



RFP 11092

**INMATE PHONE, VIDEO VISITATION & VISITATION
ADMINISTRATION**

APPENDIX A

PROJECT SPECIFICATIONS AND SCOPE OF WORK

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Introduction

Spokane County Detention Services seeks to replace the existing Inmate Phone System and introduce new functionality relative to Inmate Tablets and Inmate Video Visitation. Additionally, we are interested in an eventual replacement for our custom-built Visitation Administration System. Our assumption is that Inmate Phone and Video Visitation vendors may also offer a robust administration system that could help us to coordinate visits with inmates along with additional capabilities that are outlined in our requirements.

Glossary

1. **Detention Services** – The Department within Spokane County that is committed to ensuring the safety of the community by managing safe, secure, humane and financially responsible Jail and Community Corrections facilities for Spokane County
2. **Spokane County Jail** - Holds medium to high-security inmates, is located next to the Public Safety Building at 1100 W. Mallon in downtown Spokane. It was originally built in 1986 to house approximately 462 inmates on six floors with a mezzanine on each floor. The jail reached capacity within two years, and in 1990 it was retrofitted to increase capacity to 675 inmates. The retrofits included double-bunking in modules and cells and dorms were added.
3. **Geiger** - Houses minimum and medium offenders under a variety of confinement and partial confinement programs including custody, work release, work crew, electronic home monitoring, and DUI alternative programs. The Geiger Corrections Center, is located near the Spokane International Airport (formerly called 'Geiger Field'), approximately 12 minutes west of the downtown jail. The facility is made up of a variety of 1942-era buildings. Currently, Geiger has a capacity of 367 inmates. The system should support any number of Geiger inmates on Electronic Home Monitoring (EHM), Work Release and Work Crews. Most the county's inmate education and treatment programs operate from this facility.
4. **OMS** – Offender Management System created by GTL which is the predecessor to our current Jail Management System called JailTracker by Caliber.

Problem Statement

The GTL supplied Inmate Phone system is overdue for upgrade now that we have transitioned away from the GTL OMS Jail Administration System in 2018. Therefore, a more robust Inmate Phone System with enhanced oversight/reporting, self-service and inmate tablet capabilities is needed at a more competitive rate for our inmate population. The introduction of a Video Visitation solution is being sought to take pressure out of the system that is being created by the need to support physical visitation sessions at Detention Service locations. Additionally, Visitation Administration is performed today with a robust custom developed application that supports our visitation staff's needs, but consolidating under one system is something we want to explore further, if the solution can support our needs. Replacing the Inmate Phone System is a "must have" by late-2019, the other items are less critical, but still needed longer term.

Objectives/Goals

1. Replace the current Inmate Phone System with a more modern robust solution
2. Introduce tablets to the inmate population
3. Reduce phone rates/fees to inmates
4. Improve phone usage reporting capabilities
5. Improve system interfacing capabilities
6. Implement a video visitation capability to reduce the need for physical visits to Detention Services facilities
7. Consider replacement of the home-grown Visitation Administration System

Deliverables

1. Purchase, configure and implement a new Inmate Phone System
2. Train Detention Services staff and stakeholders (LE, etc.) on the use and administration of the new inmate phone system
3. Introduce capability for canned and custom end-user developed inmate phone usage reports
4. Purchase, configure and implement Inmate Tablets
5. Implement a vendor supplied wireless network to support the use of tablets
6. Purchase, configure and implement a new video visitation system
7. Train Detention Services staff and stakeholders (Public Defenders, etc.) on the use and administration of the new video visitation system
8. Purchase, configure and implement a new Visitation Administration system (Assuming we find a suitable replacement for the existing system)
9. Integrate the phone, tablet and visitation systems with existing County systems where needed

Timeline

The timeline outlined below are approximations and designed to help vendors to understand our expectations at this early RFP Phase. Vendors are asked to supply realistic timelines after examining our facilities and applying your expertise and experience.

1. RFP Process – January – May, 2019
2. Contracting – May/June, 2019
3. Project Kickoff – Summer, 2019
4. Project Completion -
 - a. (Priority 1) Inmate Phone System replacement completion – Late-2019
 - b. (Priority 2a) Inmate Tablets – TBD
 - i. Spokane County Detention Services expects that wireless network buildout in both facilities will extend this effort into 2020. Additionally, we are interested in a phased approach, where different facilities and floors are built-out over a period of time.
 - c. (Priority 2b) Video Visitation – TBD
 - i. Spokane County Detention Services is interested in a phased approach, where different facilities and floors are built-out over a period of time.
 - d. (Priority 3) Visitation Administration System – TBD
 - i. Spokane County Detention Services sees this as the least critical component (if purchased) and therefore, expects this effort to follow the above.
5. Project Closeout – Mid-2020