



#2021-07
REQUEST FOR PROPOSALS
INMATE TELEPHONE SERVICE
PUBLIC PAY TELEPHONE SERVICES
COUNTY OF ROCK
JANESVILLE, WISCONSIN

Proposals due in Rock County Purchasing Division by:
November 10, 2020 – 12:00 Noon (Local time)

Proposals received after this date and time shall be rejected.

Proposals must remain in effect the life of the contract.

Address Proposal to: Jodi Millis, Purchasing Manager
Rock County Courthouse
Purchasing Division
51 S. Main Street
Janesville WI. 53545

*****MARK SEALED ENVELOPE: #2021-07 INMATE TELEPHONE SERVICES**

Rock County is soliciting sealed Proposals for Inmate Telephone Service for the Rock County Jail and Public Pay Telephone Service for several Rock County facilities.

The resulting contract shall commence at signing/award and will terminate on December 31, 2025, with an option to renew for an additional three-year period, January 1, 2026, through December 31, 2028.

RIGHT WITH RESPECT TO PROPOSAL SUBMITTALS

Rock County reserves the right to accept or reject any or all proposals; to waive any technicality or error in any proposals or part therein, and to accept the same or combinations, in whole or in part, whichever is deemed to be in the best interest of Rock County.

The County further reserves the right, without prior notice, to supplement, amend or otherwise modify this RFP or otherwise request additional information from any and or all respondents. By submitting a proposal, the consultant thereby agrees that the County's decision concerning any submittal in any respect is final, binding and conclusive upon it for all purposes, and acknowledges that the County in its sole and unqualified discretion may waive or deviate from the procedures and/or time table outlined.

Contracts are awarded to the highest ranked, most qualified, responsible and responsive Proposer on the basis of the Qualifications and Cost Proposal and full consideration of any or all alternatives, as may be in the best interest of Rock County. In determining the award of contract, Rock County shall consider the scope of the work involved, timeliness of delivery, competency of Proposer, Proposer's ability to render satisfactory service, and past performance. If two or more Proposers submit identical Proposals, Rock County shall make award to Proposer of its choice and such decision will be final.

RESPONSE SUBMISSION

Selection of the vendor shall be the responsibility of Rock County. The County reserves the right to select one or more respondents that appear best qualified to provide the services desired and then invite those respondents to appear at a designated time and place for an oral presentations and/or interviews. The recommendation award shall be based upon the submission that represents the most advantageous overall response for Rock County, all factors considered. In this regard, Rock County reserves the right to accept other than the lowest cost proposal and to reject any or all submittals under this RFP, if deemed in the best interest of the County.

SITE TOUR

Interested parties may schedule a tour of the Rock County Jail and Sheriff's Office by contacting Captain Kimberly Litsheim at 608-757-7907.

INSTRUCTIONS FOR PROPOSAL

The proposer is required to submit **five (5) copies (one original marked as such and four copies)** of their proposal in a sealed envelope marked RFP #2021-07 to Jodi Millis, Purchasing Division, 51 South Main, Janesville, WI 53545. All proposals must be received by **12:00 noon (local time), November 10, 2020.** Any proposal submitted after this date and time will be rejected. No faxed or electronic Proposals will be accepted.

Vendors are responsible for ensuring that the above office receives their proposal before the deadline. Proposal "packets" must be clearly labeled with vendor name, return address, proposal title, date and the name of the vendor's primary contact for proposal questions.

Proposals shall be signed with name typed below signature. Where Proposer is a corporation, Proposal must be signed with the legal name of the Corporation followed by the legal signature of an officer authorized to bind the Corporation to contract.

INQUIRIES

All questions concerning this Request for Proposal must be submitted **in writing** to Jodi Millis. Questions must be received by **12:00 noon (local time), October 15, 2020**. Questions received after this date and time will not be answered. Questions may be e-mailed to jodi.millis@co.rock.wi.us.

No verbal explanation or instructions will be given in regard to the meaning of the drawings or specifications during the proposal period. Vendors shall bring inadequacies, omissions or conflicts to Rock County's attention in writing by the question cut-off date and time. If necessary, answers to questions will be provided to all specification holders in the form of an addendum. Addendum shall include a list of each question received and Rock County's response.

ADDENDA

All changes in or interpretations of the specifications prior to Proposal due date shall be made by written addenda issued by the Owner to each recipient of the specifications on record. All addenda will be issued no later than 72 hours prior to Proposal due date and time. All addenda or notice of addenda shall be posted on Rock County's website, www.co.rock.wi.us.

PROJECTED TIMETABLE

Issue Request for Proposal	10/02/2020
Questions Due	10/15/2020 -12 noon
Addenda Issued by	10/27/2020 – 5:00 p.m.
Proposals Due	11/10/2020 – 12 noon
Evaluation of Proposals	11/10/2020 – 12/07/2020
Governing Committee Approval	12/07/2020
County Board Approval	12/17/2020
Contract Execution	As soon as possible after award

After all Proposals have been reviewed, a recommendation shall be made to the appropriate County governing committee. Approval by the Rock County Board of Supervisors may be required prior to Award of Contract. Respondents not involved in the final selection process shall be notified in writing. The above schedule is for informational purposes only and is in no way binding upon Rock County

VENDOR SUPPLIED DOCUMENTATION AND MATERIALS

All vendor-supplied materials, including the vendor's proposal, become the property of Rock County. We will work with vendors to meet their confidentiality requirements, provided that they are within reason. All vendor confidential material must have each page clearly marked as confidential. Rock County's determination to treat matters as public or confidential under the Wisconsin Open Records Law shall be final.

PROPOSAL AND PRESENTATION COSTS

Rock County shall not be liable in any way for any costs incurred by the offerors in the presentation of their proposal in response to this Request for Proposal nor for the presentation of their proposal and/or participation in any discussions or negotiations.

COMPLIANCE WITH THE REQUEST FOR PROPOSAL

Proposals submitted must be in strict compliance with the Request for Proposal. Failure to comply with all provisions on the RFP may result in disqualification. The County reserves the right to reject any and all submittals or to waive minor defects or irregularities in the submittal. The County further reserves the right, without prior notice, to supplement, amend or otherwise modify this RFP or otherwise request additional information from any and or all respondents. By submitting a proposal, the consultant thereby agrees that the County's decision concerning any submittal in any respect is final, binding and conclusive upon it for all purposes, and acknowledges that the County in its sole and unqualified discretion may waive or deviate from the procedures and/or time table outlined.

IMPLIED REQUIREMENTS

Products and services that are not specifically addressed in this Request for Proposal, but which are necessary to provide functional capabilities proposed by the offeror, must be included in the proposal.

REQUEST FOR CLARIFICATION

All requests by Rock County for clarification of proposals shall be in writing. Such requests shall not alter the offeror's pricing information contained in its cost proposal.

PROOF OF COMPETENCY OF PROPOSER

Any Proposer may be required to furnish evidence satisfactory to Rock County that the Proposer and proposed subcontractors have sufficient means, expertise, financial ability, and experience in the types of work proposed to assure completion of the Contract in a satisfactory manner.

MODIFICATION AND WITHDRAWAL

Proposals may not be modified after submittal. Proposers may withdraw their Proposal at any time before Proposal due date and time, but may not resubmit them. No Proposal may be withdrawn or modified after opening except where the award of Contracts has been delayed for more than 45 days from the due date.

DISQUALIFICATION

Rock County reserves the right to disqualify Proposals, before and after opening upon evidence of collusion with the intent to defraud or other illegal practices upon the part of the Proposer.

EVALUATION OF PROPOSAL AND AWARD

Award of the contract shall be made to the responsible vendor whose Proposal is determined to be the highest evaluated offer resulting from review of written proposals, taking into consideration the relative importance of the commission percentage and other factors as listed below:

25%	<ul style="list-style-type: none"> • Qualifications • Experience • References with other institutions similar in size to Rock County. • Ability to service Rock County as required.
10%	<ul style="list-style-type: none"> • Proposed commission paid to Rock County. Said commission rate is not considered to be a driving source of this decision. Rock County values an inmate's ability to connect with their family at a reasonable rate. • Commission is to be based on gross revenue, which is defined as revenue on all local and long distance calls originating from all coin and non-coin telephones including calls for which payment cannot be collected from Rock County. • Rock County will not entertain proposals from vendors offering just one telephone service (local calls only or long distance calls only).
55%	<ul style="list-style-type: none"> • Support, service and added services provided for Rock County. • Examples: Increased tablet access to provide education and rehabilitation opportunities, law library, criminal investigative function, report generation and call blocking.
10%	<ul style="list-style-type: none"> • Proposed product meets Rock County needs and requirements as well as future needs through enhancements and upgrades.

CRITERIA FOR PROPOSAL EVALUATION

Proposals shall be evaluated using the following comprehensive set of criteria:

- Has all requested information been provided?
- Is vendor's participation and responsibility clearly defined?
- Is Rock County's participation and responsibility clearly defined?
- What are vendor's service hours?
- What is the vendor's response time?
- Has vendor addressed previous experience in providing this type of service or equipment?
- Are the proposed equipment, accessories and services responsive to Rock County needs?
- Does the proposed equipment have a solid track record for this type of use?
- Has the proposal addressed the type of support and repair service available?
- Have installation procedures been defined?
- Any other criteria that becomes relevant during review process.

AGREEMENT DEVELOPMENT

Rock County reserves the right to negotiate with one or more offerors.

AWARD

Award shall not be made to any Proposer in default of a Contract with Rock County, or to any Proposer having as its agent or employee, any individual previously in default or guilty of misrepresentation.

CONTRACT REQUIREMENTS

CONTRACT

The documents that will form the contract include the "Request for Proposal", any attachments or addendum and the successful respondent's "Proposal".

CONTRACT TERM

The resulting contract shall commence at signing/award and will terminate on December 31, 2025, with an option to renew for an additional three-year period, January 1, 2026, through December 31, 2028.

TERMINATION FOR DEFAULT

The contract may be terminated by Rock County, in whole or in part, in writing, whenever the County determines that the Contractor has failed to meet performance requirements of the Contract.

If either party of this contract refuses, fails or becomes unable to perform or observe any of the terms or conditions of this agreement for any reason, the party claiming such failure shall give the other part a written notice of such breach. If, within thirty days from such notice, the failure has not been corrected, the injured party may cancel the agreement effective ten days after the end of the said thirty-day period.

Rock County reserves the right to terminate the contract immediately in the event that the County uncovers any intentional breach of security. The County will seek to terminate the contract with 30-days written notice for "Failure to Cure" any of the following "material breaches" of the contract:

- Response time is not within prescribed times.
- There is no block of incoming calls.
- Vendor does not cooperate with the County on tracking of calls.
- The phone is not constructed to withstand the abuse of a public setting, especially in the Jail.
- The system has an inappropriate amount of down time.

Rock County reserves the right to enforce the performance of this contract in any manner prescribed by law or deemed to be in the best interest of the County in the event of breach or default of resulting contract award.

TERMINATION FOR CONVENIENCE

Rock County reserves the right to terminate the Contract, in whole or in part, by giving the Contractor written notice of at least thirty (30) days prior to the effective date of the termination. Upon receipt of termination from Rock County, the Contractor shall only provide those services specifically approved or directed by Rock County. All other rights and duties of the parties under the Contract shall continue during such notice period.

CANCELLATION

Failure to maintain the required certificates of insurance, permits, licenses and bonds shall be cause for contract termination. If the Contractor fails to maintain and keep in force the required insurance, Rock County shall have the right to cancel and terminate the contract without notice.

Rock County reserves the right to cancel a purchasing contract in whole or in part without penalty due to the non-appropriation of funds or for failure of the contractor to comply with terms, conditions, and specifications of the contract. Any dispute arising as to quality and quantity is subject to arbitration as provided in Chapter 788, Wisconsin Statutes.

FORCE MAJEURE

Neither party to this agreement shall be liable to the other for any cost or damages if the failure to perform the Contract arises out of causes beyond the control and without the fault or negligence of the parties. Such causes may include, but are not restricted to, acts of God, fires, quarantine restriction, strikes and freight embargoes. In all cases, the failure to perform must be totally beyond the control and without fault or negligence of the party.

NON-DISCRIMINATION

In connection with the performance of work under this contract, the contractor agrees not to discriminate against any employee or applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability as defined in s.51.01 (5)(a), sexual orientation, national origin, or military service as defined in §111.355(1), Wis. Stats. This provision shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor further agrees to take affirmative action to ensure equal employment opportunities. The contractor agrees to post in conspicuous places, available for employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of the non-discrimination clause (Wisconsin Statutes S.16.765 (2)).

INDEMNIFICATION

The contractor shall act as an independent contractor and not as an employee of Rock County. The contractor to perform services for Rock County shall indemnify, hold harmless, and defend Rock County, its officers, agents, and employees from any and all liability including claims, demands, losses, costs, damages and expenses of any kind and description or damage to person or property arising out of or in connection with or occurring during the course of any agreement between the contractor and Rock County where such liability is founded upon or grows out of the acts, omissions, negligence or misconduct of any agents or employees of the contractor.

INSURANCE REQUIREMENTS

The Contractor further agrees that in order to protect itself and County it will at all times during the term of this agreement keep in force and effect worker's compensation, comprehensive general, and auto liability insurance policies by a company or companies authorized to do business in Wisconsin with limits of:

Personal and bodily injury	Per person	\$1,000,000
	Per accident	\$2,000,000
Property damage:	Each Occurrence	\$500,000
	Aggregate	\$500,000

Coverage shall apply as primary with County named as an **additional, named insured.** Contractor shall furnish satisfactory proof of insurance to County prior to the date of Contract Execution, or commencing work for the County.

PERMITS, LICENSES AND FEES

The selected contractor shall be responsible for obtaining all permits, licenses, certifications etc. required by Federal, State, County and Municipal laws, regulations, codes and ordinance for the performance of the work required in these specifications and to conform with the requirements of said legislation.

PATENT FEES, ROYALTIES AND LICENSES

If the selected contractor requires or desires to use any design, trademark, device, material or process covered by letters of patents or copyright, the selected contractor and his surety shall indemnify and hold harmless the County from any and all claims for infringement by reason of the use of such. The successful contractor further agrees to indemnify Rock County from any costs, expenses, royalty or damage which the County may be obligated to pay by reason of any infringement at any time during the prosecution of or after completion of the contract.

PUBLIC ENTITIES CRIMES

A person or affiliate that has been convicted of a public entity crime is not allowed to submit a Proposal for this contract.

PUBLIC RELATIONS IMAGE

Selected contractor's personnel shall at all times handle complaints and any public contact with due regard to the County's relationship with the public. Any personnel in the employ of the selected contractor involved in the execution of work that is deemed to be conducting themselves in an unacceptable manner shall be removed from the contract at the request of Rock County.

PUBLICITY RELEASES

Contractor agrees not to refer to award of this contract in commercial advertising in such a manner as to state or imply that the products or services provided are endorsed or preferred by Rock County. The contractor shall not have the right to include the County's name in its published list of customers without prior approval of Rock County. The contractor further agrees not to publish or cite in any form, any comments or quotes from County staff.

ASSIGNMENT & SUBCONTRACTING

The selected Contractor shall not be permitted to sublet, sell, transfer, assign or otherwise dispose of the contract or any portion therein, or its right, title or interest in, to any person, firm or corporation without the written consent of Rock County.

CONTRACTOR'S RELATIONSHIP TO ROCK COUNTY

It is expressly agreed and understood that the successful contractor is in all respects an Independent Contractor as to the work, and the contractor is in no respect an agent, servant or employee of Rock County. The contract shall specify the work to be done by the contractor, but the method utilized to accomplish the work shall be the responsibility of the contractor.

DEFICIENCIES

In the event that Rock County determines that there are deficiencies in the service work provided by the contractor under the contract, Rock County shall notify the contractor in writing as to the precise nature of any such deficiencies. Within ten (10) working days of receipt of such notice, contractor shall take responsible steps to correct any deficiencies.

WORK CHANGES

Rock County reserves the right to order work changes in the nature of additions, deletions or modifications without invalidating the Contract.

COMPLIANCE WITH LAWS

The Contractor shall give all notices required by and shall otherwise comply with all applicable laws, ordinances and codes and shall, at his own expense, secure and pay the fees and charges for all permits required for the performance of the contract. All materials furnished and work done is to comply with all local, state and federal laws and regulations.

The contract shall be governed and construed according to the laws of the State of Wisconsin and be performable in Rock County.

WORK SITE DAMAGE

Any damage, including damage to finished surfaces, resulting from the performance of this contract shall be repaired to Rock County's satisfaction at the Contractor's expense.

RECORDS

The Contractor shall maintain accurate and complete records. All books and records pertaining to the performance of the contract shall be made available at any time during the contract and for three years following the expiration of said contract to the Rock County Finance Department, Purchasing Department or any independent auditing firm acting at the direction of Rock County.

SPECIFICATIONS

ITEMS TO BE INCLUDED WITH PROPOSAL AND CONSIDERED PART OF PROPOSAL

These documents are to be completed and submitted with Proposal. Failure to provide all information may result in disqualification of Proposal.

A. SUBMITTAL

1. Cost Submittal and Rates

- a. The Cost Proposal shall contain the commission percentage on gross revenue that Rock County will receive.
- b. Payments must be received within 20 days after last day of the billing month.
- c. Such commissions shall be paid on a monthly basis throughout the life of the contract.
- d. Management reports shall be submitted with the commission payments.
- e. These reports shall include at a minimum the following information:
 - The public telephone number from which the call originated.
 - Inmate PIN.
 - The public telephone location.
 - The period covered (e.g. January 1, 2020 through January 31, 2020).
 - The duration of total calls made for the reporting period.
 - Local calls, cash and non-cash, billed to the public telephone.
 - Long distance calls, cash and non-cash, billed to the public telephone.
 - Total billing to each telephone.
 - Commission rate.
 - Compensation paid.

2. Company Information

- a. Company Name
- b. Home Office Address
- c. Nearest Office to Rock County
- d. Contact Person name, phone number, e-mail address
- e. Number of years' experience
- f. Normal business days and working hours

3. Staff Qualifications, Experience, Credentials

- a. Proposer shall supply information referencing:
 - Organization's qualifications and experience
 - Qualifications and experience of staff that will be assigned to Rock County's account

4. References

- a. Proposer shall supply a list of at least five references of similar projects at similar sized counties that offer similar services. References must include:
 - Name, address, e-mail address and telephone number of contracting agency and a contact person that may be contacted to verify all data.
 - Dates of contracts.
 - A brief, written description of the specific services performed under contract.
 - List of any contracts that have been canceled and reason.
 - A complete client list for pay phone services shall also be included.

5. Financial Statement

- a. Proposers shall submit recently audited financial statements with their proposal.
- b. Financial statements should be enclosed in a separate envelope.

6. Minimum Standards for Responsible Prospective Proposers

- a. A prospective Proposer must affirmatively demonstrate their responsibility and must meet the following requirements:
 - Must have adequate financial resources or the ability to obtain such resources as required.
 - Must be able to comply with the required or proposed delivery schedule.
 - Must have a satisfactory record of performance.
 - Must have a satisfactory record of integrity and ethics.
 - Must be otherwise qualified and eligible to receive award of contract.
- b. Rock County may request representation and other information sufficient to determine Proposer's ability to meet these minimum standards listed above.

7. Additional Items

- a. Copy of all rates and surcharges that the vendor will be charging the end user. These charges shall not exceed FCC or PSC authorized rates for long distance, station-to-station or person-to-person calls.
- b. Sample copies of all management, transaction and financial reports available to Rock County with a description of the format and cycle.
- c. System features list with feature capacities such as the quantity of phone numbers that can be programmed into the system.
- d. Provide the hearing disabled device, both video and teletype capabilities, to communicate with.
- e. Sample contract with proposed rates. *Inmates are allowed one free video visit per week.*
- f. A migration schedule to demonstrate vendors' plans to migrate all current services to new services without interruption and how accounting of revenue will be controlled to insure maximum commission during transition.
- g. Description of what support services will be provided, as well as any additional services that the vendor will provide.
- h. Information referencing the on-site equipment that will be utilized.

B. PUBLIC TELEPHONES

1. The successful vendor shall be expected to cooperate and coordinate with the present public pay telephone system provider so that the vendor shall install its phone system as the present provider removes their phone system.
2. Fraudulent usage or expenses related to the fraudulent use of the public pay telephone system shall be the sole responsibility of the contracted vendor.
3. Rock County Public Telephones. All telephones are in Area Code 608.
4. Currently the following public telephones exist, utilizing individual lines and will be required as a minimum by the contracted phone vendor:
 - a. Rock County Jail, 200 East US Highway 14, Janesville WI
 - 47 secured area coinless telephones
 - 1 coin public telephone
 - b. Rock County Juvenile Detention Facility, 210 East US Highway 14, Janesville WI
 - 1 coin operated public
 - c. Miscellaneous County Facility Telephones
 - Janesville Courthouse, 51 South Main Street, Janesville WI
5 coin operated public telephones
 - Health Care Center, 3530 North County Highway F, Janesville WI
1 coin operated public telephone
 - 4-H Fairgrounds, 1301 Craig Avenue, Janesville WI
1 coin operated public telephones
 - Job Center, 1900 Center Avenue, Janesville, WI
1 coin operated public telephone
 - Sportsman's Park, 3333 North US Highway 51, Janesville WI
1 coin operated public telephone

C. Operating Guidelines

1. Rock County accepts the Products (defined below) subject to the terms and conditions contained in the Agreement.
2. Rock County hereby acknowledge that the distribution and sale of the Products have been and are subject to certain rules and regulations (collectively "Regulations"), including regulations established by the Office of the Comptroller of the Currency (OCC), the United States Office of the Treasury Office of Foreign Assets Control (OFAC), as well as the relevant provisions of the Patriot Act and the Bank Secrecy Act, and Rock County agrees to comply with such Regulations.
3. Rock County and Vendor both agree with the relevant Regulations described herein.
4. Rock County agrees to cooperate with Vendor to the extent necessary to ensure continued compliance with such Regulations.
5. Such cooperation shall include; but is not limited to, access to the data necessary for Vendor and/or its banking sponsor to identify all parties related to cash, credit card, inmate trust or other related transactions related to revenue from sales of prepaid services, trust and/or bail, and revenue being defined as the net of sale price after applicable sales tax, regulatory and compliance surcharges.
6. Rock County agrees to help Vendor and/or its banking sponsor to the best of its ability obtain proper identification information on all cardholders when required, screen all cardholders against the OFAC SDN list and to sufficiently monitor card loading and distribution activities.
7. The parties agree to abide by these Regulations and acknowledge that such Regulations are subject to change, and should a material change to these Regulations occur, Vendor agrees to notify Rock County of such change.
8. Vendor shall be responsible for ensuring that the Products and the use thereof are compliant with all applicable rules and regulations.
9. Products shall include the following:
 - a. Inmate Communication Services
 - b. Kiosk Products
 - c. Visitation Products (video stations and tablets)
 - d. Merchant and Cash Processing Services
 - e. Exit/Debit Card Program(s)
 - f. Ancillary Fee and Trust Processing
 - g. Facility Information System
 - h. Any and all other products marketed and/or distributed by Vendor for Rock County.

D. TECHNICAL SPECIFICATIONS

1. All information disclosed by Rock County to the vendor for the purpose of the work to be done or information that comes to the attention of the vendor during the course of performing such work, is to be kept strictly confidential.
2. Design, strength, quality of materials and workmanship must conform to the highest standards or engineering practices and/or professional services.
3. The telephones at the Rock County Jail must be detention strength design.
4. All telephone service (local and long distance), all telephones and wiring shall be supplied and installed by the vendor at its expense.
5. The County shall authorize the vendor to contract with the current vendor to arrange for removal of existing public telephones and the installation of necessary telephone lines and other related equipment, at the current vendor's option.
6. All public telephones, other equipment, fixtures and supplies furnished by the vendor shall remain the sole property of the vendor.
7. All equipment telephones, wiring, jacks, etc. will be the property and responsibility of the vendor.
8. Rock County shall not incur any charges for the installation or ongoing maintenance of the public telephone system.
9. The vendor must provide the commission rate based on billable revenue received, based on a five-year contract with Rock County. "Billable Revenues" are described as revenue on all local and long distance calls originating from all coin and non-coin telephones including calls for which payment cannot be collected.
10. Kiosk Stations
 - a. Kiosk Stations within the Rock County Jail (3) and Rock County Courthouse (1) will have ID scanning, photo taking capabilities and be able to handle increased traffic for visitation sign-up and scheduling.
 - b. The current Booking Room kiosk is set up for deposit only to immediately upload into the inmate's account.
 - c. Kiosk stations should accept cash, coin, debit/credit cards.

11. The Remote Automated Inmate Telephone System for the Jail shall have the following features:
- a. System must require the use of a PIN (personal identification number) to dial any outgoing calls.
 - b. PIN number will be designated by the Sheriff's Office.
 - c. System must be able to track calls either by inmate PIN or telephone number dialed.
 - d. System shall provide automated bilingual operator.
 - e. System shall also provide a hearing impaired communication device, both video and teletype capabilities.
 - f. System must be completely maintained by the vendor without intervention by the County (i.e. number blocking/unblocking, repairs and maintenance).
 - g. Vendor must provide for 24-hour personnel contact to report service problems.
 - h. Response time for repairs shall be within four hours between the hours of 6:00 a.m. and 10:00 p.m. daily.
 - i. The inmate telephone system will be programmed so as to limit the duration of calls as determined by the County.
 - j. All operator cutoff notices will be available in Spanish and English.
 - k. System shall automatically block all 800, 900 and live operator calls.
 - l. System shall automatically block all incoming calls.
 - m. System must have the ability to block 3rd party or 3-way calls.
 - n. All outgoing calls must be collect only for the Jail telephones.
 - o. System shall provide positive answer acceptance.
 - p. Successful vendor shall cooperate with a contact person from the County for tracking calls and provide the resulting reports within five working days of the request.
 - q. Telephones and video stations are to be wall-mounted and built to withstand the type of use that they will receive in a correctional facility.
 - r. The telephone to handset cord shall be no more than ten inches in length and shall be encased in a rubber housing tube.
 - s. The telephone shall have a steel lanyard inside of an armored cord to the handset.
 - t. The telephone shall be installed in steel housing with scratch resistant coating.
 - u. Rock County's current vendor allows jail inmates to call the local Public Defenders Office in Janesville, Wisconsin and Beloit, Wisconsin at no charge to the inmate or Rock County. These calls are available for a limited time (10:30 a.m. to 11:30 a.m.) on regular business days. The successful vendor must continue to offer this service at no charge to the inmate or Rock County.
 - v. Telephones for secured areas must be capable of advanced inmate telephone control management with conversation recording and monitoring.
 - w. Proposers may offer as an option, advance inmate telephone control with biometrics that provides fingerprint identification, digital image capture and hidden microphone.
 - x. The successful vendor may allow the sale of prepaid phone cards through the Jail's commissary provider.
 - y. Commission rates for phone cards will remain the same as if dialed direct.
 - z. The successful vendor must allow for direct prepayment through the inmate commissary vendor's kiosk system.

12. Video Stations within the Rock County Jail shall have the following features:
 - a. Vendor shall deliver, install, and enable the functionality of twenty-eight (28) vendor touchscreen video stations as described in the attached Exhibit A, with additional stations upon future expansion of the facility.
 - b. Vendor service shall include installation, data connectivity, service and maintenance.
 - c. Immediate lifetime upgrades.
 - d. Visitation recording storage (minimum 120 days in video format).
 - e. Touchscreen stations shall provide access to local and remote video visitation, law resources such as a law library, facility rulebook and PREA information, education, games, and secure Web content such as news and sports and any other pertinent information the Rock County deems necessary.
 - f. Vendor shall provide full facility training and support for the video stations.
 - g. Vendor shall provide a single integrated video visitation system with the inmate phone system.
 - h. Vendor shall provide an automated scheduling interface to alert an inmate that they have a visitor and to manually connect visits or reschedule visits when an inmate has changed locations.
 - i. Vendor shall provide an interface with the facility's Jail Management System (currently Spillman) to accurately facilitate visitation scheduling and inmate locations.
 - j. Vendor shall provide a platform to allow automated commissary ordering/reporting in conjunction with our current commissary provider.

13. Tablets within the Rock County Jail shall have the following features:
 - a. Tablets shall be designed with institutional grade protective casing.
 - b. Vendor shall provide charging capability for all tablets.
 - c. Each tablet shall provide access to local and remote video visitation, telephone communication, law resources such as a law library, facility rulebook and PREA information, education, games, and secure Web content such as news and sports and any other pertinent information the Rock County Jail deems necessary.
 - d. **This proposal requests costs associated per tablet. We currently have 45 tablets for inmate use. Proposals should include costs to supply one tablet per inmate. See Exhibit B for average daily population.**

14. Merchant & Cash Processing Services, Exit/Debit Card Program(s) and Ancillary Fee & Trust Processing
 - a. Vendor must have a real-time inmate prepaid sales, trust funds and bond/bail integration with the inmate accounting/commissary vendor at no charge.
 - b. Vendor shall provide public citizens the ability to deposit funds on inmate accounts using a wide-variety of deposit options, including by not limited to; web-based and kiosks (currently located in Sheriff's Office lobby and Courthouse).
 - c. Vendor shall provide a detailed prepaid sales report on a monthly basis reporting for a single calendar month.
 - d. Vendor's automated deposits shall integrate with Rock County's banking software.

15. Facility Information System

- a. Vendor shall provide Rock County access to a detailed reporting system to include, but not limited to, detailed call/text reporting, video visitation reporting, and inmate usage of provided services.
- b. Vendor shall interface with the facility's Jail Management System (JMS).

16. Any and all other products marketed and/or distributed by Vendor for Rock County.

17. Vendor shall provide installation of equipment deemed necessary as a result of future expansion of the facility.

AFFIDAVIT

The undersigned certifies that the proposed commissions contained in this Proposal have been carefully checked and are submitted as correct and final and if the proposal is accepted, agrees to furnish any and all equipment necessary to operate the above described public telephone system.

Rock County reserves the right to accept or reject any or all proposals; to waive any technicality or error in any proposals or part therein, and to accept the same or combinations, in whole or in part, whichever is deemed to be in the best interest of Rock County.

The County further reserves the right, without prior notice, to supplement, amend or otherwise modify this RFP or otherwise request additional information from any and or all respondents. By submitting a proposal, the consultant thereby agrees that the County's decision concerning any submittal in any respect is final, binding and conclusive upon it for all purposes, and acknowledges that the County in its sole and unqualified discretion may waive or deviate from the procedures and/or time table outlined.

Contracts are awarded to the highest ranked, most qualified, responsible and responsive Proposer on the basis of the Qualifications and Cost Proposal and full consideration of any or all alternatives, as may be in the best interest of Rock County. In determining the award of contract, Rock County shall consider the scope of the work involved, timeliness of delivery, competency of Proposer, Proposer's ability to render satisfactory service, and past performance. If two or more Proposers submit identical Proposals, Rock County shall make award to Proposer of its choice and such decision will be final.

All Proposers, by submission of their respective Proposal, agree to abide by the rules, regulations and procedures of Rock County.

Proposals shall be signed with name typed below signature. Where Proposer is a corporation, Proposal must be signed with the legal name of the Corporation followed by the legal signature of an officer authorized to bind the Corporation to contract.

Proposer affirms that they are duly authorized to execute this contract, that this company, corporation, firm, partnership or individual has not prepared this proposal in collusion with any other Proposer, and that the contents of this proposal as to commissions, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any other person engaged in this type of business prior to the official opening of this proposal.

PREPARED BY:

Signature

Date

Printed Name

COMPANY:

ADDRESS:

TELEPHONE:

E-MAIL:

EXHIBIT A

TOUCHSCREEN VIDEO STATION PLACEMENT

ROCK COUNTY, WISCONSIN

Public Visit Video Stations (4)

A-1 (1)

A-2 (1)

A-3 (1)

A-4 (1)

B-1 (1)

B-2 (1)

B-3 (1)

B-4 (1)

C-1 (1)

C-2 (1)

C-3 (1)

C-4 (1)

C-5 (1)

D-1 (1)

D-2 (1)

D-3 (1)

D-4 (1)

Medical (1)

E-West (1)

E-East (1)

E-North (1)

F-West (1)

F-East (1)

F-North (1)

EXHIBIT B

JAIL IN-HOUSE AVERAGE DAILY POPULATION

(Total Population Minus Electronic Monitoring)

	2015	2016	2017	2018	2019
January	382.07	405.52	403.94	414.07	427.71
February	394.46	415.55	420.14	415.67	416.14
March	402.71	412.90	403.77	419.19	411.71
April	419.17	403.23	392.73	424.94	407.63
May	443.26	411.11	416.22	412.71	429.48
June	434.46	387.77	428.26	412.97	415.63
July	446.04	412.78	405.10	438.93	424.81
August	449.04	415.06	408.46	427.16	428.65
September	448.00	416.13	431.03	412.66	424.73
October	442.87	420.94	421.29	423.23	400.58
November	413.67	403.70	412.67	415.74	397.40
December	395.64	389.07	403.52	394.58	391.58
Annual Avg. Daily Pop.	422.63	407.84	412.26	417.65	414.67

NOTE: On January 1, 2009, the DOC increased our rated capacity to 525.
In February of 2012, the DOC decreased our rated capacity to 505.