

HILLSBOROUGH COUNTY  
**SHERIFF'S OFFICE**

DAVID GEE, SHERIFF

Tampa, FL



**August 8, 2017**

**Request for Information Number: 1-17**

**Inmate Tablets**

**Financial Services Division  
Post Office Box 3371  
2008 East 8<sup>th</sup> Avenue  
Tampa, Florida 33605  
Phone (813) 247-8023  
Fax (813) 247-1826**

**Dave Janney  
Sr. Procurement Analyst  
[djanney@hcsotampa.fl.us](mailto:djanney@hcsotampa.fl.us)  
(813) 247-8053**

**INSTRUCTIONS TO VENDORS SUBMITTING INFORMATION**

Included herein is a Request for Information relating to implementation of tablet technology for two (2) HCSO jail facilities. Any questions concerning this Request for Information (RFI) should be directed to the Buyer whose name appears above. This is not a bid. Please do not request bid documents. READ THE ENTIRE RFI CAREFULLY BEFORE SUBMITTING.

## 1. **Introduction**

The Hillsborough County Sheriff's Office (HCSO) Department of Detention Service is comprised of a 4,947 bed jail system that is responsible for housing, custody and care of all persons incarcerated in Hillsborough County. The Department operates two (2) jail facilities, Orient Road Jail and Falkenburg Road Jail, with an average occupancy of approximately 3,000 inmates.

## 2. **Purpose**

The purpose of this RFI is to acquire information regarding the interest and capabilities of vendors that can provide tablets for use in a correctional facility setting. This RFI invites input and ideas on how tablet technology can be implemented as well as estimate of costs. It is HCSO's intention that the information received as a result of this RFI will assist in the preparation of a formal competitive solicitation to procure tablets for use by inmates.

This RFI is an inquiry only. No contract or agreement will be made from the results of this RFI. Responding to this RFI is entirely voluntary and will no way affect HCSO's consideration of any proposal submitted in response to a subsequent solicitation.

## 3. **Background**

The HCSO is seeking information from vendors who can provide tablets specifically designed for correctional facilities for use by inmates. The submitted information should include the installation, infrastructure setup, maintenance, and operation of equipment in the facilities. Tablets have the capability to offer inmates the opportunity for self-improvement and personal development by providing an alternate means to access educational programs and legal research during their stay in custody. Additionally, tablets may provide inmates access to securely use media services (music, books, movies, etc.) and the potential to securely communicate with correctional facility staff, friends, and family.

## 4. **Information Requested**

Please provide technical details on your tablet options provided as part of your solution. The details should include size, screen sizes and details, housing details, construction details (e.g. durability, tamper resistance information, etc.), battery life/recharging/serviceability, camera details, etc. Also, please compile the information requested in Appendix A.

If your technology uses external vendors to accomplish all or part of the solution, please list the vendors name, details, and agencies using the technology today (e.g. if you provide canteen/commissary functions by integrating with a canteen/commissary vendor, then provide details on which vendors, where they are in use today, etc.).

**5. Technical Questions**

- a. Have you previously implemented tablet technology in a corrections facility?
- b. Provide details of wired and wireless network infrastructure for a multiple building campus type environment (e.g. 15+ buildings). The details must include equipment to be installed, typical locations, quantities of equipment, a sample network diagram of the wired and wireless network, and any special network needs/uses (e.g. firewalls, routers, circuits, VPNs, etc.). See Exhibits A and B for aerial picture of the two (2) jail facilities.
- c. Provide average monthly wireless bandwidth usage per device.
- d. Provide average monthly external network bandwidth (e.g. internet or other wide area network) usage per device. This would include network bandwidth required to use external services provided by applications (e.g. law library, music, games, etc.)
- e. Have you previously installed a wireless network with one or more existing wireless network(s) already in place? What has been done to ensure there is no interference with existing wireless networks?
- f. Provide details on how tablet security is managed.
- g. Provide details on how applications on each tablet are managed/controlled.
- h. Provide details on how the operating system on each tablet is maintained and patched.
- i. Provide details on how applications on each tablet are maintained and patched.
- j. Provide details on how wireless security is managed.
- k. Provide details on how external network security is managed.
- l. Who performs wireless and network security monitoring? What processes and tools are used to monitor wireless and network security?
- m. Provide a complete and detailed technical specification sheet for all hardware and software utilized in tablet technology solution.
- n. Provide details on how proposed tablet is suitable for utilization in a correction facility environment.
- o. Provide detailed information on a functional set of correctional grade ear buds including how ear bud design is in accordance with typical correctional security with environmental concerns, (e.g. suicide prevention).

- p. Do any applications enable inmate to inmate communications of any form?
- q. Are all communications (internal or external) able to be monitored? If so, please describe the monitoring process.
- r. Please provide details on tablet charging.
- s. What is your recommended ratio of chargers to tablets?
- t. What is your recommended ratio of tablets to inmates?
- u. Provide a list of current tablet technology customers, utilizing Appendix B.

## 6. **Estimated Charges**

As this document is an RFI, costs can only be estimated. Information on costs will be used for budgeting and planning purposes only. This is not a bid opportunity. All pricing assumptions should be identified including initial costs and recurring costs.

## 7. **Delivery Of Service**

- a. How long does infrastructure takes to install?
- b. How soon does the system become available to inmates after installation?
- c. What is the delivery time after the order of a tablet?

## 8. **Industry Day**

The HCSO intends to host an Industry Day meeting for all vendors that have an interest in having their products considered for use in its correctional facilities. The date and time of this meeting will be announced after review of responses from this RFI.

## 9. **Response Requirements**

The HCSO anticipates interested Vendors will submit hardcopy brochures and marketing information. However, the HCSO will not be able to reproduce such material. Therefore, interested Vendors are requested to submit a minimum of four (4) complete copies of all brochures and other materials for review by HCSO staff.

- a. In addition to material, brochures, etc., Vendor responses should contain the following information:
  - i. Company Legal/Registered Name
  - ii. Company Mailing and Physical Addresses
  - iii. Company Website URL
  - iv. Name of Company Representative that will be the Primary Point of Contact

for inquiries

- v. Primary Point of Contact Telephone Number
- vi. Primary Point of Contact Email Address

b. Submission of Information

- i. Responses may be submitted by: Hand-delivery, US Postal Service, or Commercial Shipment.
- ii. Written response materials, brochures, vendor information, etc.:

Due Date: NO LATER THAN: **August 31, 2017 at 3:00pm**

Response should be labeled as “RFI 1-17 Inmate Tablets” and addressed to:

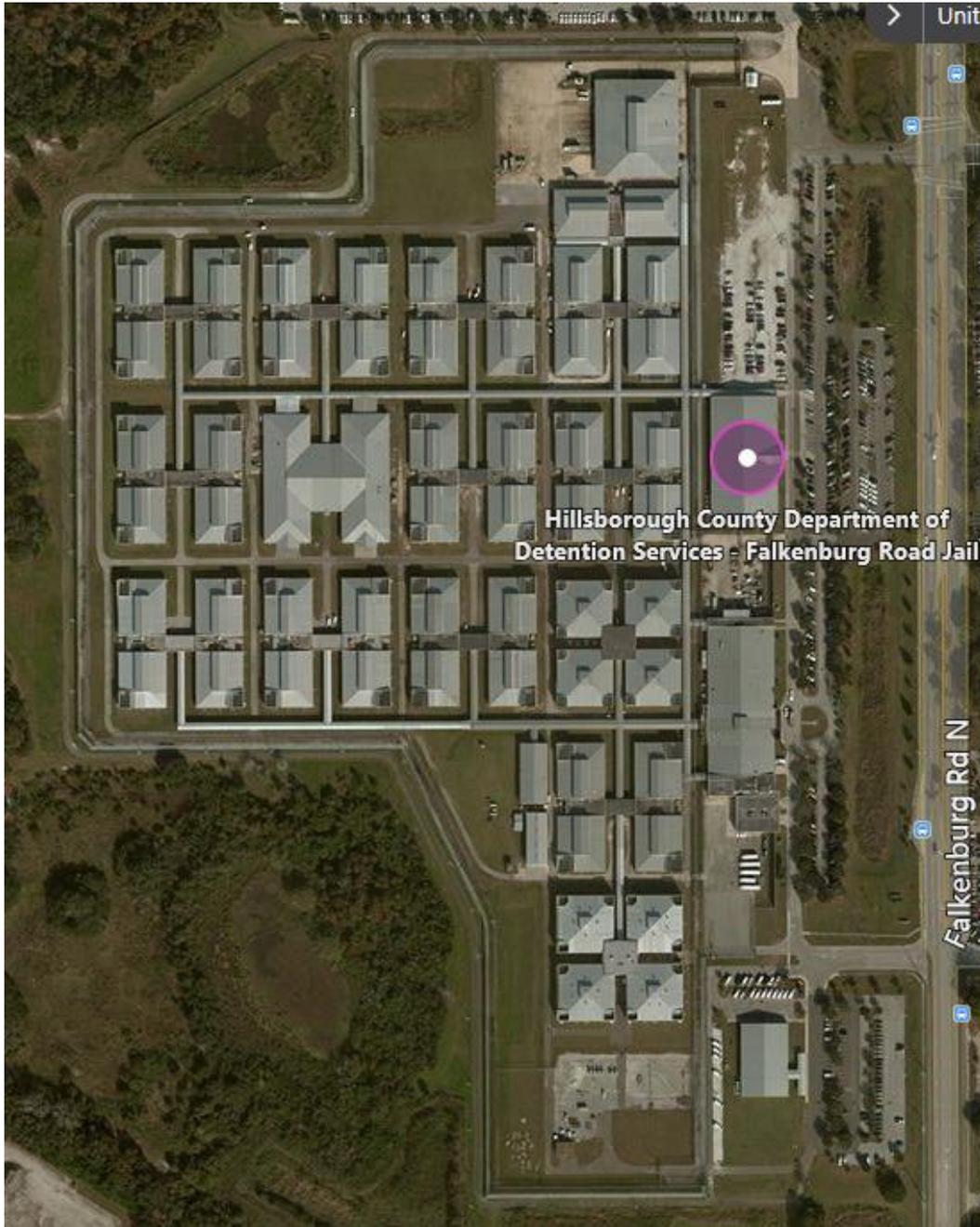
Hillsborough County Sheriff’s Office  
Attn: Dave Janney, Purchasing Section  
2008 East 8<sup>th</sup> Avenue  
Tampa, FL 33605

Inquiries concerning this RFI may be directed to Dave Janney, Senior procurement Analyst, at the above address or:

- EMAIL: [djanney@hcsso.tampa.fl.us](mailto:djanney@hcsso.tampa.fl.us)
- TELEPHONE: (813) 247-8053
- FASCIMILE: (813) 242-1826

- iii. Any RFI addenda/update will be made available at HCSO website, <http://www.hcsso.tampa.fl.us/PurchPage.aspx>.

**RFI 1-17 Inmate Tablets  
Exhibit A**



Falkenburg Road Jail

RFI 1-17 Inmate Tablets  
Exhibit B



Orient Road Jail

## Appendix A

## SYSTEM FUNCTIONALITY CHECKLIST

	FUNCTIONAL REQUIREMENT	YES	NO	COMMENTS
1.	Does the proposed system have educational applications available that provide, at a minimum: self help programming, videos, exercises?			
2.	Does the proposed system have ability to display Department of Detention Services announcements such as inmate programming schedules, meal menus, inmate handbooks, videos?			
3.	Does the proposed system have an internal email service for inmates to communicate with HCSO Staff and medical vendors?			
4.	Does the proposed system have an external email service for inmates to communicate and share photos with the Public Defender's Office, family and friends?			
5.	Does the proposed system have the ability for HCSO Staff to identify key words/phrases in external email and provide a delay in delivery to allow HCSO Staff the opportunity to appropriately screen communications?			
6.	Does the proposed system provide electronic canteen services such as ordering, receipts, records, and balances?			
7.	Does the proposed system provide a personal contact list to allow inmates to store phone and mailing address information?			
8.	Does the proposed system provide services and applications such as Law Library services, general library services, games, music, digital newspapers, digital religious materials, view Crime Stopper videos and other related content from the HCSO public website?			
10.	Does the proposed system allow inmates to have the ability to view inmate charges, court dates, handbook, and bond information?			

