

Request for Proposals

Inmate Telephone and Video Visitation Services

**All Proposals Shall be Marked
“Phone and Video Visitation Services”**

Mail Proposals to:

**Macon County Sheriff’s Office
Attn: Lt. Jamie Belcher
“Phone and Video Visitation Services”
333 S. Franklin Street
Decatur, Illinois 62523**

Issue Date: August 27, 2021

Issued By: Macon County Sheriff

Project Contact: Lt. Jamie Belcher (jbelcher@sheriff-macon-il.us)

RFP Response Due: October 14, 2021 at 4:30p.m. CST.

1. Introduction

The Macon County Sheriff’s Office, referred to as “County,” is requesting proposals from all interested providers of inmate telephone and video visitation services. The term “vendor,” as used herein shall refer to providers submitting proposals in response to this Request for Proposal (RFP). The term “Contractor” or “Provider” is also used to describe the successful vendor(s) in the context of providing services under a contract resulting from this RFP.

All responses received from this RFP will be evaluated on the criteria provided.

One original plus three (3) copies and one complete electronic copy in Word or PDF format shall be delivered to the address below on or before 4:30 p.m. central standard time on **October 14, 2021 at 4:30pm CST**. The County will not be responsible for proposals delivered to a person or location other than that specified herein, and reliance on third party shipping methods will not excuse late proposals.

**Macon County Sheriff’s Office
Attn: Lt. Jamie Belcher
“Phone and Video Visitation Services”
333 S. Franklin Street
Decatur, Illinois 62523**

Any amendments or addendum to this RFP is valid only if in writing and issued by the Macon County Sheriff’s Office. **Questions regarding specifications for this RFP must be submitted, in writing, to Jail Superintendent Lt. Jamie Belcher at jbelcher@sheriff-macon-il.us.**

The County reserves the right to decline to respond to any questions if, in the County’s assessment, the information cannot be obtained and shared with all potential vendors in a timely manner.

Late proposals shall be returned unopened and will be considered void and unacceptable. The Macon County Sheriff’s Office shall not be responsible for late mail.

2. General Terms and Conditions

2.1 Primary Responsibility:

The selected Contractor(s) will be required to assume full responsibility for all services and activities offered in the proposal. Further, the County will consider the selected Contractor(s) to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

2.2 Assurance:

Any contract awarded under this RFP must be carried out in full compliance with Title VI and VII of the Civil Rights Act of 1964, as amended, and Section 504 of the Rehabilitation Act of 1973, as amended. The Provider must guarantee that services provided will be performed in compliance with all applicable Federal, State and Local laws and regulations pertinent to this project. Prior to executing an agreement the Provider will be required to provide evidence substantiating the necessary skill to perform the duties through the submission of references.

2.3 Independent Contractor:

In performance of the work, duties and obligations assumed by the vendor, it is mutually understood and agreed that the vendor, including any and all of the vendor's officers, agents and employees, will at all times be acting and performing in an independent capacity and not as an officer, agent, servant, employee, joint venture, partner or associate of the County.

2.4 Macon County prohibits discrimination in employment or in the provision of services because of race, color, religion, religious creed, sex, age, marital status, ancestry, national origin, political affiliation, physical disability, or medical condition. This clause does not require the hiring of unqualified persons.

2.5 The County reserves the right to reject any and all proposals, to negotiate specific terms, conditions, compensation, and provisions on any contracts that may arise from this solicitation; to waive any informalities or irregularities in the proposals, and to accept the proposal(s) that appear(s) to be in the best interest of the County. In determining and evaluating the proposals, cost and commissions will not necessarily be controlling; the experience of those who will be providing services under the contract, quality, equality, efficiency, utility, suitability of the services offered, and the reputation of applicants will be considered, along with other relevant factors.

2.6 Macon County reserves the right to:

- Request clarification of any submitted information;
- Not enter into any agreement.

2.7 Portions of this RFP and the vendor's proposal may be made part of any resultant contract and incorporated in the contract.

3. Contract Term

The contract period will be for two (2) years commencing on **December 1, 2021** with an option for the County, at its discretion, to extend the contract for additional two year terms.

4. Background

This Request for Proposal (RFP) is to establish a contract for Inmate Telephone and Video Visitation services in the Macon County Jail

The Macon County Jail has a daily average population of approximately 300 inmates.

The County does not guarantee that sales, bookings, or population numbers will remain constant or increase.

5. Qualifications of Bidder

To be considered for award of this contract, the vendor must meet the following minimum qualifications:

- A. The vendor must be organized for the purpose of providing institutional telephone and video visitation systems and must have five (5) years' previous correctional managed experience with proven effectiveness in administering large scale corrections telephone and video visitation.
- B. The vendor must have proven ability for contract start-up by **December 1, 2021**.
- C. The vendor must have qualified and trained staff with sufficient back-up personnel and background checks submitted for each employee that will be providing services at the Macon County Jail.
- D. The vendor must have the central office capability to supervise and monitor the program ensuring satisfactory provision of services. In addition, the vendor must have an alternate emergency preparation plan.

Inmate Telephone and Video Visitation Requirements

6. Vendor shall undertake, perform and complete the following:

- Vendor shall be responsible for the overall operations of inmate telephone and video visitation services within the Macon County Jail. Specifically, Vendor shall be responsible for the following:
- The Vendor shall show capability and willingness to work with Inmate Commissary provider (Stellar).
- The Vendor shall provide a minimum of 47 inmate telephones + 1 TDD/TTY device. All equipment provided by the vendor should comply with ADA guidelines.
- The Vendor shall provide a minimum of 46 visitation console systems to be installed in the secure portions of the facility and a minimum of 10 visitation console systems to be installed in the public visitation lobby.
- The Vendor shall provide at least one workstation with printer and unlimited user licenses.
- The Vendor shall include all maintenance and repair on the equipment throughout the contract term, including any extensions or renewals.
- The Vendor shall provide training on the system for all facility users as requested by the Macon County Jail.
- The Vendor shall supply sufficient personnel to install all required and necessary equipment.
- The Vendor shall provide 24/7/365 live, US based service for all called parties.
- The Vendor shall respond, in person, to a telephone or emailed request for maintenance within twenty four (24) hours after the initial notification.
- The Vendor shall provide their own high speed internet connection and wireless access points.
- The Vendor shall provide online or cloud based storage of all recorded calls and video visits, for a minimum of one year, plus any required retention period thereafter as required by Illinois or Federal laws.

- The Vendor shall provide free, regular software upgrades throughout the contract term, including any extensions or renewals.
- The Vendor shall provide details of administrative control capabilities, fraud control capabilities including any biometric options, call control capabilities and video control capabilities, including the ability not to record verified attorney phone numbers and video visits and the ability to turn phone and visitation kiosks on and off.
- Vendor shall provide at a minimum: data mining, link analysis and investigative tool capabilities to include: live call monitoring, live video visitation monitoring, remote monitoring and notification systems for investigators
- After an initial start-up (6 month) period, failure to maintain a greater than 98% “up time” on an average basis may, at the County's option, may be cause for cancellation.
- The Vendor shall provide at least three, two minute free phone calls for each new inmate in accordance with State law.
- The Vendor shall on a quarterly basis submit a report of total monthly sales for the previous quarter. A check shall be issued and accompany the quarterly sales report from the Vendor for commissions.
- The Vendor shall make phone time available to Jail administration to be able to be given occasionally to inmate trustee workers.
- The Vendor shall provide for inmate educational programs such as law library access, PREA training and internal County documents or digital media to be available with proof of acknowledgment or receipt.
- The Vendor shall provide capabilities for remote video access to the Macon County Court facilities.
- The Vendor shall provide the ability to submit and track service requests via online service or another electronic application.

7. Minimum Requirements

Installation Requirements

- The Vendor shall provide and install the proposed system, at no cost to the County, and provide all documentation for said system within 60 days of contract award and execution. The Vendor shall oversee and assist in the initial set-up of the proposed systems.

- The Vendor shall be responsible for “Turnkey Installation” including all costs associated with the inmate phone and video visitation systems, including but not limited to, purchase of equipment (including but not limited to housing unit and lobby consoles, phones and a lobby kiosk), installation, service, maintenance, data network, and day-to-day operations. The County shall have no responsibility for any costs associated with the system, maintenance of the system or the installation of the system. This includes any additional equipment associated with any future expansion of housing units while the contract is in effect.
- The Vendor shall be responsible for determining all wiring and software requirements and costs associated with the conversion of service from the current inmate phone and video visitation system providers to the Vendor. The Vendor shall coordinate all details of switching out services with the current service provider with little or no down time during switch over. Phone systems shall not be down for more than 12 hours and video visitation services shall not be down for more than five business days.
- The Vendor will describe, in detail, their company’s service and maintenance program including remote access, diagnostics, downloading and troubleshooting. Vendor should be capable of using a secure virtual private network (VPN) to diagnose and troubleshoot systems. All costs for maintenance, support, repair of all software and equipment will be borne by the Vendor, and will not be deducted from any commissions. During the term of any contract awarded as a result of the RFP, the Vendor agrees to provide maintenance to diagnose problems, determine proper solutions and provide:
 - The implementation of any required solutions, changes, modifications, updates or other services which are necessary to allow the software, hardware and any other commissary equipment to perform in accordance with the specifications as set forth in the RFP.
 - Upgrade the software and/or hardware to its required performance standards as required in the RFP.
 - The number of support facilities and their location.
 - The number of employees and the percentage of total employees who provide technical support.
 - Provide proof or the ability for being able to respond in person within twenty four (24) hours for maintenance or service requests.
- The County shall not be responsible for damage to the Vendor’s equipment occurring as a result of an inmate’s use or vandalism of the equipment. The County will make reasonable efforts to prevent such acts.

- The Vendor shall not have a right to add debt or otherwise charge inmate accounts for damage to equipment without explicit written consent from the Macon County Jail.
- The Vendor will provide a narrative description of standard operating procedures for normal system administration tasks specific to the Vendor's software. This description should include/identify any specialized technical skills that will be required by County personnel and recommended guidelines for file backup.
- All software installed as part of this agreement, and all systems attaching to County communication services shall be free of viruses. The Vendor shall provide, document and comply with anti-virus software licenses and company virus scanning procedures to be followed by the Vendor prior to accessing/installing software within the County environment.
- Remote access is to be coordinated through the County's MIS Division. The Vendor is responsible for maintaining a dial-in service to appropriate systems.
- When recommending or performing future software upgrades and/or fixes, the Vendor is responsible for informing County of potential impacts on existing hardware and operating system configurations. Specifically, the Vendor must notify the County in advance that software enhancements will require modifications to workstation configurations. Future software upgrades and/or fixes shall not adversely impact existing hardware/operating system configurations or operation and shall be the burden of the Vendor to ensure proper integration.

Accounting Software Requirements

The Vendor shall provide a computerized Inmate Trust Fund Accounting Software System, adhering to generally accepted accounting principles and capable of being audited by the County. The Inmate Trust Fund Accounting Software System must be approved by the County.

The County reserves the right not to use the vendor's system. Should the County opt out of the Vendor's system, the Vendor's system must interface with the County's current system. (Stellar/Jail ATM.)

The Inmate Trust Fund Accounting System must include the following capabilities:

1. Allow the opening of an Individual Trust Fund (hereinafter referred to as the ITF), for an inmate and to enter into the computer system the amount of money in their possession by the ITF Administrator.

2. Must interface with the existing jail management system (hereinafter referred to as JMS), commissary system (Stellar), to show an individual inmate's account balance on their jail booking record.
3. Must track positive and negative balances through repeated incarcerations of the same inmate.
4. Allow the following transactions, at a minimum, to occur on the ITF:
 - a. Deposit funds to the account.
 - b. Close an account with a detailed statement and pay the inmate's balance by check and by debit card, County should have option.
 - c. Account for commissary and other charges.
 - d. Process adjustments when needed as identified by the County.
 - e. Reopen an existing account, utilizing the same inmate system number after the account has been closed.
 - f. Ability to charge an inmate for fees and fund transactions (such as medical, dental and pharmacy); to apply payments to said fund balances; and to release an inmate with a balance due the County that can be maintained indefinitely.
5. The system must provide a series of reports as specified by the Jail Superintendent including, but not limited to: daily transaction summary report, detailed invoices, cash reconciliation capabilities, proof of cash report, consolidated reports of inmate phone and video visitation and the ability to detail the charges to inmates for services.
6. The system must have comprehensive CHECKBOOK management features including the ability to write a check crediting multiple ITF's for services. Additionally, the system must have the capability to print a check registry based on multiple criteria which can be queried by Jail staff. System should require inmate's authorization prior to funds being released, unless released to the inmate.
7. The system must provide a complete audit trail on all transactions.
8. The system must have a cash management system, complete with receipts, reports and an audit trail that will allow the County to efficiently account for cash transactions.
9. The County desires various levels of security be present in the software system (i.e., normal user, inquiry, managerial, auditing, and diagnostic).

Specify the capability for different levels of security. These levels should have the ability to be customized by the County, including password control and tracking of transactions by individuals or stations.

10. Software updates must be provided free of charge to the County for the length of the contract.
11. The software shall be Microsoft Windows based with a relational database, preferably Microsoft SQL Server. The system shall have the capability to operate on a network of PC's current Microsoft Windows integration and integration with future Microsoft Windows updates.
12. All hardware necessary for the performance of this contract will be provided by the Vendor for the length of the contract. Maintenance or replacement of said hardware shall be the responsibility of the Vendor. No third party involvement will be allowed.
13. Software must utilize an inmate system number for all inmate charges, not by name. The system must have the capability to track inmate transactions by a permanent number method in order to recover past debts.
16. The Macon County Jail operates a JMS program. The software must be able to separate out monies associated with the JMS program within individual ITF as required by federal guidelines associated with this program. Current software used at the County is Tyler/New World.

DIRECT DEPOSIT SERVICES

1. The Vendor must provide technology, free of charge, which allows family members and friends to deposit money into an inmate's account by these three (3) methods:
 - a. Secure Website (credit/debit card, check) (Website security will be industry standard)
 - b. 24 hour call center/toll free number (credit/debit card, check)
 - c. Lobby Kiosk
2. All deposit methods must be linked with the Vendor's software and JMS so that the deposits are electronically transferred on a real-time basis to the inmate's account.
3. Vendor must provide the County a password and username to securely access the online interface. This access must allow the facility to perform the following functions:

- a. Facility to view and cancel incoming payments
 - b. Download payment files
 - c. Download monthly reports
 - d. Investigate and supervise payments
4. Vendor must guarantee all payments, eliminating the County and the Macon County Sheriff's Office from liability for fraudulent or cancelled payments.
 5. Vendor must provide primary, customer support for these services.
 6. System will be available 24 hours, 7 days per week, and 365 days per year.

Compensation and Payment Procedure

1. In exchange for the right to provide inmate telephone and video visitation services to inmates of the Macon County Jail, Vendor shall be responsible for all costs associated therewith.
2. The costs related to the inmate telephone and video visitation operation and the Inmate Trust Fund (ITF) Accounting System) are the responsibility of the Vendor and are to be covered in the selling prices of services to the inmates.
3. The County shall receive quarterly commissions from the Vendor based on monthly net sales less any refunds, allowances, or adjustments for returns and services related to the ITF Accounting System. The vendor must provide the formula used in determining net sales to the County.
4. Alternatively, the County will consider guaranteed quarterly commissions in lieu of commissions earned on actual sales.
5. Commissions must be paid quarterly to the County or as mutually agreed in writing.
6. The Vendor may submit any other pertinent information that will assist the County in evaluating the potential revenue and benefits for their proposal, including signing bonuses, or other commission based offers. All costs and commissions should be detailed for each service offered.

Additional Services (Optional)

Please cost these out separately from inmate telephone and video visitation system.

- Inmate tablet program
- Any additional services or options that would either provide a benefit to the inmates or provide increased efficiency for jail operations; the cost or financial impact to commissions, if any, shall be clearly indicated.

Accounting Procedures

The accounting procedures and internal financial controls of the Vendor shall conform to generally accepted accounting practices (GAAP) in order that the costs allowed by this request can be readily ascertained and expenditures verified.

Reports, Records and Inspection of Records

A copy of the records shall be supplied to the Jail Superintendent or his designee with the quarterly invoices. In addition, the successful Vendor shall retain all records related to the services provided for six (6) years after the terminations of an agreement. All records related to the service provided under this request shall be available for auditing by the County at any time during regular working hours.

Reporting of Accidents or Incidents at the Jail

Vendor shall ensure that its employees immediately report any accidents or incidents of any unusual nature in writing to the Jail Superintendent or his designee.

Staffing Requirement

All vendor staff who may have contact with inmates will be required to become trained in PREA (Prison Rape Elimination Act) compliance requirements. Vendor shall keep and maintain records of PREA training and submit to Jail Superintendent upon request.

In accordance with CJIS and PREA requirements the following shall be required of Vendor for all staff who will have access inside the Macon County Jail:

- a. Follow all security rules of the Macon County Sheriff's Office.
- b. Submit names, dates of birth, social security number and driver's license numbers of all employees who may work within the Jail facility at least one-week prior to the commencement of work.
- c. Coordinate all on-site service, maintenance, installation dates and times through the Jail Superintendent or his designee.

- d. Immediately notify the Jail Superintendent of any termination of employment by Vendor.
- e. All Vendor employees shall be provided and shall wear a photographic identification, at the County's expense. The identification is the property of Macon County and shall be returned upon termination of employment with the Vendor.
- f. The Jail Superintendent reserves the right to refuse admittance to any person or persons who may constitute a security risk to the Macon County Sheriff's Office or Jail.
- g. The Vendor shall coordinate and process inmates' complaints with Jail Administration or staff. All complaints from inmates about the inmate telephone or video visitation services shall be resolved as soon as practicable.
- h. The successful bidder shall honor all requests made by the Sheriff's Office to terminate employees where probable cause exists that the employee has violated any jail rule, regulation or state law that may compromise the safety and security of the facility.

Reservation of Rights

The Macon County Sheriff's Office reserves the right to reject any and all proposals, to award the agreement to other than the low proposal, to award separate agreements for separate parts of the services required, to negotiate the terms and conditions of all and any part of the proposals, to waive irregularities or formalities, and in general to make award in the manner as determined to be in the best interest and at the sole discretion of the County.

Responsive Proposals

Vendors are expected to examine the RFP requirements and all instructions. Failure to do so will be at the company's risk. Each company shall furnish all information requested herein. The person signing the proposal must initial all erasures or other changes. If any person contemplating submitting a proposal is in doubt of the true meaning of any part of the specifications of other conditions with the RFP, they are advised to have the portions in question clarified in writing. All responses will be subjected to applicable FOIA statutes. Any proprietary information that cannot be shared should not be part of the proposal.

Changes to Bid Documents

Each change or addendum issued in relation to the RFP will be on file in the Sheriff's Office. In addition, to the extent possible, copies will be mailed to each person registered as having received an RFP. It shall be the contractor's responsibility to make inquiry as to the

changes or addenda issued. All such changed or addenda issued, shall become part of the contract and all bidders shall be bound by such changes or addenda.

Taxes, Terms and Conditions

Macon County is exempt from Federal Excise and State Sales Tax. The County's tax numbers are: Fed ID #37-6001309. Payment terms are Net 30 days upon receipt and acceptance.

Method of Award

The award will be made to the vendor whose proposal is determined to be professionally and technically complete. The selection process may, however, include a request for additional information or an oral presentation to support the written proposal. The price proposal will be considered firm and cannot be altered after receipt per the terms of this proposal.

The County reserves the right to award this contract not necessarily to the vendor with the lowest price, but to the bidder that demonstrates the best ability to fulfill the requirements of the RFP. The successful vendor will be chosen based on the qualifications and selection criteria discussed in this proposal.

The successful vendor shall commence work only after the transmittal of a fully executed contract and after receiving written notification to proceed from Macon County. The successful bidder will perform all services indicated in the proposal in compliance with the negotiated contract. All bids will be reviewed and recommendations for a selection will be made to the Macon County Sheriff.

Macon County reserves the right to reject any and all proposals for any reason in whole or in part received in response to this RFP. Macon County will not pay for any information herein requested, nor is it liable for any cost incurred by the proposer.

Vendors whose proposals do not meet the mandatory requirements will be considered non-compliant. After the evaluation of the proposals and selection of the successful vendor, all vendors will be notified of the selected firm.

Withdrawal of Proposal

Proposals may be withdrawn in person by a bidder, or authorized representative, provided their identity is made known and a receipt is signed for the bid, but **only** if the withdrawal is made prior to the stated bid deadline. No proposal may be withdrawn for at least 90 days after opening except the successful company whose prices shall remain firm for the entire contract period. In case of error by the bidder in making up a bid, the Macon County staff may, in its discretion, reject such a proposal upon presentation of a letter by the Bidder which sets forth the error, the cause thereof, and sufficient evidence to substantiate the claim.

Indemnification and Hold Harmless

The Contractor whose proposal is accepted must agree to the following indemnification and hold harmless responsibilities:

The Contractor shall, at its own expense, protect, defend, indemnify and hold harmless its own employees and Macon County will at its own expense, protect, defend, indemnify and hold harmless its elected and appointed officers, employees and agents from all claims, damages, costs, lawsuits and expenses including but not limited to, all costs from administrative proceedings, court costs, and attorney fees, that may incur as a result of any acts, omissions or negligence of the selected firm, its employee or agents or its subcontractors or sub-subcontractors or any of their officers, employees or agents which may arise out of the contract.

Equal Employment Opportunity

The Vendor and its subcontractors, as required by law, shall not discriminate against the employee or applicant for employment with the respect to hire, tenure, terms, conditions or privileges of employment, or a matter that directly relates to employment, because of race, color, religion, national origin, age, sex, disability, that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, or marital status. Breach of this covenant may be regarded as a material breach of the Contract.

The Contractor agrees to post notices containing this policy against discrimination in conspicuous places available to applicants for employment and employees. All solicitation or advertisements for employees, place by or on the behalf of the Contract, will state that all qualified applicants will receive consideration for employment without regard to race, color, sex, national origin, disability, age, height, weight, marital status and religion.

Insurance Requirements

The Vendor whose proposal is accepted must meet and agree to maintain during the term of the contract the following insurance coverage requirements. All coverages shall be with insurance companies licensed and permitted to do business in the State of Illinois. All coverages shall be with insurance carriers acceptable to the County.

A. The Vendor shall carry Worker's Compensation and Employer's Liability Insurance Coverage, as required by law. In the event that the Contractor uses subcontractors and sub-subcontractors for the performance of services required under this proposal, the Contractor shall ensure that said subcontractors and sub-subcontractors carry Worker's Compensation and Employer's Liability Insurance coverage, as required by law.

B. The Vendor shall be responsible for insuring all its tools and equipment and all material which it may use and/or leave at the work site. The County shall not be responsible for any loss or damage to the Vendor's tools and materials.

C. The Vendor shall procure and maintain during the term of the contract Commercial General Liability Insurance on an "Occurrence basis" with limits of liability of not less than \$1,000,000 per occurrence and/or aggregate combines single limit, for Personal Injury or Bodily Injury and \$2,000,000 per occurrence and/or aggregate for Property Damage. The Contractor shall take measures to have the County of Macon, Illinois, added as an additional insured on said policy(ies).

D. If any of the above coverages expire during the term of the Agreement, the Contractor's insurer shall deliver renewal certification and/or policies to Macon County at least thirty (30) days prior to expiration.

Selection Criteria

The primary criteria used in selecting a vendor will be used as follows:

- A. The vendor's demonstrated experience and expertise in correctional facilities. Experience shall include current service in correctional facilities of similar size and volume, as well as experience of staff, district manager, transition team and availability and an alternative preparation sites that are close proximity of the Macon County Jail.
- B. Pricing/Commission and Return of Profit Breakdown
- C. Past history and references. Vendors shall include a listing or references with their proposals, indicating facility locations, and name and telephone number of facility contact person. The list should contain at least three (3) current references of like size, and all current facilities within the State of Illinois.
- D. The Vendor's preliminary transition plan.

Submitted proposals will be reviewed by staff members from the Macon County Sheriff's Office. Vendors, who are deemed on the basis of selection criteria, to be qualified and best suited among those submitting proposals, may be requested to participate in discussions and/or demonstrations regarding their proposals. Discussion will cover cost, methods and all other relevant factors. Macon County reserves the right to select a bidder based on the quality of the proposal – not necessarily the lowest bidder.

At the conclusion of discussions, the vendors will be ranked on the basis of selection criteria and final negotiations will be conducted with the vendor ranked first. If a satisfactory agreement can be reached, the contract shall be awarded to the vendor; otherwise, negotiations will be

conducted with each subsequent vendor until a satisfactory contract can be established or until the determination is made that the rejection of all proposals is in the best interest of Macon County.

Proposal Package

Vendors must submit a response in the form of a proposal which includes the following sections:

- A. Cover letter
- B. Executive Summary to the RFP
- C. Three (3) References
- D. Technical Proposal
- E. Pricing Page
 - 1) Must separate proposals for Additional Services section (Optional)
- F. All current locations in the state of Illinois

This portion of the proposal must address each item listed below:

- 1) Introduction
 - a) Company Profile
 - i) Date organized to provide inmate telephone and video visitation service management in institutional and correctional facilities.
 - b) Corporate background and depth of support
 - i) Number of employees
 - ii) Number of years doing business
 - c) Company achievements in providing correctional telephone and video visitation services.
- 2) Operational Requirements
 - a) All proposals must include a sample of operational skills.
- 3) Pricing/Commission and Return of Profit Breakdown

Transition on Commencement of Contract

The successful proposer shall assume full operations on **December 1, 2021**.

A preliminary transition plan must be submitted with each proposal. The Vendor shall coordinate and cooperate with the existing inmate telephone and video visitation service and employees to assure a smooth and orderly transition with minimal interruption to services. Upon award of contract, the Vendor shall name a Transition Manager, who shall have responsibility for transition activities. Within thirty (30) days of award of contract, the Vendor shall submit a final Transition Plan to the Jail Superintendent for approval.

Term of Contract

Contract/Agreement shall be in effective from December 21, 2021 for a minimum of two (2) years, terminating on November 30, 2023 or as agreed by the Vendor and County. During the first six (6) months of the contract/agreement either party may terminate the contract/agreement with or without cause by written notice to the other party given not less than thirty (30) days prior to the effective date of termination.

Vendor Demonstration Scheduling

Vendors are encouraged to provide a demonstration of their product and services to the County at the Vendor's expense. Vendors will be given one hour of time to demonstrate said products and services on the scheduled date. Demonstrations must be conducted at the Macon Co. Sheriff's Office, located at 333 S. Franklin St., Decatur, IL 62523. Those wishing to provide a demonstration must schedule their demonstration with Jail Superintendent Lt. Jamie Belcher via email at jbelcher@sheriff-macon-il.us within the 30 days that follow publication of this RFP.

MACON COUNTY, ILLINOIS

**Inmate Telephone and Video Visitation Services
Signature Sheet**

| | |
|-------------------|------------------------|
| Name of Agency: | |
| Address: | |
| Telephone Number: | Fax Number: |
| Email Address: | Federal Tax ID Number: |

| |
|---|
| CHECK ONE OF THE FOLLOWING: _____ Partnership _____ Non Profit Corporation _____ Profit Corporation _____ Other, Specify: _____ |
|---|

| |
|--|
| If awarded a contract in response to this proposal, our company: _____ Will _____ Will Not be able to meet the specifications as required in Insurance Requirements |
|--|

| | |
|---------------------------------------|--------|
| Signature of Authorized Signatory: | Title: |
| Name of Authorized Signatory: (Print) | Date: |

The above individual is authorized to sign on behalf of the company submitting this proposal. Proposals must be signed by an official authorized to bind the provider to its provisions for at least a period of 90 days.

| Location | Current Phones | Current Visitation Kiosk | Add'l Phones | Add'l Visit Kiosks |
|---------------------|-----------------------|---------------------------------|---------------------|---------------------------|
| Trod 1 Pod A | 2 | 1 | 0 | 0 |
| Trod 1 Pod B | 2 | 1 | 0 | 0 |
| Trod 1 Pod C | 2 | 1 | 0 | 0 |
| Trod 1 Interview | 0 | 0 | 0 | 1 |
| Trod 2 Pod A | 2 | 1 | 0 | 0 |
| Trod 2 Pod B | 2 | 1 | 0 | 0 |
| Trod 2 Pod C | 2 | 1 | 0 | 0 |
| Trod 2 Interview | 0 | 0 | 0 | 1 |
| Trod 3 Pod A | 2 | 1 | 0 | 0 |
| Trod 3 Pod B | 2 | 1 | 0 | 0 |
| Trod 3 Pod C | 2 | 1 | 0 | 0 |
| Trod 3 Pod D | 2 | 1 | 0 | 0 |
| Trod 3 Interview | 0 | 0 | 0 | 1 |
| Trod 4 Pod A | 0 | 1 | 0 | 0 |
| Trod 4 Pod B | 1 | 1 | 0 | 0 |
| Trod 4 Pod C | 1 | 1 | 0 | 0 |
| Trod 4 Pod D | 2 | 1 | 0 | 0 |
| Trod 4 Pod E | 2 | 1 | 0 | 0 |
| Trod 4 Pod F | 2 | 1 | 0 | 0 |
| Trod Interview | 0 | 0 | 0 | 1 |
| Trod 5 Pod A | 2 | 1 | 0 | 0 |
| Trod 5 Pod B | 2 | 1 | 0 | 0 |
| Trod 5 Pod C | 1 | 1 | 1 | 0 |
| Trod 5 Pod D | 2 | 1 | 0 | 1 |
| Trod 6 Pod A | 1 | 1 | 0 | 0 |
| Trod 6 Pod B | 2 | 1 | 0 | 0 |
| Trod 6 Pod C | 1 | 1 | 0 | 0 |
| Trod 6 Pod D | 1 | 1 | 0 | 0 |
| Trod 6 Pod E | 1 | 1 | 0 | 0 |
| Trod 6 Pod F | 1 | 0 | 0 | 1 |
| Trod 6 Indoor Rec | 0 | 0 | 1 | 1 |
| Work Release | 1 | 0 | 0 | 1 |
| Public Visitation | 0 | 6 | 0 | 2 |
| Intake Interview 1 | 0 | 0 | 0 | 1 |
| Intake Interview 2 | 0 | 0 | 0 | 1 |
| Intake Cage | 2 | 1 | 0 | 1 |
| Macon County Courts | 0 | 0 | 0 | 1 |
| Totals | 45 | 32 | 2 | 14 |