

Baldwin County Sheriff's Corrections Center

Bay Minette, Alabama



Request for Proposals / Invitation to Bid
Inmate Technology Services

Baldwin County Sheriff's Corrections Center

Request for Proposals / Invitation to Bid

Specifications for Inmate Technology Services and Instructions to Vendors

April 1, 2025

You are invited to submit a proposal for the provision of Inmate Technology Services, to include request and grievance software, and hardware including kiosks and tablets, for inmates at the Baldwin County Sheriff's Corrections Center.

The Baldwin County Sheriff's Corrections Center currently houses an average of 550 - 700 adult inmates per day. The facilities are located at 200 Hand Avenue, Bay Minette, AL 36507.

The Request for Proposals / Invitation to Bid contemplates and intends that any resulting contract shall be for a period of two (2) years with an option, upon mutual written agreement of the parties, to extend the contract for one (1) additional year. The primary term shall commence on June 1, 2025, and end May 31, 2027.

The Request for Proposals / Invitation to Bid contemplates that a responsible Vendor is one who (1) is licensed and authorized to do business in the State of Alabama, and (2) otherwise submits a responsive proposal and furnishes, when required, information and data that its financial resources, service facilities and capabilities, personnel, service reputation, experience, and management are adequate to satisfactorily perform the services described and contemplated herein.

Written proposals will be received in the Finance Section of the Baldwin County Sheriff's Office, 111 E. 4th St, Bay Minette, AL 36507. The deadline for the submittal of written proposals shall be **10:00 a.m. CDT on May 1, 2025**. Proposals received after this time will not be accepted. **The original, three (3) paper copies, and one (1) digital copy on a USB Drive or similar device of each proposal shall be submitted.**

The competency, experience and background of the service providers will be considered along with the quality of the proposal in making the contract award. A proposal other than the lowest priced may be selected if the Baldwin County Sheriff's Office determines, at its sole and absolute discretion, that its interests will best be served by doing so.

The Baldwin County Sheriff's Office reserves, and in its sole discretion may exercise, the following rights and options with respect to the proposal submission, evaluation and selection process under this RFP/ITB:

- To reject any proposals if, in the Baldwin County Sheriff's Office sole discretion, the proposal is incomplete, the proposal is not responsive to the requirements of this RFP / ITB as stated, the service provider does not meet the qualifications set forth in the RFP / ITB, or it is otherwise in the Baldwin County Sheriff's Office best interest to do so.
- To supplement, amend, substitute or otherwise modify this RFP / ITB at any time prior to selection of one or more service providers for negotiation and to cancel this RFP / ITB with or without issuing another RFP / ITB.
- To accept or reject any or all of the items in any proposal and award the contract(s) in whole or in part if it is deemed in the Baldwin County Sheriff's Office best interest to do so.
- To request that some or all of the service providers modify proposals based upon the Baldwin County Sheriff's Office review and evaluation.
- To require a service provider to give an oral presentation and/or product demonstration to the Baldwin County Sheriff's Office after submittal of the RFP / ITB. Actions by the Baldwin County Sheriff's Office in this regard should not be construed to imply acceptance or rejection of a proposal. The Baldwin County Sheriff's Office will contact the service provider's primary contact with further instructions should the Baldwin County Sheriff's Office decide to request a presentation/demonstration.
- Baldwin County Sheriff's Office will not reimburse service providers for any cost involved in the preparation and submission of responses to this RFP / ITB or in the preparation for and attendance at subsequent interviews.

IMPORTANT NOTE: Under Alabama law, out-of-state Vendors must qualify with the Alabama secretary of State to do business in the State of Alabama prior to the award of any contract. Failure to do so qualify as of the date of award will result in disqualification.

Evaluation Criteria

Proposals will be evaluated by considering the following:

1. Vendor's previous related experience and performance in Inmate Technology service.
2. Quality of plan of operations including changes or improvement, which are deemed advantageous by the Baldwin County Sheriff's Corrections Center, hereafter known as "Facility".
3. Quality of support from district or regional office.
4. Current client recommendations. Detailed reference checks may be conducted, especially with facilities similar to that of the Facility
5. Number and reasons for account termination during the last five (5) years.
6. Quality and presentation of overall proposal package.

7. Commission rate/profit sharing on messaging, emails, entertainment, and other for-purchase services.
8. Deviations and Exceptions. Deviations and exceptions from terms, conditions, and specifications shall be described fully, signed and attached to the proposal on the Vendor's Letterhead. In the absence of such statement, the Vendor's proposal shall be accepted as in strict compliance with all terms, conditions and specifications, and the Vendor shall be held liable for performing all Specifications.

Submission Procedures, Requirements

One (1) written original and three (3) copies of the proposal must be received by the Baldwin County Sheriff's Finance Office located in the Support Services Building located at 111 E 4th Street, Bay Minette, AL 36507. The deadline for the submittal of written proposals shall be on **May 1, 2025, by 10:00 a.m. CDT**. Proposals received after this time will not be accepted.

Pre-Proposal Conference

A mandatory Pre-Proposal Conference will be held at the Baldwin County Sheriff's Office located at 320 Hoyle Avenue, Bay Minette, AL on **April 14, 2024 at 1:30 P.M. (Central Standard Time)**. The conference will include a thorough discussion of Request for Proposal / Invitation to Bid specifications and Vendor questions. **ALL INTERESTED VENDORS MUST ATTEND**. Vendors will not be allowed to submit a proposal for this project if they or a representative of their company does not attend the Pre-Proposal Conference.

Each person, company, or firm responding to this Request for Proposal / Invitation to Bids acknowledges the right of the Sheriff of Baldwin County to reject all proposals and to waive any non-material informality or irregularity in any proposal received.

Should you have any questions regarding this Request for Proposal / Invitation to Bids, please contact Kim Kelly, Director of Finance, Baldwin County Sheriff's Office, at 251-580-2508, or email her at kkelly@baldwincountyal.gov.

We welcome your proposal.

Sincerely,

Kim Kelly,
Director of Finance

BALDWIN COUNTY SHERIFF'S OFFICE

REQUEST FOR PROPOSAL / INVITATION TO BID

April 1, 2025

INMATE TECHNOLOGY SERVICES

The Baldwin County Sheriff's Office is requesting proposals to provide Inmate Technology Services, along with the maintenance support for software and hardware, to the Baldwin County Sheriff's Corrections Center.

April 1, 2025	Request for Proposal / Invitation to Bid / Invitation to Bid Issued
April 14, 2025	Pre-Proposal Conference
May 1, 2025	Proposals Due by 10 a.m. CDT
May 12, 2025	Expected Award Date
June 1, 2025	Contract begins

A. SUMMARY

The Baldwin County Sheriff's Office, hereinafter referred to as "Sheriff", requests proposals from all interested providers of Inmate Technology Services for the Baldwin County Sheriff's Corrections Center, hereinafter referred to as "Facility".

The term "vendor", as used herein, shall refer to providers submitting proposals in response to this Request for Proposal / Invitation to Bids (RFP / ITB). The term "Vendor" or "Provider" is also used to describe the successful vendor(s) in the context of providing services under a contract resulting from this RFP / ITB.

B. GENERAL TERMS AND CONDITIONS

B.1 Prime responsibility: The successful Vendor(s) will be required to assume full responsibility for all services and activities offered in its/their proposal(s), whether or not provided directly.

B.2 Assurance: Any contract awarded under this RFP / ITB 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 county, state and federal laws and regulations pertinent to this project.

B.3 Independent Vendor: 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 officer, 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.

B.4 The Baldwin County Sheriff's Office 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.

B.5 The Sheriff reserves the right to reject any and all proposals, to negotiate specific terms, conditions, compensation, and provisions on any contract 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 Facility.

B.6 The Sheriff reserves the right to (1) request clarification of any submitted information and not to enter into any agreement.

B.7 The vendor's proposal, in whole or in part, may be made part of any resultant contract and incorporated in the Contract.

B.8 The contract will be for a period of two (2) years with an option, upon mutual written agreement of the parties, to extend the contract for one (1) additional year. The primary term shall commence on June 1, 2025 and end May 31, 2027.

B.9 Service Provider Qualifications.

- a. All proposers, to the best of their knowledge and belief, must be in, and remain in compliance with all applicable Federal, Alabama State, County and municipal laws, regulations, resolutions and ordinances. In particular, and without limitation, all proposers must be licensed and permitted in accordance with the Code of Alabama Title 10, concerning corporations doing business within Alabama, Title 34, dealing with licensing for businesses, Title 40, concerning licenses and taxation, unless otherwise exempt. All proposers should be prepared to timely submit to the County non-confidential evidence or documentation demonstrating that the fact they are presently licensed and permitted under Alabama law. Such non-confidential evidence or documentation is encouraged to be submitted with the Proposal.
- b. All vendors, contractors and grantees are required to comply with the Alabama Immigration Law under Sections 31-13-9 (a) and (b) of the Code of Alabama. Forms and documents will be included with award documents. Information and forms can be found on the Baldwin County Commission's Purchasing website under E-Verify at www.baldwincountyal.gov.
- c. All proposers must provide proof of proper certification of authority, and any required registration, to transact business in this State in order to perform work for the Baldwin County Commission/Baldwin County Sheriff's Office. Proposer's Registration Number shall be provided on the Proposal. The phone number for the Alabama Secretary of State is (334) 242-5324, Corporate Division.

B.10 Prime Vendor Responsibilities. Vendor will assume responsibility for delivery of services and application performance, regardless of whether the Vendor subcontracts any of these items and services. The Vendor will be the sole point of contact regarding contractual matters, including performance of services and the payment of all charges resulting from contract obligations. Vendor will be totally responsible for all obligations outlined under this RFP / ITB.

B.11 Hold Harmless Provision.

The service provider shall at all times indemnify and save harmless Baldwin County and its departments, their County Sheriff, officers and County employees and Sheriff Office employees, against all liability, claim of liability, loss, cost of damage, including death, and loss of services, on account of any injury to persons or property, occurring from any cause

whatsoever in the work involved in the contract, and will, at their expense, defend on behalf of the County, Baldwin County Sheriff's Office and its departments, their officers and employees, either or all, any suit brought against them or any of the arising from any such cause.

B.12 Contractors and Subcontractors and Insurance. The Contractor shall not commence work under this contract until all the required insurance has been obtained. Such insurance has not been approved by the County/Sheriff's Office, nor shall the Contractor allow any Subcontractor to commence work on his subcontract until the insurance required of the Subcontractor has been so obtained and approved.

B.13 Compensation Insurance . The Contractor shall procure and shall maintain during the life of this contract Workmen's Compensation Insurance for all of his employees to be engaged in work on the project under his Contract, and, in case of any such work sublet, the Contractor shall require the Subcontractor similarly to provide Workmen's compensation Insurance for all of the latter's employees to be engaged in such work unless such employees are covered by the protection afforded by the Contractor's Workmen's Compensation Insurance. In case a class of employees engaged in hazardous work on the project under this contract is not protected under the Workmen's Compensation Statute, the Contractor shall provide and shall cause each Subcontractor to provide adequate employer's general liability insurance for the protection of such of his employees as are not otherwise protected. The Baldwin County Commission and Baldwin County Sheriff's Office and their employees shall be named as additional insured.

B.14 Contractor's Public Liability and Property Damage Insurance. The Contractor shall procure and shall maintain during the life of this contract a Comprehensive Liability Policy providing bodily injury and property damage coverage on an occurrence basis including damages arising from blasting explosion or collapse, mechanical equipment digging in streets or highways, and including completed operations, independent contractors and contractual general liability. Insurance shall be contractual general liability \$500,000.00 per occurrence bodily injury and property damage; \$5,000 per person medical payments or medical expense; \$500,000.00 per occurrence bodily injury and property damage; \$5,000 per person medical payments or medical expense; \$500,000.00 personal and advertising injury; \$50,000.00 fire damage (any one firm); \$1,000,000.00. The Baldwin County Commission and Baldwin County Sheriff's Office and their employees shall be named as additional insured.

C. BACKGROUND

Baldwin County Sheriff's Corrections Center houses between 550 and 700 adult male/female inmates currently. Attachment A provides statistical data, including ADP.

D. INSTRUCTIONS

D.1 The following instructions, as well as any addendum issued, shall be followed in the submission of any and all proposals.

D.2 All responses must be submitted in a sealed envelope/box, mailed or delivered to:
Baldwin County Sheriff's Office
Attention: Kim Kelly
Mailing Address: 111 E. 4th St, Bay Minette, AL 36507
Physical Address: 111 E. 4th St, Bay Minette, AL 36507

Proposals sent by facsimile or e-mailed will not be accepted. Responses received at any location other than the aforementioned shall not be considered.

D.3 It is the sole responsibility of the Vendor to ensure timely delivery of the Proposal prior to the Proposal due date and time. Delays caused by any delivery service, including the U. S. Postal Service, will not be grounds for an extension of the RFP / ITB due date and time. Proposals received after the due date and time will be rejected and shall not be considered. Postmarks will not be considered.

D.4 The outside of the envelope shall plainly identify the Proposal by:

- BALDWIN COUNTY SHERIFF'S CORRECTIONS CENTER INMATE TECHNOLOGY SERVICES PROPOSAL
- May 1, 2025, AT 10:00 A.M.
- NAME OF VENDOR

E. PROPOSAL FORMAT

All vendors must submit their response to the bid specifications in the following format. Failure to follow the specified format may result in the proposal being deemed non-responsive and subject to immediate rejection.

1. Cover Letter
2. Executive Summary
3. Letter of Transmittal
4. Vendor's Experience
5. Support Structure
6. Vendor's References
7. Financial Qualifications
8. Service Requirements
9. Hardware Requirements

- 10. Network and System Requirements
- 11. Proposed Operating Plan
- 12. Additional Services

E.1 Cover Letter

The proposal must include a cover letter which introduces the vendor and provides a highlight of their experience in relation to the proposed services.

E.2 Executive Summary. The vendor will include an executive summary which will provide the highlights of the Vendor's response and any information which will assist the Baldwin County Sheriff's Office selection committee in evaluating the vendor's submittal.

E.3 Letter of Transmittal

The vendor will include a Letter of Transmittal which will contain the following information:

- (a) Statement indicating the company which will be providing the services required in the RFP / ITB and indicating any sub-Vendors which will be utilized.
- (b) Point of contact for RFP / ITB clarification or additional information.
- (c) Person authorized to legally obligate the vendor.
- (d) Provide complete contact information to include name, address, phone, fax, and e-mail address for the contact person.
- (e) The letter of Transmittal must contain statements affirming:

Statement of No Inducement. A statement certifying that no attempt has been made or will be made by the respondent to induce any other person or firm to submit or not to submit a proposal regarding the RFP / ITB. Furthermore, this is to certify that the proposal contained herein is submitted in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other non-competitive response.

Statement of No Investigation/Conviction. A statement certifying that the vendor, its affiliates, parent company, subsidiaries, officers, directors, Sub-Vendors, and employees are not currently under investigation by any governmental agency and have not in the last three (3) years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or the performance of any public contract.

Vendor will certify it is not currently subject to a non-compete agreement/clause.

E.4 Vendor's Experience. The vendor will include all relevant history and experience in providing the proposed services, especially regarding facilities of similar size as the Baldwin

County Sheriff's Corrections Center, work history will be specific to the proposed services in corrections facilities.

E.5 Support Structure. The vendor will include the support structure for all those individuals who will be involved in the implementation and support for all proposed services. This structure must include support for all aspects of the technical specifications.

E.6 References. The Baldwin County Sheriff's Office will verify references from other facilities similar in size and scope to the Baldwin County Sheriff's Corrections Center. The vendor should only provide pertinent information. The vendor will provide at least five (5) references with a similar size and scope to the Baldwin County facility.

E.7 Financial Qualifications

The vendor will provide the following information:

- Most recent three (3) years independently audited financial statements.
- Corporate credit and financial references must include at least two bank references.
- Certificate of Insurance

The Vendor shall carry appropriate insurance on its employees, products, and property, including Workers Compensation, and general liability in the minimum of \$100,000 per occurrence.

The Vendor shall provide Baldwin County Sheriff's Corrections Center, not later than the commencement of service under the contract, with certificates of liability, the redoing coverage, which designate the Baldwin County Sheriff's Corrections Center as an additional insured with respect to the Vendor's participation in the contract and which includes a provision that the coverage shall not be cancelled, terminated or otherwise modified without a ninety (90) day prior written notice provided to the Baldwin County Sheriff's Corrections Center. Cancellation of insurance shall be cause for immediate cancellation of the contract.

- Taxes, Licenses, and Permits

The Vendor shall pay all applicable federal, state, and local taxes and shall obtain and keep current all necessary licenses and permits.

- Performance Bond

The Vendor shall be required, at the time of contracting, to post a performance bond, which shall remain valid throughout the life of the contract and any extensions or renewals thereof, in the amount of 10% of the first year's projected gross sales.

E.8 Service Requirements

A. The Vendor will be expected to provide the following services as part of Inmate Technology Services:

1. Wall-mounted kiosks and handheld tablets, off-site inmate mail scanning, Inmate Electronic messaging and email services, on-site legal mail delivery system, digital entertainment, and educational materials.
2. Inmates will be able to order goods from the commissary vendor through the kiosks and tablets. All sales will be made via an automated order user interface provided by the vendor. Said automated order interface shall show items available and their current prices (including applicable sales taxes).
3. Off-site inmate mail scanning for USPS mail that shall be delivered electronically to the inmates on the kiosks and tablets.
4. Digital entertainment and educational materials, both free and for purchase, shall be made available on the kiosks and tablets. This shall include reading materials, music, and videos.
5. Options to upload external content such as PDF, MP4 and links to specific services, such as LexusNexus.
6. Service shall start within 60 days of the award of the contract. The contract term shall be for a two (2) year period effective June 1, 2025, with the option to extend the contract period in additional one (1) year increments. The Sheriff of Baldwin County Reserves the right to cancel said contract within sixty (60) days upon giving written notice.
7. Vendor shall assume full responsibility for the actions of its personnel who may be present at the site. All Vendor employees accessing the Facility will be approved by the Commander or Deputy Commander.

B. The Vendor will disclose any 3rd party contract agreements that may affect the quality/maintenance/support of the contract and the affiliated units. In the event of a 3rd party contract dispute, the Sheriff expects the Vendor to still maintain the requirements of the contract.

C. The Vendor will retain all data and said data is the property of the Sheriff's department and will be made available to them at any time should that data be needed for the life of the contract plus an additional 10 years to satisfy Alabama Records of Retention requirements.

E.8-A In-Pod Kiosks

1. Must support, but not be limited to, the following: commissary ordering, grievance workflows, inmate handbook, other general orders or messages from the Center, SMS messaging, email, mp3's, both free and for purchase digital recreational and educational reading materials, and both free and for purchase recreational and educational videos.
2. Reports must be available to determine which inmates have or have not viewed the inmate handbook.

3. Grievances shall be stored for the life of the contract plus ten (10) years to meet Alabama Records Retention requirements.
 4. Vendor's kiosks and tablets must be specifically engineered/manufactured for use within a correctional facility.
 5. Vendor's inmate kiosks and tablets must interface with JMS and other systems as applicable. All interface services must be provided at no cost.
 6. Retention of non-restricted documents shall be stored for the life of the contract plus 10 years to satisfy Alabama Records Retention requirements.
- A. Vendor must provide a turn-key Inmate Kiosk and Tablet Program that offers the following minimum features/applications:
- a. A zoom-in/magnify feature.
 - b. Digital Postal Mail System Access.
 - c. On-site Digital legal mail system
 - d. Messaging Application:
 - i. Family and Friends Messaging:
 1. Inmates must be able to exchange messages with family and friends at an affordable rate.
 2. Inmate, Family and Friend messages must be billed on a per message basis.
 3. For investigative purposes, all inmate, family, and friend message exchanges must:
 - a. automatically be saved in a keyword searchable database.
 - b. provide keyword tracking for the inmate digital general request, grievance request and medical request. Must provide system screen captures examples and 3 agency references that have used this technology for over 2 years.
 - c. provide screen capture examples of 3-way communication blocking and agency flagging notification with the electronic messaging system.
 - d. database must be accessible to authorized facility staff by a secure, web-based administrative platform.
 - e. Allow authorized facility to set alerts whenever a message is sent or received by specific inmate or public user.
 - f. Allow authorized facility staff to set alerts whenever a message containing a single or multiple keywords is contained within a message.
 - i. Attorney Messaging:

1. Inmate messaging application must include specialized Attorney Messaging feature to allow vetted attorneys to send confidential legal documents and exchange messages with inmates electronically.
2. Vendor must provide 3 agency references where this technology has been in place for over 2 years.
3. Additional security measures are taken to ensure the privacy of attorney messages and digital legal documents and files. These measures must include:
 - a. Information and correspondence must be exchanged and stored in an encrypted environment that is completely inaccessible to facility staff.
 - b. To retrieve/view legal documents and exchange secure messages with their attorney, an inmate must first log in to a tablet or kiosk device by entering their inmate ID #, password, and secondary private password to access the encrypted environment.
- e. Law Library Application:
 - i. Must be provided to facility at no cost.
 - ii. Inmate access/use must be provided at no cost.
- f. Education and Reentry Programs:
 - i. Must be provided to the facility at no cost.
 - ii. Inmate access/use must be provided at no or minimal cost.
- g. Request and Grievances:
 - i. Must be provided to facility at no cost.
 - ii. Inmate access/use must be provided at no cost.
- h. Documents Viewer Application (Inmate Handbooks, Reentry manuals, etc.)
 - i. Must be provided to facility at no cost.
 - ii. Inmate access/use must be provided at no cost.
- i. Video Player Application (Facility Introduction, PREA, etc....)
 - i. Must be provided to facility at no cost.
 - ii. Inmate access/use must be provided at no cost.

B. Vendor's Inmate Technology Services must be administered by a single, web-based administrative platform.

E.8-B In-Pod Tablets. In-pod tablets must support all the same features as the kiosks and additional services listed below.

1. Inmate access/use of tablets must be provided at no cost, with no monthly weekly or daily subscription fees and no per minute fees for access to documents, photographs, or electronic messages.
 - a. Entertainment:

- i. Must offer a wide variety of media choices including movies and many tv series, Internet radio stations and video games.
 - b. Media must:
 - i. Be offered exclusively in a streaming format that is not capable of being stored within the tablet's internal memory. Entertainment/media options that are download or subscription based will not be accepted.
 - ii. Be streamed at a low flat fixed rate per minute.
 - iii. Provide inmates with free access to eBooks.
- 2. Must provide authorized facility staff with complete control over what media/content is available to inmates.
 - a. Vendor's tablets must be specifically engineered/manufactured for use within a correctional facility.
 - b. Tablet body and case must be integrated as one with the tablet.
 - c. Vendor must specify the make and model of proposed tablet accompanied with pictures.
 - d. To verify durability, Vendor must provide independent tablet durability and drop-test reports.
 - e. Vendor must utilize a shared tablet distribution models in which tablet devices are provided to inmates at no cost. Inmate Tablet Programs where inmates must purchase, lease, or rent a tablet device will not be accepted.
 - i. Vendor must allow for a damaged or inoperable device to be immediately replaced at no cost to the Facility.
- 3. Tablet Technical requirements:
 - a. Inmate tablet devices must have Wi-Fi enabled.
 - b. Inmate tablet devices must be capable of being updated wirelessly in real time. All tablet device software updates must be provided at no cost.
 - c. Inmate Tablet devices must be capable of being charged by an FCC approved, wall mountable charging station to allow for self-service and prevent charging of unauthorized electronic devices such as cell phones. Tablet charging stations must utilize metal to metal contact pins. Tablet charging stations that utilize exposed cords/cables will not be accepted.
 - d. The charging stations must be capable of being secured by Facility staff.
 - e. Vendor's kiosk and tablet devices must provide a zoom-in/magnify feature.
 - f. Inmate Tablet devices must be equipped with an internal speaker as well as equipped with a 3.5mm jack to allow for the connection to a facility approved headphone/headset.

- g. For accountability purposes, Inmate Tablet devices must:
 - i. Require an inmate to enter credentials and log in to the tablet before being able to access any application.
 - ii. Display terms and conditions to users the first time they log in or for subsequent changes to the terms and conditions.
 - iii. Provide capability of restricting inmate usage to the specific housing unit to which the inmate is assigned.

4. Tablet Security requirements:

- a. Provide the following security measures to harden the firmware on the tablets:
 - i. No option for inmates to change the settings.
 - ii. All wireless communication methods have been disabled and cannot be re-enabled with the exception of Wi-Fi that can only connect to the Vendor's wireless network.
 - iii. Disable inmate's ability to install and/or un-install apps, enable passcode locks, or any other administrative privileges.
 - iv. Push authorized apps to the tablet devices through an app state management process.
 - v. Provide no access to third-party app stores.
- b. To ensure inmates cannot access the Internet, Vendor's Inmate Tablet devices must feature an operating system that will only allow the device to connect to the Vendor's own secure network.
- c. Tablet device wireless network traffic must be routed through the Vendor's network system with no exception and provide firewall, transparent proxy, DHCP, DNS and routing services for the tablets.
 - i. Network traffic shall be fully transparent with the Sheriff's Office if/when network traffic reports are requested.
- d. Vendor must furnish a recent independent report from a certified vendor of network and program security that no vulnerabilities were found.
- e. Vendor must provide secure Internet Protocol communications by authenticating and encrypting each IP packet of a communication session.
- f. Vendor's inmate kiosk and tablet must interface with JMS and other systems as applicable. All interface services must be provided at no cost.

- 5. Retention of non-restricted documents shall be stored for the life of the contract plus 10 years to satisfy Alabama Records Retention requirements.

E.8-C Inmate Mail System

- A. The Vendor must offer a complete Inmate Mail System at no cost to the Facility, inmates, or inmate's family and friends.
- B. Vendor's Inmate Mail System and all other required Inmate Technology Services must be administered by a single, web-based administrative platform.
- C. The Vendor's Inmate Mail System must process inmate personal mail at an off-site processing center.
- D. The Vendor's off-site mail processing center must:
 - a. be under 24/7 video surveillance.
 - b. be equipped with alarm and fire detection systems.
 - c. Stores hard copies of all processed mail for a minimum of 30 days in a climate-controlled environment.
- E. At the processing center inmate personal mail shall be scanned into a high-definition, full-color, digital .PDF file. For identification, tracking and investigative purposes, a unique identifier must be stamped to each electronic/digital copy of processed mail.
- F. The Inmate Mail System must allow for all personal mail to be database searchable by unique identifier and various other information such as by keyword, inmate/recipient, sender, date received range, flagged, rejected, inmate of interest and/or housing area.
 - a. Searchable database must be available to authorized users via the single, web-based administrative platform.
 - b. Searchable databases must allow authorized users to manage, add, browse, and monitor processed inmate personal mail, including mail that has been deleted by an inmate on a kiosk or tablet device.
 - c. To further assist with investigations, the Vendors Inmate Mail System must allow authorized users to set alerts to notify investigative staff when an inmate that is under investigation receives mail.
- G. Inmate Mail System must provide the following delivery options for processed inmate mail on a selective or global basis:
 - a. Hold for facility review/approval prior to delivery.
 - iii. During review, authorized Facility staff must have the ability to accept or reject all or part of sender's contents per mailing via the single, web-based administrative platform.
 - 1. Accepted selections will be made available to inmates on a kiosk and tablet device.
 - 2. Inmates must be notified when mail is rejected, including a standard or customized message explaining the reason for rejection.

3. The sender must be notified when mail is rejected, including a standard or customized message explaining the reason for rejection.
 - b. Automatically deliver without facility review.
- H. Access to processed inmate mail accounts on a kiosk or tablet must be password protected to prevent unauthorized access by other inmates.
- I. Vendor's kiosk and tablet devices must provide a zoom-in/magnify feature.
- J. To ensure timely and efficient delivery of inmate personal mail, Vendor must guarantee all inmate personal mail will be processed and available electronically within 24 hours of receipt at the off-site processing center, six days per week (excluding federal holidays).
- K. To provide public users with assurance of mail delivery, the Vendor's Inmate Mail System must provide a website to allow public users track the delivery status (received, approved or rejected) of the mail they send to inmates at no cost. The website must provide public users with the option to sign up to receive mail delivery status updates via text message or email.
- L. Inmate Mail System must provide inmates with the option to access/download electronic copies of their processed mail upon release via a secure, password protected website at no cost. Electronic copies of processed mail must be available for access/download for at least 60 days after the individual's release.
- M. Legal mail is protected by client/attorney privilege and inspection is not permitted. The Vendor must provide an on-site legal mail processing and delivery system. The Vendor must give specific details on how their legal mail delivery system operates, what equipment is provided, at no cost to the facility, and other features that make it a desirable option.
- N. The Vendor must provide at least 5 references that are currently utilizing the proposed personal mail (off-site) and legal/privileged mail (on-site) systems. Reference information must include:
 - a. Reference Facility Name
 - b. Reference Facility Address, City, State and ZIP Code
 - c. Reference Facility Capacity
 - d. Reference Facility Primary Point of Contact Details
 - iv. Title, First and Last Name
 - v. Phone Number
 - vi. Email Address
 - e. Inmate Mail System Implementation Date(s)

E.9 Investigative/Analytic Tools and Requirements. The Vendor shall provide information, such as evidence, records, written statements, or other documentation as requested by BCSO investigators in a timely manner. The vendor will also provide certain Investigative and

Analytical tools that serve to better the corrections facility. These tools should include but are not limited to:

1. Keyword search
 - a. All messages of any type (text, email, grievance) should have the capability of being searched for specific words or phrases.
2. Financial analytics
 - a. Money coming into the center.
 - b. Money being spent on specific items.
 - c. Outside users sending money to specific inmates mapping
3. User login analytics for both inmates and staff
4. Advanced alert notification features for specific inmates, flagged words or messages to specific users.

E.10 Hardware Requirements

- On-Site Server if needed.
- On-Site Internet and Network Infrastructure
- Up to 86 In-Pod kiosks – Lexan screens required.
- 4 on-site kiosks as spares
- 2 mobile kiosks
- Tablets - a 2 to 1 inmate to tablet ratio, with the option to request additional tablets at any time during the life of the contract.
- 20% on-site spares of tablets at all times
- Secure tamper-resistant lockable wall mounted charging stations with wireless charging

E.11 Network Infrastructure Security. The Vendor will provide information to explain their process of protecting the underlying networking infrastructure by installing preventative measures to deny unauthorized access, modification, deletion, and theft of resources and data.

- a. To minimize the Facility's liability risk, Vendor must provide a detailed list of any/all security breaches that any of their proposed systems (ITS, VVS, EMS, DPMS, etc...) has been subject to. Details must include incident data, description of type and amount of data compromised and settlements and/or litigation that resulted from the breach.

Additionally, Vendor must furnish a recent independent report from a certified vendor of network and program security that notes no vulnerabilities were found.

The proposed System must meet CJIS compliance at least on the administrative portion of the platform where officers and administrators access the user analytics and monitoring.

E.11-A Connectivity Backup and virus protection. Vendor will supply internet access for the network.

- a. Vendor will submit a plan for the backup and restoration of data in the case of a hardware failure. The vendor must also provide information regarding the initial and ongoing virus protection.

E.11-B NETWORK AND SYSTEM REQUIREMENTS

Infrastructure. The Sheriff Office requests vendors to propose commissions on both options listed below:

Option A – Vendor will assume sole responsibility to provide any and all equipment required to provide the commissary services including, but not limited to backbone infrastructure (fiber), switches, CAT6, dorm kiosks, public kiosks, booking kiosk, computers, printers (MCR and receipt), software, etc.

Option B – The Sheriff's Office will provide the backbone (fiber) infrastructure and the vendor will assume responsibility for all wiring and equipment from the termination points of the backbone to the vendor's equipment which may include but is not limited to switches, CAT6, dorm kiosks, public kiosks, booking kiosk, computers, printers (MCR and receipt), software, etc.

All software and hardware must be maintained by the Vendor at the Vendor's expense, to include inmate damaged hardware. No maintenance shall be required of the Baldwin County Sheriff's Office Information Technology Division or the Baldwin County Computer Information Systems Division.

E.12 Maintenance, Service and Support

- a. The successful Vendor shall be responsible for maintenance support twenty-four (24) hours per day, seven (7) days per week.
- b. The Vendor must provide a detailed description of the company's service and maintenance programs.
- c. All costs for maintenance, support, repair of all software and equipment, and internal background investigations for Vendor's employees, will be borne by the successful Vendor and will not be deducted from any commissions.
- d. During the term of any contract awarded from this RFP / ITB, the successful Vendor agrees to provide maintenance, diagnose problems, determine proper solutions, and provide the following:
 1. Implement any required solutions, changes, modifications, updates, or other services that 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 / ITB.

2. Upgrade the software and/or hardware to its required performance standards as required in the RFP / ITB.
3. Respond to telephone requests for maintenance within two (2) hours after the initial notification.
4. Provide a system administrative technician on an as needed basis at no cost to the Facility.

E.13 Training Requirements. The Vendor must provide end-user training for the Comprehensive Inmate Technology Services Package proposed. End-user training is to be provided on-site and at no cost to the Facility. The Vendor must provide a high-level overview describing the end-user training program to be provided.

- a. All software and hardware must be maintained by the Vendor at the Vendor's expense, to include inmate damaged hardware. No maintenance shall be required of the Baldwin County Sheriff's Office Information Technology Division or the Baldwin County Computer Information Systems Division.

E.14 Proposed Operating Plan. The vendor will provide the following information regarding proposed services:

- a. Plan to address inmate complaints.
- b. Company Drug Screening Policy. The successful vendor will conduct pre-employment and random drug screening. All costs of drug screening shall be paid by the Vendor.
- c. Background Check Information. Vendor's employees will be subject to background investigation, security check, and fingerprint check conducted by the Sheriff's Office, as is normally required for Baldwin County Sheriff's Corrections Center employees.

The Sheriff reserves the right to deny any Vendor's employees access to the facility that does not meet the established security clearances or obey Baldwin County Sheriff's Corrections Center established rules and regulations. Final selection of all Vendor employees at the Baldwin County Sheriff's Corrections Center shall be at the approval of the Commander or Deputy Commander.

Continued employment of staff and employees shall be subject to the approval by the Sheriff. The Sheriff reserves the right to search any person, property or article entering or leaving Baldwin County Sheriff's Corrections Center and surrounding property.

Vendor shall detail the hiring process it utilizes and the method to provide information regarding the previous work history of prospective employees.

E.15 Additional Services. The vendor will provide the highlights of additional services or offerings available from the vendor which will benefit the Facility. The vendor will describe the services and the benefits that will be derived from implementing the proposed services.

- a. Emerging technology, including hardware and software, should be brought to the attention of the Facility in a timely manner, throughout the life of the contract. This should include the benefits that will be derived from the emerging technology and any additional costs, if any, to the Center to implement the emerging technology.
- b. The vendor will only submit services and software products that are currently available and in use at another correctional facility. The vendor will include any costs associated with the additional hardware or services.

E.16 Financial Offering. The vendor will include any and all financial offerings in response to the RFP / ITB. The following information will be provided as a minimum:

- a. Vendor will list all fees charged by inmates or their family/friends including, but not limited to: SMS and email pricing, games, video music and book pricing, etc.
- b. Details of billing and payment arrangements
- c. Commission rate to be paid and how the amount commissions are paid will be calculated.
- d. Sample Monthly Commission Statement
- e. Projected Revenue for Baldwin County Sheriff's Corrections Center
- f. List of vendors provided supplies.

E.16-A Proposed Inmate Technology Service Rates and Commissions

Category	Unit of Measurement	Rate/Unit	Facility Commission Rate
Text Message			
Email			
Photo Attachment			
Other Entertainment			
Music			

Video			
Reading Material			

COVER SHEET

Vendor:

Contact Person

Name and Title:

Address:

Phone: _____ Fax: _____

E-mail: _____

Type of entity:

(e.g., corporation, sole-proprietorship, non-profit organization, public agency, etc.)

Federal Tax ID: -

Printed name of Authorized representative

Signature of Authorized Representative

Date