

**CORRECTIONS CENTER OF NORTHWEST OHIO**

Request for Information RFI # 2018 - 006

October 2018

**Inmate Telephone System, Video Visitation System, and Other  
Services for the  
Corrections Center of Northwest Ohio ("CCNO")**

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# 1 BACKGROUND AND SCOPE

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## 1.1 Timeline

September 29, 2018	Issue proposals to known qualified vendors
October 10, 12, 15, 17, 2018	<b>Appointments</b> for Mandatory Site Survey Testing
October 24, 2018	<b>Deadline for Submission</b> of Section 2, 3, and 4
November 5-9, 2018	<b>Schedule Appointments/Deadline for Submission</b> for Mandatory Financial Proposal of Section 5, 6, 7, 8, and 9 with Site Survey results included.

Location of Appointments:	Corrections Center of NW Ohio 03151 County Road 24.25 Stryker, OH 43557
To set up Appointments:	Contact Person: Kelsey Goebel (419) 428-3800 ext. 303 Contact Email: Kelsey.goebel@noris.org

TBD Contract Award

Note: All dates subject to change in the sole discretion of the Corrections Center of Northwest Ohio. Changes to this schedule may be issued in the form of an Addendum.

## 1.2 Introduction

### Scope

CCNO presently operates one facility with a total average daily population of 638 inmates.

A general description of required equipment, systems and services is as follows:

- Inmate Telephone System
- Data Analysis System
- Video Visitation System
- Wireless Tablets and Applications
- Automated Information System
- Payment Services – Kiosks
- Value Added Features and Services; Installation and Implementation; Maintenance and Support Commitment.

### Purpose of the RFI and General Description of Contract

The purpose of this request for information is to see what services and equipment are available to us by Vendors before entering into a contract. The Vendor provides all inmate telephone equipment, video visitation equipment, and all other equipment, hardware, software, and services set forth herein (herein referred to sometimes as the “System”) without any cost to CCNO and whereby Vendor pays CCNO an agreed upon commission rate from inmate telephone calls, emails, etc. With the exception of any wiring or cabling installed by the Vendor within walls, floors, or ceilings of facility structures, the System provided by the Vendor shall remain the property and responsibility of the Vendor. All services in connection with the installation and operation of the System shall be performed in a good and workmanlike manner, consistent with the highest standards of the industry. The System shall encompass the latest in technology and be “state-of-the-art”.

CCNO will demonstrate reasonable care but will not be liable in the event of loss, destruction, or theft of Vendor owned equipment, software, or technical literature to be delivered or to be used in the installation of deliverables. The Vendor is required to retain total liability for the System. At no time will CCNO be responsible or accept liability for any Vendor owned items.

This is not a contract. It is a request for information to be furnished by the Vendor should CCNO award a contract. The term of the contract is to be three (3) years from date of award, after which the contract will be automatically extended for two (2) additional one (1) year terms unless either party notifies the other party in writing at least 60 days in advance of the expiration of the contract of its intent not to extend the agreement.

### Vendor Responsibility

The selected Vendor will be required to assume prime contractor responsibility for the contract and will be the sole point of contact with regard to the Systems, installation, maintenance and training. The selected Vendor will be required to assume responsibility for all services obtained under contracts resulting from this RFI.

### Codes, Permits, Licenses

Vendor shall comply with all licensing requirements and will furnish and install all equipment, cable, hardware and materials in compliance with all applicable codes, whether local, state or federal, and will obtain all permits or licenses required for installation and operation without cost to CCNO.

This RFI does not commit CCNO to award a contract, to pay costs incurred in the preparation of the information in response to this request, or to procure or contract for services or supplies. The relationship between CCNO and a chosen Vendor shall be by a separate written contract between CCNO and Vendor.

CCNO reserves the right to reject any and all proposals, to waive formalities, informalities, or irregularities contained in any proposal and to award a contract for items herein if it is deemed to be in the best interest of CCNO to do so, in its sole and absolute discretion. Additionally, CCNO reserves the right to negotiate optional items and/or services with the successor Vendor.

Vendors are invited to submit the requested information for an Inmate Telephone System and other services for sites named in the facility list attached hereto. Responses to this RFI by Vendors shall be considered to be firm and a continuing offer/response for one hundred-twenty (120) days following the RFI offer/response.

### **1.3 Submission of Requested Information**

- The RFI and any RFI addenda or other official documents and correspondence issued by CCNO relative to the RFI shall be included as part of the resultant contract.
- Information and instructions in RFI section 1 are primarily for the benefit of Vendor. If the Vendor accepts and agrees with all information in Section 1; this section of the RFI need not be included in the Vendor's proposal. All other RFI sections shall be included in the Vendor's submitted proposal.
- The Vendor shall submit two printed copies of the requested information to the following address by the each due date and time noted in the RFI's Timeline. Requested information received after the stated deadlines will not be considered. Please include the words "RFI RESPONSE" on the outside of the package that contains each RFI response.

Corrections Center of Northwest Ohio

ATTN: Tonya Justus, Fiscal Manager

03151 County Road 2425

Stryker, OH 43557

- Proprietary and Confidential Information: Vendors are cautioned to limit or avoid if possible including proprietary trade secret information within the response. Privately held entities, whose financial information is not otherwise subject to public disclosure, may submit the required financial information in a separate, sealed envelope labeled with the Vendor's name, RFI name and number, and a clear indication that the envelope contains CONFIDENTIAL INFORMATION.

Under no circumstance shall a Vendor's entire proposal, call rates or offers, or the majority of the Vendor's technical responses be labeled proprietary or confidential.

If the Vendor deems it necessary to include proprietary trade secret information in order to adequately respond to technical requirements, the Vendor shall note the section as such and provide the information in a separate sealed envelope.

In addition, a proprietary and confidential matrix must be included that shows all items that are not in main response and indicated as proprietary and confidential.

## 1.4 Evaluation

CCNO will evaluate all proposals and may utilize third parties in the process. CCNO may require such further information and product demonstrations as it may deem necessary or desirable, whether on-site or at Vendor locations. Expenses associated with any demonstrations will be borne by the Vendor, except for those expenses incurred by CCNO in traveling to Vendor locations.

### EVALUATION CRITERIA

**The evaluation process will not be on a “points” System.** Selection of a Vendor under this RFI is at the sole and absolute discretion of CCNO. CCNO may utilize the evaluation criteria set forth in the following matrix in its evaluation process, but such criteria may not be the sole criteria, and all criteria chosen to be utilized by CCNO may be incorporated in the evaluation process to any sort of mix and degree.

<b>Company History</b>	
<b>References</b>	
<b>Technical Specifications</b> – Hardware, software, technical, and system requirements for:	
<b>Inmate Telephone System</b>	
<b>Data Analysis System</b>	
<b>Video Visitation System</b>	
<b>Wireless Tablets</b>	
<b>Payment Services - Kiosks</b>	
<b>Value Added Features and Services</b>	
<b>Installation - implementation plan</b>	
<b>Maintenance and Support Commitment</b>	
<b>Revenue Share Rate</b>	
<b>Supplemental Payment(s); MAG or MMG</b>	

## **2 COMPANY PROFILE AND REFERENCES**

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### **2.1 Letter and Executive Summary**

A letter of transmittal signed by an official authorized to bind the Vendor to a contract must be included in the original proposal. The letter must be limited to two pages. The letter shall be followed by an executive summary that briefly summarizes the Vendor's proposed solution for the required services and the Vendor's ability to provide such services. Executive summary must be limited to six pages.

### **2.2 Experience, Expertise and Qualifications**

Provide a detailed overview of Vendor's experience within the last five (5) years, including at a minimum, information about:

- History and experience of the Vendor providing the required System and services, and experience/qualifications of employees assigned to the project that is the subject of this RFI
- Primary products and abilities of Vendor

### **2.3 Money Transmission License**

Vendor must not have been fined by any state for not having a money transmission license in the past 24 months. Any such violations will be cause for disqualification. Vendor must provide a list any violations in the past 24 months.

### **2.4 Organizational Chart and Project Staffing**

Provide an organizational chart that indicates the Vendor's overall organization as it pertains to the proposed services.

### **2.5 Staff Experience and Qualifications**

Vendor shall provide summaries or resumes of experience and qualifications of key personnel who will be assigned to the project in the event of award, including a description of anticipated roles in the project. Resume/summaries must clearly indicate skills commensurate with the technical and professional requirements of this RFI.

### **2.6 Financial Stability**

Provide audited financial statements with independent auditors' report for the past three (3) fiscal years.

If Vendor has not had an audit conducted within the past three (3) fiscal years, Vendor shall provide the following unaudited financial statements for the last three (3) fiscal years:

- Statement of Financial Position (Balance Sheet);
- Statement of Activities (Income Statement);

- Statement of Cash Flows.

## **2.7 References for Inmate Telephone Services**

Provide at least three (3) reference accounts that the CCNO may contact to verify the Bidder's level and reliability of inmate telephone services. References should be comparable in size and configuration to CCNO's, or larger, where the inmate telephone System and installed area are of the same or similar configuration as proposed under this RFI. For each reference, the Vendor must be the current prime contractor, and not a subcontractor. Contact information for each reference should include the customer/facility name, a contact person's name, title, telephone number, email address, and a description of the services provided. The references should be for different customers. If multiple references are provided for the same customer it will only be considered as one reference.

## **2.8 References for Data Analysis Services**

Provide at least three (3) reference accounts that the CCNO may contact to verify the Vendor's level and reliability of data analysis services. References should be comparable in size to CCNO, or larger, where data analysis services are provided of the same or similar configuration as proposed under this RFI. For each reference, the Vendor must be the current prime contractor, and not a subcontractor. Contact information for each reference should include the customer/facility name, a contact person's name, title, telephone number, email address, and a description of the services provided. The references should be for different customers. If multiple references are provided for the same customer it will only be considered as one reference.

## **2.9 References for Video Visitation Services**

Provide at least three (3) reference accounts that the CCNO may contact to verify the Vendor's level and reliability of video visitation services. References should be comparable in size to CCNO, or larger, where the video visitation System installed is of the same or similar configuration as proposed under this RFI. For each reference, the Vendor must be the current prime contractor, and not a subcontractor. Contact information for each reference should include the customer/facility name, a contact person's name, title, telephone number, email address, and a description of the services provided. The references should be for different customers. If multiple references are provided for the same customer it will only be considered as one reference.

## **2.10 References for Wireless Tablets Services**

Provide at least three (3) reference accounts that the CCNO may contact to verify the Vendor's level and reliability of wireless tablets services. References should be of the same or similar configuration as proposed under this RFI. For each reference, the Vendor must be the current prime contractor, and not a subcontractor. Contact information for each reference should include the customer/facility name, a contact person's name, title, telephone number, email address, and a description of the services provided. If multiple references are provided for the same customer it will only be considered as one reference.



## **2.11 References for Payment Services**

Provide at least three (3) reference accounts that the CCNO may contact to verify the Vendor's level and reliability of payment services. References should be of the same or similar configuration as proposed under this RFI. For each reference, the Vendor must be the current prime contractor, and not a subcontractor. Contact information for each reference should include the customer/facility name, a contact person's name, title, telephone number, email address, and a description of the services provided. The references should be for different customers. If multiple references are provided for the same customer it will only be considered as one reference.

### **3 MAINTENANCE AND SUPPORT COMMITMENT**

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The awarded Vendor shall maintain sole and absolute responsibility for the maintenance and service of the proposed Systems at no cost to CCNO.

Please provide the details of the maintenance and support that will be provided for the services and equipment.

## **4 IMPLEMENTATION**

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The awarded Vendor shall provide and be responsible for the installation of all equipment and any necessary cabling related to the required services at no cost to the CCNO. Installation of the System shall be at the awarded Vendor's expense, as will removal of same upon cancellation or completion of the contract. The Vendor shall be totally responsible for all equipment and services.

### **4.1 Risk of Loss**

The risk of loss and/or damage of Vendor's equipment will be fully assumed by the Vendor during shipment, unloading and installation.

### **4.2 Delivery and Unloading**

The Vendor must provide transportation to and unloading of equipment at CCNO's designated location. CCNO will not be liable for any charges related to packaging, delivery, or storage of equipment or materials required for proper implementation of the required services. All packing crates, boxes, paper, packing materials, and all other such extraneous material shall be removed from the premises by the Vendor at his/her expense after installation.

### **4.3 Implementation Plan**

Vendors must submit with proposal a detailed implementation plan that indicates the time and activities required for installation, utility coordination, training, cut-over and testing. The System must be installed in a manner and under a time-frame designed to minimize disruption of the normal functioning of CCNO facilities and security concerns. Any delay in Vendor's implementation schedule that is caused by CCNO personnel will increase the Vendor's time allowed to cut-over by the length of such delay.

### **4.4 Training**

At no additional cost to CCNO, hands-on training is to be provided on-site for all CCNO personnel authorized to access the telephone System. At no charge, the Vendor must provide, upon, completion of training, one (1) set of appropriate documentation per installed facility. Describe, in the proposal, the training program for CCNO staff, including a description of topics covered and any applicable documentation or training aids.

### **4.5 System Acceptance**

System acceptance shall be determined by a consecutive thirty (30) day period during which the System must function "error free". The Vendor must work with the CCNO to determine the actual definition of "error free" operation.

## **5 SPECIFICATIONS – INMATE TELEPHONE SYSTEMS**

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### **5.1 Scope of Work – Inmate Telephone Systems**

The purpose of this procurement is to make available to the designated inmate population access to telephones during certain hours of the day. Inmate access to telephones is to be supervised and monitored by CCNO staff. The System furnished shall be of advanced technology with state-of-the-art equipment provided.

Vendor must own the product solutions as an integrated package. Vendor must confirm that product solutions are part of an integrated solution owned by Vendor.

Provide a revenue sharing proposal. List and explain the revenues that the CCNO will receive in connection with the use of the system. Quote all commissions as a percentage of gross revenue. List any other revenues that are associated with the system.

List and explain charges that will be incurred by inmates when using the telephone system.

Describe any signing commissions that are proposed.

Provide basis for costing adjustments on subsequent years in contract or for potential future contract extensions.

Provide pricing for replacement, repairs, technical support, disaster avoidance, recovery solutions, upgrades and patches, and any additional items relevant to maintaining the proposed tablets and related hardware/equipment.

Provide a description of the equipment and products that you are offering to CCNO.

## 5.2 Facilities and Telephones

The locations and number of telephones initially required are listed below, but may need to be adjusted during the course of the contract to accommodate significant changes in inmate population. Vendor must agree to adjust the number of inmate telephones or to relocate existing telephones as needed at no cost to the CCNO.

### FACILITY LIST AND NUMBER OF TELEPHONES REQUIRED

Unit	Inmate Phones
B Medium	2
C Medium	3
DF Maximum	2
DF Medium	2
DM Medium	2
EA Max - Med	2
ED Maximum	1 (Security phone with no handset)
EM Maximum	2
G Medical*	2 (1 wall phone & 1 portable)
Intake	2
J1 Minimum	4
J2 Minimum	4
K1 Minimum	4
K2 Minimum	4
L1 Minimum	4
M1 Main	3
M1 North	1
M1 South	1
M2 Main	3
M2 North	1
M2 South	1
<b>Total</b>	<b>50</b>

## **6 SPECIFICATIONS – DATA ANALYSIS SYSTEM**

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The purpose is to install a data analysis System that will aid CCNO investigators in analyzing data from multiple sources (e.g. phone calls, visitations, deposits) to create actionable intelligence. Vendor shall provide initial and ongoing training to CCNO staff in how to use the System to aid investigations.

Vendor must provide an integrated package that displays all data to include Vendor data, and 3<sup>rd</sup> party, as well as facility and other source data in a single tool.

This section of the requested information shall contain the Vendor's details on the billing rates and commission.

Provide a description of the equipment and products that you are offering to CCNO.

## **7 SPECIFICATIONS – VIDEO VISITATION SYSTEM**

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### **7.1 Scope of Work – Video Visitation System**

The purpose of this requirement is to install a video visitation System (VVS) that allows inmates to access terminals inside the inmate living areas for video and audio visitation with a visitor, either locally at the facility or remotely over Internet connections. CCNO is seeking a visitation management system that will streamline the visitation process including scheduling, check-in, visitor verification, and tracking of all types of visitations, and that will be secure in its operation.

Provide a revenue sharing proposal. List and explain the revenues that the CCNO will receive in connection with the use of the system. Quote all commissions as a percentage of gross revenue. List any other revenues that are associated with the system.

List and explain charges that will be incurred by inmates when using the visitation system.

Describe any signing commissions that are proposed.

Provide basis for costing adjustments on subsequent years in contract or for potential future contract extensions.

Provide pricing for replacement, repairs, technical support, disaster avoidance, recovery solutions, upgrades and patches, and any additional items relevant to maintaining the proposed tablets and related hardware/equipment.

Provide a description of the equipment and products that you are offering to CCNO.

## 7.2 Facilities and Stations

The locations and number of facility visitation stations initially required are listed below, but may need to be adjusted during the course of the contract to accommodate significant changes in inmate population and/or visitation demand.

### FACILITY LIST AND NUMBER OF STATIONS REQUIRED

Unit	Video Visitation	
B Medium	1	
C Medium	2	
DF Maximum*	2	*1 up, 1 down
DF Medium	1	
DM Medium	1	
EA Max - Med	1	
EM Maximum	1	
G Medical**	1	**Video visit unit is portable
J1 Minimum	2	
J2 Minimum	2	
K1 Minimum	2	
K2 Minimum	2	
L1 Minimum	2	
M1 Main	2	
M1 North	1	
M1 South	1	
M2 Main	2	
M2 North	1	
M2 South	1	
Visitation	2	
Lobby	3	
Total	33	

## 7.3 Video Visitation System Requirements

- 7.3.1 Provide all labor, equipment, materials, software, installation, configuration (hardware, software and networking), documentation, testing, and training of the VVS as required herein.
- 7.3.2 VVS shall be an Internet Protocol (IP) based System. All video and audio streams between the stations shall be transmitted over TCP/IP/Ethernet. Systems that utilize analog audio/video matrix switching devices are not acceptable.



## 8 SPECIFICATIONS – WIRELESS TABLETS SYSTEM

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The purpose of this requirement is to install a secure wireless System that allows inmates to use a secure tablet device, analogous to commercial tablets but with security and survivability features specialized for corrections environments. The wireless tablets must access a secure, private Wi-Fi network within facilities and make use of applications including:

- Phone calling/Video Visitation
- Educational and self-improvement programs
- Inmate email
- Facility Information distribution
- Automated Information System
- Inmate recreation (music, games, e-books)
- Online commissary ordering
- Electronic submission and tracking of requests and grievances

The ratio of tablets wanted is 1:4 for inmates based on 628 inmates.

It is preferable that Vendor owns the product solutions as an integrated package. Third party interfaces may be disqualified. Vendor must confirm which product solutions are part of an integrated solution owned by Vendor and which are not.

Provide a revenue sharing proposal. List and explain the revenues that the CCNO will receive in connection with the use of the system. Quote all commissions as a percentage of gross revenue. List any other revenues that are associated with the system.

List and explain charges that will be incurred by inmates when using the tablet.

Describe any signing commissions that are proposed.

Provide basis for costing adjustments on subsequent years in contract of for potential future contract extensions.

Provide pricing for replacement, repairs, technical support, disaster avoidance, recovery solutions, upgrades and patches, and any additional items relevant to maintaining the proposed tablets and related hardware/equipment.

Provide a description of the equipment and products that you are offering to CCNO.

## **9 SPECIFICATIONS – PAYMENT SERVICES, KIOSKS**

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CCNO is seeking a qualified Vendor to develop a comprehensive automated payment services System. The payment services System will allow payments to be paid via point of service kiosks and counter-top terminals, an IVR automated phone payment services, or via the internet. This proposal includes inmate deposit services. The goal is to eliminate manual payment processing and cash handling by the staff of CCNO to increase efficiency and reduce costs to CCNO. This automated payment System will also increase convenience for payers and improve transaction volumes.

CCNO is seeing the optimal money transaction System with emphasis on 1) ease-of-use, and 2) low service charge to the inmate/family/friends/payers for depositing funds into inmate trust accounts or other types of government fees, fines, or charges. Transaction services must be available in designated pre-booking and public lobby areas as well as being offered by phone or through the internet.

This section of the requested information shall contain the Vendor's details on the billing rates and commission.

Provide a description of the equipment and products that you are offering to CCNO.