

	<p>SCOPE OF WORK</p> <p>JAIL INMATE PHONE, VIDEO VISITATION, TABLETS, AND KIOSKS</p>	<p>PURCHASING DEPARTMENT 619 Division St. MS-7 Port Orchard, WA 98366 Phone: (360) 337-4788</p>
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1. INCARCERATED PERSONS COMMUNICATION SERVICES REQUESTED. Kitsap County (County) is seeking proposals from experienced qualified competent providers to provide, install, and maintain a turnkey inmate telephone system (ITS), video visitation solutions (VVS), correctional-grade tablets (Tablets), and kiosks for the Kitsap County Sheriff’s Office (KCSO) Jail (Jail) and Kitsap County Juvenile and Family Court Services Department (Juvenile Detention) at no cost to the County.

All costs shall be the responsibility of the Contractor including without limitation equipment, shipping, installation, connectivity, maintenance, storage, hardware, software, security, training, and any other implementation and related services necessary to furnish the County with state of the art technology and equipment to meet the specifications herein. The Contractor will also provide and maintain internet access for all their provided devices. The Contractor will not have access to County’s secure network or County’s Internet Service. The Jail is interested in tools that allow the officers to be more efficient.

Kitsap County is seeking the lowest overall cost to the inmates/families and will not subsidize any associated fees for services. It is the County’s desire to have a cost neutral program with only the necessary fees to be passed on to the inmate/families for the services being utilized. The selected Contractor should be aware that the County takes the economic interests of families and inmates seriously and may regard any overcharge as a material breach of the contract.

2. PROJECT OVERVIEW. Kitsap County, Washington has a population of approximately 251,133 residents. The Jail is located at 614 Division Street, Port Orchard, Washington. The Jail houses maximum, medium, and minimum-security adults, and contracts to house inmates on behalf of the state, municipalities, and tribes. The Jail’s maximum capacity is 486, with an average daily population (ADP) of 300 due to COVID-19. Social visitation is only conducted by the Jail.

JAIL PHONE USAGE

2019		2020	
Row of Labels	Minutes	Row of Labels	Minutes
InterLata	169,971	InterLata	117,250
International	2,044	International	1,602
Interstate	142,198	Interstate	135,020
IntraLata	271,328	IntraLata	250,885
Local	629,004	Local	442,262
Voicemail	1,622	Voicemail	833
Grand Total	1,216,167	Grand Total	947,852
Average Minutes	6.2	Average Minutes	7

The Juvenile Detention Facility is located at 1338 SW Old Clifton Rd, Port Orchard, WA 98367. The maximum capacity for the Juvenile Detention facility is 105, with an average daily population of 4.9 which is not anticipated to exceed an ADP of 15 for the foreseeable future.

The intent and purpose of this Solicitation are to replace and/or expand, enhance, and maximize the current Services using proven, cutting-edge technology and services, and deliver advanced turnkey Services to inmates of the Jail and Juvenile Detention facilities, in the most cost-effective pricing package. Bidders that do not offer or provide all components of the Services may sub-contract with other bidders, designate the Primary and Responsible Bidder, and present a single proposal encompassing all components of the Services. The County is interested in exploring new technological solutions that would enhance the inmate telephone system. Bidders having alternate proposals to meet these needs, may, after responding to the minimum requirements herein, offer alternate service levels for consideration by the County.

The Successful Bidder will be responsible for any changeover, interface, or development costs associated with the new installation or conversion of equipment and/or hardware, software, and data. The Successful Bidder must also have the ability to provide trained and experienced staff as needed, to perform installation, project management, and customer and maintenance services equivalent to those set forth in this Solicitation.

3. JAIL EQUIPMENT

CURRENT EQUIPMENT. The Jail currently has: booking (5 phones), east pod (8 phones), west pod (8 phones), central pod (12 phones), south pod (5 phones), and dorm (12 phones), 76 tablets, 23 inmate kiosks (fixed floor mounted visiting stations with tablets), and 7 public kiosks (visiting stations with tablets). The video visitation may be provided by tablet or kiosk provided it is a fixed device.

REQUESTED EQUIPMENT: PHONES AND INMATE KIOSKS. The Jail is seeking phones/visiting devices/tablets in the following locations: booking (4 phones), east pod (8 phones and 8 kiosks), central pod (12 phones and 10 kiosks), south pod (8 phones and 8 kiosks), the dorm (12 phones and 8 kiosks), and west pod (8 phones and 8 kiosks). The jails west pod is currently not in use, but in the event, it is needed to be used, the 8 phones and 8 kiosks should be made available within 14 calendar days.

REQUESTED EQUIPMENT: TABLETS AND PUBLIC KIOSKS. The Jail is seeking not less than 100 tablets. This figure may increase with an increase in inmate population. The Jail is seeking a 3 to 1 ratio in the number of available tablets. The Jail is seeking 7 public kiosks (visiting stations with tablets). The video visitation may be provided by tablet or kiosk provided it is a fixed device. Approximately 95 percent of social visits are conducted remotely. The Equipment will be required to interface with the KCSO records management system, the current system is ILeads and the new system which should go live within one year from the date of the issuance of this Solicitation will be provided by Executive Information Services, Inc (“EIS”).

4. JUVENILE DETENTION FACILITY EQUIPMENT

JUVENILE DETENTION FACILITY REQUESTED EQUIPMENT. Assuming there is no cost to detention and no, to minimal cost to the families of in-custody youth to use these devices, the juvenile detention would like to replace 6 phones to replace the existing phones, plus would like to add 6 tablets, 4 kiosks (1 of those being mobile), and 1 visiting station for the lobby. Maximum capacity for the building is 105, our ADP (right now) 4.9.

5. CURRENT PROVIDER. The current provider for inmate telephone services is Telmate. The Current Services platform is network-based. The Current Services provide inmates with access to local toll (intralata), long distance toll (interlata), interstate, intrastate, and international calling.

The requirements described herein are considered reasonable to meet the County's needs. The County is interested in exploring new technological solutions that would enhance the inmate telephone system. Contractor having alternate proposals to meet these needs, may, after responding to the minimum requirements hereunder, offer alternate service levels for consideration by the County.

6. TRANSITION PERIOD. It is the intent of the County to have this contract begin with a transition period of at least 30 days prior to the termination of the current contract. The transition period is to allow the successful Bidder to establish the infrastructure and training required to operate the ITS. The current contract is scheduled to expire on December 31, 2021. Proposals should include a transition plan.
7. CONTRACT TERM. The County intends to enter into a five (5) year term, unless terminated or cancelled, which may be extended for additional consecutive terms at the agreement of the parties.
8. SPECIFICATIONS. Bidders shall identify in the chart below if they can comply with the following specifications. Any exceptions and deviations should be noted on the Exceptions and Deviations form.

1.	COMPLIANCE, START-UP, STANDARDS	COMPLY
1.1	Contractor will be responsible for providing, shipping, installing, configuring, operating, maintaining, labor, repair, replacement, updating, and networking of a correctional-grade inmate telephone, video visitation, tablets, and kiosk system (collectively "Equipment"), at no cost to the County, in compliance with the Equipment manufacturers specifications during the term of the contract. The Contractor shall provide, install, and configure all required devices, hardware, software, wiring, network jacks, conduit, cabling, and associated Equipment.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.2	Telephones, video visitation kiosks and correctional-grade tablets that must be added or removed at existing or additional locations will be at no cost to the County.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.3	Final installations must be left in like new condition, with no visible sign of prior equipment.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.4	All Equipment must be new current, state-of-the-art, durable, tamper free, correctional-grade Equipment suitable for a correctional environment and shall be constructed in a manner that minimizes vandalism and destruction of property and approved by the County before installation. This shall include no removable parts and must be installed in such a manner that no safety hazard is present to our user. The telephone system shall remain the property of the Contractor. The wiring in the buildings is the property of Kitsap County.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.5	The Contractor shall dismantle, remove, install and/or move Equipment as needed within and between the facilities.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.6	All changes required to current County equipment and software to allow for proper installation of the proposed Equipment, software and services shall be identified in writing. All such changes shall be the responsibility of the successful Contractor, with the exception of those changes specifically negotiated and identified as being the County's responsibility. All Equipment is subject to approval by the Kitsap County Sheriff and Kitsap County Chief of Corrections and the County's Information Services Director.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.7	Telephones, video visitation kiosks and correctional-grade tablets that must be added or removed at existing or additional locations will be at no cost to the County.	<input type="checkbox"/> Yes <input type="checkbox"/> No

1.8	The Contractor's services shall be provided by personnel who have been fully trained, manufacturer certified, and/or qualified on the Equipment and software to be installed and serviced	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.9	Installation of all Equipment must conform to standards established by federal, state, and local authorities. The Contractor shall be responsible for the costs of upgrading all Equipment installed in the event of changes in the law or government regulation (local, state, or federal). The County and KCSO assume no liability for the Contractor's Equipment or services required for the system.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.10	The Contractor must provide a listing of all Equipment to include telephone numbers and software.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.11	Digital signature capability, so inmates are able to digitally sign documents and forms.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.12	Contractor shall be responsible for providing and installing signage and other ancillary items associated with or necessary to providing the service, at no cost to the County.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.13	Services will be guaranteed for the duration of the contract period. The Contractor shall assume responsibility for all Equipment and software defects for the entire duration of the contract. The Contractor shall guarantee that services are free from defects and must correct all problems associated with the hardware or software at no cost to the County within the timeframes identified herein.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.14	Install inmate telephones, associated Equipment, wiring, hardware, enclosures, and hands-free inmate telephones at locations mutually agreed upon by both parties during the Contract term. The Contractor shall be required to increase or decrease the number of phones in the system upon reasonable request at no cost to the County after the initial installation.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.15	Jointly determine with the County the appropriate number and type of inmate telephones and enclosures to be installed at each location.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.16	The County requires that at least two (2) mobile Telephone Device for the Deaf (TDD) be provided for the Jail. The TDD units must be durable, tamper-resistant, and designed specifically for public use and suitable in a jail environment.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.17	All software upgrades will occur automatically, as new versions are released, at no cost to the County, throughout the entire contract period.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.18	Service and repair the inmate telephones and associated Equipment provided by the Contractor at the Contractor's expense, unless otherwise agreed herein.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.19	Speed-dial (in-house emergency alert) capability and speed dial access for crime reporting.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.20	Free calling for defense attorney, Disability Rights of Washington, Kitsap Sexual Assault Center, and consulate unrecorded, and any other person or entity as required by law.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.21	Contractor will be required to coordinate with the incumbent and the County to allow for an uninterrupted transition and implementation of new services and provide the County with a transition plan in its proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.22	Services will be guaranteed for the duration of the contract period. The Contractor shall assume responsibility for all Equipment and software defects for the entire duration of the contract. The Contractor shall guarantee that services are free from defects and must correct all problems associated with the hardware or software at no cost to the County.	<input type="checkbox"/> Yes <input type="checkbox"/> No

2.	AMERICAN'S WITH DISABILITIES ACT (ADA), SAFETY REQUIREMENTS	COMPLY
2.1	Contractor provided Equipment and services shall be compliant with the requirements of the American's with Disabilities Act and Jail safety requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.2	Contractor shall ensure that amplified handsets are installed, and wall instruments lowered and labeled in compliance with ADA requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.3	Contractor shall provide, at no charge, portable inmate phone system, compatible Text Telephones and/or Video capable phones, as requested in areas identified by the Contract Representative.	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.4	System must allow free calls to the Washington Relay Service to assist impaired inmates.	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.5	Tablets must provide accessibility features that support individuals with disabilities.	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.	PRISON RAPE ELIMINATION ACT (PREA)	COMPLY
3.1	Speed-dial (in-house emergency alert) capability and speed dial access for a Prison Rape Elimination Act (PREA) Hotline, with the ability to leave a message.	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.2	Telephone system shall allow an inmate with a disability, i.e. deaf or blind, to call the PREA Hotline and leave a message.	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.	CHILDREN'S ONLINE PRIVACY ACT	COMPLY
4.1	System shall comply with the requirements of the Children's Online Privacy Act.	<input type="checkbox"/> Yes <input type="checkbox"/> No
5.	SOFTWARE	COMPLY
5.1	Software shall detect specific words and phrases predefined by the County in both incoming and outgoing emails (if applicable). The KCSO staff shall have the ability to edit the word list and assign levels of security to each word identified.	<input type="checkbox"/> Yes <input type="checkbox"/> No
5.2	Software shall score each message and provide a rating "red, yellow, green" for each message based on words contained in the email. This will give officers the ability to quickly see what messages contain more of the key words requested in the search. The rating thresholds shall be programmable by the facility.	<input type="checkbox"/> Yes <input type="checkbox"/> No
5.3	Inappropriate words that are found within a message shall be color coded, highlighted, and capitalized for easy visibility. The inappropriate word list shall be programmable by the facility. The on-site administrator will be tasked with maintaining this list.	<input type="checkbox"/> Yes <input type="checkbox"/> No
5.4	Contractor's system shall allow approved KCSO users to modify approval/rejection reasons.	<input type="checkbox"/> Yes <input type="checkbox"/> No
5.5	Contractor must provide authorized KCSO staff the ability to see connections between inmates, senders, and transaction history (i.e. how many messages).	<input type="checkbox"/> Yes <input type="checkbox"/> No
5.6	Software shall have the ability to flag messages from specific inmates or family/friends and automatically escalate to a separate review screen.	<input type="checkbox"/> Yes <input type="checkbox"/> No
5.7	System shall be able to create customized lists of emails to block (i.e. staff email addresses, government emails, and hospital emergency rooms). This capability shall be on-site. The on-site administrator will be tasked with maintaining this list.	<input type="checkbox"/> Yes <input type="checkbox"/> No
5.8	Software must have the ability to translate the scanned message from Spanish to English, and from Mandarin to English in the review mode.	<input type="checkbox"/> Yes <input type="checkbox"/> No
5.9	Multi-level security call alerts/alarms by e-mail, phone, and text to provide notification of specific phone numbers dialed or PIN used.	<input type="checkbox"/> Yes <input type="checkbox"/> No

6.	GENERAL CONFIGURATON REQUIREMENTS	COMPLY
6.1	System shall run on an automated operator platform. There shall be no access to a live operator. A minimum of three changes per year shall be allowed to the system script.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.2	System shall not allow any incoming calls, except those sent from inside the facility by staff during an emergency. These calls would be to facilitate contact with inmates during a disturbance situation.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.3	System shall permit collect calls, one-way outgoing, station-to-station calls billed to the called party or charged to a debit system set up for inmate use to place phone calls through the system.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.4	System should allow for unrestricted collect calls and toll-free official calls to request attorneys, probation and parole officers, bonding companies, and private investigators, as well as other approved numbers. The costs for these local calls shall be assumed by the Contractor.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.5	System shall provide for secure communications compatible with the phone system in use within the community.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.6	Block access to all toll free numbers unless specified by the County, direct dialing 1+, operator access 0+, pagers, payphones, all calls to 800, 900, 888 and other toll-free area codes as well as "0," "00," "976," "911," "411," and "NNN-555-1212," 555 information, 10-10 numbers, along with any other area codes or exchanges designated by KCSO in the future, with the exception of PREA and Suicide Hotlines.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.7	System shall prevent all three-way, third-party calls and conference calls.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.8	System shall prevent calls from an inmate in another jail or state facility.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.9	System shall prevent the inmate or called party from dialing extra digits after the call is accepted unless to authorized destinations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.10	System shall prevent the inmate from obtaining a second dial tone or "chain-dialing."	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.11	System shall detect any extra digits dialed by the inmate after the party has accepted the call.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.12	Inmate shall be required to hang up before dialing a new number.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.13	Automated call instruction/announcements to the caller and called party that the call will recorded and monitored in English, Spanish, and Mandarin. Indicate other languages available with your system.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.14	System should provide error prompts.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.15	System shall require positive acceptance by both parties to monitoring and recording prior to allowing connection.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.16	System should allow the called party to accept, deny or block a call by pressing a keypad number and provide instructions for recipient to do so.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.17	Contractor shall not bill customers for incomplete calls (network intercepts recordings, busy signals, rejected calls, invalid calls, blocked calls, and no answer). Billing shall not begin until the call is accepted.	<input type="checkbox"/> Yes <input type="checkbox"/> No

6.18	System should have the capability of permitting the called party to block all future calls from the Jail.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.19	System shall prevent against call forwarding.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.20	System must provide the called party with the identity of the calling party and provide the called party with the opportunity to accept or reject the call from a rotary dial or pulse dial telephone.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.21	The called party shall be informed of the cost of the call prior to accepting the call, on all types of collect calls.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.22	Controlled talk/listen audio paths to prohibit the inmate and person called from talking/listening prior to the call being accepted. The conversation shall be blocked until the called party accepts the call.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.23	System shall be capable of providing call completion to any point within the continental United States, Alaska, Hawaii, Guam, American Samoa, Puerto Rico, and other US territories.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.24	System shall provide the ability for inmates to make international collect calls.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.25	System shall allow specific non-recorded calls such as to the public defender's office and other agencies. The County will determine these telephone numbers	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.26	System must be designed to provide reliable inmate telephone service with full backup and system recovery contingencies.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.27	System shall provide permanent storage all messages.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.28	At contract termination, the stored messages shall be provided to KCSO on an agreed upon media. All records are the property of KCSO.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.29	The phone instrument shall provide dial tone/system prompts when the handset is off the hook.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.30	Call set-up and acceptance process must be completed within thirty seconds (from off-hook to call connection/rejection).	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.31	System shall provide for automated turn on and shut off at designated times, and manual system shut off capabilities from designated Jail control rooms.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.32	System shall have the capability of providing free, local calls from all telephones located in the booking areas. These phones and calls will be at no cost to the County.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.33	System shall be capable of "passive acceptance" of collect calls to agencies that use automated operator systems	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.34	The first hour of video visitation per week shall be offered free of charge.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.	GENERAL EQUIPMENT/ HARDWARE REQUIREMENTS	COMPLY
7.1	The handsets must be equipped with noise reduction transmitters. The receiver or handset must not be able to be removed.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.2	The County, at any time, has the right to reject any Equipment it deems unacceptable in its reasonable discretion.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.3	System must be line powered such that, the phone does not require separate electrical power at the device. Video visitation solutions (VVS) should have separate electrical power at the device.	<input type="checkbox"/> Yes <input type="checkbox"/> No

7.4	If applicable, the telephone devices and VVS shall be equipped with braided steel receiver cord twelve inches or less in length, so that it cannot be used as a weapon in any way.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.5	All telephones and Kiosks must be secured in a location approved by the County.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.6	Telephones, VVS, and Kiosks shall be fitted with a volume control device, which will allow the inmate to increase or decrease the volume of the handset earpiece.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.7	Jail, at any time in its sole discretion, has the right to reject phone instruments, cables, or handsets that it deems to be unacceptable.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.8	Identify all space, environmental and electrical power requirements for the inmate phone system and all associated Equipment. List the network requirements and include any/all "holes" through the firewall.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.9	Describe the construction of the inmate phone. The inmate phones shall have no exposed screws, bolts, metal, hard substance fasteners or any other material which can be removed from the phone without a special security removal device.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.10	Damaged hardware is replaced at the Contractor's expense.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.11	Contractor shall install wall-mounted kiosks with security screws and Equipment if wall mounted.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.12	Describe in detail the construction of the wall-mounted kiosks and the installation process.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.13	Kiosks shall be shatterproof without any external hinges or screws.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.14	Phone system, VVS, and Tablets must interface with the Jail records management system, inmate trust accounts (Keefe), and inmate commissary system (Keefe) at no cost to the County.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.	KIOSK CAPABILITIES	COMPLY
8.1	Kiosks must be designed to meet applicable jail and Juvenile Detention accreditation standards.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.2	Kiosks must contain account history.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.3	Kiosks must contain commissary order entry.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.4	Kiosks must contain Inmate Grievance Form with jail workflow (for staff to select the next appropriate individual to respond to the request). There should be a reporting and tracking system available as well as programmable time frames alerting deadlines for response. System should identify repetitive requests and have the tracking system/report to distinguish the count for the requests vs. repetitive requests.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.5	Kiosks must contain inmate correspondence which can be directed to assigned staff in various units and have a reporting and tracking system. The system should have programmable time frames alerting deadlines for responses. System identifies repetitive requests and have the tracking system/report to distinguish the count for the requests vs. repetitive requests.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.6	Kiosks must contain inmate handbook review, signature of acknowledgment and printable report.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.7	Kiosks must contain PREA presentation, signature of acknowledgment and printable report.	<input type="checkbox"/> Yes <input type="checkbox"/> No

8.8	Kiosks must contain facility information postings, signature of acknowledgment and printable report.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.9	Kiosks must contain inmate program requests, signature, and printable report.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.10	Kiosks must contain medical appointment requests, signature, and printable report.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.11	Kiosks must contain law library service to include list of services provided, signature and printable reports. Designed to meet our facilities accreditation standards.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.12	Inmate must be able to login to the kiosk- The display should allow the inmate to log in with their jail identification number. The inmate is then asked to enter his/her PIN. Once logged in, the inmate's information is displayed: their full name and jail number.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.13	Account history. All debit and credit transactional information is displayed to the inmate for the last week.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.14	Commissary order entry. Inmates must be able to create a commissary order entry using the kiosk on the days designated by the facility. The inmate will simply touch the items to be added to the order. This module shall apply all restrictions at the time the order is created.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.15	Grievance. Inmates can create request for the resolution of a grievance.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.16	Facility information. The facility must be able to stream information to inmates using the administration tool. The kiosks shall be able to display FAQs, meal menus, inmate handbooks, and other informational items.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.17	Calendar. Allow inmates to submit electronic requests. Allow the facility to configure the type(s) of requests inmates may submit. Allow inmates to log on to the kiosk and submit requests. The inmate must be able to view their calendar. The facility must be able to post static calendar information and approve inmate appointments submitted by the inmate electronically. Interface with the Inmate Program module in the EIS Jail Management System is required.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.18	Secure Messaging. Allow inmates to correspond with family/friends via facility-controlled electronic messaging.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.	TABLETS	COMPLY
9.1	Tablet devices must be tamper-proof or become inactive when tampered with and/or removed from designated secure areas.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.2	Please provide details about the security of the hardware, the network, and the options available on the tablets.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.3	Mobile charging carts and charging ports provided for secure storage that can be easily rolled between units and equipped to hold tablets with carrying cases.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.4	Tablets must be securely encased in hardware that employs chemical and physical bonding to prevent access to the tablet.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.5	Tablets must not be able to take photographs, except for login verification.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.6	Tablet screen size must be between 7 inches and 10 inches.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.7	Tablets includes custom software and firmware that prevent device tampering, eliminates all background application functionality, and removes external menus, options, and input areas.	<input type="checkbox"/> Yes <input type="checkbox"/> No

9.8	Bidder to provide a software solution that is web-based only and optimized for modern web browsers with common HTML5 and Java plug-ins/extensions.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.9	Tablets are not specific to any one user. The system requires unique logins for inmates to access their account from any device.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.10	Tablet is capable of integrating with the County's Jail Management System, Inmate Trust Accounts, and Inmate Commissary Systems at no cost to the County, including mobile interfaces.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.11	Tablet has a proven track record and ability to incorporate web or native Android applications of potential new commissary vendors.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.12	Tablet is equipped for date tracking for investigatory and security measures for facility staff.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.13	Tablets to provide facility with regular detailed reports on usage, including log dates and times for users, courses taken/completed, specific course submissions, scores, and other metrics at the user and facility level.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.14	Install a managed and secure "dedicated" network throughout the facility that is wholly independent from the County's existing network.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.15	Tablets will provide secure and managed wireless connectivity via 802.11n or 802.11ac standards on 2.4Ghz or 5Ghz bands, while providing no access to public-facing internet. Contractor will provide 802.11n or 802.11ac, beamforming access points which must be powered by power over Ethernet (802.3at).	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.16	Tablet will provide managed secure connectivity for all wide area networking via managed private connection methods such as point to point VPN's or MPLS.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.17	Provide a content delivery network appliance on premise to deliver content to tablet users in order to reduce overall WAN bandwidth needs and costs.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.18	The tablet will provide the ability for users to report issues and provide feedback directly to Contractor.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.19	The tablets solution must include a strong education platform as the main feature that is at no cost to the inmates to use and have evidence-based data to support the educational aspect of the services provided.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.20	The tablets shall be capable of accessing only those websites authorized by the KCSO, including without limitation, law library features, inmate handbook, PREA video and training, inmate programing, and law library services.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.21	The Service provides the County the ability to download forms and programs onto the tablet with the ability to track and document program completion and/or document review and acknowledgement.	<input type="checkbox"/> Yes <input type="checkbox"/> No
10.	UNINTERRUPTED POWER SUPPLY, POWER SURGE	COMPLY
10.1	The host processor shall be equipped with an uninterrupt power supply (UPS) with a one-hour battery capacity.	<input type="checkbox"/> Yes <input type="checkbox"/> No
10.2	The system shall operate under normal conditions on the battery power, thus protecting the processor from power fluctuations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
10.3	The AC power supply to the UPS shall maintain the battery capacity of one hour during an emergency operation.	<input type="checkbox"/> Yes <input type="checkbox"/> No
10.4	Provide system capabilities for protection from power surges and Equipment capabilities for protection from power outages.	<input type="checkbox"/> Yes <input type="checkbox"/> No
11.	MANAGEMENT AND REPORTING	COMPLY
11.1	Provide a comprehensive call management reporting system that can be easily controlled and accessed by authorized County staff.	<input type="checkbox"/> Yes <input type="checkbox"/> No
11.2	Call management reporting workstations should allow call blocking by telephone number and individual telephone on/off control both manually and by scheduling.	<input type="checkbox"/> Yes <input type="checkbox"/> No

11.3	System must provide easy to use reporting tools to access call history and detail. At minimum the call logs information shall retain the following: a) telephone number originating the call, b) time of call, c) telephone number called, d) most frequently called number, e) length of call, f) numbers called from a specific telephone number, g) alarm number status, and h) PIN number used. This information should be stored and readily accessible online permanently.	<input type="checkbox"/> Yes <input type="checkbox"/> No
11.4	Provide all archival hardware, software and supplies and shall perform all systems and database backups and archiving.	<input type="checkbox"/> Yes <input type="checkbox"/> No
11.5	Jail must be capable of recovering all system data using a system back up.	<input type="checkbox"/> Yes <input type="checkbox"/> No
11.6	System shall be accessible from a desktop on the County network.	<input type="checkbox"/> Yes <input type="checkbox"/> No
11.7	Provide a web-based database to create copies of recordings for Court and other purposes.	<input type="checkbox"/> Yes <input type="checkbox"/> No
11.8	System shall have the ability to limit access to certain functions to only those authorized by KCSO. The system interface shall be based on security level, password protected and have the ability to restrict authorization.	<input type="checkbox"/> Yes <input type="checkbox"/> No
12.	VIDEO VISITATION SOLUTION (VVS)	COMPLY
12.1	VVS provides specific information for tracking inmate and visitor activities and patterns by, at a minimum, the following criteria: a) inmate identification number, b) inmate name, c) visitor name, d) date and time of visit, e) inmate video visitation station, and f) daily, weekly, and monthly visit statistics.	<input type="checkbox"/> Yes <input type="checkbox"/> No
12.2	VVS should allow the County to review and edit visitor/inmate general information.	<input type="checkbox"/> Yes <input type="checkbox"/> No
12.3	VVS should allow the County to review view and download visitation history, detail records and recordings.	<input type="checkbox"/> Yes <input type="checkbox"/> No
12.4	VVS should allow the County to review warrant check results	<input type="checkbox"/> Yes <input type="checkbox"/> No
12.5	VVS should allow the County to create, edit, and remove restrictions, events, and approved visitors/inmates.	<input type="checkbox"/> Yes <input type="checkbox"/> No
12.6	VVS should allow the County to review create, edit, and remove events.	<input type="checkbox"/> Yes <input type="checkbox"/> No
12.7	VVS should allow the County to validate account holder status.	<input type="checkbox"/> Yes <input type="checkbox"/> No
12.8	VVS should allow the County to validate number of pre-paid deposits and associated amounts.	<input type="checkbox"/> Yes <input type="checkbox"/> No
12.9	VVS should allow the County to generate reports identifying, at a minimum: a) method of payment, b) inmates from which VVS sessions are completed, c) number of completed VVS sessions with associated date and time, and d) any pre-paid funding fees and other applied charges and taxes.	<input type="checkbox"/> Yes <input type="checkbox"/> No
12.10	Displays upcoming and in progress visit information on one or multiple monitors and/or VVS stations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
12.11	Allows the County to configure information for display on VVS stations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
12.12	Displays upcoming daily visit information on the inmate VVS station screens, e.g., inmate name, time of visit, etc.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.	CALL MONITORING/RECORDING SYSTEM	COMPLY

13.1	Provide call monitoring and recording system that records <u>every</u> call and video visit made by the system, with the exception of "do not record" calls as described below, with the ability to retain recorded calls and video visits permanently. This remains in effect after the conclusion of the contract as well.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.2	The call monitoring system shall be undetectable by the inmate and not dependent on the recording system. The monitoring system shall allow for the following: a) monitoring of an inmate phone in use via speaker, b) turning an inmate phone call and video visit on or off with a cut-off switch, and c) a recorder to be connected to an inmate phone for purposes of recording.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.3	Calls to certain predetermined telephone numbers shall not be recorded. The system must be able to exempt specific telephone numbers from monitoring or recording. The system must be capable of identifying specified telephone numbers as "do not record".	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.4	The recording system shall incorporate proven technology to scan recordings, search recordings, highlight recording with notes, and transfer recording for use by the staff in their routine investigations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.5	The system should have the capability of automatically calling investigators and offering live monitoring of such calls.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.6	The system shall have the capability, on demand, to store recordings on the hard drive(s) and the recording must be accessible instantly.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.7	The system should include an alert system that will detect and notify calls made to restricted numbers, calls made by restricted individuals, calls made from restricted phones, and calls made by restricted PINS.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.8	The system must provide for the monitoring of live inmate calls and video visits without any detectable deterioration of call or video quality or call or video interruptions.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.9	The system must be able to terminate a live, monitored call or video visit in real time.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.10	Real time-line status monitoring and covert monitoring.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.11	The system must be configured/networked such that all recorded calls and video visits may be accessed from any workstation.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.12	Each workstation must be equipped with hardware/software to allow the transfer of recorded inmate calls and video visits to the workstation HDD in a non-proprietary format for use by investigating agencies.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.13	Ability to provide reports on a daily, weekly, monthly, or real time basis. All report should be selected by any combination of location, PIN, phone, number dialed, time/date, duration, call type, call status, etc., by KCSO staff.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.14	The system shall be fully supported by remote maintenance including remote polling capabilities and system self-diagnostic to create "trouble tickets" when a system problem is discovered.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.15	All phone calls are recorded except for privileged legal calls.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.16	System shall support unlimited recording folders per user.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.17	System shall be capable of programmed call duration limits and automatically terminate a call at the time limit set giving at least a 30-second and 15-second warning.	<input type="checkbox"/> Yes <input type="checkbox"/> No

13.18	System capable of providing different time limits for different blocks of inmate phone numbers shall be available.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.19	System capable of controlling and adjusting time limits in each facility.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.20	Provide call termination count-down	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.21	Provide calling limits (time and call attempt limits), anti-harassment features	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.22	Recording folders shall allow recordings to be downloaded in the recording's native format as well as .wav and .mp3 formats.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.23	Recording folders shall allow recordings to be downloaded as a compressed file.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.24	The investigation software shall be able to identify linkages between multiple parties, whether those parties are inmates or friends and family. Please describe your solution and related system features.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.25	The two free calls conducted at Adult Intake shall be recorded. Additional free calls may be requested at Intake. Specific personnel will have the permissions to override the system and allow additional free calls which will also be recorded.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.26	System shall provide a state-of-the-art backup system for recorded telephone calls. It is very important that the system should have the ability to backup, retrieve, and record archived data for court purposes.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.27	A complete description of the system, along with hardware and software shall be submitted with the bid.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.28	Upon request by the KCSO, the transfer of the call storage data to "common" removal media may be negotiated at a reasonable rate with the inclusion of software for full search, access, and retrieval of the call storage data. At no cost to the KCSO, the Contractor may transfer call storage data to "common removable storage" with software to provide full search, access, and retrieval of data or work with a new contractor to transfer the call storage records to a new installation.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.29	Web-based access by County staff with verified credentials to monitor and/or view recorded video visitations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.30	Capability for simultaneous, live monitoring of any video visit (unless the visit is not recorded). This includes the inmate and end-user sides of the conversation as well as the audio and video components.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.31	System comprehensively records all audio and video visitation sessions. At a minimum, it shall have the capability to play back a recorded session. This includes the inmate and end-user sides of the visit.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.32	VVS automatically starts each video visit at the designated start time without the need of County staff involvement.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.33	Capability to require inmates and visitors to be viewed by County staff 3 to 5 minutes prior to the scheduled video visitation visit to confirm both parties are present and are the scheduled parties for the session.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.34	Capability to provide an indicator which identifies all active and inactive VVS stations to assist County staff with ensuring sessions are connected to active stations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.35	Capability of real time video check-in with audio and video to determine visitor authenticity for all remote video visits.	<input type="checkbox"/> Yes <input type="checkbox"/> No

13.36	Capability to allow County to determine if a visit is to be cancelled if the visitor does not check in on time or after a set amount of time, and if the visit will count against the inmate's visitation quota.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.37	Capability to automatically attempt to reconnect stations if connectivity is lost.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.38	Capability to limit the number of simultaneous remote video visits.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.39	VVS allows for the following: a) Stop, pause and restart any live visit, b) Allow County to enter comments or add notes to a completed visit record. Allow County to customize the number of visits per screen and the page rotation duration on the workstation and via remote access	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.40	Ability to display an onscreen countdown clock timer on the inmate and visitor video visitation stations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.41	During playback or live monitoring, the VVS shall be capable of providing the user with a "picture-in-picture" view of the inmate and visitor.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.42	VVS must allow for authorized County staff to interrupt the visit and communicate directly with the inmate. Authorized communication from the County shall be displayed to the inmate and visitor and stored with the recording for that visit.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.43	VVS shall include an alert system that detects visits made by a particular inmate or visitor.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.44	VVS should permit full monitoring and recording of all VVS sessions from any video visitation station unless there are restrictions that prohibit the recording and monitoring of certain sessions such as attorney-client or other professional type restrictions with such sessions excluded.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.45	Capability to allow authorized users the ability to mandate specific visits, visitors and/or inmates to be recorded.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.46	Capability to allow authorized users to download a recorded file(s) and/or view recordings from within the VVS application.	<input type="checkbox"/> Yes <input type="checkbox"/> No
14.	INTEGRATION	COMPLY
14.1	Inmates must be able to order commissary via the inmate telephone system.	<input type="checkbox"/> Yes <input type="checkbox"/> No
14.2	Telephone system must interface with the jail records management system, EIS, and commissary ordering/banking system.	<input type="checkbox"/> Yes <input type="checkbox"/> No
14.3	System should verify inmate has an adequate balance in their commissary account to purchase items and relay to the inmate their beginning and ending balances.	<input type="checkbox"/> Yes <input type="checkbox"/> No
14.4	System should verify the inmate is allowed to purchase the item and identify that there are no restrictions on the item.	<input type="checkbox"/> Yes <input type="checkbox"/> No
14.5	Update the inmate's account balance as each item is ordered.	<input type="checkbox"/> Yes <input type="checkbox"/> No
15.	SUPPORT FOR FRIENDS AND FAMILY	COMPLY
15.1	Provide live domestic support to friends and family 24/7, 365 days a year, without exception.	<input type="checkbox"/> Yes <input type="checkbox"/> No
15.2	Confirm location of Bidder's customer service call center(s) is in the U.S.	<input type="checkbox"/> Yes <input type="checkbox"/> No
15.3	Confirm that customer service calls will not be answered by a service representative located outside the U.S.	<input type="checkbox"/> Yes <input type="checkbox"/> No
15.4	Provide friends and family full service online support including the ability to set up accounts, make payments, access account information, calculate call rates, and	<input type="checkbox"/> Yes <input type="checkbox"/> No

	resolve issues (including online chat and email support) via the company website and live support.	
15.5	Bidder's website must allow friends and family to configure text and receive email low balance notifications.	<input type="checkbox"/> Yes <input type="checkbox"/> No
15.6	Calls and video visits may be blocked to telephone numbers with delinquent bills or those that refuse to pay for approved calls to that number.	<input type="checkbox"/> Yes <input type="checkbox"/> No
15.7	Provide a toll-free number for the public to use in resolving billing questions.	<input type="checkbox"/> Yes <input type="checkbox"/> No
16.	SUPPORT ADMINISTRATOR	COMPLY
16.1	A designated representative is to be available to the County during normal business hours for any concerns and/or issues that need to be addressed.	<input type="checkbox"/> Yes <input type="checkbox"/> No
16.2	Provide toll-free phone support to the County to assist the County in executing system functions and in troubleshooting.	<input type="checkbox"/> Yes <input type="checkbox"/> No
16.3	Provide full-time support during normal business hours.	<input type="checkbox"/> Yes <input type="checkbox"/> No
16.4	Administrator will proactively monitor the operations of the inmate phone system.	<input type="checkbox"/> Yes <input type="checkbox"/> No
16.5	Administrator will enter data for blocked numbers, authorized call lists, system user access etc., as needed.	<input type="checkbox"/> Yes <input type="checkbox"/> No
16.6	Administrator will enter restrictions for inmates revoked phone privileges for a specified period of time.	<input type="checkbox"/> Yes <input type="checkbox"/> No
16.7	Administrator will respond to requests and complaints from both the community and the KCSO Jail staff in a timely manner.	<input type="checkbox"/> Yes <input type="checkbox"/> No
16.8	Administrator will repair or arrange for repair of on-site Equipment, as necessary.	<input type="checkbox"/> Yes <input type="checkbox"/> No
16.9	Administrator will assist with the retrieval of phone recordings, as needed.	<input type="checkbox"/> Yes <input type="checkbox"/> No
16.10	Designated KCSO staff are to have administrator access as desired.	<input type="checkbox"/> Yes <input type="checkbox"/> No
17.	PERSONAL IDENTIFIERS (PIN) OR OTHER BIOMETRIC IDENTIFICATION SYSTEM	COMPLY
17.1	System, at County's option, should include the capability of providing Personal Identifiers (i.e. Inmate number, booking number) and an inmate biometric identification system to identify the inmate placing the call.	<input type="checkbox"/> Yes <input type="checkbox"/> No
17.2	System must provide an inmate PIN system that does not require administration by correctional officers. As the inmate is booked, an account should be automatically created on the inmate phone system from the current Jail Management System and the account automatically closed when the inmate is released from custody.	<input type="checkbox"/> Yes <input type="checkbox"/> No
17.3	Bidders must have experience with personal identifiers and describe, in detail, the personal identification numbering your system uses and detail how the calls using this feature are accomplished.	<input type="checkbox"/> Yes <input type="checkbox"/> No
17.4	Proposals shall state the amount of administrative time required of staff to administer the personal identifier system.	<input type="checkbox"/> Yes <input type="checkbox"/> No
17.5	Voice biometrics; prefer voice recognition for the duration of the call.	<input type="checkbox"/> Yes <input type="checkbox"/> No

17.6	Recording monitoring system should utilize voice recognition technology to flag and search recorded conversations containing key words entered by jail staff. This function should also allow jail staff to go directly to the key word and play back a recorded conversation.	<input type="checkbox"/> Yes <input type="checkbox"/> No
17.7	Recording system should allow outside callers to leave messages for inmates. These calls shall be stored in an approval bin in the system and once approved by Jail staff, shall be recorded, and logged on the inmates' account.	<input type="checkbox"/> Yes <input type="checkbox"/> No
17.8	The use of an inmate PIN number will allow tracking of an inmate's calls.	<input type="checkbox"/> Yes <input type="checkbox"/> No
17.9	The system will allow for the automatic activation and/or deactivation of the PIN number upon commitment and/or release. Activation and deactivation should occur automatically in conjunction with the booking process and not require staff intervention.	<input type="checkbox"/> Yes <input type="checkbox"/> No
17.10	The system shall prevent assigning duplicate PINs and not allow a PIN to be used by two inmates at the same time.	<input type="checkbox"/> Yes <input type="checkbox"/> No
17.11	The system shall allow for PIN's to be at least four digits and not greater than 5.	<input type="checkbox"/> Yes <input type="checkbox"/> No
18.	PREPAID SERVICES	COMPLY
18.1	The County requires deployment of prepaid (debit) services thirty (30) days from the execution of the contract.	<input type="checkbox"/> Yes <input type="checkbox"/> No
18.2	For purposes of clarity, the County will consider pre-paid services as cards (or phone time) that are purchased by persons other than the inmate.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.	MAINTENANCE AND CUSTOMER SERVICE	COMPLY
19.1	The Equipment installed at the County Jail shall remain the sole and exclusive property of the Contractor. The County will not be responsible for any damage to Equipment.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.2	Bidder will provide all necessary labor, parts, materials, and transportation to maintain all inmate telephones and related service Equipment in good working order, and in compliance with the Equipment manufacturer's specifications throughout the term of the contract.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.3	Bidder is responsible for all maintenance and repairs to inmate telephones and the inmate telephone system. A single point of contact <u>with the primary contractor</u> , via a toll-free telephone number, must be established by the Contractor for reporting all inmate telephone problems. This toll-free telephone number, with access to a live operator, shall be available for reporting inmate telephone problems twenty-four hours per day, every day of the year.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.4	Bidder will be responsible for determining whether line failure is the fault of the local exchange carrier (LEC), the inter-exchange carrier (IEC), or the Bidder's Equipment. When the Bidder determines the agency responsible for failure, then the contractor shall contact the agency responsible for failure and negotiate the desired services at no cost to the County. If the failure is determined to be the fault of the Bidder's Equipment, hardware, software or wiring, the Bidder shall correct the problem at no cost to the County.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.5	Provide telephone Equipment personnel who have been fully trained, manufacturer certified, and/or qualified on the Equipment and software to be serviced.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.6	Bidder shall specify the service response time after notification by the County of a service problem.	<input type="checkbox"/> Yes <input type="checkbox"/> No

19.7	Maintain adequate inventory of spare parts readily available for repairs and maintenance of the system. Bidder shall provide a statement of spare part availability and delivery durations when such parts are not on hand at the site.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.8	Respond to an emergency request and be on-site, if necessary, within four hours from the time of notification from the County to the emergency repair number, twenty-four hours a day, every day of the year.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.9	Contractor's failure to meet the repair deadlines set forth shall result in a \$100.00 per day penalty being imposed for every out of compliance trouble report.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.10	Notify the County at least twenty-four hours prior to any planned occurrence that may result in a service interruption to any inmate phone or service that lasts in excess of fifteen minutes.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.11	Submit a detailed explanation of the maintenance and repair plan.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.12	Bidder shall be capable of keeping the facility up to date on customer and technical support issues via email notification.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.13	The system must be self-diagnostic and automatically create "trouble tickets". These "trouble tickets" must be automatically delivered to support centers within two minutes of detected trouble.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.14	Develop a log for pay phone inspections and maintenance work performed and shall submit the log annually or as required by the County.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.15	Maintenance personnel supporting Equipment, services, and software shall have at minimum six months experience servicing the equipment, services, and software included in the proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.16	An adequate inventory of spare parts shall be kept in Kitsap County to be immediately available for emergency repairs to allow for the necessary operation of the proposed equipment, services, and/or software.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.17	Provide a point of contact for handling complaints and shall provide escalation names and phone numbers to the County within ten (10) working days after award of contract. The Contractor shall provide the County with regular updates to this information over the course of the contract.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.18	Notify the County at least five (5) working days prior to any planned occurrence that may result in a service interruption to any inmate phone or service that lasts in excess of fifteen (15) minutes. Bidder shall perform any work required at a time mutually agreeable with the County.	<input type="checkbox"/> Yes <input type="checkbox"/> No
19.19	Upgrades shall be kept current with other correctional agency upgrades throughout Washington. When another agency's system is upgraded during the term of the County's contract, then the County's system shall be upgraded to the same level as the other institution. These upgrades will be at no cost to the County if the upgrades are also provided to the other institutions at no cost.	<input type="checkbox"/> Yes <input type="checkbox"/> No
20.	FRAUD DETECTION	COMPLY
20.1	County will not be responsible for any uncollectible charges.	<input type="checkbox"/> Yes <input type="checkbox"/> No
20.2	Anti-fraud detection and management ability	<input type="checkbox"/> Yes <input type="checkbox"/> No
20.3	System shall guard against "hook-switch dialing" and other fraudulent activities. Describe how your system does this.	<input type="checkbox"/> Yes <input type="checkbox"/> No
21.	IMPLEMENTATION AND POST IMPLEMENTATION	COMPLY
21.1	Provide detailed project/implementation plan describing the methodology to complete the services in a timely, orderly, and least disruptive manner.	<input type="checkbox"/> Yes <input type="checkbox"/> No

21.2	A staff training/orientation plan will be provided that involves on-site training of all inmate users and staff. Training documents will be provided for personnel at the KCSO Jail in the use of the system at no cost to the County.	<input type="checkbox"/> Yes <input type="checkbox"/> No
21.3	Provide a variety of manuals, including but not limited to operational, technical, training, and professional development manuals that outline all information necessary for successful program use.	<input type="checkbox"/> Yes <input type="checkbox"/> No
21.4	Provide dedicated account manager for ongoing customer service support throughout the duration of the contract.	<input type="checkbox"/> Yes <input type="checkbox"/> No
21.5	A return process for replacement of malfunctioning or damaged hardware.	<input type="checkbox"/> Yes <input type="checkbox"/> No
21.6	When another agency's system is upgraded during the term of the County's Contract, then the County's system and devices shall be upgraded to the same level as the other institution. These upgrades will be at no cost to the County if the upgrades are also provided to the other institutions at no cost.	<input type="checkbox"/> Yes <input type="checkbox"/> No
21.7	Maintain a toll-free customer service telephone number which shall be answered 24 hours a day, 7 days a week, by a live operator capable of responding to the County's customer service needs.	<input type="checkbox"/> Yes <input type="checkbox"/> No
21.8	Replace broken or inoperable Equipment at no cost to the County. All shipping costs will be incurred by the Bidder. Replacement tablets and/or parts will be provided within one (1) week of notification by the County to contractor of inoperable Equipment.	<input type="checkbox"/> Yes <input type="checkbox"/> No
22.	SYSTEM FEATURES AND SUPPORT REQUIREMENTS	COMPLY
22.1	Ability to automatically verify the visitor's computer hardware and connectivity, to ensure they are functioning properly prior to each visit. The verification should include connection speed, audio, and web camera connection.	<input type="checkbox"/> Yes <input type="checkbox"/> No
22.2	Ability to automatically archive all visitation sessions without loss of file integrity, on a routine basis.	<input type="checkbox"/> Yes <input type="checkbox"/> No
22.3	Ability to split the audio and video of each video visitation session into independent data files.	<input type="checkbox"/> Yes <input type="checkbox"/> No
22.4	The system shall be capable of taking an individual video visitation station out of service without affecting other video visitation stations. The County must be able to shut down the VVS quickly and selectively via a workstation, the VVS user application and/or by cut-off switches at several locations including, but not limited to: a) All video visitation stations, b) Central control center—select video visitation stations, and c) Select housing units	<input type="checkbox"/> Yes <input type="checkbox"/> No
22.5	The VVS must be capable of showing real time activity on a control workstation. The control workstation shall have the capability to allow administrative functions in connection with the VVS, including, but not limited to: a) Set user identification, b) Set password, c) Set roles and associated tasks, d) Capture the user's first, middle and last name, e) Allow for live monitoring of all visits simultaneously (excluding attorney visits), f) Manually terminate sessions, g) Report status of all video visitation stations (whether idle or offline), and h) Configure the type of video visitation station to which an inmate has access	<input type="checkbox"/> Yes <input type="checkbox"/> No
22.6	Remote access to the VVS shall be provided at no additional cost. The provision of remote access shall allow the County the same features and functionalities permitted by the user's level of access as available on the control workstation.	<input type="checkbox"/> Yes <input type="checkbox"/> No
22.7	An uninterrupted power supply source shall be provided to ensure there is no loss of recorded sessions or real time data in the event of a power failure.	<input type="checkbox"/> Yes <input type="checkbox"/> No

22.8	Be responsible for all costs associated with any additional wiring needed by the County to ensure the power requirements are met for the VVS.	<input type="checkbox"/> Yes <input type="checkbox"/> No
22.9	Provide the County with written notice, including detailed information, of any new VVS software upgrades or features within 30 days of the introduction of the new software or features into the industry.	<input type="checkbox"/> Yes <input type="checkbox"/> No
22.10	Provide the County with software upgrades as they become available and at no additional cost.	<input type="checkbox"/> Yes <input type="checkbox"/> No
22.11	Perform extensive testing on all system changes or upgrades prior to introducing them to the County.	<input type="checkbox"/> Yes <input type="checkbox"/> No
22.12	Receive written permission from the County before scheduling or proceeding with any functionality changes to the VVS, especially if the changes will cause an interruption in service.	<input type="checkbox"/> Yes <input type="checkbox"/> No
22.13	County, at its option, shall have a minimum of 30 days to notify inmates of any VVS changes that affect the inmates or the end-users.	<input type="checkbox"/> Yes <input type="checkbox"/> No
22.14	Work with the County to schedule changes and/or upgrades during a time when the video visitation stations are not being used regularly by the inmates. Bidder will be required to coordinate a convenient time and day with the County to implement the changes or upgrades to the VVS to avoid an interruption in service.	<input type="checkbox"/> Yes <input type="checkbox"/> No
22.15	Provide the necessary labor, parts, materials, and transportation to maintain all video visitation stations in good working order and in compliance with manufacturers specifications. No charge shall be made to the County for maintenance of the VVS.	<input type="checkbox"/> Yes <input type="checkbox"/> No
22.16	Repairs or replacements of nonworking or damaged Equipment or software shall be started by a qualified technician within four (4) hours following notification of a service request and/or VVS failure.	<input type="checkbox"/> Yes <input type="checkbox"/> No
22.17	Bidder will exhibit a best-effort approach for completion of repairs or replacement during the first twenty-four (24) hours following notification of a problem.	<input type="checkbox"/> Yes <input type="checkbox"/> No
22.18	Notify the County any time a technician is dispatched.	<input type="checkbox"/> Yes <input type="checkbox"/> No
22.19	Notify the County of progress and/or delays in progress until the problems are resolved.	<input type="checkbox"/> Yes <input type="checkbox"/> No
23.	ENHANCEMENTS AND UPGRADES	COMPLY
23.1	The Jail and Contractor shall assess the System annually to determine what enhancements and upgrades are available or needed due to changes in technology.	<input type="checkbox"/> Yes <input type="checkbox"/> No
23.2	The cost of any enhancements and/or upgrades to the system shall be the responsibility of the Contractor.	<input type="checkbox"/> Yes <input type="checkbox"/> No
23.3	Software upgrades shall be installed promptly and on a regular basis, so that the County is not more than one release behind the current major release.	<input type="checkbox"/> Yes <input type="checkbox"/> No
24.	TRAINING	COMPLY
24.1	Provide initial and ongoing training on the inmate telephone workstation features and usage for all workstations at no cost to the County.	<input type="checkbox"/> Yes <input type="checkbox"/> No
24.2	Provide a detailed scope of training, including training schedule, length of training, various times training can be provided and number of personnel that can attend a training session.	<input type="checkbox"/> Yes <input type="checkbox"/> No
24.3	Training shall occur prior to the “Go Live” date.	<input type="checkbox"/> Yes <input type="checkbox"/> No
24.4	Provide “train the trainer” training.	<input type="checkbox"/> Yes <input type="checkbox"/> No

24.5	Provide qualified training and training documents for personnel at both facilities in the use of the system.	<input type="checkbox"/> Yes <input type="checkbox"/> No
25.	END OF CONTRACT	COMPLY
25.1	At the end of Contract period, Contractor will work with the County staff to facilitate a smooth transition of uninterrupted inmate telephone service with a replacement contractor. Any phone wiring and related conduit installed during the contract become the property of the County. Contractor shall remove equipment, upon request and at no cost to the County, in a manner to allow existing wiring to be reused.	<input type="checkbox"/> Yes <input type="checkbox"/> No
25.2	Contractor will provide the County with a list of all blocked numbers in the system to allow transition of this data into a new system.	<input type="checkbox"/> Yes <input type="checkbox"/> No
26.	CONTRACTOR SECURITY CLEARANCE	COMPLY
26.1	Provide the County with a complete list of all persons authorized to work on the systems.	<input type="checkbox"/> Yes <input type="checkbox"/> No
26.2	Contractor's employees shall obtain, at Contractor's expense, the appropriate background security clearance and onsite PREA training prior to arrival at any of the facilities.	<input type="checkbox"/> Yes <input type="checkbox"/> No
26.3	Contractor's employees will comply with the County's policies and procedures and PREA clearance.	<input type="checkbox"/> Yes <input type="checkbox"/> No
26.4	Entry to the any of the facilities is subject to the approval of the County. Contractor's personnel authorized to work within secured areas shall be subject to fingerprinting and a criminal background check performed by the County. The County may issue temporary identification cards, which will be kept by County's security personnel and issued and collected on a daily basis.	<input type="checkbox"/> Yes <input type="checkbox"/> No
26.5	Contractor is to provide the fullest cooperation when addressing safety and security issues. Contractor and its staff shall comply with jail policies, procedures, and jail staff regarding security issues. While the jail will use reasonable efforts to provide sufficient security to enable Contractor and its Staff to safely and adequately provide the Services described in the Contract, nothing herein shall be construed to make the County or the jail, its officers, directors, agents, or employees a guarantor of the safety of the Contractor or its Staff. The County reserves the right in its sole discretion to intervene in the Services at any time to address situations impacted by inmate safety and security-related factors or other factors of imminent importance.	<input type="checkbox"/> Yes <input type="checkbox"/> No
26.6	Jail may revoke a security clearance or require Contractor to immediately transfer any of the Contractor's employees from the facility for any reason sufficient to the Lieutenant. Any and all such transfers will be made in the name of the Contractor and therefore the Contractor will assume the responsibility for such action.	<input type="checkbox"/> Yes <input type="checkbox"/> No
26.7	Contractor's employees will be subject to a search of their person and their belongings. Contractor's employees are subject to search at any time they are within the security perimeter of the Jail.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.	COMMISSION, RATES, COMPENSATION	COMPLY
27.1	County's goal is to maintain an acceptable level of income for the Inmate Welfare Fund while also providing the lowest possible phone rates for inmates and their families.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.2	Describe the commission to be paid to KCSO based on a percentage of revenues. Explain in detail the method used to calculate commission. (e.g.; gross revenue, adjusted gross revenue, net revenue, etc.) State any applicable deductions from	<input type="checkbox"/> Yes <input type="checkbox"/> No

	gross revenue before calculating the County's revenue. (i.e., uncollectible calls, total call, access line charges, clearinghouse charges, etc.)	
27.3	Commission checks shall be paid on a monthly basis to County.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.4	Each commission check to County shall be accompanied by a detailed statement of usage and call records, including but not limited to time period covered, commission rate applied, number of minutes, and total revenue.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.5	Contractor shall be responsible for any and all billing disputes, claims or liabilities that may arise in regard to its provision of this contract.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.6	Provide the Fee Schedule for the Inmate Secure Messaging System.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.7	Commissions, if any, shall be paid monthly and shall be accompanied by an inmate secure messaging commission and summary report which shall include, at a minimum, the following information: a) Date of Report, b) Time Period Cover, c) Total Number of Messages, and d) Total Gross Revenue.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.8	Compensation shall be based on gross revenues. Gross revenues shall be defined as total billable minutes without any allowances or deductions for fraud, line charges, equipment charges, other collectible or uncollected or uncollectable charges and billings, or other fees.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.9	Fair rates to inmates and their families are an important part of the phone system. Charges for calls shall not exceed Federal Communications Commission Rates, Washington Public Service Commission tariffs and schedules for a similar call based on operator surcharges, originating/terminating locations, call duration, and time of day.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.10	Contractor shall attach a chart indicating the charges that the Contractor proposes to use and the commissions the Contractor would pay at each rate.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.11	If more than one rate commission structure is being offered, provide a complete list of each and attach a chart for each optional package.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.12	Contractor shall provide a rate table for all types of calls, local, intralata, interlata, interstate, and international calls for the prepaid cards. Identify all surcharges, administrative fees, per minute fees, long distance per minute fees, etc. Include information on any discounts for off peak or weekends.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.13	Allow for unrestricted collect calls and toll-free official calls to attorneys, probation and parole officers, bonding companies as well as other approved numbers. The Contractor shall bear the cost of these calls.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.14	Contractor must bear the cost of providing each inmate two free calls or the number of free calls authorized by the Jail.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.15	Contractor shall ensure that the rates charged per call are comparable to those in the local community and comply with the regulations of the Washington State Corporation Commission and the Federal Communications Commission.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.16	Rates charged for calls, including any increase during the Contract term, must be approved jointly by the Contractor and the Kitsap County Sheriff's Office.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.17	Rates and surcharges may not be changed without the prior written agreement of the KCSO.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.18	Option for debit card calling.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.19	Contractor shall be responsible for any and all billing disputes, claims, or liabilities that may arise in regard to its provision of services under this contract.	<input type="checkbox"/> Yes <input type="checkbox"/> No

27.20	Billing charges shall begin at the time the calling party is connected to and the called party accepts the call. Charges shall be terminated when either party hangs up. Incomplete calls, such as network intercept recordings, busy signals, no answers, refusal of calls, et cetera, shall not be billed.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.21	For all telephones where compensation in the form of commissions is paid, the Contractor agrees to pay a commission that is approximately equal to the average commission paid by the Contractor to any other correctional/custodial facility/system in the State of Washington with a similar platform. Under no circumstances shall the commission rate adjust lower than the rate agreed to in a contract award, nor will the County be obligated to renegotiate any portion of the contract as a result of an increase to the commission rate.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.22	Compensation shall be based on gross revenues. Gross revenues shall be defined as total billable minutes without any allowances or deductions for fraud, line charges, equipment charges, other collectible or uncollected or uncollectable charges and billings, or other fees.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.23	Compensation payments on gross revenues for a calendar month shall be paid monthly within forty-five (45) days of the end of the month in which call revenue was generated.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.24	VVS shall have the capability to charge for visits when an inmate has exceeded his/her established free visit quota, if applicable.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.25	VVS shall have the capability to differentiate between professional visitors (i.e. public defenders vs. attorneys).	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.26	VVS shall have the capability to allow for free visits for a particular visitor (e.g., public defenders).	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.27	VVS shall have the capability to allow visitation charges to be charged per minute or per visit.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.28	VVS shall have the capability to dynamically display the cancellation and refund policy while the visitor is scheduling and canceling visits.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.29	VVS shall have the capability to automatically refund a visitor for a charged visit that has been cancelled as a result of: a) Inmate release, b) Inmate transfer, County imposed restriction, d) Station unavailability, e) County event (e.g. weather closure, module or building lockdown)	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.30	VVS shall allow authorized County staff to override or refund visitation charges.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.31	VVS has the capability to show that a successful visit occurred.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.32	Contractor shall refund all visitation charges if visitation is dropped due to Contractor network issues.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27.33	Contractor shall provide an option for an itemized receipt for all transactions and charges for all remote video visits.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.	SCHEDULING FEATURES	COMPLY
28.1	A web-based scheduling application allowing remote and onsite visitors (general public and professional) to register and schedule visits using a standard internet browser and internet connection.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.2	Allow the County to schedule onsite visits for a particular inmate, video visitation station, and date and time.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.3	Allow the County to schedule remote visits for a particular inmate and visitor.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.4	Allow the County to establish and manage approved visitor lists for selected housing units and/or selected inmates.	<input type="checkbox"/> Yes <input type="checkbox"/> No

28.5	Allow the County to approve or deny a registered visitor.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.6	Provide an email notification to the visitor of an approved or denied registration.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.7	Capability to limit video visitation visits from being scheduled with an inmate until the County has approved the visitor's registration.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.8	Capability to schedule a "no visitations" event with customizable durations for an inmate, video visitation station, station group, and/or housing unit.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.9	Scheduler is configurable to allow County staff to set the video visitation schedule availability for specific times of day and days of the week.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.10	County staff shall have the capability to view and edit the schedule availability at any time.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.11	Capable of limiting the length of a visit, providing service at certain times of the day, week, and month, and allowing a maximum number of visits per inmate per week or month.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.12	Ability for the County to create customizable durations to restrict a visitor from visiting certain inmates.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.13	Ability for the County to create customizable durations to restrict an inmate from visiting a minor.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.14	Ability for the County to create customizable durations to restrict an inmate from visiting ALL visitors.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.15	Ability for the County to create customizable durations to restrict an inmate from visiting ALL inmates.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.16	Ability for the County to create customizable durations to restrict an inmate from having remote visits (allow onsite visits only).	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.17	Ability for the County to create customizable durations to an inmate from visiting at the same time as another inmate.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.18	Ability for the County to create customizable durations to restrict a visitor from visitation at the same time as another visitor	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.19	Capability to set the age requirements for visitors during the registration and scheduling process.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.20	Allows the County to designate a visitor an attorney (or other professional type of visitor).	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.21	Configurable to set different scheduling rules for staff scheduling visits vs. public scheduling remote video visits.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.22	Capability for staff to create an unscheduled visit/video visitation station connection where the inmate's and visitor's information is not required and/or visitors have not registered.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.23	Capability for scheduling to be done on a smart phone or other mobile device. If the VVS currently does not have this capability, provide information on its research and development progress.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.24	Ability for the bar code on the inmate wristband to be validated for verification of the inmate's identity to begin the registration process and to schedule a visit. (Identify any alternative methods available for inmate identification.)	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.25	Capability for visitor to log in using their unique visitor ID or their email address and password.	<input type="checkbox"/> Yes <input type="checkbox"/> No

28.26	Capability to auto-populate the section in which the inmate is housed when the visitor is scheduling a video visitation visit with a particular inmate for onsite and remote video visitation visits.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.27	Allows for public and attorney (or other professional) type scheduling in both English and Spanish.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.28	Capability for staff to view and print current and future daily scheduled video visitation visits.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.29	Capability for inmates to schedule and review scheduled video visits from the inmate visitation station(s).	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.30	Capable of requiring visitors to capture a picture and/or upload a valid photo ID in order to complete the registration process, with images stored within the application for authenticating visitors during visits.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.31	Capable of tracking all inmate housing unit assignments, movements, and releases.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.32	Capable of rescheduling all visits associated with the inmate if the inmate has changed housing units to avoid the cancellation of visits.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.33	Automatically cancels all visits associated with an inmate if the inmate gets released.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.34	Capable of sending the end-user an email or text notification confirming the scheduled, canceled, or status of visit.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.35	Capable of sending an automated phone message to the end-user if a visit is cancelled.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.36	Requires the end-user to acknowledge and agree to terms and conditions associated with the County's visitation policies prior to scheduling or initiating a visit.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.37	Supports a configurable buffer time in between visit times (15 minute minimum).	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.38	Provides internet test capability to incoming remote video visitors.	<input type="checkbox"/> Yes <input type="checkbox"/> No
28.39	Assists all visitors through the registration and test process to ensure connectivity at the time of a scheduled video visitation visit.	<input type="checkbox"/> Yes <input type="checkbox"/> No
29.	SYSTEM REQUIREMENTS	COMPLY
29.1	System shall have the ability to have a customized list of blocked numbers such as staff home telephones, City and Government phones, and hospital emergency rooms. This capability shall be on-site.	<input type="checkbox"/> Yes <input type="checkbox"/> No
29.2	System shall detect the difference between an accepted call, an answering machine, busy signal, and other telephone activity.	<input type="checkbox"/> Yes <input type="checkbox"/> No
29.3	System shall allow facility personnel to monitor, disconnect, and/or communicate on a live call.	<input type="checkbox"/> Yes <input type="checkbox"/> No
29.4	System shall allow for on-site setting of alarms on numbers. The phone system shall include an alert system that will detect calls, emails, and text messages made to restricted or "tagged" numbers and automatically notifying KCSO Jail in such an event. The system having the capability of live monitoring is preferred. The system shall be capable of flagging called numbers belonging to specific high interest groups.	<input type="checkbox"/> Yes <input type="checkbox"/> No
29.5	System shall have the ability to notify investigators, either via email or phone call, and immediately forward call recordings, in their entirety, if requested by KCSO.	<input type="checkbox"/> Yes <input type="checkbox"/> No
29.6	All of the provided phones shall have an automatic control system that will limit their use to specific hours and call duration, to be determined by the KCSO. The system shall be able to set this by line/port or PIN.	<input type="checkbox"/> Yes <input type="checkbox"/> No

29.7	KCSO must be able to shut down the system in case of an emergency and must be capable of re-enabling the system. The system shall have the capability to enable and disable any phone or tablet application at the facility.	<input type="checkbox"/> Yes <input type="checkbox"/> No
29.8	System shall have the capability to suspend an inmate's telephone privileges-inability to place a call. The system should allow an officer to set a beginning and end date without the need to manually re-enable privileges, including applications on the tablets. Calls to attorneys should still be permitted.	<input type="checkbox"/> Yes <input type="checkbox"/> No
29.9	System shall have the capability to move information for an inmate or group of inmates from one building to another without the need to re-enter information.	<input type="checkbox"/> Yes <input type="checkbox"/> No
29.10	All software and hardware must meet or exceed industry standards. Contractors are required to clearly identify any deviations from the following proposal specifications. Qualified technical support must be readily available.	<input type="checkbox"/> Yes <input type="checkbox"/> No
30.	ACCOUNT SET UP	COMPLY
30.1	Contractor's website shall provide the ability to set up accounts, make payments by credit and debit cards, access account information, calculate call rates, and resolve issues (including online chat and email support). The inmate account shall be automatically and immediately updated.	<input type="checkbox"/> Yes <input type="checkbox"/> No
31.	INMATE SECURE MESSAGING	COMPLY
31.1	Provide a secure electronic messaging system that permits inmates and their family and friends to send electronic messages via a secure monitored website.	<input type="checkbox"/> Yes <input type="checkbox"/> No
31.2	The electronic message system must have the ability for inmates to view approved messages and create replies via an inmate kiosk.	<input type="checkbox"/> Yes <input type="checkbox"/> No
31.3	The electronic message system must have the ability for inmates to invite a family member or a friend to sign up for the service. The invite must be a locked template message that directs the family/friend to sign up for the service and does not allow the inmate to type anything into the invite.	<input type="checkbox"/> Yes <input type="checkbox"/> No
32.	FAMILY AND FRIENDS (USERS)	COMPLY
32.1	The contractor-provided secure website must require the family and friends to create an account and login.	<input type="checkbox"/> Yes <input type="checkbox"/> No
32.2	The system shall include the ability for family and friends to call into a designated number to get inmate information. The person calling shall be able to search by inmate name, date of birth, and inmate identification number. This system shall integrate with the jail management software.	<input type="checkbox"/> Yes <input type="checkbox"/> No
32.3	The account holder must not be charged to use the contractor website.	<input type="checkbox"/> Yes <input type="checkbox"/> No
32.4	Once an account is established, the user must have the ability to review sent and received messages.	<input type="checkbox"/> Yes <input type="checkbox"/> No
32.5	Users must be allowed to purchase message credits on the secure website via credit card or debit card.	<input type="checkbox"/> Yes <input type="checkbox"/> No
32.6	The contractor's system must allow users to search for inmates using first name, last name, or inmate number.	<input type="checkbox"/> Yes <input type="checkbox"/> No
32.7	Users shall have the ability to see how many credits are remaining in their account every time they are logged in.	<input type="checkbox"/> Yes <input type="checkbox"/> No
32.8	Users must be able to access their account 24 hours a day, seven days a week.	<input type="checkbox"/> Yes <input type="checkbox"/> No
32.9	The contractor-provided secure website shall prohibit users from typing special characters, bolding, and italicizing words.	<input type="checkbox"/> Yes <input type="checkbox"/> No
32.10	Users must be able to contact the contractor's customer service via the secure website.	<input type="checkbox"/> Yes <input type="checkbox"/> No

32.11	Users shall be made aware via the secure website that any messages sent to the facility will be reviewed and approved or rejected based on content.	<input type="checkbox"/> Yes <input type="checkbox"/> No
32.12	A frequently asked questions (FAQ) page shall be available on the secure website to assist with any questions that users may have.	<input type="checkbox"/> Yes <input type="checkbox"/> No
32.13	The electronic message system shall allow the family/friend receiving the invite to block any future invite request from that inmate. The electronic message system shall allow users the capability to block any inmate from this facility.	<input type="checkbox"/> Yes <input type="checkbox"/> No
32.14	The contractor's system must provide notification to the users when messages are approved/rejected.	<input type="checkbox"/> Yes <input type="checkbox"/> No
32.15	The contractor shall provide, live operator, telephone support for users regarding customer service, billing, prepaid account setup and funding 24 hours a day, 7 days a week. Provide location of your customer service call center(s), and indicate whether, and under what circumstances, a customer service call will ever be answered by a service representative located outside of the united states.	<input type="checkbox"/> Yes <input type="checkbox"/> No
33.	MONTHLY REPORTS, ACCOUNTS, PAY PHONE NUMBER	COMPLY
33.1	Contractor shall provide the County with monthly reports that provide the following detail: a) customer account number; b) Pay phone number; c) Total calls by telephone number; d) Total minutes for local exchange service by telephone number; e) Total minutes for inter-exchange service by telephone number; f) Total station revenue by telephone number; g) Total revenue by account; h) Compensation paid by account; i) Billing time period covered; j) Each account number with the following associated information [e.g. each account name, total calls per account, total minutes per account, total revenue per account, total compensation paid per account, and billing time period covered], and k) Any other information reasonable requested by the County.	<input type="checkbox"/> Yes <input type="checkbox"/> No
33.2	The system shall be capable of producing printable, on-demand reports for administrative or investigative use by the KCSO, without the intervention of the Contractor. The Contractor shall provide secure access to all reports and calling activity within the facility. The system shall allow reports to be downloaded in various electronic formats such as Microsoft Excel, audio, and to removable storage media such as CD-ROM and removable USB. The Contractor must include sample reports as part of its response to this section.	<input type="checkbox"/> Yes <input type="checkbox"/> No
33.3	The information available to the County for reports should include, but is not limited to: a) Numbers called; b) Calls associated to the PIN; c) Call sequence; d) Length of call (minutes and seconds); e) Number called; f) Time handset off hook and on hook; g) Number of messages sent; h) Number of messages approved; i) Number of messages rejected and reason; j) Number of pending messages; k) Number of calls per inmate telephone and call details; l) List of the most frequently called numbers; m) List of called numbers which were terminated by the called party; n) Number of calls placed to a particular number and refused by the called party; o) List of the called numbers terminated for three-way call attempts; p) Call usage in minutes from each inmate station; q) List of numbers called by more than one inmate; r) Calls to a specific numbers; s) Calls by date; t) Calls from a specific phone; u) Calls from a specific housing unit; v) Calls terminated for voice verification failure; and w) Total revenue by	<input type="checkbox"/> Yes <input type="checkbox"/> No

	account Billing time period covered. The Contractor must include sample reports as part of its response to this section.	
33.4	Inner Circle Identification – Identify the most important set of inter-related contacts, for a selected target, based on repeated calling patterns. Contacts who are not involved in patterns of communicating will be filtered out, providing a set of contacts that are likely working together.	<input type="checkbox"/> Yes <input type="checkbox"/> No
33.5	Chain Analysis – Identify chains of communication that start with a call to or from a selected set of targets. Communication chains result from a target calling contact one who then calls contact two and then contact two calls contact three and so on within a specified time between calls. The chain can start with either a selected target or the contact of an incoming call to a selected target.	<input type="checkbox"/> Yes <input type="checkbox"/> No
33.6	Common Contact – Identify contacts that are common to any two selected targets or groups of selected targets.	<input type="checkbox"/> Yes <input type="checkbox"/> No
33.7	Concurrent Common Contact – Identify possible three-way calls by finding concurrent calls to common contacts of two targets or groups of targets.	<input type="checkbox"/> Yes <input type="checkbox"/> No
33.8	Inmate account username and PIN usage	<input type="checkbox"/> Yes <input type="checkbox"/> No
33.9	Contractor must provide the following reports: a) The number of messages received, b) The number of messages sent, c) The number of messages approved, d) The number of messages rejected and reasons, and e) The number of pending messages.	<input type="checkbox"/> Yes <input type="checkbox"/> No
34	COMMISSIONS	COMPLY
34.1	Commissions shall be paid by the 15th of each month. All reports and payments shall be mailed to: <u>Kitsap County Sheriff Office Jail: Inmate Welfare Fund, 614 Division Street MS-33, Port Orchard, WA 98366.</u>	<input type="checkbox"/> Yes <input type="checkbox"/> No
34.2	The commission offered to the KCSO shall be based on total gross revenues, with no deductions for fraud, bad debt, uncollectible, or unbillable calls.	<input type="checkbox"/> Yes <input type="checkbox"/> No
34.3	All calling rates and commissions offered shall comply with all current FCC regulations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
34.4	No deduction shall be made for any cost of providing the service described. Commissions shall be paid on all call types and tariff types: Collect, Prepaid Collect, local, intrastate, interstate, and international calls. Commissions shall be paid monthly and shall be accompanied by an inmate telephone commission and summary report which shall include, at a minimum, the following information: a) Date of Report; b) Time Period Covered; c) Total Number of Calls by Call Type (collect and prepaid collect); d) Total Number of Calls by Tariff Type (local, intrastate, interstate, and international); e) Total Number of Minutes, and f) Total Gross Revenue (as defined above).	<input type="checkbox"/> Yes <input type="checkbox"/> No
34.5	Failure to pay accurate commissions on a regular, monthly basis shall be grounds for cancellation, without penalty, of any contract executed as a result of the Solicitation.	<input type="checkbox"/> Yes <input type="checkbox"/> No
34.6	Contractor shall renegotiate calling rates and commissions based on regulatory changes during the term of the contract.	<input type="checkbox"/> Yes <input type="checkbox"/> No
34.7	Contractor shall provide an annual audit report to ensure that revenue and compensation have been accurately reported and paid.	<input type="checkbox"/> Yes <input type="checkbox"/> No
34.8	Contractor shall be responsible for the collection of charges for fraudulent or otherwise uncollectable calls.	<input type="checkbox"/> Yes <input type="checkbox"/> No
35.	FACILITY	COMPLY
35.1	Contractor shall provide a secure website and login for authorized KCSO staff.	<input type="checkbox"/> Yes

	Remote, unlimited secure access capability from laptops and PC's "offsite". This access shall allow only authorized users to view/listen to all live and recorded conversations, view and generate all reports, and make system changes allowed by their user log in.	<input type="checkbox"/> No
35.2	Authorized KCSO staff must have the ability to review and sort all messages by the To, From, and/or Subject fields.	<input type="checkbox"/> Yes <input type="checkbox"/> No
35.3	Authorized KCSO staff must have the ability to open each message to review, approve or deny and print the message.	<input type="checkbox"/> Yes <input type="checkbox"/> No
35.4	Authorized KCSO staff must have the ability to select groups of messages for approval without having to read each message.	<input type="checkbox"/> Yes <input type="checkbox"/> No
35.5	Contractor must provide all marketing materials for the secure messaging program.	<input type="checkbox"/> Yes <input type="checkbox"/> No
35.6	The electronic message system shall block all photos and other attachments.	<input type="checkbox"/> Yes <input type="checkbox"/> No
35.7	System shall send notifications to KCSO staff when new messages are received.	<input type="checkbox"/> Yes <input type="checkbox"/> No
35.8	System shall allow for various levels of security.	<input type="checkbox"/> Yes <input type="checkbox"/> No
35.9	Describe the staff time required to monitor the messages.	<input type="checkbox"/> Yes <input type="checkbox"/> No
35.10	System shall prohibit inmates from messaging other inmates in this facility and other facilities. It shall also prohibit three-way messaging (family/friend cannot send their messages received from an inmate to another inmate in our facility).	<input type="checkbox"/> Yes <input type="checkbox"/> No
35.11	KCSO is to be notified of messages with customizable "Alert" words i.e. gang, staff, violent, bomb, etc.- see Section 5 Software.	<input type="checkbox"/> Yes <input type="checkbox"/> No
35.12	County will perform a final walk-through with the Contractor to verify work compliance. All tasks and Solicitation requirements must be completed to the County's satisfaction, including but not limited to the following: a) Installation of hardware/software, b) Testing of hardware and software, and c) Training of County personnel	<input type="checkbox"/> Yes <input type="checkbox"/> No
35.13	Reliability test: The selected solutions must provide for a trial period during which the system must operate satisfactory for a period of 30 days. If there is a malfunction in the first 30 days that prevents the effective substantial use of the system, the reliability test must be restarted for another 30 days. If the system fails a second time, the County will have a right to terminate the contract.	<input type="checkbox"/> Yes <input type="checkbox"/> No
35.14	Physical and environmental conditions shall be in full conformance with system requirements. System installation shall be considered complete only when, with the system in place, a full set of comprehensive tests have been conducted jointly by the Contractor and County. Such tests shall demonstrate, at a minimum, that all hardware and software components are functioning properly, individually, and collectively, in accordance with the contract.	<input type="checkbox"/> Yes <input type="checkbox"/> No
36.	RIGHT TO AUDIT	COMPLY
36.1	The County reserves the right to audit usage, revenue, commission, and repair data and records of any or all inmate telephones, video visitation, kiosks, and tablets. The Contractor shall upon receipt of the written notice, provide all requested data and records to the requesting County Agency. The County shall provide a minimum of ten (10) days' notice.	<input type="checkbox"/> Yes <input type="checkbox"/> No
36.2	Contractor shall maintain financial records and other records as may be prescribed by the County or by applicable federal and state laws, rules, and regulations. The	<input type="checkbox"/> Yes <input type="checkbox"/> No

	Contractor shall retain these records for a period of three years after final payment, or until the County audits them, whichever event occurs first.	
36.3	These records shall be made available during the term of the contract, as described above, and the subsequent three-year period for examination, transcription, and audit by the County, its designees, or other authorized bodies. Such audits will be conducted during normal business hours.	<input type="checkbox"/> Yes <input type="checkbox"/> No
37.	PERMITS	COMPLY
37.1	Unless otherwise provided herein, Contractor shall at its expense, obtain all permits and licenses and pay all charges and fees necessary for the performance of the contract, and shall give all public notices necessary for the lawful performance of the contract.	<input type="checkbox"/> Yes <input type="checkbox"/> No
37.2	Contractor will comply with all applicable federal, state, and local statutes, regulations, and ordinances now in effect or hereafter adopted. All electrical equipment must be installed in compliance with National Code requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No
38.	PROJECT SCHEDULE	COMPLY
38.1	Proposal must include a detailed plan for conversion of the currently installed pay telephone equipment. This implementation plan must include all tasks required by both the County and the Contractor, covering the period from notification of contract award through the installation, testing and implementation of all components of the proposed system. The plan must include beginning and completion dates. The schedule must include, a minimum, tasks such as installation of equipment, software, testing, and implementation.	<input type="checkbox"/> Yes <input type="checkbox"/> No
38.2	Project Manager: Upon acceptance of the proposal, the Contractor shall assign a Project Manager to serve as a liaison. The Project Manager shall be responsible for overseeing all aspects of the Contractor's participation and providing all project documents and reports.	<input type="checkbox"/> Yes <input type="checkbox"/> No
39.	MAINTENANCE	COMPLY
39.1	Repair, maintenance, and cost shall be the sole responsibility of the Contractor.	<input type="checkbox"/> Yes <input type="checkbox"/> No
39.2	If a failure occurs, repairs must be made immediately. Provide local service technician's location, experience, technical training, and education.	<input type="checkbox"/> Yes <input type="checkbox"/> No
39.3	Contractor shall email a weekly report, for all open and closed tickets, to the designated Jail staff member.	<input type="checkbox"/> Yes <input type="checkbox"/> No
39.4	Contractor shall provide service 24 hours a day, seven days a week, including holidays, for the inmate telephone service. The jail staff shall be able to contact the Contractor's Customer Service using an "800" number. The Contractor's Customer Service shall be capable of performing any of the administrative operations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
39.5	Contractor shall respond within one hour after initial notification of the system being down; within two hours after initial notification of all major service outages. Major outage is defined as 30% or more of the functionality of the system being down.	<input type="checkbox"/> Yes <input type="checkbox"/> No
401.	SCHEDULE OF INSTALLATION	COMPLY
40.1	Contractor, upon request by the Contract Administrator, shall provide a complete and detailed installation schedule (including timeline) within 14 calendar days. The schedule shall include testing of the system, training of jail personnel and cutover. The schedule must allow for unforeseen disruptions regardless of their cause to ensure the project is completed within the agreed timeframe. All phases	<input type="checkbox"/> Yes <input type="checkbox"/> No

	of the installation must be coordinated by the Contractor with the KCSO Jail Contract Administrator. The schedule should outline how the new system will be installed while minimizing disruption to the current telephone system used in the facility.	
40.2	Contractor shall include in this Solicitation a list of key personnel and their respective qualifications that will be involved in the installation, service, and/or maintenance of the proposed system. Describe in detail the full-time service personnel for this contract. All employees are subject to a background search.	<input type="checkbox"/> Yes <input type="checkbox"/> No
41.	START OF WORK	COMPLY
41.1	Contractor shall commence the installation of the Inmate Telephone System required under this Solicitation within sixty (60) calendar days from the receipt of notice to start the project, which shall be issued by the Contract Administrator.	<input type="checkbox"/> Yes <input type="checkbox"/> No
41.2	Contractor shall install the Inmate Telephone System, the Kiosks, the tablets, and the Inmate Electronic Messaging System during normal business hours, unless otherwise agreed upon by both parties. The installation shall be conducted in such a manner as to avoid any disruptions of the normal functions of the KCSO. The installation schedule shall be submitted in writing and approved in advance by the Contract Administrator.	<input type="checkbox"/> Yes <input type="checkbox"/> No
41.3	Contractor shall be responsible for providing all labor, materials, and any Equipment required for the Inmate Telephone System project. The Contractor shall submit the names of the Contractor's personnel that will be utilized for the project, at least ten calendar days in advance of the scheduled work, for a security clearance check by the KCSO.	<input type="checkbox"/> Yes <input type="checkbox"/> No
42.	SUBCONTRACTORS	COMPLY
42.1	Bids shall describe in detail all required tasks or operations specifically related to fulfilling the Contractor's obligations to the County under the terms of the Contract to be performed by subcontractors.	<input type="checkbox"/> Yes <input type="checkbox"/> No
42.2	Subcontracting is the sole responsibility of the Contractor and all subcontractors selected by the Contractor must be approved, in advance, by the Chief.	<input type="checkbox"/> Yes <input type="checkbox"/> No
42.3	Contractor shall provide the County with a copy of all contracts related to subcontractors when any change occurs, or any time upon request from the County. Contractor shall not substitute any subcontract without the prior written approval of the Chief.	<input type="checkbox"/> Yes <input type="checkbox"/> No
42.4	Contractor shall ensure that its subcontractors shall indemnify and hold the County harmless as well as comply with the insurance requirements of the Contract. Contractor shall provide proof of subcontractor insurance in the form of a Certificate of Insurance and endorsement to the County upon request. Any actions or omissions of Contractor's subcontractors remain subject to indemnification by Contractor as provided in the Contract.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Bidder's Signature (*Authorized Representative*): _____

Print Name and Title of Signer: _____

Dated this ____ day of _____, 20____

END OF SCOPE OF WORK