfully request that the requirement be amended to specify AWS, Google Cloud, other similar commercial/telco-grade hosting entities, or vendor-operated Tier 4/5 data centers.
115.	Tentative replacement 4 th quarter 2020.	Section 1.2 SYSTEM BASIC REQUIREMENTS E When does the County anticipate the conversion to ATIMS JMS will occur?
116.	Request to clarify/amend the requirement is denied. The vendor shall submit their solution for Remote Video Visitation.	Visitor and family visitations are normally monitored by investigators or facility staff for security reasons therefore is not a feature that is typically provided especially to a system administrator/customer care representative. Vendors have various methods of providing security and requiring this type of service excludes most vendors from bidding for the services specified in the RFP. We respectfully request that the County amend this requirement to allow for security monitoring and that a separate requirement be put in place for customer service via traditional audio call or online chat customer service access.
117.	Documents described will be required of the awarded contractor. The County is prepared to provide the resources available to accomplish this.	Section 1.5 SUBMITTALS These sections describe shop documents that cannot be provided without a detailed site survey and completion of installation, specifically Product Data 1, 5 and Shop Drawings 2 - 5 (e.g. wiring diagrams, IP addresses of terminals). The lead paragraph of 1.5 SUBMITTALS implies that they are to be provided with the proposal submission. Please clarify that the documents described will be required of the awarded contractor after at a minimum completion of site survey?
118.	Visitation Terminals	Section 2.3 VIDEO VISITATION STATIONS, B Is "terminal computers" defined as workstations used by staff to administer and monitor the system, or is this defined as the inmate and visitor visitation terminals?
119.	The County will not change the RFP requirement for a LINUX OS. Refer to RFP for requirements.	Section 2.3 VIDEO VISITATION STATIONS, D Related to our question about 2.3.D, the specifications stated describe old technology. Vendors now have tablet-based stations that use Android-based OS and do not require cooling, etc. required of PC-based stations. Please confirm that the County will accept newer-technology stations. Also, please confirm that a 15" high-resolution display will be acceptable. We have successfully deployed hundreds of such stations.
120.	The term waiver code refers to the system's ability to provide a non-paid visit.	Section 2.4 SYSTEM SOFTWARE OPERATION AND MINIMUM FEATURES, E Please explain the meaning the term "issued waiver code."

121.	Multi-endpoint video visitation is required for ALL TYPES of Remote Video Visitation to include family and friends, attorneys and court applications. See 2.4 P.8	The specifications in multiple places include requirements for multi-participant, multi-endpoint conferencing sessions. While this capability may be required for Courts applications, typical inmate to friend/family video visitation can be accommodated with traditional two-party, two-endpoint video visit sessions. However, it is not clear from the specifications that this multi-participant conferencing is only intended for Courts applications. Please clarify that multi-endpoint conferencing is required only for Courts applications and not for general inmate to friend/family video visitation.
122.	<p>Integrated Routing Rules refer to your system's "scheduling rules and parameters"</p> <p>The term waiver code refers to the system's ability to provide a non-paid visit. A Discount is a code generated by the system and sent to a visitor which will offer a discount.</p> <p>Graphic Visit Alerts are automatic alerts generated by the system which refer to any changes in daily activities which might affect a visit.</p>	<p>Please define the term "Integrated Routing Rules" in lines 1 - 4.</p> <p>QUESTION 1: Please define the terms "waiver code" and "discount code" used in line 7.</p> <p>QUESTION 2: Please clarify what is expected of "Graphic Visit Alerts" per line 12.</p> <p>QUESTION 3: Please clarify what is expected of "Graphic Visit Alerts" per line 12.</p>
123.	The County offers a number of programs for which the proposed solution should have the ability to schedule location, time and duration.	Section 2.4 SYSTEM SOFTWARE OPERATION AND MINIMUM FEATURES Please define the term "inmate program scheduling".
124.	Electronic signatures will be accepted.	In reference to recent events with Covid-19 social distancing requirements and the current pandemic, will the County allow for electronic signatures?
125.	Can be provided following contract award.	What is the average stay for inmates?
126.	Can be provided following contract award.	How many inmates are booked per day, on average?
127.	<p>Refer to RFP Table 2 – Facility Population</p> <p>Inmate trust account discussion may occur following contract award.</p>	<p>What is the operating capacity of [each or the] facility?</p> <p>Is the inmate trust account managed through the commissary system or the Jail Management System or other system?</p>
128.	Inmates will have access to common areas during various times of the day, based on policy, facility needs and statute.	Please describe inmate access to common areas, including what hours inmates are allowed into those areas.
129.	Can be provided following contract award.	Please list which housing units have restricted access.

130.	The county has no preferred electrical contractor.	Can the County suggest a local electrical contractor who has performed work in the Jail?
131.	Refer to RFP Table 2 – Facility Population	Will the County please provide the actual Daily population by month for your facilities from January of current year to present? If the County cannot provide this detail, a monthly average daily population by month, from January current year to present will suffice
132.	RCCC-Frontier Main Jail-ATT YDF-ATT	Who is the current ISP / Network Service Provider?
133.	Can be provided following contract award.	Will you please provide a facility breakdown for each pod/dayroom with the following: Name of pod/dayroom and population for each?
134.	The County will award to a single vendor.	Will this be a sole source contract or can multiple vendors be awarded?
135.	Can be provided following contract award.	Will you please supply a floor plan?
136.	Can be provided following contract award.	Are there any uninhabited housing units?
137.	Can be provided following contract award.	Do you have any planned demolition or facility expansion within the period of this contract?
138.	For the purposes of this RFP the County seeks a Video Visitation System at a ratio of one inmate console per 35 inmates based on the 2 year ADP average for each facility in RFP#84 Table 2 – Facility Population. The County reserves the right to adjust this ratio upon contract award.	How many video visitation terminals do you anticipate needing for the inmate pod areas, and how many public lobby terminals (for guests in the visitation area) would you need?
139.	On-site visitation will be primarily through the glass visits without the use of video terminals.	How many free on-site video visitations does the County wish to allow?
140.	The cost, type and frequency of visits has not been established. The county reserves the right to negotiate these terms with the approved vendor.	How many free video visitation sessions does the County estimate per month?
141.	May be provided upon contract award	Please provide the number of annual traditional face to face visitations at each facility?

142.	Unknown	What was the total amount of minutes for face to face visits in 2019?
143.	We are staying with the timeline published in the RFP under key events.	Based on the response time available between receiving responses to vendor questions and your due date for receiving the RFP responses, please consider extending the due date by 14 days.
144.	Terminal monitoring and diagnostic tools with graphic representations refers to the system's ability to identify the operational status of all video visitations in the facilities and shall be available for all workstations and computers with internet connectivity used for visitation purposes regardless of Admin level.	Section: Part 2 Products – 2.2 Workstations - #4. Provide a terminal monitoring and diagnostics tool with graphic representations indicating the status of all Video Visitation Stations on the agency's visitation network(s). Question: Is this requirement per location (on the workstation) or is this intended to be at the Agency level (Senior management monitoring)?
145.	Reference a minimum of three (3) Correctional Facility Customers with institution name, contact person, length of business relationship, and scope of services.	Section: Appendix H - Proposer must submit at least three (3) references that verify that the Proposer has experience in design, development, and implementation of solutions similar in size, complexity, and scope to this procurement in the past five (5) years. <u>At least two references must be public sector organizations, preferably Counties, of similar or larger size than the County. Also States: <u>Reference a minimum of three (3) Correctional Facility Customers</u></u> with institution name, contact person, length of business relationship, and scope of services. Question: Please clarify, how many references are required to be Correctional Facility Customers?
146.	The requirement is to create a separate VLAN and infrastructure dedicated to Video Visitation.	Section: Evaluation Criteria - Description of security features, including how the system can be assured to not compromise the County's local area network or security. Question: Is the requirement to create a separate VLAN or to install a new network specifically for the Visual Visitation Solution?
147.	Yes	Section: 2.3 Video Visitation Stations - E. Inmate Video Visitation Station assembly shall include the following: 5. Thin Client Computer Equal to DELL 5060 or 5070 Series depending upon current availability. (Current unit at the time of purchase.) Question: Is a Thin Client the only acceptable solution?
148.	Final version is attached.	Section: Appendix B: Question: (Comment) The provided version contains changes and comments. Please issue a final version for our submission. Thanks.
149.	There is no section G in Exhibit A of the agreement.	

		<p>Section: Appendix B: item XXXIII. REPORTS – B. Please refer to Exhibit A, Section G for the specific monthly reporting requirements.</p> <p>Question: Where can Section G of Exhibit A be located?</p>
150.	This is a sample agreement. The final version will be issued upon contract award.	<p>Section: Appendix B: Exhibit A - DESCRIPTION OF SERVICES [Requirements, including subsections and numbered items, from the Main RFP should be inserted here.]</p> <p>Question: Is the contractor expected to insert RFP sections, etc. into Appendix B?</p>
151.	The County seeks a 5 year term as described in the RFP. This language in Appendix B will be updated and a final version submitted upon contract award.	<p>Section: Appendix B: II. TERM</p> <p>A. This Agreement shall be effective and commence as of the date first written above and shall end on _____ (“Initial Term”) with the right to renew for two (2) additional, one (1) year terms or on a month-to-month basis (not to exceed twelve (12) months) with thirty (30) days written notice to the CONTRACTOR prior to the expiration of the Initial Term or renewal term of the Agreement. This Agreement shall not bind, not purport to bind the COUNTY for any contractual commitment in excess of the Initial Term.</p> <p>Question: Is it anticipated the initial term is for 3 years plus the two 1-year options? Note: The term listed in the RFP under section 3. Term lists a 5-year agreement.</p>
152.	The County requests that proposer copy RFP Detailed Requirements Part 1, Part 2, and Part 3 into a single document and shall indicate whether Proposer will comply with the requirement, as written. Proposer shall specify “Read and Agree” or “Read and Do Not Agree.” Items answered with “Read and Agree” require no further comment or explanation from Proposer. Items answered with “Read and Do Not Agree” require a statement from the Proposer as to why the requirement cannot be met and an explanation of how the Proposer plans to meet the County’s needs without the required item. All statements where Proposer responded with “Read and Do Not Agree” must be listed in Appendix E - Solicitation Exceptions. Proposer Comments will be evaluated in accordance with Table 4, Evaluation Criteria.	<p>Section: Proposer’s Instructions – General Format: Respond to all requests for information and completion of forms contained in this Request for Proposal. You may use additional sheets as necessary. A qualifying response must address all items.</p> <p>Question: Please clarify “all requests for information”? Is the contractor expected to respond to each of the RFP sections? (i.e. copy the entire RFP into a document and respond will comply to each section?) Or respond to section 1.5 Submittals? Will you be providing Attachment 1 – Mandatory Requirements.xls?</p>
153.	Contractor’s choice.	<p>Section: Evaluation Criteria: Table 4 – Evaluation Criteria under Equipment, Services, and Support:</p> <p>Question: Criteria contains requirements to Describe certain things that may or may not have been listed elsewhere within the RFP. (For example; how you prevent the sessions in progress from disconnecting?) Where within the proposal is the contractor expected to respond to these requirements?</p>

154.	Does not apply	In the list of appendices – J- Local Vendor Preference Affidavit is listed. It is not included in the zip file. Is appendix J a requirement for this RFP?
155.	No	Does the County intend on accepting vendor responses from those who did not RSVP to the VVS RFP mandatory site evaluation, but did attend for the Inmate Communications RFP site evaluation?
156.	All proposals will be evaluated and scored independently.	It is common for vendors to make offers that are contingent upon winning 2 different RFPs. Can the County ensure the VVS and Inmate Communications RFPs will be evaluated independently with one not affecting the scoring of the other?
157.	Contractor should submit proposal to best meet the County's need based on the detailed requirements. All proposals will be scored based Table 4 – Evaluation Criteria in the RFP.	Will the County consider any supplemental services not requested in the RFP? Will the supplemental services have any effect on the scoring?
158.	Will be provided upon contract award.	Can the County please provide a contact for the jail management software provider?
159.	Will be provided upon contract award.	Are you able to provide a breakdown of the inmate classification for each facility (e.g., County, State, Federal, etc
160.	Will be provided upon contract award.	Can the County please provide a floor layout/pod breakdown for each facility to include: Name of Housing Unit, Bed Capacity, and Average Daily Population?
161.	Contractors should submit their best cost proposal.	Will the County allow for multiple options to the Cost Proposal?
162.	The contractor should submit their proposal based on the detailed requirements in the RFP.	What method(s) of Inmate ID verification does the County desire? Log in to kiosk with unique PIN, Voice Recognition, etc.?
163.	The contractor should submit their proposal based on the detailed requirements in the RFP.	What method(s) of Visitor ID verification for onsite visits does the County desire? Log in to kiosk with unique PIN, Voice Recognition, etc.?
164.	Contractor should submit their proposal based on the requirements in the RFP. The County will take into consideration differences in terminology.	In reference to the requirement in RFP Section 2.4.O. (on page 15 of the RFP document entitled "VVS RFP 2020 Final.pdf"), some of the requested reports are either vendor specific, not common, or go by different names depending on the vendor. Would the County be willing to give a brief description/definition of each?
165.	Contractor should submit their proposal based on the requirements in the RFP. The County will take into consideration differences in terminology.	In reference to the requirement in RFP Section 2.4.P. (on page 15 of the RFP document entitled "VVS RFP 2020 Final.pdf"), some of the requested features are either vendor specific, not common, or go by different names to some vendors. Would the County be willing to give a brief description/definition of each?

Site Visit 7/7/20

MW/RCCC

VIDEO

VISITATION

MW/RCCC

NAME

COMPANY

CONTACT INF

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RED RIVER

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PRESIDIO

VIDEO VISITATION - 7/8/20 - PROBATION

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Patrick Hayes	GTL	251-217-4101
Cynthia Taylor	CPC	323-9130000
John Best	HomeWAV	314-403-4636
Todd George	HomeWAV	952.239.568
Darrin Hays	iWebVisit	480 717 8790
Angelo Ceper	ICS	314 560 7980
Ron Brown	Comcast	209 747 3607
Sam Sealana	SOLUTIONZ	408 718 9988
Devon Felt	Cisco	408-892-4758 661-
Chris Beltram	Presidio	916 933 9394