



**RFP #P11092**

**Requirements Attachment H**

Updated 2/19/2019

## ***Introduction***

The following requirements have been developed with the purpose of including in an RFP that Spokane County Detention Services will issue in early-January of 2019. The RFP will cover the following need areas:

1. Replacement of the Current Inmate Phone System
2. Support for Video Visitation with Inmates
3. Visitation Management/Administration

Detention Services currently provides traditional inmate phone service, using an outside phone vendor (GTL). However, in the future we want to bring down phone costs to the inmates, and expand how phones are used in Detention Services. While replacing the Inmate Phone System is a “must have” by 2019, the other items are less critical, but still important. The Video Visitation solution is being sought to take some of the pressure out of the system that is being created by the need to support physical visitation sessions at Detention Services locations. Additionally, Visitation Management/Administration is something we do today with a robust home-grown application that supports many of our visitation staff’s needs, but consolidating under one system is something we want to explore further, if the solution can support our capabilities. Lastly, Detention Services recently implemented the JailTracker Jail Administration System from Caliber Justice. The interfacing capabilities with this vendor are very strong, so we would look to integrate new Jail Phone and Visitation systems with our new JailTracker System where possible.

## ***About Spokane County***

Spokane County is located in the eastern side of Washington State, Spokane County is home to over 420,000 residents, and employs over 1,900 individuals in 50 departments to help meet the public needs. Within Spokane County are numerous incorporated cities, including Spokane, Spokane Valley, Cheney and Liberty Lake.

The majority of County business takes place at the main county campus, just north of downtown Spokane. Like most counties in the State, Spokane County uses the 'commissioner' form of county government, in which the legislative and executive authorities and responsibilities are handled by a three-member board of county commissioners. In addition to the board of commissioners, the county charter also calls for election of a number other county officials, such as the Assessor, Auditor, Clerk, Sheriff, Prosecuting Attorney and Treasurer.

The Spokane County Detention Services manages two separate jail facilities.

- The Spokane County Jail, which 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. Note the "Jail Annex" is a peripheral unit of the Jail that houses approximately 90 inmates along with Medical and Mental Health staff and facilities.
- 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. The majority of the county's inmate education and treatment programs operate from this facility.

Though both facilities are managed by the Spokane County Detention Services, the county is not the sole user of the Jail. Other users include the City of Spokane Police Department, the Police Departments of three major universities, six surrounding small cities, the Washington State Patrol, Fairchild Air Force Base and the U.S. Marshal/Federal Government.

The majority of bookings take place at the Spokane County Jail, although some occur at the courts and at Geiger. The current "Average Daily Population" (ADP) for both facilities fluctuates, but the system should be capable of supporting potential future growth. Spokane County Detention Services is currently working with the Spokane Regional Law and Justice Council to significantly reduce incarceration rates. Although, for system capacity planning purposes we want to be conservative and assume a worst-case scenario to ensure the system we select will not be hampered by possible inmate headcount growth.

The Downtown Jail maintains approximately 120 PCs, laptops, or Apple devices within the facility and in remote locations throughout the Spokane County Courthouse campus. These PCs are running on Windows 7 or 10 operating systems. Geiger uses ~34 desktop computers, ~4 laptops, and one Apple device. Staff also utilize a combination of Android and Apple based tablets and smartphones. The new JMS system should be accessible by all of these user access points.

### ***Current Computer Network and Hardware***

1. Data networking provided to Spokane County by the Information Technology Department has three major components:

- Core (Inter-Building) Backbone connections. The backbone serves to interconnect departments to computing resources and provides transport to the Internet and other external resources. Currently the core switching/routing platform consists of a combination of Cisco 3850's, Nexus 900's and Fabric Extender switches.
- Intra-Building Local Area Network (LAN) connections: LAN connections provide connectivity between the end-user PC and the campus datacenter. All campus buildings are connected to the datacenter via multi-mode or single mode fiber optic cable, which is driven at 1Gb or 10Gb speed by a variety of Cisco workgroup switches. Client desktop connections are typically 1Gb, but due to limitations of older in-building copper cabling there are some that are at 100Mb or even 10Mb.
- Wide Area Network (WAN) connections: These connections link the County Campus to off-campus customers and networks. WAN connections run the gamut, from a single remote user accessing the County network via the Internet thru Citrix or a VPN to a remote building complex connected to the core via a leased 10 Gb fiber connection.

2. File Server and Client Desktop Environment:

- Spokane County currently has 100+ Windows servers, running a mix of Windows 2008 R2, 2012 and 2016. We are heavily virtualized with Microsoft Hyper-V being our hypervisor of choice. All domain controllers are Windows 2012 R2, and our functional domain model is Windows 2012 R2. All servers physically located in the Information Technology Department. Our database management system of choice is Microsoft SQL Server. Dell is our exclusive server supplier.
- Spokane County has approximately 2200 client desktop PC's running Windows 7 and Windows 10 with Microsoft Office Pro 2016 in the Office 365 platform. We purchase "white box" desktop PC's from US Micro in Bellevue, WA.

3. Web Server and Client Browser Environment:

- Our web servers (both internal and external) are running Windows Server, running IIS. We maintain internal test and production servers, as well as our production external server for our public website.

4. Law Enforcement Specific Information:

- On-campus law enforcement personnel are primarily located in the Public Safety Building and Jail. The Public Safety Building has both 1 Gb and 10 Gb connections back to the datacenter and typically 1 Gb connections to the end user PC. The Jail has multiple 1 Gb connections back to the datacenter with connections to the end user PC consisting of 10Mb, 100Mb and 1Gb depending on location. Note: Older cabling limits some end user connections to 10 and 100 Mb respectively in the Jail.
- Off-campus locations vary. Geiger Corrections is connected to the County network via a leased 100Mb fiber connection. There are also a number of Sheriff "SCOPE" stations directly connected via wireless 4.9Ghz connections or Cisco site to site VPN connections that run over the Internet.
  - Spokane County serves as a regional Point of Presence (POP) for connecting to the State Inter-Governmental Network (IGN). It is thru the IGN that secure state resources at the Washington State Patrol and other agencies are accessed using a private 100Mb connection.
  - Other outside agencies (smaller regional police departments for example) access County and State law enforcement resources, for which they are authorized via a Citrix Portal.
  - The Sheriff Department has over 200 Panasonic Toughbook ruggedized laptops that are used both in and out of patrol cars to run a variety of law enforcement applications. The Toughbooks run NetMotion Mobility XE to establish a Mobile Virtual Private Network (Mobile VPN) for securely connecting to the County network over any wireless network. 802.11x wireless connections are available via City/County wireless networks, with hotspots located at several locations.

**Section I. Inmate Phones & Tablets**

Inmates use the Inmate Phone System to make professional service (Attorney, Medical Provider, etc.) and friends and family calls. Calls are paid for in a number of ways, including debiting funds from the inmate’s account. Funds can be added to the inmate account by friends or family through a kiosk, website, or by jail staff when funds are received via US Mail. The phone system must verify available funds before calls are made and must debit the inmate account when the call is completed.

**1.0 GENERAL REQUIREMENTS**

*Figure 1 – Jail & Geiger Call Volume by Type, January through October, 2018*

**January - October 2018**

Facility	(All)			
Month	(All)			
Row Labels	Total Calls	Total Minutes	Average Min/Call	
Canada	17	102	6.00	
Interstate Interlata	26,957	241,933	8.97	
Interstate Intralata	500	4,391	8.78	
Intrastate Interlata	9,093	84,593	9.30	
Intrastate Intralata	21,271	196,923	9.26	
Local	98,845	820,092	8.30	
Mexico	9	92	10.22	
Interstate Interlata	1,258	12,149	9.66	
Interstate Intralata	39	383	9.82	
Intrastate Interlata	468	4,343	9.28	
Intrastate Intralata	806	7,863	9.76	
Local	2,944	28,938	9.83	
US Territories	1	2	2.00	
Collect Interstate Interlata	872	5,955	6.83	
Collect Interstate Intralata	63	652	10.35	
Collect Intrastate Interlata	488	3,237	6.63	
Collect Intrastate Intralata	766	5,607	7.32	
Collect Local	4,395	27,224	6.19	
<b>Grand Total</b>	<b>168,792</b>	<b>1,444,479</b>	<b>8.56</b>	

1. Physical inmate visitation phones are located at both Geiger (currently ~34 units) and the Jail facility (currently ~88 units). The proposer can either work with the existing vendor (GTL) to take possession of and own the existing phones or coordinate their removal and replacement with new phones. Additionally, we ask for the ability to move them if necessary, should the County decide to develop a new or replace an existing detention facility in the future. The current phones are made up of a mix of:

- a. Geiger –
  - i. 24 Pod level wall phones
  - ii. 6 individual type phones
  - iii. 4 Public defender phones.

**GEIGER GRAND TOTAL = 34 wall mounted phones**

- b. Jail/Annex
  - i. Booking (1W) – 5 wall phones
    - Interested in adding 2-3 phones with no headset cords in holding cell 1W07
  - ii. 2W (means 2<sup>nd</sup> floor West) – 6 dayroom wall phones + 2 wall phones in Max/Overflow
  - iii. 2E – 6 wall phones
  - iv. Annex
    - A tank – 3 wall phones
    - B tank – 3 wall phones
    - C tank – 3 wall phones
    - D1 tank – 2 wall phones
    - D2 tank – 2 wall phones
    - G tank – 2 wall phones
    - H tank – 2 wall phones
    - Medical 1 **mobile/cart based phone** + 1 wall mounted phone in 3A01 (which is a dorm in the medical area)
  - v. 3W
    - 6 wall phones in the dayroom
    - 2 wall phones in 3W30

- 2 wall phones in 3W31
- 1 wall phone in Max/Overflow
- vi. 3E – 6 wall phones
- vii. 4W – 6 wall phones
- viii. 4E – 6 wall phones
- ix. 5W – 6 wall phones
- x. 5E – 6 wall phones
- xi. 6W – 6 wall phones
- xii. 6E – 4 stand mounted phones which have been secure to the wall. They are in each of the 4 separate dayrooms. We need a 5<sup>th</sup> for this area.

**JAIL GRAND TOTAL = 88 wall mounted phones + 1 mobile/cart based phone**

2. Tablet based phones are also a consideration for Spokane County Detention Services, with the understanding that some or all inmates could have access to a tablet that they would check-out daily and return each night for charging and redistribution the next day. Restrictions will be determined and enforced by Detention Services.
  - a. The tablets may support educational programs, certification opportunities, eBooks, music, internet access (with restrictions), email and videos/movies along with other potential services that the vendor may offer (subject to approval by Detention Services).
  - b. The tablets must be secured with a login and password (or other means)
  - c. The tablets must maintain a user profile that controls access to capabilities (adheres to restrictions, etc.)
  - d. The phones must work from a secure vendor supplied network
3. Phone restrictions and or tablet restrictions must be capturable and supported.
  - a. Restrictions can be requested by arresting officers, Jail Staff, etc.
  - b. Restrictions should capture day and time they remain active and the reason for the restriction
  - c. Restrictions can be for blocks of time during a given day or more broadly for full days, weeks and even months
  - d. Restrictions should apply to overall use and access at multiple levels (full lock-out from devices or lock out by capability, etc.)
  - e. Restriction interfacing to or from JailTracker data (alerts, etc.) is required



4. Phone/tablet use log/tracking
  - a. Ability to see and track via reporting the use of phones at the inmate level
5. Inmate phone/tablet system should support Inmate Kite submissions
  - a. Interfacing to or from JailTracker data
6. Inmate phone/tablet system should support grievances
  - a. Interfacing to or from JailTracker data
7. Inmate phone/tablet system should support Commissary ordering
  - a. Interfacing to or from JailTracker data
8. Inmate phone/tablet system should allow inmates to access specific information about their stay, (court dates, sentence length, expected release date, fund balances, etc.)
  - a. Interfacing to or from JailTracker data
9. Allow inmates to pay jail related expenses/fees by transferring their own funds by phone.
10. Capability for staff to allow for free phone calls, as needed.
11. Allow system to interface (one way or two way) as needed with:
  - a. JailTracker – Serves as our Jail Management System

#### **SECTION 1B – Juvenile Inmate Phones (New Requirements for Juvenile Facility)**

Spokane County Juvenile Court Services seeks to join Spokane County Detention Services in looking for a replacement to their current inmate phone system. The Juvenile phone system is currently managed by Detention Services and is provided by the same vendor. Juvenile Court Services has jurisdiction over juveniles who violate criminal laws and who are in need of protection and/or advocacy as a result of abuse, neglect, or abandonment. This is accomplished through probation, court, detention, adoption (Superior Court), and support services. The Juvenile Detention Center is a 39-bed facility with seven intake/booking cells and an average daily population of around 20 juvenile inmates. The facility operates seven days a week, 24 hours a day. The physical location is just across the street from the Jail at 902 N. Adams St., Spokane, WA 99260.

#### **Requirements:**

1. Spokane County Juvenile has six inmate phones that are made available to inmates daily. (see image below)
2. There are three phones located on a bank on an upstairs wall, two in a bank downstairs and one on a wall in the outdoor exercise area.

3. The average total for all six phones combined is 380 calls and about 3,100 minutes, per month.
4. Today, inmates do not use pin codes (like at the Jail and Geiger) to access the phones, so it is difficult to track who uses phones and when, relative to recording conversations.
  - a. While we want to explore the use of pin codes and or alternatives to uniquely identify who is using the phone, the facility may want the flexibility to continue with a no identifier process.
5. The collect and prepay “call payment” section details provided in Attachment H of the RFP apply for the Juvenile facility, as well.
6. Professional visits by phone are and will continue to be conducted on a regular non-inmate phone (not recorded).
7. Much like Detention Services, Juvenile Court Services seeks to lower the cost of phone services for the inmates and their families. Therefore, we ask that you present a breakdown of rates exactly as is being requested for Detention Services facilities, with a full, half and no commission option. The reduced commissions should be used to lower rates.
8. Juvenile related phone commissions (if we decide to keep them) need to be paid out to the Juvenile Court Services Department, as opposed to Detention Services.
9. Juvenile phone activity needs to be reported on separately from Detention Services.
10. The collect and prepay “call payment” section details provided in Attachment H of the RFP apply for the Juvenile facility, as well.
11. The “Current Computer Network and Hardware” section details provided in Attachment H of the RFP apply for the Juvenile facility, as well.
12. The use of tablets and video visitation is of interest long-term to Juvenile, but this is not something that this facility will be looking to implement in the near-future.



**Juvenile Call Volume/Types Examples – 2014 and 2017:**

**Period:** February 2014 ( 01/26/2014 to 02/25/2014 )

Call Type	Calls	% Calls	Minutes	% Minutes
Advance Pay Interstate Interlata	9	1.55%	52	1.06%
Advance Pay Intrastate Interlata	43	7.41%	421	8.56%
Advance Pay Intrastate Intralata	1	0.17%	8	0.16%
Advance Pay Local	511	88.10%	4,357	88.63%
Collect Local	16	2.76%	78	1.59%
<b>Totals:</b>	<b>580</b>	<b>100.00%</b>	<b>4,916</b>	<b>100.00%</b>

**Period:** February 2017 ( 01/26/2017 to 02/25/2017 )

Call Type	Calls	% Calls	Minutes	% Minutes
Advance Pay Canada				
Advance Pay Interstate Interlata	83	43.23%	577	44.15%
Advance Pay Interstate Intralata				
Advance Pay Intrastate Interlata	7	3.65%	49	3.75%
Advance Pay Intrastate Intralata	21	10.94%	161	12.32%
Advance Pay Local	75	39.06%	484	37.03%
Advance Pay One Call Interstate Interlata				
Advance Pay One Call Intrastate Interlata	1	0.52%	1	0.08%
Advance Pay One Call Intrastate Intralata				
Advance Pay One Call Local	5	2.60%	35	2.68%
Collect Interstate Interlata				
Collect Intrastate Interlata				
Collect Intrastate Intralata				
Collect Local				
<b>Totals:</b>	<b>192</b>	<b>100.00%</b>	<b>1,307</b>	<b>100.00%</b>

## 2.0 INSTALLATION REQUIREMENTS

1. Turnkey Installation – Proposer shall be responsible for all costs associated with the inmate telephone system, including taking over ownership/replacing current equipment, purchase of equipment, installation, service, maintenance, voice network and transmission, data network, ongoing support and development for interfaces and day-to-day operations. The County shall have no responsibility for any costs associated with the system.
2. Proposer is responsible for determining all wiring and software requirements and costs associated with the conversion of service from current inmate telephone system provider (GTL) to the successful new service provider. Successful proposer shall coordinate all details of switching out services with the current vendor.
3. Installation of the system shall be at the awarded Proposer's expense, as will removal of same upon cancellation or completion of the contract. The Proposer shall provide local service maintenance and replace phones as required. The Proposer shall be totally responsible for all equipment and service.
4. The Proposer must address in their proposal the issue of transition from the existing system to the proposed system to minimize or eliminate disruption of service. The proposal must include, but not be limited to, a response to the following items involved in a time line:
  - a. Transition procedures
  - b. Network service coordination requirements
  - c. Software programming, preparation, interfacing and testing
  - d. Facility and station equipment installation procedures
  - e. System testing
  - f. Cutover prep and go live
  - g. Post go-live support
5. Proposers must submit with their proposal a complete and detailed schedule of time required for installation, utility coordination, training, cut-over and testing. The system must be installed in a manner and under a time-frame designed to minimize disruption of the normal functioning of the County and its security concerns.
6. Change-over of the Phone system should take place before year end-2019. All systems must be installed and operational within six-months of the County's issuance of a "Notice to Proceed." Proposer must provide a proposed implementation plan and timetable to meet these requirements. If this schedule cannot be met,

Proposer must state the number of days required to install the equipment after notification. Failure to state installation time in the proposal will obligate Proposer to complete installation within the stated time frame. Extended installation times may be considered when in the best interest of the County.

- a. The Tablet solution may require significant wireless network build-out in both facilities and therefore could be treated as a Phase 2 for implementation after the phone system, if necessary.
7. Supervision, delivery, unpacking, placement, installation, testing, and cut-over of equipment shall be the responsibility of the Proposer. All phases of the installation must be coordinated through the County's designated contact person. The County's advice and written approval must be obtained by the Proposer before making any modification or alteration to building(s) or grounds. Work areas shall be barricaded to provide a safe condition for pedestrian and vehicular traffic.
8. Proposer must conform to all applicable local and national electrical codes. Inside wiring must be concealed where possible and installed in a neat, workmanlike manner. Any cable runs not concealed inside ceiling or wall must follow ceiling, floor or wall corners and must be covered in metal conduit or other material pre-accepted in writing by the County. All cable runs above ceilings shall be installed with clips or hangers to prevent contact with suspended ceilings.
9. The County may give written authorization for the Proposer to interface with the local regulated telephone company on behalf of the County throughout the term of the contract period. In that event, Proposer for the system shall be responsible for coordinating all service required by the County from the local regulated telephone company and shall be responsible for any charges from the telephone company for services provided at the request of the Proposer.

### **3.0 SERVICE AND SUPPORT REQUIREMENTS**

1. Successful Proposer shall be responsible for maintenance support on a twenty-four (24) hour, seven (7) day per week basis.
2. Describe, in detail, your company's service and maintenance program. Include remote programming, diagnostics, downloading and trouble-shooting. Please also describe how the phones are polled, how often, and what information is gathered during remote diagnostics.

3. Wherever “Maintenance” is specified in this section, it shall mean “Software and/or Hardware and/or other telephone equipment maintenance, support and repair and/or replacement requirements”.
4. All costs for maintenance, support, repair of all software and equipment will be borne by the successful proposer.
5. During the term of any contract awarded as a result of the RFP, successful proposer agrees to provide maintenance to diagnose problems, determine proper solutions and provide:
  - a. The implementation of any required solutions, changes, modifications, updates or other services which 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
  - b. Upgrade the Software and/or hardware to its required performance standards as required in the RFP
  - c. Telephone support shall be available to accept calls regarding maintenance twenty-four (24) hours a day, seven (7) days a week. Describe the location of your technical services call center(s), and indicate whether, and under what circumstances, a maintenance call from the facility will ever be answered by a service representative located outside of the United States.
  - d. Successful proposer shall respond to a telephone request for maintenance within four (4) hours after the initial notification.
6. Telephone support shall be available to accept calls from inmate call recipients (friends/family) regarding customer service, billing, and prepaid account setup and funding twenty-four (24) hours a day, seven (7) days a week. Please confirm the number and location of your customer service call center(s).
7. The following items detail the minimum specifications required. Proposers are required to respond to each item, explaining fully how the solution proposed will accomplish the requirements.
  - a. Response Time – Interface Equipment - The response time for repair work shall not exceed twenty-four (24) hours following notification. Four (4) hour response is required for critical need repairs. Proposers are required to detail in their proposal how requests for repairs will be handled, including the number of technicians and their training and certifications relating to the proposed equipment.
  - b. Response Time - Non-Working Phones - In areas that have only a single phone, the replacement time for non-working phones shall not exceed twenty-four (24) hours following notification. Replacement time for a single non-working phone in an area with multiple phones shall not exceed 48 hours. Proposers are required to detail in their proposal how requests for replacement will be handled.

- c. Trouble Help Desk and Escalations - Proposer shall provide the County a Proposer-run and staffed trouble help desk. In addition, Proposers are to provide a trouble escalation schedule and contact list. Proposers are required to detail in their proposal the location, staffing, and availability of the help desk; as well as the trouble escalation process within the Proposer and ability of the County to escalate unresolved tickets.
  - d. Called Party Customer Support - Proposer shall provide a Proposer-run and staffed called party help desk. Proposers are required to detail in their proposal the location, staffing, and availability of the help desk; as well as the services provided to the called party by this support group.
- 8. Certified Personnel - The Proposer, including subcontractors, will use certified technicians for the installation, maintenance, training and support of the inmate telephone system.
  - 9. Training - At no additional cost to Spokane County, hands-on training is to be provided on-site for all personnel using the telephone system and hardware. This includes training for things like system administration, call monitoring, analytics and reporting that may be needed by outside agencies like local Law Enforcement, etc.

#### **4.0 TECHNICAL REQUIREMENTS AND SPECIFICATIONS**

The following identifies the minimum requirements of the desired inmate telephone System:

- 1. The System shall use “State-of-the-Art” technology and web-based equipment with multilevel password security access. The architecture shall be expandable to allow future growth.
- 2. The Inmate Phone System shall process all inmate calls on an outgoing basis. No incoming calls shall be permitted.
- 3. All phones shall limit one call per connection; three-way calling is prohibited.
- 4. After the dialing sequence, the inmate shall be put “ON HOLD” until the call is positively accepted.
- 5. The System shall brand all inmate calls with a pre-recorded message announcing the following:
  - a. Name of the facility
  - b. Notification of call being recorded, monitored, intercepted and/or divulged
  - c. Pre-recorded name of the inmate initiating the call
  - d. Multi-lingual capabilities to include but not limited to English and Spanish.

6. The System shall deny access to specific numbers, such as 800, 888, 877, etc. Along with the ability to block specific telephone numbers such as victims, witnesses, judges, and county staff.
7. The System shall provide the ability to detect three-way calls and other fraudulent dialing patterns. Facility personnel should be provided with the ability to monitor, flag and/or terminate the call.
8. The System shall be capable of allowing free local calls to certain numbers such as Public Defender, District Attorney, Rape Crisis Center, etc.
9. The System shall include the ability to control call duration on the basis of time limits and time of day restrictions.
10. The System shall have the ability to set a schedule with time limits and calling hours for phones, phone groups, and destination numbers.
11. The system shall have the ability to restrict calls to a single number or a range of numbers.
12. Provide the capability to assign and use “PIN” management (or other solution like biometrics, etc.) with the inmate telephone System. Integration with the facility’s Jail Management System (JMS) is required to automate the PIN assignment process. Spokane County Detention Services utilizes The Caliber JailTracker JMS.
13. The system must offer the option of voice biometric technology. This feature must be an integrated part of the call processing system. The ability to detect and send alerts for calls in real time during which the inmate’s voice changed after passing initial verification is preferred.
14. The System shall allow the creation of a “class of service” for groups of inmates to simplify the assignment of inmate calling privileges. Class of service should be customizable by number of calls allowed in a particular time period (days, weeks, months, etc.) during a defined time period, including free calls and other special free call types (such as attorney calls).
15. The Proposer may need to adjust the number of inmate telephones during the course of the contract to accommodate significant changes in inmate population or location. Proposer must agree to adjust the number of inmate telephones or to relocate existing telephones as needed at no cost to Spokane County Detention Services.
16. The System shall provide an integrated capability to monitor, record, store, and retrieve inmate phone conversations on a real-time basis. Recordings must be stored online for the entire contract period plus any extensions if necessary, while also allowing for the destruction of records based on their record retention period (timeframe to be identified by the County). At the end of the contract, all recorded calls shall have the ability to



be off-loaded to a standard recording medium that retains a chain of evidence admissible in a court of law and is playable with a standard media player. An index must be provided to identify recordings by inmate last name and a county specific JailTracker identifier we call the CID (County ID).

- a. It is required that the Recording feature allow authorized users to export recordings to a storage device of our choosing (network drive, thumb drive, CDs or DVDs, etc.)
  - b. The System shall also provide the ability to share call recordings with specific users (Law Enforcement, etc.) or forward recordings and data to specific email addresses.
  - c. The system shall provide for the ability to automatically produce or allow for the manual creation of a written transcript
  - d. Call recordings should be accessible via non-proprietary listening software (i.e. the county does not want to be restricted to one particular or proprietary software when we listen to call recordings).
17. The System shall allow professional visitors to register for non-recorded or privileged status to ensure calls made to these phone numbers are never recorded. The process to administer these registrations should be low effort for Detention Services, or more preferably web-based self-service by a professional service provider (attorney, etc.) with an approval process to activate by Detention Services.
18. The System shall provide the ability to place alerts on individual inmates and called numbers that indicate the inmate or phone number is currently involved in a conversation. Types of alerts shall include, at a minimum, alerts to a land line, cell phone, pager, SMS text, and email. Indicate whether the monitoring party can break in to a live conversation and talk to both parties on an alerted call.
19. It is desired that the System provide alerts (interface to JailTracker, email, text or?) whenever a Debit or Prepaid account is funded that is associated with an inmate or telephone number of interest.
20. In addition to traditional collect call service, the Spokane County Detention Services requires that the Proposer provides for prepay calling options. The pre-pay calling option must allow friends and family members (Users) the ability to establish an account directly with the Proposer. The Proposer should describe their proposed Pre-Pay Calling Option to include at a minimum their proposed approach to the following:
- a. Customer Service
  - b. Payment/Account Replenishment Options and Methods
  - c. Billing Options and Methods
  - d. Balance Notification

e. Supported Call Types le... Local, IntraLata, etc.

f. Reporting

21. Provide correct and accurate call detail and management reports for all calls placed from the inmate phones. Reports shall include as a minimum, origination number, destination number, type of call (local, intralata, interlata/intrastate, or interstate), number of minutes of call, reason for disconnect and total call charges. Reports must be available onsite to authorized County personnel, with no intervention from the Proposer necessary. Ability for authorized users to run specified reports periodically on a pre-defined schedule is preferred.
22. Provide accurate summary revenue reports on site from any System workstation. Reports must include all call types (collect, prepaid collect and debit card) and must reflect the total revenue for each call type, subtotaled by tariff type (local, IntraLATA, InterLATA, Interstate, and International).
23. The System shall be capable of producing detailed and summary reports which reveal inmate telephone activity, such as telephone numbers called by more than one inmate.
24. Call Detail Records – Call records and recordings shall be stored online throughout the life of the contract, while also allowing for the destruction of records based on their record retention period (to be identified by the County).
  - a. Alternate proposals of archive storage are not acceptable. Proposer must specify in their proposal where the call records and recordings will be stored, and where backups of either will reside.
25. The System shall allow authorized users to attach notes to call detail records that can be queried for investigative purposes.
26. The System shall provide an investigative analysis feature that allows authorized users to view and analyze call data to establish links between multiple inmates and called parties that also offers a graphical representation of such links.
27. The System shall offer unlimited secure, remote access capability from any PC or laptop with internet connectivity. This remote access shall (at a minimum) enable authorized users to view call records, generate reports, monitor live conversations, and search/retrieve/play recorded calls. Remote access activity shall not impair System functionality or performance in any way.”
28. Integration with the facility’s Commissary System is required to automate the debit calling and tablet option. Spokane County utilizes our JailTracker system to track inmate trust account balances.

## **5.0 KIOSK AND INTERNET BANKING SOLUTION**

1. The Lobby Kiosks (one at Geiger and one at Jail) must be self-contained and only require power and network connectivity.
2. The Jail would also be interested in third kiosk solution in Jail Booking for Booking Officers to use when intaking cash from inmates during the booking process.
3. The successful Proposer, or their sub-contracted armored car service, will be responsible for collecting ALL cash from the Lobby Kiosk.
4. The Lobby Kiosks must be multi-lingual to include but not limited to English and Spanish.
5. All selections on the Lobby Kiosks must be performed using touch screen technology.
6. The Lobby Kiosk must allow the user to place money on an inmate's phone or commissary account using either cash or credit card through an interface to the County's JailTracker system.
7. The Lobby Kiosk must allow the user to enter a full or partial inmate last name to search. And the search results must present the user with all inmate names that meet the users request along with the inmate's date of birth, booking number or permanent identification number.
8. During the deposit process the Lobby Kiosks must present the user with notification of the usage fees and must require the user to acknowledge those fees. Once an inmate has been selected, the Lobby Kiosk must present the user with a maximum amount that they may deposit. The Lobby Kiosk will not permit deposits beyond the maximum allowable amount (as defined by the County).
9. During the deposit process the Lobby Kiosk must require the user to select their payment method, cash, credit card, etc.
10. If the user elects to utilize cash the Lobby Kiosk must count the cash as the user places the bills in the acceptor. The Lobby Kiosk must show the end user the amount that they have deposited, the surcharge and the amount to be applied to the inmate's commissary account or the user's pre-paid inmate telephone account.
11. The proposer must agree that that Detention Services staff can and will maintain a cash deposit window service free of charge during normal business hours (As defined by Spokane County Detention Services).
12. The successful Proposer must be responsible for all counterfeit bills that may be accepted through the Lobby Kiosk.

13. If the user elects to utilize a credit card the Lobby Kiosk must allow the user to enter the amount that they wish to have charged to the card. The Lobby Kiosk must show the end user the amount that they have deposited, the surcharge and the amount to be applied to the inmate's commissary account or the user's pre-paid inmate telephone account.
14. All transactions accepted at the Lobby Kiosk must be receipted upon completion.
15. All receipts must contain a contact number in the event that there is an issue with the money deposited to the inmate's commissary account or the users pre-paid phone account.
16. Successful Proposer MUST be completely responsible for solving any issues that users have with transactions that occur at the Lobby Kiosk.
17. The successful Proposer must also provide an Internet Banking Solution for receiving money for deposit onto an inmate's commissary account through credit card only transactions.
18. The Internet Banking Solution must allow the user to enter the amount that they wish to have charged to the card. The Internet Banking Solution must show the end user the amount that they have deposited, the surcharge and the amount to be applied to the inmate's commissary account.
19. Successful Proposer MUST be completely responsible for solving any issues that users have with transactions that occur through the Internet Banking Solution.
20. All money received for deposit to the inmate's commissary account must be placed in the County's Jail Management System through an interface.
21. The posting of money to the County's Jail Management System must be done electronically and not require personnel from the Jail to hand enter each separate transaction.
22. All money received both at the Lobby Kiosk and through the Internet Banking Solution for inmate commissary deposits must be ACH transferred to the County the next business day after the transaction occurs. The County will NOT wait until the money has been collected from the Lobby Kiosk.
23. When the ACH transfer occurs, the successful Proposer must also send an emailed report to multiple staff members at the County containing the amount of the ACH transfer including the inmate's name, identification numbers and the amount that they have received. This email is to be used in validating the ACH transfer and will be used to reconcile against the County's Jail Management System.

## 5.1 KIOSK MAINTENANCE REQUIREMENTS

1. General Provisions - The selected proposer shall provide the necessary labor, parts, materials, and transportation to maintain the proposed Kiosk equipment, and all software in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract. No charge will be made for maintenance.
2. Certification - The selected proposer will certify that all equipment, enclosures and software included will be in good working order at test and acceptance and that the proposer shall repair or replace malfunctioning equipment, enclosures and software and return them to good working order whenever required. The proposer will ensure that all service technicians have passed all certification procedures required by the equipment manufacturers for the system they are proposing.
3. Maintenance Center Location And Personnel Profile - The proposer will submit a detailed plan explaining the geographic locations of the centers, the types of equipment being maintained at these facilities, and the ease with which maintenance service can be requested. The proposal must also list the names of the primary maintenance personnel at each location and their experience working with the equipment proposed. It is expected that the proposer will only provide the names and experience of personnel who have been fully trained and qualified on the equipment and software proposed and/or certified by the equipment manufacturer if the manufacturer requires such certification.
4. Standards For Repair - The proposer for the Lobby Kiosk and Internet Banking Solution must adhere to the following minimum standards for repair:
  - a. The proposer must have sufficient repair personnel to be able to respond to multiple repair events at the same time.
  - b. The proposer must provide a free-of-charge repair service number for a live, trained person to receive trouble reports twenty four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year.
  - c. Out-of-hours and weekend repair service will be limited to essential repairs only. However, the proposer must respond to these repairs when required. The proposer shall inform the County as soon as possible of any occurrence of an unusual nature that may result in prolonged or serious service interruption. The proposer shall perform any work requiring prolonged or serious service interruption at a time, which will

cause minimum disruption to the users in agreement with the designated representative, and at a time mutually agreed upon.

5. Preventive Maintenance - The proposer shall be responsible for preventive maintenance as may be required by the equipment manufacturer to maintain the level of services proposed.

## **6.0 EQUIPMENT**

1. All telephone equipment provided shall be new and completely operational at cutover. Vendors should comment if they will be utilizing the existing equipment in place.
2. The vendor is responsible to ensure that all equipment shall comply with Part 68 FCC Rules and meet or exceed all applicable codes and standards for installation and service.
3. All Systems proposed shall meet ADA standards. The Proposer must provide four telephones with TDD capability at no charge. Each TDD call must be recorded by the inmate phone System, converted to text, and attached to the call recording.
4. All inmate telephones shall be indestructible type telephones suitable for use in a jail, tamperproof, with steel encased housings and shockproof keypads. All handsets shall be of heavy-duty construction with no removable parts and shall be hearing aid compatible. The hand set cord shall be armored with a stainless-steel lanyard. All phone instruments shall be waterproof, fireproof and feature DTMF dialing. Booking phones shall be cord free.
5. All telephone instruments shall be line powered and have UPS back-up power. No separate power supply shall be required. The UPS back-up and other equipment, whether or not specifically mentioned, to complete a total inmate telephone System will be the responsibility of the successful proposer and any and all costs will be borne by the successful proposer and will not be deducted from Commissions.

## **7.0 CALL RATING AND COMMISSION ACCOUNTABILITY**

1. A copy of current rates shall be on file with the County. County must be notified, in writing, of any proposed increases or decreases in the rates charged. County MUST approve increases/decreases in rate(s) prior to any change. Proposer will charge calling rates in accordance with the latest FCC Order.
2. Any change in Tariff (Increase or Decrease) which is not approved by the County in writing in advance of the change shall be grounds for termination of the contract.
3. The commission offered to the County (if accepted) shall be based on total gross revenues, with no deductions for fraud, bad debt, uncollectible, unbillable calls. No deduction shall be made for any cost of providing the service described.
4. Commissions shall be paid on all call types: Collect, Direct Billed, PrePaid Collect, Advance Pay, and Debit.
5. Commissions shall be paid in full monthly by the 15<sup>th</sup> of the following month. Monthly reports shall include an inmate telephone commission and summary report which shall include, at a minimum, the following information:
  - a. Date of Report
  - b. Time Period Covered
  - c. Total Number Calls for each billing group
  - d. Total Number Minutes for each billing group
  - e. Total Commission for each billing group
  - f. Total Gross Revenue (as defined above)
6. Failure to pay accurate commissions on a timely basis shall be grounds for cancellation, without penalty, of any agreement executed, as a result of the RFP.
7. System proposed MUST permit the inmate to make unmonitored and unbilled calls from booking and other designated locations at the discretion of Spokane County Detention Services staff.
8. Commissions shall be presented in the proposal using the Cost Proposal Form Attachment G. Failure to complete this form will be grounds for disqualification of your proposal.
9. Facility must have immediate access to call records on a real-time basis. Once a call has ended, the call detail record should be available for reporting using the web-based inmate phone system. Remote report generation

by the Contractor is not an acceptable alternative; intervention by the Contractor must not be necessary for authorized facility personnel to access call detail records.

10. The contractor shall be the responsible party for billing and collections.
11. The contractor shall provide to each called party, regardless of the called party payment methodology, an invoice of all calls to be paid for by the called party. This invoice shall include call details including, but not limited to, the date and time of each call, length of each call, and the applicable charge for each call.
12. The contractor shall be responsible for all fraudulent billing, unbillable, and uncollectible calls.
13. The contractor shall assume the responsibility for all monthly line fees associated with the inmate phone system.
14. Proposer shall not charge to the inmate or their call recipients any other per call fees. Proposer may charge regulated fees, taxes, and tax-like surcharges.
15. Proposer will be permitted to charge the called/billed parties its tariffed per minute rate and per call surcharge in effect during the contract term for international calls.

#### **8.0 OPTIONAL SERVICES/ADDITIONAL TECHNOLOGY**

The County is interested in the optional features and technology that each Proposer has to offer. These value-added options can be additional features of the System, integrated solutions or external 3<sup>rd</sup> party technologies that complement the inmate phone system and enhance our ability to offer services and perform investigations. Technologies proposed may be included in the proposal at no cost or offered at an additional price.



## **Section II. Video Visitation Requirements**

Video visitation is something Spokane County Detention Services is very interested in. Physical visits to our facilities are expensive from a resource perspective to administer. Therefore, we would like to provide an alternate method for inmates to conduct professional service and friends and family visits in the future.

### **1.0 Video Visitation**

1. Video conferencing will need to be supported at both the County Jail and Geiger along with possible expansion consideration for the Jail Annex and other future inmate housing facilities, with the possibility of external sites being made available to increase accessibility to the public. The current estimate for the number of booths we would retrofit for video visitation are as follows:
  - a. Jail – ~ 45 booths
  - b. Geiger - ~15 booths
2. Criminal Justice Agencies and the public shall have the ability to schedule video conferences with inmates.
  - a. Criminal Justice Agencies include but are not limited to: Judges, Court Personnel, Public Defenders, Probation, Prosecutors, Pre-Trial, Private Attorneys, Law Enforcement, Investigators, Case Workers, etc.
3. The System shall allow professional service providers (Public and Private Defenders, etc.) to register for non-recorded or privileged status\* to ensure use of video visitation is never recorded.
  - a. The process to administer these registrations should be low effort for Detention Services, or more preferably web-based self-service by a professional service provider (attorney, etc.) with an approval process to activate by Detention Services.

\* Need the ability to support attorney client privilege

4. Video conferences between Criminal Justice Agencies and inmates can be conducted without additional hardware or software via their existing PC/Laptop video camera.

- a. To accommodate private attorneys or public parties outside the City/County domain we need them to be able to utilize their PC/Laptop video camera to connect with inmates using the vendor supplied video software solution.
5. Video conferences can be conducted outside the physical City/County network (i.e. private attorneys outside of the City/County domain).
6. Inmates will have access to semi-confidential\* private locations (booths) to conduct video conference sessions with Criminal Justice Agencies and the public.
  - \* Existing booths are not 100% sound proof
7. Inmates will have adequate sized video conferencing screens for 1) ease of document review and 2) for effective communication with Criminal Justice Agencies.
8. The video conferencing solution must have ability to allow Criminal Justice Agencies to screen share documents, etc. with inmates.
9. It would be preferable to have the video conferencing system have the ability to integrate with the Municipal and District courts Case Management Systems (e.g. City uses eSuite by Journal Technologies) to collect inmate electronic signatures on digital Court Case documents.
10. The video conferencing solution must have the ability to support multiple participants (i.e. Public Defender, Probation, Prosecutor, Judge, Court Personnel, and Inmate) in video conferences from multiple locations (i.e. 3+ way video).
11. Criminal Justice Agencies will have the ability to place a video conference call to inmates residing at the Spokane County Detention Services Facilities.
12. The system shall allow inmates to generate and send electronic messages to their public defender or private attorney.
  - a. This could be accomplished through the use of inmate tablets where an inmate kite could be submitted with an interface back to JailTracker where the kite could be retained/managed.
13. The System shall provide an integrated capability to monitor, record, store, and retrieve inmate video visitations on a real-time basis. Recordings must be stored online for the entire contract period plus any extensions if necessary, while also allowing for the destruction of records based on their record retention period (timeframe to be identified by the County). At the end of the contract, all records shall have the ability to be off-loaded to a standard recording medium that retains a chain of evidence admissible in a court of law and is playable with a standard media player. An index must

- be provided to identify recordings by inmate last name and a county specific JailTracker identifier we call the CID (County ID).
- a. It is required that the Recording feature allow authorized users to export video recordings to a storage device of our choosing (network drive, thumb drive, CDs or DVDs, etc.)
  - b. The System shall also provide the ability to share video recordings with specific users (Law Enforcement, etc.) or forward recordings and data to specific email addresses.
  - c. The system shall provide for the ability to automatically produce or allow for the manual creation of a written transcript
  - d. Video recordings should be accessible via non-proprietary listening software (i.e. the county does not want to be restricted to one particular or proprietary software when we view to call recordings).
14. Video Visitation log/tracking is required.
- a. Ability to see and track via reporting the use of video visitation at the visitor (professional & personal) and inmate level
15. Solution provider is responsible for all labor, installation & setup, parts, materials, repair and maintenance of the Video Visitation system.
- a. The County may elect to roll the costs for this system into the rates (making it “no cost” to the County), or to pay upfront for the setup and annually for the maintenance. Please outline both pricing structures.
16. At no additional cost to Spokane County, hands-on training is to be provided on-site for all personnel using the video visitation software and hardware. This includes training for things like system administration, call monitoring, analytics and reporting that may be needed by outside agencies like local Law Enforcement, etc.
17. Allow system to interface (one way or two way) as needed with:
- a. JailTracker – Serves as our Jail Management System
  - b. JailTransport Notification System (JTNS) – Allows for transport requests to be submitted by different agencies that require inmates be transported to Court, etc. and for Detention Services staff to coordinate and track those movements.
18. Geiger non-professional visitation booth example pictured below.



19. Geiger professional visitation booth example pictured below.



20. Jail visitation booth example pictured below



**Section III. Inmate Visitation Management/Administration**

The following table outlines the volume of inmate visits that were held from 9/1/2017 to 9/1/2018.

	Downtown Jail	Geiger Corrections	Combined Total
Visits Scheduled	34,177	7,571	41,748
Visits Held (Professional)	15,446	322	15,768
Visits Held (Social)	10,854	5,614	16,468

Detention Services currently uses a proven ‘visitation management’ desktop application that allows staff to pre-approve visitors, pre-schedule visits, and manage all aspects of inmate visits at either facility. The application was developed in-house, is heavily used, and is well liked. However, as Detention Services issues this RFP for a new inmate phone system, and possibly introduces remote visitation services, it may need to consider replacing its custom app. For that reason, specific needs for efficiently managing visitation are listed here.

1. Allow the user search for any name, whether it be an inmate, a social visitor, or a professional visitor.
  - a. Search on names using by Soundex (default) or alphabetic spelling, or by County Ident # (assigned to inmates).
  - b. A name search should show a list of names that sound like (if, by Soundex) or that are spelled like (if, by alpha) the name entered.
  - c. Alias names - including former names – should be included in the list of names to assist in the name lookup.
  - d. The list of names should provide a quick summary of information about the person, including age, address, recent visit information, and high-level ‘role’ specific information. For example, for ‘inmates’, showing cell location, visitation restrictions etc.
  
2. Allow inmates to identify a short list of individuals who comprise their ‘Social Visitor’ list.
  - a. The inmates Social Visitor list must be limited to a configurable number of names. Currently, we allow five active social visitors (not counting minors).
  - b. The list should provide a quick summary of information about the social visitor, including their status (‘Approved’), approved date, age, address, most recent visit information, etc.

3. Allow user to deactivate or reactivate names on an inmate's visitor list. There is no limit to the number of names on an inmate's 'inactive' list.
4. Capture information about the inmate, including location being held (facility, cell), incarceration date, status (inmate, weekender, etc.), if a trustee or work crew member, charges, cautions, and restrictions.
5. Capture information about professional visitors, including the type of person (clergy, attorney, etc.), agency or organization, criminal history check date, date that code of conduct was signed, whether the individual has 'internal access', and notes about them (including restrictions that apply).
6. Capture information about a visit, including date and time, people involved, and other notes. For scheduled visits that were not held, indicate reasons why it wasn't held.
7. Provide a complete visit history for a person, listing all scheduled visits, status of past visits, people involved, etc.
8. Enforce visit restrictions. For example, newer inmates are permitted fewer visits compared to inmates who have been incarcerated longer. Also, visitors cannot be named in a 'no contact order' for the inmate they want to visit, visitors cannot be named as a victim of the inmate, etc.
9. Allow admin users to establish a matrix for visiting rooms/booths, by entering the available days and times and visit durations that define scheduled visits. This matrix establishes when and where visits can be pre-scheduled. The matrix (factors) affecting social visits (locations, availabilities, dates, durations) are distinct from those affecting professional visits.
10. Allow admin users to define alternate visiting rooms/booths that can be scheduled for inmates. For example, if an inmate is housed in 1-West, you can specify that 1-West visits can also be scheduled in 2-West as well. If necessary, you can limit the days of the week on which the alternate location applies.
11. Allow users to override restrictions affecting social visits, but record overrides to show who entered it and why an override was approved.

12. Track the assignment and use numbered 'Access' badges, to manage temporary use of 'Limited Access' credentials and general 'Jail Visitor' credentials. Record who a badge was checked out to, date, check-out and check-in times, and notes.
13. Allow user to enter robust 'Search' criteria to generate data on visits. For example, allow entry of one or more fields pertaining to a date range, facility, cell, type of visit, begin time, and other factors.
14. Track and report (aggregate) statistics pertaining to all visits in either facility, including type of visit (social or professional), who was involved (inmate and visitors), dates and times, location, and status. List reasons for visits not held.
15. Provide a comprehensive list of reports that can be printed, covering all phases of jail visitation management. These reports include:
  - a. Statistics on visitor requests (including the number approved, requested, denied, withdrawn, etc.)
  - b. Statistics on visits scheduled, held, approved but not held, reasons not held)
  - c. Statistics on visits held on different days in all facilities.
  - d. Internal and Escorted access visits.
  - e. Visitation schedule (inmate, location, etc.) for a given day.
  - f. Visitor Refusal Notification to indicate memorialize why a visit was not held.
  - g. Complete visitation history for a name.
  - h. Reminder report indicating which visitors are due for criminal history checks.
  - i. Lists of individuals who have 'special access' credentials, showing names and visitation activity.
16. Provide separate security groups for users who can view, update, or administer (configure) the application.
17. Generate a list of inmates who are unavailable on upcoming dates. User can enter a specific date and facility, and view any inmate that is unavailable for at least a part of that day. The list also shows the reason (Social visit already scheduled for 8:30 am, etc.).
18. Accept updates from a twice-hourly data feed (interface) from our jail management system, to keep jail visitation records current on who is in jail, who was released, etc.



19. Allow users to update inmate information as needed, to reflect changes in housing, releases, combine names, and make other changes to their status that may not be picked up yet by the interface.
20. Allow system to interface (one way or two way) with:
  - a. JailTracker – Serves as our Jail Management System
  - b. JailTransport Notification System (JTNS) – Allows for transport requests to be submitted by different agencies that require inmates be transported to Court, etc. and for Detention Services staff to coordinate and track those movements.
21. Training - At no additional cost to Spokane County, hands-on training is to be provided on-site for all personnel using the Visitation Administration system and hardware. This includes training for things like system administration, call monitoring, analytics and reporting that may be needed by outside agencies like local Law Enforcement, etc.