

**CHEBOYGAN COUNTY**  
**REQUEST FOR PROPOSALS**  
**JAIL INMATE PHONE-CPAD AND**  
**VIDEO VISITATION SERVICES**  
**MARCH 2019**



*Cheboygan County*  
*P.O. Box 70*  
*County Building*  
*Cheboygan, MI 49721*

## **REQUEST FOR PROPOSALS**

Cheboygan County is soliciting proposals from interested parties to provide Jail Phone, C-Pad and Video Visitation Services and associated equipment to Cheboygan County. The Cheboygan County Sheriff's Department/Jail is seeking 33 inmate telephones, 9 (minimum) video visitations kiosks and C-Pads (to be determined).

Mailed proposals must be sealed and will be received at 870 S. Main St. Cheboygan MI 49721 until Monday June 3, 2019, 2:00 pm at which time they will be opened and examined by the Cheboygan County Administrator and the Cheboygan County Sheriff and or his designee(s).

Mailed proposals must be sealed and clearly marked on the outside of the envelope  
"Cheboygan County bid proposal-jail phone services"

Proposals may be mailed to the above address attention County Administrator or hand delivered to the Cheboygan County Administrator Office, room 131, located at 870 S. Main St. Cheboygan MI 49721.

All abiding and related questions should be directed to Jail Administrator. Lt. Brenda Beckwith 231-627-3155 ext. 433 or email [bbeckwith@cheboygancounty.net](mailto:bbeckwith@cheboygancounty.net) Monday through Friday 8:00am-3:00pm.

Cheboygan County hereby notifies all will be afforded full opportunity to submit proposals in response to this invitation and will not be discriminated against on the grounds of race, color, national origin, or sex in consideration for an award.

Cheboygan County reserves the right to reject any or all proposals.

It is expected that the selected contractor(s) should be ready to proceed with the project upon the County's execution of the service agreement.

## **INFORMATION PACKET**

### **Request for Inmate Phone, C-Pad and Video Visitation Services**

#### **PROJECT SCOPE:**

Cheboygan County is soliciting proposals from qualified providers of Jail Phone, C-Pad and Video Visitation Services and associated equipment to provide equipment and service to a 103 bed jail facility located in the Cheboygan County Sheriff's Department at 870 S. Main St. Cheboygan MI 49721. Bidders must be able to supply requested services and any associated equipment necessary to provide appropriate service.

#### **BACKGROUND ON THIS PROJECT:**

33 phones will be required for the jail facility  
9 (minimum) visitation kiosks will be required  
Ability to provide C-Pads (Correctional Tablets)  
Ability to provide portable Video Visitation  
Text availability

The County's contract with Securus Technologies expires November 2019.

#### **MINIMUM REQUIREMENTS PER SERVICE:**

##### Equipment/devices

Physical/installation phones, C-Pads, Video Visitation

- All equipment/devices to be provided and installed at no cost to the County
- All equipment/devices necessary shall be durable and suitable for jail environments
- Required lines including IP technology to be provided at no cost to the County
- Ongoing maintenance and updates provided at no cost to the County
- All associated equipment/devices to include but not limited to certain hardware, software, cords, lines installation products/supplies provided at no cost to the County
- Damage caused by any means to any equipment/device replaced at no cost to the County
- All equipment/devices shall be secure to the standards of the County IT Department
- 24/7 contact to issues, damage, repairs etc. to include timely response if necessary to the jail
- No responsibility costs to the County
- Check in required with Jail Administrator to approve entry of employees, equipment and tools
- Vendor must supply adequate on-site training to staff

## Telephones

### General Requirements

- Phone on/off to be controlled at a central location
- Phones shall be hosted and internet based application that is securely accessible anywhere at any time, including from mobile devices such as cellphone and tablets
- The system shall allow outgoing calls only
- The system shall have call duration limits that can be set
- The system shall have voice prompt in English and Spanish
- The system shall have collect call capabilities
- The system shall have a pre-paid card option
- The system shall utilize personal identification number (PIN) assigned to inmates
- The system shall comply with ADA and FCC regulations
- The system shall be scalable to meet the County's growing needs
- The system shall be a turnkey telephone system and service
- All stored recordings shall be maintained at the vendor's central depository. Easy access of software applications to listen and record with online storage to be a minimum of 90 days
- The system shall be able to detect three-way calls, able to disconnect and notify staff
- The system shall prevent unauthorized calls to preset numbers/call blocking
- The system shall allow for private attorney calls
- The system shall name the facility and the inmate placing the call to the called party
- The system shall allow staff to suspend an inmate's privileges from phone service through software application
- The system accounts for stored information of a call detail report to including inmate's name, time of call, duration of call, and numbered called.
- The system shall allow future technology to be integrated at no cost to the County
- A secured system

### Investigative capabilities

- Investigation phone monitoring, control ability at multiple locations and varying devices
- Easy screen viewing or print capabilities of stored data regarding calls including inmates name, time of call, duration of call, and numbered called.
- Department personnel access to the system to include
  - Alert when a number is dialed
  - Allow real time listening
  - Allow disconnect to call in progress
  - Allow barge-in and talk capabilities
  - Allow investigators to assign and enter a PIN when alert call is received
  - Allow the ability to hide the alert
  - Allow investigators to use optional e-mail address to receive notification of calls and to dialed numbers
  - Allow investigators to enter optional cell phone number to receive text notification of calls by inmates and to dialed numbers

- Investigative software must be able to
  - Ability to store, view and print all data with export capabilities
  - Analyze in a readable form, data from previous configurations
  - Identify an inmate's closest associates
  - Voice recognition capabilities
  - Analyze and identify call frequency as it pertains to identifying communication sequences
  - Provide an inmate's contact list
  - Able to compare different inmates records together for correlation and identification of common targets
  - Able to analyze all types of communication records including inmate calls, text messages, other phones, email and other forms of communication
  - GPS locations from incoming cell phones or outgoing to a cell phone for the duration for the call
  - Complete report print outs

### Video Visitation

- Operated by a Personal Identification Number (PIN)
- Schedule ability
- User friendly in English and Spanish
- Ability for real time viewing by County
- Ability to display pending visits
- Ability for sessions to be conducted in Android and Apple formats
- Ability to easily track, record, and store data that can be easily accessed through a printable or viewable report
- Ability to show visitation countdown ending session
- Ability for the County to easily cancel live or scheduled visits
- Ability for the County to apply exclusion lists that inmates cannot contact
- Ability for inmates to file grievances
- Ability for inmates to access the law library
- Ability to set activation times
- Ability to interface with current jail management system

### Correctional Tablets

- Programmable as to what is authorized to be viewed/listened to
- Headphones
- Charging carts
- Programmable security measures
- Ability for inmates to access the law library
- Dashboards and real time tablet analysis
- Activation and deactivation of tablets and applications
- Live monitoring capabilities, data run reports

**Payment methods options for all devices used by inmates shall be discussed with the Jail Administrator for suitability.**

### **DAMAGE AND REPAIR LIABILITY**

The County will have no liability to the Vendor for fraud, theft, and vandalism/damage or loss of the Vendor's equipment inflicted by the inmates or any other persons. All costs associated with the repair will be the responsibility of the Vendor.

Vendor warrants that all repairs/exchanges will be made at its expense and in a timely manner.

### **CONTRACT TERMS**

The selected vendor and County will negotiate a contract that will be for an initial period of five years.

### **FEES**

#### Inmate/User Fees

- Vendor to provide detailed rates for all equipment/devices per minute
- Systems must inform user of fees
- Vendor shall be responsible for any billing disputes, claims, or liabilities that may arise
- Users must have access to contact information for billing disputes

#### Commission Rates/Billing

- Vendor to supply commission rates
- Vendor to discuss billing options with the Jail Administrator

### **PRE-PROPOSAL MEETING**

Pre-proposal meetings will be scheduled through the Jail Administrator between April 4, 2019 and May 3, 2019, 9:00am-2:00pm Monday-Friday for on-site visitation. At this time any questions by vendors will be in written form and answered and shared with other vendors. No questions will be accepted after May 3, 2019.

Lt. Brenda Beckwith, Jail Administrator  
870 S. Main St.  
Cheboygan MI 49721  
231-627-3155 ext. 433  
[bbeckwith@cheboygancounty.net](mailto:bbeckwith@cheboygancounty.net)

**DISTRIBUTION OF RFP DOCUMENT**

This document can be downloaded directly from the Cheboygan County web site at [www.cheboygancounty.net](http://www.cheboygancounty.net)

**RFP REQUIREMENTS TO BE INCLUDED IN ALL PROPOSALS**

- Copy of the contract that would be offered to the County
- A complete list of all fees, commission rates, and device charges
- Availability of email and text as well as associated rates
- Time frame of installation including go live dates
- Two references of similar inmate population currently utilizing the services of the devices requested
- Collection and billing/payment process

**SUBMITTAL OF PROPOSAL**

Sealed proposals will be received until Monday June 3, 2019, 2:00pm.

Mailed proposals must be sealed and will be received at 870 S. Main St. Cheboygan MI 49721 until Monday June 3, 2019, 2:00 pm at which time they will be opened and examined by the Cheboygan County Administrator and the Cheboygan County Sheriff and or his designee(s).

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**TENTATIVE TIMELINE**

RFP issued	March 4, 2019
On-site visitation	April 4, 2019 through May 3, 2019
End of question period	May 3, 2019
Proposal submission date by	June 3, 2019 2:00pm
Decision to award	June 17, 2019
Contract Award	July 9, 2019

ATTACHMENT I  
Supplemental Requirements and Information

A. Insurance Required:

The contractor shall purchase and maintain such insurance as will protect Cheboygan County from liability for claims set forth below, which may result from the contractor's operation under the contract with the County, whether such operations be conducted by the contractor or any subcontractor working for the contractor, or by any person directly or indirectly employed by the contractor and/or sub-contractor, or anyone for whose acts they may be liable. Contractor shall list Cheboygan County as additional insured.

1. Claims under workers compensation, disability benefit and other similar employee benefit acts or policies.
2. Claims for damages because of bodily injury, sickness or disease or death of any person or persons.
3. Claims for damages insured by usual personal injury liability coverage, which are sustained by (1) any person as the result of any offense directly or indirectly related to the employment of such person by the consultant, or (2) any other person.
4. Claims for damages other than to the work itself, because of injury to or destruction of tangible property, including loss of use resulting there from.
5. Claims for damages because of bodily injury or death of any person or property damage arising out of the ownership, maintenance or operation of any motor vehicle.
6. Claims for damages arising out of the performance of professional services caused by any errors, omissions or negligent acts. Minimum \$200,000.

The liability required shall include Contractual Liability applicable to contractors' obligations.

Certificates of Insurance acceptable to the owner shall be filed with the County prior to commencement of the work. Said certificates shall contain a provision that coverage afforded there under shall not be cancelled until at least thirty (30) days prior written notice has been provided to the owner.

B. Incurring Costs:

Cheboygan County shall not be liable for any costs incurred by contractor prior to approval and issuance of a contract, and then only for such costs incurred as are therein stipulated.

A. Project Control:

The contractor shall perform the work while communicating with the County Administrator on project matters.

D. Rejection of Proposals:

Cheboygan County reserves the right to reject any or all proposals received as a result of this request to insure that the best interests of the County are served.



E. Independent Contractor Status:

1. The bidder who is selected as the Contractor shall be an independent Contractor. The employees, servants and agents of the Contractor or any sub-contractor shall not be deemed to be and shall not hold themselves as employees, servants, or agents of the County and shall not be entitled to any fringe benefits received by the County's personnel, such as, but not limited to, health and accident insurance, life insurance, longevity or paid sick leave or vacation leave.
2. The contractor shall enter into a written contract with the County specifying the parties' respective rights and obligations in connection with the work and services to be performed by the contractor, consultant or sub-contractor. The terms of the written contract shall be mutually acceptable to both parties.
3. The Contractor or any sub-contractor shall not discriminate against any person on the grounds of race, color, creed, religion, height, weight, sex, age, national origin, handicap, or marital or familial status except as provided by law. The Grantee, contractor and sub-contractors shall comply with all requirements imposed by Title VIII of the Civil Rights Act of 1968 (as amended by the Fair Housing Amendments Act of 1988), the Americans with Disabilities Act, the Elliott-Larsen Civil Rights Act, and the Michigan Persons with Disabilities Civil Rights Act as required by law.

On behalf of \_\_\_\_\_, I hereby submit this proposal for your consideration. In submitting this proposal, it is understood that the right is reserved by the County to reject any and all proposals, and waive any irregularities in the bidding process. The County may award this contract based on any combination of the total proposal and/or alternates.

Dated and signed at \_\_\_\_\_ State of \_\_\_\_\_

This \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Bidder

Witness:  
\_\_\_\_\_ By/s/

\_\_\_\_\_  
Business Address

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone