

LEGAL NOTICE
Advertisement for Request for Proposal
Comprehensive Inmate Technology Services Package
#2024-001
May 20, 2024

Notice is hereby given that sealed proposals will be accepted by the Flagler County Sheriff's Office for RFP 2024-001 for a Comprehensive Inmate Technology Services Package for the Sheriff Perry Hall Inmate Detention Facility.

Proposals are to be sealed and addressed to the Purchasing Agent with the proposal number and name marked on the outside of the envelope. Offerors shall forward an original and four (4) printed proposal copies and one (1) USB Thumb Drive containing an electronic copy of their proposal to the address shown below. Late proposals will be rejected as non-responsive. Proposals will be publicly opened and only the firm name will be read aloud at the time and date below. Proposals shall be opened in a manner that avoids disclosure of the contents to competing offerors and maintains the confidentiality of the proposals during negotiations. Proposals will be open for public inspection after the award of the contract, except for trade secrets and confidential information. Offerors are invited to attend the sealed proposal opening.

PROPOSAL NAME: Comprehensive Inmate Technology Services Package
PROPOSAL NO: 2024-001
DUE DATE/TIME: Monday, June 24, 2024
MAIL OR DELIVER TO: Flagler County Sheriff's Office
ATTN: Bill Cook, Purchasing Manager
61 EW Johnston Drive
Bunnell, FL, 32110

At a mutually agreeable date/time after June 24, 2024 and preferably before July 2, 2024, all proposers will be required to provide a demonstration of their system/equipment in person to an FCSO review committee.

Any questions relating to this RFP should be directed to Purchasing Manager, Bill Cook, via email bcook@flaglersheriff.com.

All interested firms are invited to submit a proposal in accordance with the terms and conditions stated in this RFP.

RESPONDENTS ARE STRONGLY ENCOURAGED TO CAREFULLY READ THE ENTIRE RFP.

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A.1: Facility Specifications

The Sheriff Perry Hall Inmate Detention Facility is located at 1002 Justice Lane Bunnell FL 32110

FACILITY SPECIFICATIONS	
Current Average Daily Population (ADP):	282
Number of Beds:	404
Telephone Call Time Limit (minutes):	30
Voicemail Messaging Time Limit (seconds):	N/A
Video Visitation Time Limit (minutes):	30
Hours of Availability for Inmate Telephones:	15
Hours of Availability for Booking Telephones:	24
# of Inmate Telephones Required:	Proposer to Recommend
# of Visitation Telephones Required:	Proposer to Recommend
Portable/Cordless Phones Required:	4
# TDD/VRS Devices Required:	2
# Inmate Video Visitation Kiosks:	Proposer to Recommend
# of General Public Video Visitation Stations#	Proposer to Recommend
# of Inmate Tablets:	Proposer to Recommend
# Tablet Charging Stations Required:	Proposed to Recommend
# Admin PC Workstations Required:	10
JAIL SYSTEMS INTERFACE POINT OF CONTACT DETAILS	
Jail Management System (JMS) Provider	Tyler (New World)
Commissary Provider	Trinity (Keefe)
Inmate Trust Fund (ITF)	Trinity (Keefe)

A. Scope of Work Overview:

The Flagler County Sheriff's Office (FCSO) is requesting proposals for a Comprehensive Inmate Technology Services Package composed of an Inmate Telephone System (ITS), Inmate Video Visitation System (VVS), Inmate Digital Postal Mail Scanning Systems (DPMS), Inmate Electronic Messaging System (EMS) and Inmate Tablet Program.

To ensure optimal performance and support, the Proposer **MUST** serve as the prime contractor and be held solely responsible for the delivery, operation and maintenance of **ALL** Inmate Technology Services proposed throughout the contract term. Proposals composed of Inmate Technology Services that rely on the use of subcontractors, third parties or affiliate vendors will **NOT** be accepted.

Additionally, to streamline facility operations and reduce facility staff burden, Proposer **MUST** provide, at no cost to the FCSO; a secure, single login web-based administrative platform that provides an unlimited number of authorized users with access to **ALL** administrative controls, reporting and investigative features/tools of the Proposer's ITS, VVS, DPMS, EMS and Inmate Tablet Program. The web-based administrative platform **MUST** meet the following minimum requirements:

1. Be readily accessible to authorized users via any PC with a modern browser and active Internet without the need to download additional software.
2. Must provide various manuals and automated tools to aid in the investigation or discovery of criminal activities by allowing investigators to easily check for any links between inmates and public individuals or other inmates using multi-path and multi-relation analysis.
3. Multi-path/multi-relation analysis must be capable of detecting an indirect relationship between two inmates through a public individual using a combination of phone calls, video visitation visits and electronic messages.

FCSO requests each proposer to submit a proposal for these Inmate Technology Services at no cost to FCSO. Proposals are to include all internal and external connectivity, hardware, software, on-site training, software upgrades, technical service, cloud-based or hosted server storage, technical support, and maintenance fees.

All equipment installed within Sheriff Perry Hall Inmate Detention Facility will remain the sole property of the Proposer. Any and all hardware, software, equipment, networking, cabling, etc. must be correctional grade and secure at all times.

All Inmate Technology Services **MUST** be bilingual (English and Spanish at minimum). Proposer shall list all other languages that are available.

B. Executive Summary:

Proposer shall provide an Executive Summary highlighting the firm's background and experience. The Executive Summary shall include:

1. The number of years in business, which includes the date the company was organized specifically for the purpose of providing the Inmate Technology Services requested.
2. Demonstrate firm's commitment to enhancing facility safety, security and efficiency through the development and launch of innovative technologies and services.
3. Professional qualification resumes for the individual(s) that will be involved in project installation, maintenance, and support.
4. List references with contact information for Florida Jails with firm's equipment/system in use.

C. Specifications/Scope of Work:

C.1 Specifications/Scope of Work – Inmate Telephone System (ITS):

1. **Proposer must provide, at no cost to FCSO, an ITS to the inmate population that processes collect, prepaid, pin debit and pre-approved free calls only. The ITS provided shall allow for a ratio of inmates to phones of no less than 4 to 1. The ITS provided must be state- of-the art phones employing, at minimum, voice recognition and PIN number user identification.**
2. **To streamline facility operations and reduce facility staff burden, Proposer’s ITS and all other required Inmate Technology Services must be administered by a single, web-based administrative platform as identified within the “A. Scope of Work Overview” section of this RFP.**
3. **The Proposed must provide, at no cost to the FCSO, inmate telephone stations composed of durable equipment suitable for jail environments.**
4. **Proposer must provide, at no cost to the FCSO, portable inmate phones to be used for inmates that are high risk and locked down. The portable phones must meet the same restrictions (time limit, blocked calls, etc.) placed on regular housing phones.**
5. **The ITS shall comply with the Americans with Disabilities Act (ADA) requirements including, but not limited to, providing telephones which are accessible to persons in wheelchairs and providing devices that are compatible with Telephone Devices for the Deaf (TDD) or Video Relay Services.**
6. **All inmate telephone devices must be FCC registered and the Proposer’s current FCC number must be provided as part of the proposal response.**
7. **The ITS must prevent (call block) to following numbers:**
 - a. 911
 - b. All 800 services
 - c. All 900 services
 - d. 411 numbers
 - e. Directory assistance
 - f. Local emergency numbers
8. **The ITS must not be capable of receiving incoming calls.**
9. **The ITS must be capable of identifying to FCSO which inmate is placing a call and which device/equipment the inmate is using. Additionally, the ITS shall provide FCSO the capability to monitor or record calls from multiple sites including remote locations.**
10. **The ITS must have an alert system that identifies FCSO whenever a specific number is being called or a particular inmate is utilizing the system. The alert system is to include the capability to text message, email or call specific authorized users at predetermined phone numbers or email addresses.**
11. **The ITS must have the capability to be programmed to block calls from certain identified inmates and calls to certain identified telephone numbers. Additionally, the ITS must have the capability to be programmed to limit the time an inmate may spend on any one call.**

12. The ITS must have the capability to be programmed to allow free calls to identified parties to include, but not limited to: attorneys, public defender's office, Social Security Office, FCSO Investigations Unit, TIPS Hotline, Prison Rape Elimination Hotline; these calls must also be capable of having the preprogrammed time limit for calls removed, and the ability to designate if calls should be recorded or unrecorded.
13. The ITS must have the capability to record and store all calls and inbound voicemail messages for a minimum of 180 days.
14. For security and fraud protection, the ITS must include patented software capable of detecting and prohibiting three-way calls that meets the following minimum requirements:
 - a. Requires no additional software to function;
 - b. Adapts dynamically to each phone call based on complete end-to-end network conditions, geographic regions, specific dialed numbers and exchanges;
 - c. Initially analyzes existing line conditions to use as a baseline for the remainder of the call;
 - d. Utilize full digital signal processing on each port;
 - e. Utilize 18 tunable soft parameters to optimize detection performance;
 - f. Allow authorized facility staff to select one of the following actions to be performed upon detection of a 3-way call:
 - i. Disconnect call;
 - ii. Play a single warning prompt or at random intervals during the call;
 - iii. Take no action;
 - g. Allow authorized facility staff to enable or disable detection to allow for allowable called parties (lawyers, public defenders, etc...) to perform a 3-way call;
 - h. Record and store detection details within the Call Detail Record (CDR).
15. The ITS must include voice prompts in English and Spanish. Please identify other language capabilities of the system.
16. The ITS must have a prompt that identifies to the receiver that the call is from the Sheriff Perry Hall Inmate Detention Facility to include the inmate's name as previously recorded by the inmate. The prompt must alert both the inmate and called party that the call may be monitored or recorded except for privileged professional/attorney calls.
17. The ITS must provide positive acceptance by the called party.
18. The ITS must not allow inmate to listen to the status of the call in-progress for the acceptance and or denial by called party and must not allow inmate to communicate with the called party until the call has been accepted.
19. The ITS must notify both the caller and the called party of call termination by voice prompting at 1 minute and again at 15 seconds prior to the end of the call's pre-programmed time limit.
20. The ITS must give FCSO the capability of taking an individual telephone, all telephones within a housing area, or the entire system out of service in less than 30 seconds.

21. The Proposer must have a toll-free Customer Service number for the handling of questions, requests and complaints from the called party. The Proposer's Customer Service agents must be employed/located within the United States.
22. The ITS must have the capability to allow for local and long- distance free calls, limited to no less than 5 minutes in duration, from inmate phones located in Booking areas. These calls must also be recorded and maintained on the server for no less than 180 days.
23. The Proposer must provide, at no cost to the FCSO, an interface between the ITS and the FCSO's Jail Management System (JMS), to support:
 - a. Automatic activation and deactivation of inmate PIN numbers; as inmates are booked and released from custody.
 - b. Determination of inmate's housing location within the facility.
24. The ITS must be able to restrict calls made by an inmate when the call is not being placed from a phone located within the inmate's current housing location.
25. The ITS must have the capability to allow authorized facility staff to save, download, or email calls to removable portable devices via USB ports or DVD drives.
26. The ITS must have the capability to allow users to make electronic notes on each call.
27. The ITS must have the capability to set daily and weekly schedules for telephone activation and deactivation for "on/off" times.
28. The ITS must have the capability to run administrative reports from a FCSO workstation; these reports include but are not limited to revenue/commission reports, inmate/account reports, and system reports.
 - a. Authorized users must have ability to confirm/validate accuracy of ITS call and commission rates in real-time via a Phone Commission Report. The Phone Commission Report at a minimum must provide the following ITS information for user defined date range:
 - i. Call Type
 - ii. Tariff Type
 - iii. # of Calls
 - iv. # of Minutes
 - v. Gross Revenue
 - vi. Commission Rate
 - vii. Commissions Earned
 - b. To demonstrate functionality, Proposer must provide a sample copy of Phone Commission Report an authorized user is able to generate.
29. The Proposer must pay the FCSO a monthly ITS commission on all call types.
30. The ITS Commission rate shall be based on gross revenue to be defined as revenue on all call types from inmate phones.

C.2. Specifications/Scope of Work – Inmate Video Visitation System (VVS):

1. To meet the unique safety and security needs of the FCSO, Proposer's VVS software must be specifically designed for use in a correctional environment and solely owned by the Proposer. Video meeting/conference software such as, but not solely, Skype, Google Meet, Teams or Zoom will not be accepted.
2. To streamline facility operations and reduce facility staff burden, Proposer's VVS and all other required Inmate Technology Services must be administered by a single, web-based administrative platform as identified within the "A. Scope of Work Overview" section of this RFP.
3. To maximize inmate access to VVS services, the Proposer's proprietary VVS must function on both inmate kiosks and tablet devices. Inmate kiosks and tablet devices must be correctional-grade and provided, installed, supported and maintained by the Proposer at no cost to the FCSO. A VVS that requires the FCSO be held financially responsible for any aspect of the inmate kiosk and/or tablet provided whatsoever will not be accepted.
4. To ensure optimal performance, Proposer must serve as the prime contractor and will be solely responsible for the delivery, operation and maintenance of the VVS throughout contract term. A VVS provided by a subcontractor, third party or affiliate vendor will not be accepted.
5. To support easy and quick use, Proposer's VVS must be web browser-based allowing for full functionality within a common web browser (i.e. Chrome, Firefox, Internet Explorer, Safari, etc...). A VVS that requires a public or professional user to download an application to their smart device or computer in order to create a visitor profile, schedule a visit or participate in a video visitation session will not be accepted.
6. VVS must include a user-friendly web-based platform. This platform must meet the following minimum requirements:
 - a. Provide ability for individuals to create a free public or professional user profile:
 - i. Provide authorized facility staff with the ability to configure identity verification requirements based upon user profile type (public or professional):
 1. Upload of user's valid government photo ID;
 2. Upload of a self-shot user profile photo;
 3. Entry of user's full name and current address;
 4. Entry of name and the user's relationship to inmate they are seeking to schedule/participate in a video visitation session with.
 - ii. Proposer must provide screenshots and a description illustrating how a public user is able to create a VVS profile and schedule a visitation with an inmate via a mobile smart device.
 - b. Incorporate automated scheduling and calendar modules that:
 - i. Provide a list of inmates eligible/available to participate in a video visitation session.
 - ii. Automatically send a text message or email notification to public and professional users when a scheduled video visitation system has been cancelled.
7. The Proposer must provide, at no cost to the FCSO, an interface between the VVS and the FCSO's Jail Management System (JMS) to support video visitation scheduling/inmate availability.

8. To help keep inmates and loved ones connected, Proposer's VVS must support an option that allows inmates to initiate their own, unscheduled remote visitation sessions. The VVS must provide the facility with control over which inmates may initiate video visitation sessions and when such initiations may take place.
9. All remote video visitation sessions must be billed on a per/minute basis. Proposer's VVS that require a minimum time usage limit/fee will not be accepted.
10. To prevent the transmission of undesirable visual content, Proposer's VVS must incorporate some form of detection/content filtering software.
11. VVS must encrypt all on-site and remote video visitation sessions while in progress as well as recordings at rest.
12. VVS must be capable of High Definition (HD) video streaming up to 30 frames per second.
13. VVS must be capable of allowing inmate kiosks installed within housing units to display all pending visits.
14. VVS must provide notification to public user/visitor and inmate that visitations are subject to monitoring and/or recording in both English and Spanish language.
15. VVS must have a countdown clock that is a visible on-screen alerting visitors of visit time remaining.
16. VVS web-based administrative platform as identified within the "A. Scope of Work Overview" section of this RFP, must meet the following requirements:
 - a. Allow authorized users to monitor all visits from both on-site and remote locations in real-time.
 - b. Provide authorized users with the ability to monitor up to 12 VVS video visitation sessions simultaneously.
 - c. VVS Recording and Playback Requirements:
 - i. Video visitation session recordings must be stored as a single file that contains both the inmate and visiting party audio and video feeds as well as other important visitation data such as the video endpoints used, session timer and date/time of the visit. Any messages displayed during the visitation must be recorded in the video call recording file as well.
 - ii. Automatically prevent/disable all professional user profile video visitation sessions from being monitored by authorized facility staff or recorded.
 - iii. Provide the capability to record and store all non-privileged remote video visitations in an encrypted format for a minimum of 180 days.
 - iv. Provide the capability for authorized users to add comments to a recorded visit as well as to registered public user/visitor profiles.
 - v. For ease of play back, all VVS video visitation session recordings must be saved in a common .MP4 format.
 - vi. Provide authorized users with ability to transfer video visitation session recordings onto media storage device such as a USB thumb drive, CD or DVD Rom.
 - d. Provide the capability for authorized users to authorize and/or establish professional user profiles.
17. VVS system must be capable of producing audit trails for system activity to include:

- a. Staff, inmate, and visitor log in/logoff dates and times.
 - b. Event log that captures visitor name, inmate name, visitation date, visitation start time, visitation end time and visitation duration.
 - c. Visitors that scheduled, modified or cancelled a visit.
 - d. Visitor IP addresses.
18. The Proposer must pay the FCSO a monthly VVS commission on all revenue generating VVS sessions.
19. VVS commission rate shall be based on gross revenue to be defined as per minute revenue generated for each VVS session. Proposer must not set any minimum VVS system usage requirements that must be met for the FCSO to be eligible to receive commissions.
20. To demonstrate current client satisfaction, Proposer must provide at least 5 references that are currently utilizing the proposed VVS that meets all mandatory requirements/features. Reference information must include:
- a. Reference Facility Name
 - b. Reference Facility Address, City, State and ZIP Code
 - c. Reference Facility Capacity
 - d. Reference Facility Primary Point of Contact Details
 - i. Title, First and Last Name
 - ii. Phone Number
 - iii. Email Address
 - e. VVS implementation Date

C.3. Specifications/Scope of Work – Inmate Tablet Program:

1. **Proposer must provide a turn-key Inmate Tablet Program that offers the following minimum features/applications:**
 - a. **Phone Call Application:**
 - i. **Tablet-based calls must be billed at the same rate as calls placed through hardwired/wall mounted telephones.**
 - ii. **Tablet based calls must be subject to the same call safety, security, monitoring, recording and control functions/applications as hardwired/wall mounted telephones.**
 - b. **Video Visitation Application:**
 - i. **Tablet-based VVS sessions must be subject to the same safety, security, monitoring, recording and control features as a kiosk-based system.**
 - ii. **For flexibility and mobility purposes, tablets must not require a docking station or charging cable to be used to participate in a video visitation session.**
 - c. **Digital Postal Mail System Access.**
 - d. **Digital legal mail system with scanned copies of inmate legal postal mail.**
 - i. **Inmate access/use of tablets must be provided at no cost, with no monthly weekly or daily subscription fees and no per minute fees for access to documents, photographs, or electronic messages.**
 - e. **Messaging Application:**
 - i. **Family and Friends Messaging:**
 1. **Inmates must be able to exchange messages with family and friends at an affordable rate.**
 2. **Inmate, Family and Friend messages must be billed on a per message basis. To avoid excessive charges, messaging systems that charge a per minute access fee will not be accepted.**
 3. **For investigative purposes, all inmate, family and friend message exchanges must:**
 - a. **automatically be saved in a keyword searchable database.**
 - b. **provide keyword tracking in inmate digital general request, grievance request and medical request. Must provide system screen captures examples and 3 agency references that have used this technology for over 2 years.**
 - c. **provide screen capture examples of 3-way communication blocking and agency flagging notification with the electronic messaging system.**
 - d. **database must be accessible to authorized facility staff by a secure, web-based administrative platform.**
 - e. **Allow authorized facility to set alerts whenever a message is sent or received by specific inmate or public user.**
 - f. **Allow authorized facility staff to set alerts whenever a message containing a single or multiple keywords is contained within a message.**

- ii. **Attorney Messaging:**
 - 1. Inmate messaging application must include specialized Attorney Messaging feature to allow vetted attorneys to send confidential legal documents and exchange messages with inmates electronically. Proposer must provide 3 agency references where this technology has been in place for over 2 years.
 - 2. Additional security measures are taken to ensure the privacy of attorney messages and digital legal documents and files. These measures must include:
 - a. Information and correspondence must be exchanged and stored in an encrypted environment that is completely inaccessible to facility staff.
 - b. To retrieve/view legal documents and exchange secure messages with their attorney, an inmate must first log in to a tablet or kiosk device by entering their facility assigned PIN and then enter their secondary private password to access the encrypted environment.
- f. **Law Library Application:**
 - i. Must be provided to facility at no cost.
 - ii. Inmate access/use must be provided at no cost.
- g. **Education and Reentry Programs:**
 - i. Inmate access/use must be provided at no cost.
- h. **Request and Grievances:**
 - i. Must be provided to facility at no cost.
 - ii. Inmate access/use must be provided at no cost.
- i. **Entertainment:**
 - i. Must offer a wide variety of media choices including movies and many tv series, Internet radio stations and video games.
 - ii. Provide inmates with free access to eBooks or similar.
 - iii. To limit excessive charges and various issues/liabilities associated with ownership and transference of media upon the individual's release from custody, media must:
 - a. Be offered exclusively in a streaming format that is not capable of being stored within the tablet's internal memory. Entertainment/media options that are download or subscription based will not be accepted.
 - b. Be streamed at a low flat fixed rate per minute.
 - c. Provide inmates with free access to eBooks.
 - iv. Must provide authorized facility staff with complete control over what media/content is available to inmates.
- j. **Documents Viewer Application (Inmate Handbooks, Reentry manuals, etc.)**
 - i. Inmate access/use must be provided at no cost.

- k. **Video Player Application (Facility Introduction, PREA, etc...)**
 - i. **Inmate access/use must be provided at no cost.**
- 2. **To streamline facility operations and reduce facility staff burden, Proposer's Inmate Tablet Program and all other required Inmate Technology Services must be administered by a single, web-based administrative platform as identified within the "A. Scope of Work Overview" section of this RFP.**
- 3. **To meet unique safety and security needs, Proposer's tablets must be specifically engineered/manufactured for use within a correctional facility. Commercial Off-the-Shelf (COTS) tablets (i.e. Samsung, Lenovo, Kindle, etc...) are not acceptable.**
- 4. **Consumer based tablets with an attached correctional designed case will not be accepted. Tablet body and case must be integrated as one with the tablet. Proposer must specify the make and model of proposed tablet accompanied with pictures.**
- 5. **To provide the best level support and service, Proposer must be original provider of the inmate tablet device and solely own all proprietary rights to the tablet system. Tablets provided by a subcontractor, third party or affiliated company will not be accepted.**
- 6. **To verify durability, Proposer must provide independent tablet durability and drop-test reports.**
- 7. **To provide inmates with equal access to tablet devices, Proposer must utilize a shared tablet distribution models in which tablet devices are provided to inmates at no cost. Inmate Tablet Programs where inmates must purchase, lease or rent a tablet device will not be accepted.**
 - a. **Proposer must state specific minimum inmate to tablet ratio to be provided.**
 - b. **Proposer must confirm that additional tablet devices will be provided at no cost if inmate tablet usage exceeds 35% of available time in any housing unit.**
 - c. **Proposer must provide the facility with a pool of spare tablet devices to allow for a damaged or inoperable device to be immediately replaced at no cost.**
- 8. **Proposer's Inmate Tablet Program must meet the following technical requirements:**
 - a. **Inmate tablet devices must be Wi-Fi enabled.**
 - b. **Inmate tablet devices must be capable of being updated wirelessly in real time. All tablet device software updates must be provided at no cost.**
 - c. **Inmate Tablet devices must be capable of being charged by a custom, FCC approved, wall mountable charging station that can charge/store a minimum of 10 tablets simultaneously.**
 - i. **To allow for self-service and prevent charging of unauthorized electronic devices such as cell phones, tablet charging stations must utilize metal to metal contact pins. Tablet charging stations that utilize magnetic induction or cords/cables will not be accepted.**
 - d. **Inmate Tablet devices must be equipped with an internal speaker as well as equipped with a 3.5mm jack to allow for the connection to a facility approved headphone/headset.**
 - e. **For accountability purposes, Inmate Tablet devices must:**
 - i. **Require an inmate to enter credentials and log in to the tablet before being able to access any application.**

- ii. Display terms and conditions to users the first time they login or for subsequent changes to the terms and conditions.
 - iii. Provide capability of restricting inmate usage to the specific housing units to which the inmate is assigned.
9. Inmate Tablet Program must meet the following security requirements:
- a. Provide the following security measures to harden the firmware on the tablets:
 - i. No option for inmates to change the settings;
 - ii. All NFC, Bluetooth and Cellular wireless radio has been disabled, except for Wi-Fi;
 - iii. Disable inmate's ability to install and/or un-install apps;
 - iv. Push authorized apps to the tablet devices through an app state management process;
 - v. Provide no access to third-party app stores
 - b. To ensure inmates cannot access the Internet, Proposer's Inmate Tablet devices must feature a custom, proprietary operating system that will only allow the device to connect to a secure network.
 - c. Tablet device wireless network traffic must be routed through the Proposer's network system with no exception and provide firewall, transparent proxy, DHCP, DNS and routing services for the tablets.
 - d. Proposer must furnish a recent independent report from a certified vendor of network and program security that notes no vulnerabilities were found.
 - e. Proposer must provide secure Internet Protocol communications by authenticating and encrypting each IP packet of a communication session.
10. Proposer's inmate tablet must interface with JMS and other systems as applicable. All interface services must be provided at no cost.

C.4. Specifications/Scope of Work – Inmate Digital Postal Mail System (DPMS):

- 1. The Proposer must offer a complete Inmate Digital Postal Mail System (DPMS) that eliminates the introduction of dangerous narcotics and other contraband from entering the facility via both inmate personal and legal/privileged mail at no cost to the FCSO, inmates, or inmate's family and friends.
- 2. To streamline facility operations and reduce facility staff burden, Proposer's DPMS and all other required Inmate Technology Services must be administered by a single, web-based administrative platform as identified within the "A. Scope of Work Overview" section of this RFP.
- 3. To ensure the best level of support, Proposer must be the prime contractor of the DPMS proposed. DPMS provided by a subcontractor, third party or affiliate will not be accepted.
- 4. To prevent staff exposure to dangerous narcotics, chemical or biological agents that may be contained within inmate personal mail, the Proposer's DPMS must process inmate personal mail at an off-site processing center.
- 5. To maintain the integrity, safety and security of the Proposer's mail processing staff and the mail they process, the off-site mail processing center must:
 - a. be under 24/7 video surveillance;

- b. be equipped with a state-of-the-art alarm and fire detection systems;
 - c. feature rooms equipped with independent air systems to limit contamination risk should a piece of mail contain a dangerous chemical or biological agent;
 - d. Stores hard copies of all processed mail for a minimum of 30 days in a climate-controlled environment.
6. At the processing center inmate personal mail and envelop shall be opened and scanned into a high-definition, full-color, digital .PDF file. For identification, tracking and investigative purposes, a unique identifier must be stamped to each electronic/digital copy of processed mail.
7. DPMS must allow for all personal mail to be database searchable by unique identifier and various other information such as by keyword, inmate/recipient, sender, date received range, flagged, rejected, inmate of interest and/or housing area.
- a. Searchable database must be available to authorized users via the single, web-based administrative platform.
 - b. Searchable database must allow authorized users to manage, add, browse and monitor processed inmate personal mail, including mail that has been deleted by an inmate on a kiosk or tablet device.
 - c. To further assist with investigations, the Proposers DPMS must allow authorized users to set alerts to notify investigative staff when an inmate that is under investigation receives mail.
8. DPMS must provide the following delivery options for processed inmate mail on a selective or global basis:
- a. Hold for facility review/approval prior to delivery.
 - i. During review, authorized FCSO staff must have the ability to accept or reject all or part of sender's contents per mailing via the single, web-based administrative platform.
 - 1. Accepted selections will be made available to inmates on a kiosk and tablet device.
 - 2. Inmates must be notified when mail is rejected, including a standard or customized message explaining reason for rejection.
 - b. Automatically deliver without facility review.
9. Access to processed inmate mail accounts on a kiosk or tablet must be password protected to prevent unauthorized access by other inmates.
10. To allow inmates to clearly read smaller details contained within an electronic mail file, Proposer's kiosk and tablet devices must provide a zoom-in/magnify feature.
11. To ensure timely and efficient delivery of inmate personal mail, Proposer must guarantee all inmate personal mail will be processed and available electronically within 24 hours of receipt at the off-site processing center, five days per week (excluding federal holidays).
12. To provide public users with assurance of mail delivery, the Proposer's DPMS must provide a website to allow public users track the delivery status (received, approved or rejected) of the mail they send to inmates at no cost. The website must provide public users with the option to sign up to receive mail delivery status updates via text message or email.
13. DPMS must provide inmates with the option to access/download electronic copies of their processed mail upon release via a secure, password protected website at no cost. Electronic copies of processed mail must be available for access/download for at least 12 months after the individual's release.

- 14. Legal mail is protected by client/attorney privilege and inspection is not permitted. Criminals are aware of this and try to use legal mail to sneak narcotics and other contraband into a facility, specifically after an off-site personal mail processing system has been implemented. To ensure that all mail (personal and legal) is 100% contraband free, the Proposer must provide an on-site legal mail processing and delivery system that incorporates the following features/functions:**
 - a. A portable device that allows inmates to open, scan and process/print their privileged legal while in the presence of facility staff.**
 - b. Provide inmates with the option to mark scanned legal mail for secure electronic delivery, which is immediately accessible on kiosk or tablet device by entering secondary private password.**
 - i. To preserve confidentiality, all legal mail delivered as well as secondary private password used to access legal mail delivered electronically must be stored on a separate encrypted server that is inaccessible by facility staff.**
 - c. Provide inmates with the option to print a hard copy of the scanned legal mail document.**
 - d. Portable device must feature a built-in paper shredder to allow inmates to destroy original hard copy of legal mail in the presence of staff and/or compartment to temporarily secure scanned legal mail hard copy prior to being placed in inmate's property.**
- 15. To ensure quality and performance of Proposer's DPMS, Proposer must provide at least 5 references that are currently utilizing the proposed personal mail (off-site) and legal/privileged mail (on-site) systems. Reference information must include:**
 - a. Reference Facility Name**
 - b. Reference Facility Address, City, State and ZIP Code**
 - c. Reference Facility Capacity**
 - d. Reference Facility Primary Point of Contact Details**
 - i. Title, First and Last Name**
 - ii. Phone Number**
 - iii. Email Address**
 - e. DPMS implementation Date(s)**

D. Network Infrastructure Security:

The Proposer will provide information to explain their process of protecting the underlying networking infrastructure by installing preventative measures to deny unauthorized access, modification, deletion, and theft of resources and data.

To minimize FCSO liability risk, Proposer must provide a detailed list of any/all security breaches that any of their proposed systems (ITS, VVS, EMS, DPMS, etc...) has been subject to. Details must include incident data, description of type and amount of data compromised and settlements and/or litigation that resulted from the breach.

Additionally, Proposer must furnish a recent independent report from a certified vendor of network and program security that notes no vulnerabilities were found.

E. Maintenance, Service and Support:

The successful Proposer shall be responsible for maintenance support twenty-four (24) hours per day, seven (7) days per week.

Proposer must provide a detailed description of the company's service and maintenance programs.

All costs for maintenance, support, repair of all software and equipment, and internal background investigations for Proposer's employees, will be borne by the successful Proposer and will not be deducted from any commissions.

During the term of any contract awarded from this RFP, the successful proposer agrees to provide maintenance, diagnose problems, determine proper solutions, and provide the following:

1. Implement any required solutions, changes, modifications, updates, or other services that are necessary to allow the software, hardware and any other telephone equipment to perform in accordance with the specifications as set forth in the RFP;
2. Upgrade the software and/or hardware to its required performance standards as required in the RFP;
3. Respond to telephone requests for maintenance within two (2) hours after the initial notification;
4. Provide a system administrative technician on an as needed basis at no cost to the FCSO.

F. Training Requirements:

The Proposer must provide end-user training for the Comprehensive Inmate Technology Services Package proposed. End-user training is to be provided on-site and at no cost to the FCSO. Proposer must provide a high-level overview describing the end-user training program to be provided.

G. Implementation Plan/Timeline:

Proposer's must provide a high-level project implementation plan/timeline overview. This overview must include a time frame required for installation, utility coordination, training, cut over and testing. The proposed Comprehensive Inmate Technology Services Package must be installed in a manner and under a time frame designed to minimize disruption of the normal functioning of the facilities.

H. Cost Proposal/Financial Offer:

Proposer must provide a detailed breakdown and descriptions of all rates, fees, surcharges and commissions for the Comprehensive Inmate Technology Services Package composed of an Inmate Telephone System (ITS), Inmate Video Visitation System (VVS), Inmate Digital Postal Mail Scanning Systems (DPMS), Inmate Electronic Messaging System (EMS) and Inmate Tablet Program; or if applicable, any other fees charged to the public aside from the normal taxes, including any potential additional fees or charges to the remote visitor for optional features that the facility might choose from the Proposer. Any fees charged not disclosed in this response will be grounds for contract termination. ITS call rates shall not exceed FCC or state mandated per-minute rate caps.

I. Proposal Scoring and Evaluation Matrix:

An evaluation committee will examine all offers. Offers that do not conform to the instructions given or that do not address all the questions and/or services specified may be eliminated from consideration. The FCSO, however, reserves the right to accept such an offer if it is determined to be in the FCSO's best interest to do so.

The FCSO may initiate discussions and negotiations with respondents. Additional information will be accepted during this period from respondents who responded to the original request. Respondents may NOT initiate discussions. The FCSO expects to conduct discussions with respondent's personnel authorized to enter into contractual obligations.

Award of the Contract shall be made to the responsible Proposer whose offer is determined to be the best evaluated offer resulting from negotiations, taking into consideration compliance with instructions, specifications, and qualities of the respondents which best meets the needs of the using department in accordance with the following evaluation matrix:

PROPOSAL SCORING AND EVALUATION MATRIX	
Category	Weighted Value
Relevant Experience	20%
Adherence to Specifications/Statement of Work	35%
Cost Proposal/Financial Offer:	35%
References	10%

J. Required Forms:

Proposers shall detail any, and all exceptions or deviations from the RFP requirements in the table titled "Exceptions from Requirements/Specifications". Any requirements listed in the RFP that cannot or will not be met or complied with in their entirety, or that require separate action, additional fees or charges, or additional consideration must be described in this section, Requirements not specifically identified in this section will be interpreted as the Respondents compliance to the RFP requirement.

K. Statement of Compliance:

Proposer shall detail any, and all exceptions or deviations from the RFP requirements in document titled *"Exceptions from Requirements/Specifications."* Any requirements listed in the RFP that cannot or will not be met or complied with in their entirety, or that require separate action, additional fees or charges, or additional consideration must be described in this section, Requirements not specifically identified in this section will be interpreted as the Proposer's compliance to the RFP requirement.

L. Addendum (if applicable):

1. Any changes to the schedule of events or the solicitation shall be posted to the FCSO website at www.flaglersheriff.com It shall be the Proposer's responsibility to check this website periodically and prior to proposal submission.
2. Any addenda/addendum posted to the website must be printed, acknowledged and included in the Proposer's proposal.