

# **REQUEST FOR PROPOSAL**

**INMATE TELEPHONE SERVICE**

**WAYNE COUNTY CORRECTIONAL FACILITY  
44 MID WAYNE DRIVE  
HONESDALE PA 18431**

**APRIL 27, 2016**

## **1. SUMMARY AND BACKGROUND**

Through this Request for Proposal, the Wayne County Correctional Facility, herein referred to as County, respectfully requests proposals from responsible and qualified firms for a fully-operational, flexible, secure, and reliable inmate telephone company. Firms who submit a response to this Request for Proposal shall be responsible to submit technical and service solutions based on their programs that meet or exceed the goals and objectives herein.

## **2. PROPOSAL GUIDELINES**

This Request for Proposal represents the requirements for an open and competitive process. Proposals will be accepted until 4pm EST May 18, 2016. Any proposals received after this date and time will be returned to the sender. All proposals must be signed by an official agent or representative of the company submitting the proposal.

All proposals submitted shall become property of the County. All proposals shall include all of the information requested and any additional data that the respondent deems pertinent to the understanding and evaluation of their proposal response. A site visit is required as part of the request for proposal process. The County will not reimburse for the respondents for any costs associated with the preparation or submission of said proposals or in the preparation or attendance of any meeting that may be required to fulfill the requires of this Request for Proposal.

Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by the County Solicitor and will include scope, budget, schedule, and other necessary items pertaining to the project.

## **3. PROJECT PURPOSE AND DESCRIPTION**

### **Wayne County Correctional Facility Information:**

Wayne County Correctional Facility maintains 200 Inmate Beds with an average daily population of 100 inmates 9 housing units, medical department, intake, records department, and administrative offices. .

### **Project Description:**

The Vendor shall provide service and materials to provide inmate telephone services for approximately 100 inmates but up to 200 inmates.

The Vendor will provide a monthly invoice for inmate telephone usage and technology services and then provide the County with commission for the usage of the phones and services.

The Vendor shall be compatible with the CCAP UCM system and assume any cost associated with interfacing with that system. Additionally, software must interface with Keefe Commissary Network and any equipment provided by the commissary vendor.

The Vendor must own, install, and support its' own software, servers, kiosks, and any other hardware provided in co-operation with Security Policies and review of County IT Staff.

Technical support must be provided at no additional charge twenty four hours a day via toll-free phone line. All upgrades must be included free of charge as part of the maintenance agreement.

The Vendor must ensure a secure telephone network with seventeen housing unit phones and sixteen visitation phones within the facility with the ability to monitor and record inmate telephone calls and conversations. Fourteen of the sixteen visitation phones will monitor and record inmates' conversations. Two visitation phones located in separate visitation room will be set to not record the conversation and will be utilized for attorney visits. Housing Unit phones will be located in the following locations:

- Unit A- 3 Phones and 1 Kiosk
- Unit B- 3 Phones and 1 Kiosk
- Unit C- 1 Phone and 1 Kiosk
- Unit D- 1 Phone and 1 Kiosk
- Unit E- 1 Phone and 1 Kiosk
- Unit F- 1 Phone and 1 Kiosk
- Unit G- 1 Phone and 1 Kiosk
- Unit H- 1 Phone and 1 Kiosk
- Unit I- 3 Phones and 1 Kiosk
- Medical Isolation- 1 Phone
- Intake- 1 Phone

The telephone network will have the ability to print reports with frequently call numbers, call history, high risk word spotting. Reports shall provide an accurate and current call detail for calls placed from the inmate phones that include origination number, destination number, length of call in minutes, reason for disconnect, and total call charges. The system shall brand all inmate calls with a pre-recorded message announcing the call is being recorded with the exception of attorney calls, collect call, name of the facility, and a pre-recorded name of the inmate calling. The system will have the ability to assign designated numbers as free to the inmate population for the calls to the public defenders' offices.

The Vendor will provide a self-service kiosk system that is configurable to all other vendors and software. One kiosk will be placed in each of the nine housing unit for inmates to check account balances or view transaction history in real time, order commissary, view facility memorandums and important information, draft request forms to staff, and submit grievances and appeals. The Vendor will provide the ability for inmates to participate in video visitation in a manner that is congruent to the County's Visitation Policy.

Vendors are required to disclose all fees charged to an inmate or called party in addition to call rates. Disclose fees whether charged directly or by a subcontractor, billing agent, or other third party who accepts payments on your behalf. The Vendor must ensure the proposal complies with the Federal Communications Commission's guidelines as applicable.

#### **4. REQUEST FOR PROPOSAL AND PROJECT TIMELINE**

##### **Request for Proposal Timeline:**

All proposals in response to this RFP are due no later than May 18, 2016 at 4 PM EST.

Evaluation of proposals will be conducted from May 23, 2016 to May 28, 2016. If additional information or discussions are needed with any bidders during this two week window, the bidder(s) will be notified.

The selection decision for the winning bidder will be made no later than June 1, 2016.

Upon notification, the contract negotiation with the winning bidder will begin immediately.

## **5. BIDDER QUALIFICATIONS**

Bidders should provide the following items as part of their proposal for consideration:

- Description of experience in implementation of software, kiosks, telephones, and other services
- Anticipated resources you will assign to this project (total number, role, title, experience)
- A full implementation plan
- Timeframe for completion of the project
- A detailed financial proposal and sample contracts.
- A minimum of 3 references from facilities that currently or previously used your services.
- Each bidder shall contact Warden Kevin Bishop to make arraignments for a site evaluation prior to the submittal of a proposal.

## **6. PROPOSAL EVALUATION CRITERIA**

The County will evaluate all proposals based on the following criteria. To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following criteria:

- Overall proposal suitability: proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner
- Organizational Experience: Bidders will be evaluated on their experience as it pertains to the scope of this project
- Previous work: Bidders will be evaluated on examples of their work pertaining to telephone services
- Technical expertise and experience: Bidders must provide descriptions and documentation of staff technical expertise and experience
- Financial proposal

Each bidder must submit 5 copies of their proposal to the address below by  
Wayne County Correctional Facility  
44 Mid Wayne Drive  
Honesdale PA 18431

Attn: Warden Kevin Bishop