

**Inmate Communications Systems Requirements Covered in this RFP (Services to be Provided at both the Orient Road Jail and Falkenburg Road Jail):** (1) inmate telephone; (2) inmate video visitation; (3) inmate electronic tablets; (4) management of incoming inmate mail; (5) general requirements; (6) investigative technology; (7) technical, information technology, and security requirements.

### **1. Inmate Telephone System:**

- Provide a proposal that eliminates the need for all permanently fixed telephone banks throughout the inmate housing areas of HCSO's detention facilities – except for those in confinement housing.
- Provide inmate phone services that are proven to be reliable.
- Provide inmate phone services that are available for any/all time-periods as required by HCSO.
- Provide inmate phone services that are out-going only; caller ID shall reflect phone number/s associated with contractor.
- Provide each inmate with an initial period of no-cost phone time – to be activated upon inmates' booking and assignment of a booking number and can be used in intake/booking or housing areas.
- Provide telephone/s at inmate releasing area/s to allow released inmates to make no-cost calls to arrange transportation from the jail/s.
- Provide each inmate with a specified amount of no-cost phone time per week, to be reset weekly.
- Provide a system that allows HCSO to differentiate between privileged and non-privileged phone calls, allowing HCSO to ensure privileged calls are not recorded.
- Provide a system that allows for privileged, non-recorded, no-cost calls to the Public Defender's Office – for inmates represented by a Public Defender.
- Provide a system that restricts the use of three-way calling.
- Usage to be billed by the minute.

### **2. Inmate Video Visitation System:**

- Provide inmate video visitation services that are proven to be reliable.
- Propose a system that allows inmates with access to electronic tablets to use electronic tablets for video visitation.
- Provide electronic tablets with functional/reliable technology that reveals only the inmate visitor's face, blurring or otherwise obscuring environment behind/around the inmate visitor. The system shall temporarily suspend visitation session when inmate's face is not detected by the electronic tablet; session to resume upon the device recognizing the inmate's face.
- Contractor to propose a video visitation solution for inmates not having access to electronic tablets, such as inmates housed in confinement housing; Contractor may use HCSO's existing fixed visitation equipment if Contractor determines such equipment is viable and will meet all requirements of this RFP.

- Contractor to propose a solution to provide on-site inmate video visitation services, given the following: visitation services will be available to inmates at all HCSO detention facilities (currently the Orient and Falkenburg Road Jails); the central on-site visitation center to remain located at the Falkenburg Road Jail; on-site visitation services to remain free of charge to visitors, inmates, and HCSO; on-site visitation to be managed through a scheduling system; Contractor may use HCSO's existing fixed visitation equipment if Contractor determines such equipment is viable and will meet all requirements of this RFP.
- Provide an online scheduling portal for visitors to schedule on-site video visitation with inmates; Contractor to be responsible for establishing and maintaining the portal.
- Contractor to propose a solution to provide off-site, or "remote", inmate video visitation services, given the following: inmates with access to electronic tablets to use electronic tablets, and inmates not having access to electronic tablets to use a solution proposed by Contractor; visitors to have the ability to use a variety of smart devices, such as computers, smartphones, electronic tablets, etc.; Contractor to propose payment methodologies/structures that explain costs/fees, who (inmate or visitor) is responsible for payment, and how payment is collected. HCSO requests more than one (1) proposed payment structure, such as: billing per minute; billing per prescribed session; etc.
- Provide the ability for HCSO to allow on-demand video visitation services (off-site visitation, or "remote" visitation, only), allowing HCSO to activate/deactivate this feature as HCSO deems prudent. On-demand video visitation services shall be for off-site visitation services only and HCSO shall maintain sole discretion to determine if inmates or visitors (or both) can initiate such on-demand video visitation sessions.
- Provide inmate video visitation services that are available for any/all time-periods as required by HCSO.
- Provide a system that allows HCSO to differentiate between privileged and non-privileged video visitation sessions, disabling all recording features for privileged sessions.
- Provide a system that allows for private, non-recorded, no-cost video visitation sessions to the Public Defender's Office – for inmates represented by a Public Defender.
- Provide the ability for HCSO to monitor multiple live visitation sessions simultaneously, allowing HCSO to disable sessions in which visitors are not in compliance with rules/standards.

### **3. Inmate Electronic Tablet System:**

- Provide inmate electronic tablet services that are proven to be reliable, with enough bandwidth/reception to ensure continuity of the services listed in this RFP.
- Provide inmate tablet services that are available for any time-period required by HCSO.
- Provide each inmate with one tablet (one-to-one ratio); Contractor to propose an issuance policy/process, that includes a user verification solution.
- Provide on-site supply of spare tablets in case of damage or other loss; HCSO requests this supply reflect 3% of the total population.

- Contractor to propose the future possibility of replacing the pods' kiosks with tablet functionality. Currently, pod kiosks are used for various functions, such as: facility messaging and staff-to-inmate communication; commissary purchasing; review of court information, such as court and trial dates; communicate with public defender attorneys; sign up for in-jail programs; etc.
- Contractor to propose efficient and convenient solutions to recharge electronic tablets. Contractor to provide no-cost equipment to charge electronic tablets. Contractor to propose multiple configurations of charging stations – from which HCSO shall select a preferred configuration.
- Provide each inmate with an initial pair of earbuds at no cost to inmate or HCSO, and Contractor shall partner with HCSO's inmate commissary vendor to provide inmates with the ability to purchase replacement earbuds.
- Provide both no-cost and paid content. No-cost content shall include self-help/betterment applications and other services, such as: educational; religious; behavioral therapy and recidivism reduction; phone dialer; video visitation application; electronic books; etc. Paid content shall include a variety of content that is both entertaining and appropriate for correctional settings, such as: games; movies; TV series; music; messaging (incoming and outgoing); photograph messaging (incoming only); etc. HCSO shall have the authority to disable any/all content HCSO deems inappropriate. Paid content to be billed by the minute.
- Provide inmates with detailed billing statements pertaining to all services provided by Contractor; detailed billing to be accessible via tablets.
- Provide the ability for HCSO to create disclaimers to which both inmates and external visitors must agree before allowing visitation, messaging, and visitor-to-inmate photograph sharing.
- Provide a system that allows for video visitation on the inmate tablets with functional technology that reveals only the inmate visitor's face, blurring or otherwise obscuring the environment behind/around the inmate visitor.
- For use on the inmate tablet system, Contractor to accomplish at least one of the following: (1) integrate with HCSO's inmate law library and research application (currently WestLaw); (2) provide HCSO with a comparable alternative to "WestLaw" at no cost to HCSO or inmates.
- For use on the inmate tablet system, Contractor to accomplish one of the following: (1) integrate with HCSO's preferred Video Relay Service (currently Purple); (2) provide a comparable alternative to "Purple" for Video Relay Services at no cost to HCSO or inmates.
- Provide ability for inmates to use tablets to order commissary from HCSO's commissary vendor (currently Aramark).
- Provide ability for inmates to utilize tablets to communicate with staff (inmate requests, grievances, medical requests, tips regarding rule and law violations, etc.). Contractor to provide such forms that are customizable by HCSO, such as multiple-choice forms in a "conditional flowchart" format to limit written text and streamline inmate requests/grievances.
- Provide the ability for HCSO to send announcements/notices that must be acknowledged by the inmate before accessing the tablets' functions.

#### **4. Management of Incoming Inmate Mail:**

- Provide a service to reproduce physical incoming privileged mail for inmates. Process shall be designed to eliminate contraband from entering the facility via legal mail (see request for staffing in General Requirements).
- Provide option of off-site processing of regular incoming mail. Process shall entail providing inmates with electronic/scanned copies of incoming mail, via the inmate electronic tablet system; HCSO shall maintain the ability to review such correspondence for investigative purposes.
- Contractor to provide customer service for all calls, questions, concerns, and complaints regarding all incoming mail being processed by Contractor.

#### **5. General Requirements (for all four inmate communication systems):**

- Provide a minimum of three (3) references of agencies with which contractor currently partners.
- Provide HCSO with a proposed action/transition plan that details the implementation of the services included in Contractor's proposal. Plans shall prioritize: "cut over" and testing processes that minimize interruptions to inmate communication services; limited disruptions to HCSO's daily operations; expeditious and efficient deployment of equipment and services; no upfront cost to HCSO; requisite training (in-person or virtual) for approximately 1,200 relevant HCSO staff.
- As applicable and required by law, provide documentation of compliance with any/all relevant local, state, and/or Federal Communications Commission (FCC) requirements.
- Provide a system that can communicate with HCSO's jail management system (currently "Versadex RMS Suite, by Versaterm") to use inmate identifiers and other such data in providing the services described in this RFP.
- Contractor to provide a financial proposal that: (1) does NOT include any upfront or operating costs to HCSO for any of the services/equipment provided by Contractor needed to meet the terms of this RFP, for the duration of the agreement and to include upgrades to technology and equipment; (2) includes a competitive commission rate—for each service provided—to be paid to HCSO, to be reinvested into HCSO's Inmate Welfare Fund (IWF); (3) provides inmates with reasonable rates for the communication services provided in this RFP – not to exceed FCC or state mandated per-minute rate caps or other such legal limitations.
- Contractor to provide a proposal that provides some form of compensation, to be paid to HCSO (to be reinvested into IWF) for outages of any of the services listed in this RFP – for outages lasting more than twelve (12) hours. The purpose of this provision is to engage Contractor's vested interest in ensuring continuity of the services provided.
- Contractor to provide and maintain their own off-premises server/s to operate the services described in this RFP. Contractor shall be solely responsible for the operation, maintenance, and upgrades required for the systems/services described in this RFP. Contractor to provide a minimum of 48 hours of notice to HCSO for unscheduled maintenance that could result in any service interruptions.

- Contractor to provide and install uninterruptable power and surge protection where needed to help ensure protection of equipment and continuity of the services described in this RFP.
- Contractor to provide redundancy at each tier (power supplies, circuits, network switches, data centers, and anything else network related) to help ensure continuity of services.
- Provide a user-friendly, web-based single-platform command system to manage the four systems listed in this RFP. System shall allow HCSO to create user profiles with modifiable roles/privileges. System shall also allow HCSO to restrict inmates'/visitors' access to any/all communication systems, when/as deemed necessary by HCSO, for reasons such as rule violations, court orders, etc. System shall also prevent visitors from creating duplicate profiles to circumvent such restrictions.
- Provide three on-site, full-time employees that are cross-trained and can provide on-site customer support to HCSO for all communication systems listed in this RFP. These three employees shall be responsible for tasks, such as: general on-site technical support and customer service; maintenance and necessary replacement of contractor's on-site equipment; legal mail reproduction services (as described in #4 of this RFP); provide courtroom testimony to represent Contractor and Contractor's services, when/as needed; other tasks that alleviate HCSO from managing services/equipment provided by Contractor.
- Provide HCSO with technical support to remedy failures of Contractor's services. This technical support to be made available to HCSO seven days per week. Provide an after-hours "work order" system.
- Provide United States based customer service and technical support for all functions pertaining to all systems/services – absolving HCSO of any/all responsibilities for responding to external calls, questions, concerns, and complaints regarding the services provided by Contractor. This provision pertains to customer service for both inmates and those with whom they communicate using the services/equipment provided by Contractor, to include issues with billing and banking software.
- Contractor to manage all records requests pertaining to Contractor's services – of which requests originate from external visitors, ex-inmates, and general public.
- At no cost to HCSO, provide replacement equipment, when necessary, to ensure continuity in services provided by Contractor, as described in this RFP. Replacement equipment includes damaged/inoperable inmate tablets (to maintain the one-to-one issuance ratio); fixtures associated with Contractor's services; networking/server and data management hardware/equipment; etc. HCSO shall not be responsible for damaged equipment, unless in cases where HCSO is directly responsible for the damage; equipment, such as tablets, damaged by inmates shall remain the responsibility of Contractor.
- Provide one kiosk and the required infrastructure in HCSO's Central Booking / Intake area that allows arrestees to use on-hand funds (cash, credit/banking cards) to fund their accounts for self-bail purposes.
- Provide capability for visitors to make deposits into inmates' accounts to pay for services described in this RFP. Contractor's solution shall allow for such deposits to be made both in person at one of HCSO's two jail facilities, or online via Contractor's

- online portal. Contractor shall provide two kiosks, one each at the Orient Road Jail and Falkenburg Road Jail public lobby areas, to facilitate on-site account deposits.
- Provide functioning biometric technology/software designed to prevent improper/fraudulent usage of Contractor's services, and to support Contractor's investigative technology/software.
  - Provide a system that restricts inmates from communicating with other incarcerated individuals.
  - Provide a system that allows external visitors to use a variety of devices (home computers, tablets, smartphones, etc.) to engage the services described in this RFP; external visitors must consent to the communication before a connection is made, as to prevent inmates from making unsolicited contact with any person.
  - Provide an emergency/disaster operations plan that includes necessary preparations, efforts to ensure continuity of operations, recovery, and staffing.
  - Provide HCSO with legal/civil indemnification pertaining to any/all liabilities associated with services provided by Contractor.

## **6. Investigative Technology:**

Provide a robust investigative system, that incorporates the use of biometric technology, to support HCSO's efforts to identify and address problematic issues, such as: improper/unauthorized usage of any of the services described in this RFP; information pertaining to latent, current, or future criminal activity; information pertaining to violation of facility rules. In addition to other innovative investigative technology offered by Contractor, HCSO desires the following investigative capabilities:

- Access to recordings/records of all non-privileged calls, visitation sessions, messages between inmates and external visitors. System to allow HCSO to save these records to storage devices, such as computer hard drives or external storage devices, in common formats (such as JPG, MPEG, MP4, MP3, WAV, etc.).
- Access to various automated tools to aide in the investigation or discovery of past, current, or future criminal activities.
- Ability to investigate links between inmates and public individuals, or other inmates, using multi-path and multi-relation analyses. System to detect direct or indirect relationships between multiple inmates, using a combination of phone calls, video visitation, and electronic messaging.
- Restricts inmates from receiving second dial tones, or "chain-dialing".
- Provide a system that allows HCSO investigators to receive auto notifications (email, text message), or phone calls that allow the investigator/s to covertly listen to phone calls, when specified inmates use communication services, or when specified phone numbers or external visitors are contacted.
- Provide a system that allows for the accurate and automatic conversion of recorded speech to text.
- Provide a system that automatically detects and alerts HCSO to keywords (as selected by HCSO) used in phone calls or electronic

messages; system to allow for manual search of other words not listed in a keyword bank.

- Provide a system designed to capture data pertaining to external visitors, such as IP addresses and/or physical locations from which external visitors receive phone calls or originate electronic messages.
- Provide a process/procedure requiring external adult visitors to self-identify using a form of government-issued identification – for both on and off-site visitation activities.
- Provide a system that allows HCSO investigators to use Contractor’s investigative suite on a variety of devices (computer, tablet, smartphone, etc.).
- Ability to provide and certify inmate communication records as authentic for court and other legal purposes.
- Provide a system that allows HCSO to conveniently produce reports associated with the investigative tools and functions listed in this section of this RFP.
- Provide a system that allows HCSO to grant other agencies temporary access to HCSO’s investigative suite to support multi-jurisdictional efforts to investigate criminal activities.

## **7. Technical, information technology, and security requirements:**

- System to provide enough bandwidth to support all services described in this RFP, specifically a minimum of 500 phone calls, AND 500 video visitation sessions, AND 500 content streams (tablet movies and/or music) simultaneously.
- Web-based programs to be compatible with all the major web browsers (Chrome, Internet Explorer, Firefox, Edge). All applications used by HCSO employees MUST be fully compatible with “Chrome” and “Edge”.
- Ensure the following security measures:
  - Use of WPA2/PSK or WPA3/PSK.
  - SSID is not broadcast.
  - Random MAC’s to be enabled, where supported by end devices.
  - Support both 2.4 and 5 GHz spectrums.
  - Enabling band steering of 5 GHz.
  - Load balancing to be enabled where multiple AP’s are used.
  - Automatic channel selection to be enabled. Channels 1, 6, and 11 are used on the 2.4 GHz spectrum.
  - Provide a security incident response procedure that includes notification steps.
  - Ensure no unapproved applications can be installed on the tablets.
  - Ensure that unapproved content, apps, and websites are blocked; HCSO to determine which content shall be allowed/blocked.
  - Provide reporting on content, app, and website usage.
  - Store call and investigative data in the U.S.
  - Provide the OS/firmware upgrade schedule for equipment.
  - Update the OS/firmware on the equipment in a timely manner.

- **Documentation Requirements:**
  - Provide a topology with all system components, ports, and physical location of equipment.
  - Provide a generic troubleshooting flowchart.
  - Provide information on any pending lawsuits or solvency issues.