

WOODBURY COUNTY SHERIFF'S OFFICE

WOODBURY COUNTY JAIL

REQUEST FOR PROPOSAL

MANAGED SERVICES

Date Issued: March 17th, 2015

The Woodbury County Sheriff's Office is requesting proposals from qualified vendors to provide Resident Banking Software, Offsite Commissary Services, and Kiosk applications for the Woodbury County Jail. The following time-line will be in effect for this Request for Proposal.

03/30/2015	Due Date to Register by Declaring Intent to Propose
04/06/2015	Last Day to Submit Questions in Response to RFP
04/09/2015	Date Answers will be sent to Vendors
04/20/2015	Request for Proposal Due Date
04/21/2015	Expected Award Date
06/08/2015	Contractor Begins Service

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Section I – RFP Overview

Woodbury County Sheriff's Office RFP Contact Information

Direct all questions related to the RFP to the contact listed below:

[Major Greg Stallman – gstallman@sioux-city.org]

Put "Woodbury County Jail Kiosk RFP Question" in the subject line of the email.

Only email communications will be accepted and must be directed to the email address listed above. Phone calls will NOT be accepted. Questions may be submitted up until 04/06/2015. Questions will be responded to **[by group email]** and shared with all vendors interested in submitting a bid.

For those vendors interested in bidding, please email your intent to bid to the contact below with the Subject Line: "Woodbury County Jail Kiosk RFP – Interested Bidder" by **[04/20/2015]**. Include your contact information within the body of the email.

Instructions for Submitting a Response:

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

The Woodbury County Sheriff's Office (hereinafter "WCSO") encourages competitive responses to the enclosed RFP. Additionally, WCSO understands that in any industry business will be lost and gained by competitors over time. In order to adhere to a higher standard of business ethics the WCSO is mandating that all vendors refrain from mentioning any and all competitors by name in any part of the vendor's submittal.

All responses must be submitted in a sealed envelope, mailed and/or delivered to:

Woodbury County Sheriff David A. Drew
Attn: Major Greg Stallman
407 7th St. * P.O. Box 3715
Sioux City, IA 51102-3715

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

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 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.

The outside of the envelope/box shall plainly identify the Proposal by:

- RFP Title
- Time and Date of Proposal Opening
- Name of the Vendor

The Vendor must respond to all of the following requirements:

- Furnish all required documentation, originals, copies and other requested information
- Complete all enclosed forms in their entirety
- Vendors must provide a response to all requirements. Failure to address each of the requirements will render the submittal non-responsive

General Information

The WCSO operates the WOODBURY COUNTY Jail Detention facilities with an average daily population of approximately 240 inmates. Inmates are to receive commissary once per week per inmate the next day after the order is placed.

The contract term will be for three (3) years with the possibility of two (2) one year extensions. The initial contract and any extensions will be subject to the approval and appropriation of the Woodbury County Board of Supervisors each year.

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. Software Compliance
7. Vendor's References
8. Financial Qualifications
9. Software Specifications
10. Electronic Deposit Requirements
11. Debit Calling Interface
12. Secure Release Options
13. Kiosk Deposit Solutions
14. In-pod Kiosk System
15. Phone Ordering Module
16. Hardware Requirements
17. System Requirements
18. Proposed Commissary Operating Plan
19. Financial Offerings
20. RFP Document & Addendum Documents

Section II – Proposal Content

1.0 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.

2.0 Executive Summary

The vendor will include an executive summary, which will provide the highlights of vendor's response, unique qualifications of the vendor and any information which will assist the WOODBURY COUNTY selection committee in evaluating the vendor's submittal.

3.0 Letter of Transmittal (Mandatory)

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 and indicating any subcontractors, which will be utilized.
- b) Statement indicating the point of contact for RFP clarification or additional information.
- c) Statement indicating the 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:
 1. **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 bid with regard to this RFP. Furthermore this is to certify that the bid 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 bid.
 2. **Statement of No Investigation/Conviction:** A statement certifying that the bidder, it's affiliates, parent company, subsidiaries, officers, directors, subcontractors, and employees are not currently under investigation by any governmental agency and have not in the last five 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. The bidder will detail any indictments in the past 2 years where the bidder has been mentioned as a party in any State.
 3. **Statement of Non Support:** A statement certifying that the bidder, it's affiliates, parent company, subsidiaries, officers, directors, subcontractors, or employees at the specific direction of the company are not currently or have not in the past contributed funds, in kind inducements, or participated in fund raising activities related to the political campaign of any official of the WOODBURY COUNTY Jail, the Governing Board, or any other publicly elected official in the State of IOWA. This is to insure that the RFP process and decision making is conducted in an ethical manner without the undue influence of this types of contributions.

4.0 Vendor Experience (Mandatory)

The vendor will include all relevant history and experience in providing the proposed services. Work history will be specific to the proposed services in the corrections industry. Experience in similar correctional or industry services can not be substituted.

5.0 Support Structure (Mandatory)

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 managed services and technical specifications. All support for commissary and technical operations must be provided by the contracting company.

6.0 Software Compliance (Mandatory)

The vendor is required to certify the following and is required for consideration.

- A. The software is owned, written, and supported by the vendor with no third party involvement. This requirement is to insure the integrity of the software being offered and that the vendor has complete access to provide annual upgrades to these applications.
- B. The vendor must be able to and agree to place the source code into escrow with an agreed upon third party if required by the WOODBURY COUNTY jail in case of insolvency.
- C. The vendor will provide an organization chart of their employees who are involved with the development and support of their software.
- D. The software and hardware are supported by the vendor's own employees. You must provide the name and location of the vendor's technical support personnel who will support this contract.
- E. Provide a history of vendor provided upgrades to the software being proposed. The vendor must provide a time-line of upgrades to include new features.
- F. Provide information regarding how the software is developed and history of client user seminars.

7.0 Vendor References (Mandatory)

The WCSO is interested in contacting and verifying references from other facilities similar in size and scope to the WOODBURY COUNTY Jail. The vendor will only provide pertinent information and only include the number of references requested.

The vendor will provide at least ten (10) references where the vendor provides resident banking software, kiosk applications and commissary services to facilities with an average daily population of at least 200 inmates. Only references where the Vendor currently provides resident banking software owned, written, and supported by the vendor will be acceptable.

Vendor Stability: The vendor will also provide references for at least ten (10) facilities where the vendor has provided per order commissary and resident banking software for at least ten years.

8.0 Financial Qualifications (Mandatory)

The vendor will provide the following information.

- Most recent Three (3) Years Independent Audit conducted by an Independent Audit Firm.
- Corporate credit and financial references to include at least two bank references
- Certificate of Insurance
- The vendor will provide an outline of the current Company Drug Screen Policy. The successful vendor will pre-employment and random drug screen
- The vendor will provide an outline of their current program to perform Background Checks on employees.

9.0 Software Specifications (Mandatory)

The vendor's proposed software must meet the following qualifications.

The vendor must own, write, and support their software with no third party involvement including contract employees. The software should be written in a relational data base. Access to the data base should be limited to vendor's support personnel to protect the integrity of the data structure and accounting principles.

The software application must be a WEB based, Intranet application.

The vendor must provide a statement indicating that they employ all programming and technical support staff to support the enclosed project. The vendor will include the number of years providing inmate banking software and the number of current clients with the software is installed.

The vendor will address the following items in their response:

- a) Software Development History
- b) Full time Programming staff employed by the vendor dedicated to the proposed software solution
- c) Software Support Staff for the WOODBURY COUNTY Jail.
- d) Conversion and Implementation plans
- e) Onsite Data Backup procedures.
- f) Secure Offsite Data Backup procedures. The vendor must provide the information on how this is handled by the vendor and can not use a third party service to ensure complete control of the inmate's sensitive financial information.

License to Software

Upon successful completion of the contract term, the WOODBURY COUNTY Jail will be granted a non-exclusive license to the proposed inmate banking software provided by the vendor. This will insure the continuity of inmate accounting history and reporting and is a mandatory requirement.

The chart, which follows details the features, which will be required by the vendor's software for an award to be made. These features must be available at the proposal submission date. Any exceptions must be denoted and explain why the proposed software fails to meet the enclosed minimum requirements. Any misrepresentation will deem the vendor un-responsive.

INMATE BANKING SOFTWARE REQUIREMENTS (Mandatory)

The following are the mandatory specifications that will be required of the proposed resident banking software. The system must contain all of the requirements and system features that are outlined below. These must currently exist in the Resident Banking software at the time of proposal submission for the proposal to be considered.

The proposed Inmate Banking Software should provide for an accurate, cashless accounting of all inmate monies, expenses, and purchases. At a minimum, it must contain all of the features and reporting included in the request for proposal. This includes the following:

Software Feature	Yes or No
9.1 General Ledger with Automatic Dual Accounting Posting	
9.2 General Ledger Reporting for all Ledger Accounts	
9.3 Date Specific Reports for all Ledger Accounts	
9.4 Provide for a Trial Balance to be run at any time	
9.5 Fiscal Year Maintenance with End of Month Reporting	
9.6 Allow for Year End Fiscal Adjustments to be entered prior to Closing the Fiscal Year	
9.7 Checkbook Reconciliation with Multiple Checkbook Capabilities	
9.8 Resident Bail Module Complete with Reports Section	
9.9 Resident Receivables Module Complete with Reports Section	
9.10 Resident Payroll Module Complete with Reports Section	
9.11 Automatic Check Writer with MICR Check Writing	
9.12 Positive Pay Module to Transmit Check Information to the Bank	
9.13 Provide for an Automatic Checkbook Reconciliation Module	
9.14 Receivable Invoicing with complete Account Receivable Module and Reporting to include an Invoice generated at release & the ability to generate invoice which fit into Window Envelope. Allow for an Invoice to be generated at both release & at a facility defined time to generate an invoice which fits into a window envelope	
9.15 Provide for a Multiple Release Module to release a group of inmates on the same check with appropriate report	

- 9.16 Commissary Inventory Module with Reports Section
- 9.17 Resident Property Module with Reports Section
- 9.18 Indigent Module which includes the ability to rotate up to (99) ninety-nine Indigent packs individually for each inmate based upon monetary and time criteria to be determined by the facility.
- 9.19 Allows for Debt to be collected based upon a percentage of incoming funds to be determined by the facility.
- 9.20 Allows for collected funds to be applied to debts either by priority, percentage, or both as defined by the facility.

- 9.21 The System Must Always be in Balance within the General Ledger
- 9.22 Provide reports on cash drawer balancing and balance history
- 9.23 Provide reports on commissary orders, order rejections, commissary sales, and products offered
- 9.24 Provide reports of frozen inmate accounts or accounts with administrative holds or other facility designated restrictions
- 9.25 Provide account summaries (both individual and facility including transaction history
- 9.26 Provide for Escheating/Reclamation of checks automatically in the system
- 9.27 Provide for reports on all checkbook activity by operator defined criteria
- 9.28 Provide reports based on user definable date time periods
- 9.29 Allow for Accounts to be closed with a facility defined minimum balance not to be paid to the resident
- 9.30 Provide for Inactivity Maintenance to include reporting and reclamation of moneys.
- 9.31 Provide for Resident Intake and Release Reporting
- 9.32 Allow for Multiple Checkbooks to be set up in the software
- 9.33 Allow for Multiple Profit Accounts to be maintained within the software
- 9.34 Provide for Facility & Operator Log Reports
- 9.35 Provide for the ability to perform Automated Group Charges by facility designated criteria
- 9.36 Allow for the Classification of Inmates for the purpose of precluding charges being made on those accounts
- 9.37 Allow for the assignment of a Facility designated permanent number to each inmate
- 9.38 Allow for reports to be run on both the permanent number and booking number for each Resident
- 9.39 Allow for the primary "booking" number to be modified when errors occur in resident identification
- 9.40 Allow for a "Stored Signature" to decrease paperwork involved with resident accounting
- 9.41 Allow for funds to be transferred from one resident account to another by authorized personnel
- 9.42 Allow for specific deductions to be assigned to individual accounts with an "automatic" collection per facility designated criteria
- 9.43 Allow for the generation of a log of intakes and releases for a period of time
- 9.44 Allow for the input of resident address and phone contact information of the purposes of generating invoices and receiving payments for debt after resident release
- 9.45 The banking software must allow for resident releases to be done by Cash, Credit, or debit card or combination of the above as determined by the facility.
- 9.46 The software must contain the ability for the jail to implement a Grievance/Request program through a housing unit Kiosk.

- 9.47 Access to the Kiosk must be through a biometric fingerprint system
- 9.48 The system must be capable of integrating to the inmate phone provider to allow for debit calling by the inmate using their own funds
- 9.49 The software must contain the ability for the jail to implement a debit card release program that is integrated to the inmate banking software
- 9.50 The software must have its own phone ordering module

10.0 Electronic Deposit Services: (Mandatory)

The vendor will describe any automated resident payment options which may be available to the facility via the internet and toll free number. This should include literature, service requirements, and detail any costs to the WOODBURY COUNTY Jail. The vendor must provide at least three automated payment options which do not utilize the vendor's own website or card processing company to ensure a competitive environment for those persons utilizing this service.

The proposed payment options must be fully integrated with the resident banking software owned, written, and supported by the client. Moneys for these deposits must be transferred via ACH transfer – no checks will be accepted. Vendors will be required to provide at least fifteen (15) references where these are installed are currently installed in a correctional setting.

11.0 Debit Calling Interface (Mandatory)

The vendor must describe in detail the capabilities of the proposed system to implement Debit Calling to interface with the current inmate phone provider. The vendor shall describe in detail how the process works, which shall include at a minimum the ability to electronically send inmate funds to the inmate phone provider and to return any unused funds to be included in the inmate's release check or debit card. The interface to the phone provider should be in "real time" when the request to move dollars to the phone system is processed and should utilize XML messaging services.

12.0 Secure Release Options

A. Debit Card Release Service (Mandatory)

The vendor must list any Debit Card release programs they have to offer the WOODBURY COUNTY Jail. The software program must properly account for the debit card releases and provide automatic posting of information to the card provider. The service should be provided at no cost to the WOODBURY COUNTY Jail and there should be no charge to the inmate or the facility for the costs of the cards or card readers. The vendor will provide at least fifteen (15) references where this program is installed.

B. MICR Check Printing (Mandatory)

The vendor must provide the WOODBURY COUNTY Jail with a MICR Check Printing solution. The software program must properly account for checks and have the ability to import a facility designated signature.

13.0 Kiosk Deposit Solutions: (Mandatory)

The vendor will provide quantitative information on the impact the proposed solution will have on the facility.

A. The vendor must provide a Self Service Lobby Cashier device that will handle Cash, Credit, and Debit card transactions. The facility will not be responsible for the handling of cash and accept no responsibility for credit or debit transactions. The device must be integrated with the vendor's own resident banking software and transactions posted in "real-time". The fee for cash must be \$3.50 or less. Vendors will be required to provide at least fifteen (15) references where these are installed are currently installed in a correctional setting and the vendor manages the cash without a third party. This kiosk must also be capable of displaying facility documents to the public.

B. The vendor must also provide (1) Booking Kiosks that accept cash and coins. The kiosk must have a touch screen and the ability to allow the inmate to deposit funds into their account via their bills and coins without staff involvement. The system must also be able to accept an inmate's credit or debit card. The facility will not be responsible for the handling of cash (in specific exceptions) and accept no liability for

debit or credit transactions. The device must be integrated with the vendor's own resident banking software and transactions posted in "real-time". There can be no fee to the inmate for the cash deposits and the facility will not be charged for this service.

14.0 IN-POD Kiosk System Requirements (Mandatory)

The vendor must have the capability of providing a housing unit Kiosk system. This system will allow inmates to:

1. Access their account history
2. Place commissary orders
3. File request/grievances
4. Display facility documents
5. Allow for resident e-mail service
6. Allow for legal research software to be displayed

The Kiosk must have the ability for users to use the kiosk in the following languages; English, Spanish, French, and Creole. The kiosk must authenticate the inmate through the use of fingerprint biometric identification. The kiosk must allow the facility to implement a resident email service which allows inmates to send and receive emails from family and friends. The vendor must provide an integrated solution that allows the facility staff companion software to respond electronically from their work stations to inmate requests or grievances and follow ACA guidelines allowing for grievances to be classified as founded or unfounded and allow the inmate an appeal.

15.0 Phone Ordering Module (Mandatory)

The vendor must have a phone ordering module that is integrated to their inmate banking software to allow inmates to place their commissary orders and check their balances. The Interactive Voice Response (IVR) system must be in English and Spanish. This system will be used in conjunction with the required Kiosk system to allow inmates in smaller units such as confinement or medical to access their balance information and order commissary. Please list the inmate phone providers your firm currently has this interface installed.

16.0 Hardware Requirements (Mandatory)

A. The vendor will provide the necessary hardware to implement their solution. This must include at a minimum the following computer hardware.

- One (1) MICR Check printer
- One (1) Lobby Payment Acceptors Kiosk
- One (1) Booking Deposit Kiosks
- Fourteen (14) POD Kiosks

The vendor must provide details regarding:

- a) List of Hardware to be provided. (All hardware provided must be new)
- b) Vendor's Hardware Support staff for the WOODBURY COUNTY Jail.
- c) Maintenance Schedule for proposed equipment
- d) 24/7 Support

B. The vendor should provide information related to other hardware peripherals which are available from the vendor. These peripherals should be integrated with the vendor's software. The vendor should provide the costs to the WOODBURY COUNTY Jail associated with acquiring the proposed peripheral devices.

17.0 System Requirements (Mandatory)

The proposed software must meet the following criteria to be considered compliant with the software specifications.

System Features

Yes or No

- 17.01 • Windows Based Application with the ability to Operate SURFACE Tablet
- 17.02 • The software application must be WEB based, Intranet application
- 17.03 • Utilizes a relational data base (Vendor must support their own data base)
- 17.04 • Allows for System Wide Settings
- 17.05 • Allows for Individual Facility Site Settings

The vendor will provide information regarding the data backup & restoration procedures in the case of a hardware failure. In addition the vendor will provide information regarding initial and ongoing virus protection provided by the vendor.

18.0 Integration and Wiring Costs

The vendor will be responsible for integration, CAT5 and/or wiring costs.

19.0 Proposed Commissary Operating Plan (Mandatory)

The vendor will provide the following information with regards to the proposed commissary services.

- a) The Offsite Commissary services requested must be provided once per week to each inmate and must be next day service. The inmate's order will be processed and delivered the next day.
- b) References of other facilities where the vendor provides two day commissary services with delivery to the inmates in IOWA must be provided in this section.
- c) The vendor must describe how their system would handle admission and indigent kits.
- d) Location of Service Center. You must also include the location of the Service Center which is fully staffed to provide service and support. The service center does not need to be a minimum square foot but must be capable of supporting the proposed operation)
- e) Overview of proposed commissary operating plan to include service levels, delivery of products, and back up operating plan. Inventory levels should be sufficient to exceed a 99% order fill rate.
- f) Order packaging procedures to include order filling procedures.
- g) Product must be name brand, no private label products will be permitted to be sold. These products must be available for re-sale in convenience stores. The facility will not accept private label products.
- h) The vendor should detail any additional commissary services which might be available to the facility in conjunction with the once per week commissary services.
- i) Pricing of all products will be "market priced" for the WOODBURY COUNTY Jail Community comparable to convenience store pricing.
- j) Order delivery procedures.
- k) Complaint Rectification Process
- l) Projected sales with referenced documentation
- m) All vendor employees are to be pre-employment and random drug screened. The vendor is responsible for conducting background checks. (Pay rates for vendor employees are at the discretion of the vendor.)

20.0 Financial Offering: (Mandatory)

The vendor will include any and all financial offerings in response to the RFP. The vendor will provide the following information at a minimum:

- a) Details of Billing and Payment arrangements
- b) Commission rate to be remitted and net sales calculations
- c) Sample Monthly Commission Statements
- d) Projected Revenue for the WOODBURY COUNTY Jail.

21.0 RFP and Addendum Documentation:

To ensure that the vendor has received and acknowledged all documentation, the vendor will insure that all RFP and Addendum's issued will become part of their response by including statements listing each Addenda issued and the receipt thereof.

Section III – Evaluation Criteria

Proposals will be evaluated upon the following criteria and weighted according to the chart below.

15%	Experience- Providing next day offsite commissary services in a correctional environment with at least 200 inmates
10%	Ownership of software licenses will be offered to the WOODBURY COUNTY Jail
5%	Software is a WEB based, Intranet Application able to operate on Windows work stations.
10%	Reputation for Business Ethics & History of Fulfillment of contractual obligations and meets the minimum qualifications for financial stability.
20%	Software Requirements- Meets all minimum requirements contained in the RFP
15%	Operating Plan- Meets the requested services outlined in the specifications to include products and next day service level.
10%	Commission Rate
15%	References – Demonstrate the Vendor's experience in providing the requested number of references for each component of the RFP.

The County reserves the right to select a vendor based on that vendor's ability, in the County's opinion, who will best serve the County's needs. Acceptance of a proposal neither commits Woodbury County to award a contract to any vendor, even if all requirements stated in this RFP are met, or limits our right to negotiate in our best interest.

Proposals are to be made in good faith, without fraud, collusion or connection of any kind with any other contractor for the same work. All bidders must complete in their own interest and in their own behalf. The vendor will absorb all costs incurred in the preparation and presentation of the proposal. All vendors who submit proposals will be notified of the results of the selection process.

Proposals will be opened and considered for award at a public meeting of the Woodbury County Board of Supervisors. Woodbury County reserves the right to reject any or all proposals, in whole or in part, with or without cause, even if all the stated requirements are met. At the sole discretion of Woodbury County, bidder presentations may be requested before award of the contract.