Skagit County Government

**Request for Proposal**

**Inmate Communication and Trust Account System**



September 26, 2023

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# INTRODUCTION

Skagit County, a political subdivision of the State of Washington, is requesting proposals from qualified Proposers to provide, install, and maintain a web-based Inmate Communication and Trust Account System (ICTAS) for the Skagit County Community Justice Center. The Inmate Communication and Trust Account System is to provide inmates access to inmate telephone, video visitation, inmate grievances and requests, educational and entertainment programs, commissary ordering and other functions via hand-held devices or mounted kiosks.

Since the opening of the facility in late 2017, Skagit County has partnered with Securus as the ICTAS provider. The Inmate Communication and Trust Account System is to provide inmates access to inmate telephone, video visitation, inmate grievances and requests, educational and entertainment programs, commissary ordering and other functions via hand-held devices or mounted kiosks.

The Skagit County Community Justice Center is a 107,800 sq. ft., 400 bed facility with low, medium, and maximum-security inmate housing. The facility has 1 main housing unit consisting of 7 pods, 4 dormitory housing pods, a secure medical unit, intake, and release holding cell areas. The facility has state-of-the-art systems including Wi-Fi and video technology. The facility is located at 205 Suzanne Lane, Mount Vernon, Washington. For more information on the facility, and the project, please visit the Skagit County website at <http://www.skagitcounty.net/Departments/Jail/>

For the purposes of this document, the words “response” or “proposal” shall mean the Proposer’s submitted response to Skagit County’s RFP, inclusive of any materials identified as exhibits.

The term RFP shall be used to identify this document.

The proposed system will need to integrate with our current Jail Management system, Motorola Flex, commissary system, Summit foods, and our inmate trust account, Numi financial.

The system will need to support our Juvenile Detention facility, located at 605 South Third Street in Mount Vernon.

## Background

Since the opening of the facility, Skagit County has partnered with Securus as the ICTAS provider.

# PROJECT OVERVIEW

The scope of this project is to identify, select, contract with, and engage a Proposer who provides an ICTAS solution that meet specific functional and mandatory requirements defined in Section 6, PROJECT REQUIREMENTS.

Anticipated hours of inmate phone and video visitation access are 24/7 for 365 days a year. The number of calls/visits allowed will vary based on housing and classification. System must allow Skagit County to manage schedule changes for telephone and video visitation. Access to portable devices and kiosks for other uses; such as sending grievances, gaming and other entertainment, varies and will be determined by jail management.

Following is the general project scope, for informational purposes only.

Customer Service

Provide a web business portal for our customers which shall have the following capabilities.

* Provide excellent support of family and attorneys who wish to communicate with an inmate in the facility.

Operations

* System must allow Skagit County to manage schedule changes for telephone and video visitation. Access to portable devices and kiosks for other uses, such as sending grievances, gaming, and other entertainment, varies and will be determined by jail management.
* Provide training to team members on system.
* Medical Kite System texting/comments to available to inmate population.
* Upgraded hardware if applicable.
* Highly reliable reducing need for staff to resolve technical issues and focus on their regular duties.

Commissary

* Integrate with our current commissary solution: Summit
* Inmate families can use the inmate comms system knowing it’s a different company to purchase Commissary goods.
* Interface to inmate financial system – Numi Financials

Reports

* Easily create custom reports using information available in the system
* Produce daily cash reports.
* Jail team capability to view/visits/cancelled visits

System Attributes

* Voice data will expire after 30 days if no investigation initiated

System Architecture

* TBD

System Interfaces

* The system shall integrate with the Motorola Flex system.
* The system shall integrate with the Summit commissary system,
* The system shall integrate with the Numi inmate financial system.
* Others?

Data Conversion

* Migrate legacy data from current system into new system if applicable.
* Require access to data back seven years.
* We would want to have all of the grievances and Kites. We cannot loose that date.
* We would like to preserve any audit that is available.

Contractual

* The contract shall comply with RCW 19.255.010, Personal Information – Notice of Security Breaches
* The contract shall have a data sharing agreement per RCW 39.26.340 identifying any confidential information and the procedures and policies of authorized data use.
* The contract will be open to the public and posted on the County web site upon execution by both parties.
* Business Associated Agreement if this is a HIPAA covered system.
* CJIS Policy Agreements
* Records Retention – end of contract agreement (what happens to the data)
* Cyber Liability Insurance

## Project Goals

The primary business goals that we hope to achieve with this ICTAS solution include:

* If a different vendor is selected than the incumbent vendor, the new system shall be implemented with minimal down time.
* Deploy a reliable system
* The system shall support both the Skagit County Community Justice Center and the Juvenile Detention Center.

## Project Budget

There is no allocated budget for this project, all costs will be paid by the proposer. See the section titled Rates, Billing and Commission for more information.

## Communications

It is the responsibility of the Proposer to read and understand all parts of the Request for Proposals. All communications regarding this Request for Proposals from Proposers and other interested parties must be directed through:

Michael Almvig

Skagit County Information Services

1800 Continental Place

Mount Vernon, WA 98273

(360) 416 - 1101

E-MAIL: [rfp@co.skagit.wa.us](mailto:rfp@co.skagit.wa.us)

The individual identified above is the sole point of contact for any inquiries or information pertaining to this RFP.

Proposers who request a clarification of the RFP requirements may submit written questions to the RFP contact person by ***3:30 p.m. (PST) on October 26, 2023***. All questions and responses will be provided to all Proposers who have submitted a letter of intent pursuant to section 3.1 and 3.2. Skagit County reserves the right to update RFP requirements. Skagit County will use electronic mail and our Access Skagit County Web site, [www.skagitcounty.net/rfp](http://www.skagitcounty.net/rfp), to notify Proposers of RFP questions, answers and/or changes.

Due to a high volume of spam, questions to the RFP submitted by electronic mail are to include:

**“Skagit County ICTAS RFP Questions”** in the Subject area of the electronic message.

Skagit County assumes no responsibility for unanswered questions without the correct information in the subject line or delays caused by delivery service.

## Project Strategy

### Shared Services Approach

Skagit County plans to take a shared services approach. This means that the Proposer trains County staff how to configure the application and then County staff performs the configuration of most case types/workflows.

# **PROPOSAL INSTRUCTIONS, CONTENT AND SUBMISSION**

## **Schedule**

This request for proposals will be managed according to the following schedule:

Proposals Available on Skagitcounty.net September 26, 2023

Deadline for Proposer Letter of Intent October 26 , 2022 3:30 PM (PST)

Deadline for Proposer Questions October 26, 2023 3:30 PM (PST)

Deadline for Response to Proposer Questions October 31, 2023 4:30 PM (PST)

Deadline for receiving Proposer’s Proposal November 3, 2023 3:30 PM (PST)

Anticipated Proposer Phase I Notification December 1, 2023

Anticipated Final Proposer Selection January 16, 2024

## Letter of Intent

All Proposers intending on submitting a proposal to this RFP are required to submit a letter of Intent to bid no later than *3:30 PM (PST) on October 26, 2023*. The letter should identify the following information:

Company Name

RFP Contact for Company

Address for Company Contact

Phone Number/Fax Number for Company Contact

E-mail address for Company Contact

The Letter of Intent must be electronically mailed. The letter does not commit the Proposer to respond to the RFP. All Proposers who have submitted a letter of intent will receive notification of proposal changes or responses to questions submitted by other competitors.

Electronic mail letter of intent shall be sent to [**rfp@co.skagit.wa.us**](mailto:rfp@co.skagit.wa.us)**.** Once your letter of intent is received you will receive a confirmation via electronic mail. Each letter of intent shall identify the electronic submission by submitting the proposal with the phrase:

**“Skagit County ICTAS RFP Letter of Intent”** in the Subject area of the electronic message.

## Request for Proposal Documents

The Proposer should make sure that they have all of the documents listed below before starting on their proposal to Skagit County.

|  |  |
| --- | --- |
| **Exhibit** | **File Name** |
| The Request for Proposal Document | CJC Inmate Communication System Replacement – RFP.docx |
| Requirements Spread Sheet | Requirements - CJC Inmate Comms.xlsx |

***Table 1, Proposal Documents***

## Submission of Proposal

### Submission Deadline

***All Proposer responses and proposals must be received no later than 3:30 PM (PST) on November 3, 2023***. Late or incomplete proposals may be rejected. Proposers should note that this is a firm deadline.

### Submission

All proposals MUST be sent by electronic mail to **rfpproposal@co.skagit.wa.us** and must be time stamped by Skagit County’s system as received as specified in section 3.1. Once your proposal is received you will receive a confirmation via electronic mail. Each submitted proposal shall identify the electronic submission by submitting the proposal with the phrase:

**“Skagit County ICTAS RFP Response”** in the Subject area of the electronic message.

Skagit County assumes no responsibility for delays caused by delivery service.

### Copies

All responding Proposers shall submit one (1) original response of their response to this Request for Proposals. The electronic version is to be considered the original.

### Proposal Materials

Proposals must be in Microsoft Word O365 or higher or Adobe PDF format (with Microsoft Excel attachments remaining in their native formats).

### PROPOSER RESPONSE CHECKLIST

This checklist is provided for the Proposer’s convenience to insure that all required materials are included in the Proposer’s response.

|  |  |  |
| --- | --- | --- |
| **Form Name** |  |  |
| Cover Letter |  |  |
| Company Information Form – Form A |  |  |
| Company Background Information – Form A |  |  |
| Company Experience – Form A |  |  |
| Company Contact Information – Form A |  |  |
| Anticipated Project Manager Information – Form A |  |  |
| Customer Reference 1 – Form B |  |  |
| Customer Reference 2 – Form B |  |  |
| Customer Reference 3 – Form B |  |  |
| Project Schedule and Implementation Timeline – Form C |  |  |
| Call and Video Visitation Cost and Commission Analysis – Form D |  |  |
| Narrative Questions – Form E |  |  |
| Training Plan – Form F |  |  |
| New Version Upgrade Costs – Form G |  |  |
| Signed Proposer’s Certification and Formal Offer of Proposal – Form H |  |  |
| Section 6 – Requirements – “Requirements.xlsx” |  |  |
| Supplemental Proposer Responsibility – Declaration of Proposer |  |  |

***Table 2, Proposer Response Checklist***

### Legibility and Organization

Proposals must be typed or printed, must be written in English and must be legible and reasonably organized. Pages must be consecutively numbered. Responses must mirror the numbering order used throughout this RFP.

# RFP AND PROPOSAL TERMS AND CONDITIONS

## Right to Withdraw Proposals

Proposals may be withdrawn at any time before proposal deadline.

## Right to Reject/Accept Proposals

Skagit County reserves the right to accept any proposal or, at its discretion, reject any or all proposals.

## County Rights and Options

In addition to the other terms and rights in this Request for Proposal, Skagit County reserves, holds and may exercise at its sole and absolute discretion the following rights and options without recourse to the County:

1. Supplement, amend, withdraw, and/or otherwise modify or cancel this Request for Proposals, without liability, and with or without substitution of any other request for Proposals;
2. Issue additional or subsequent solicitations for Proposals;
3. Conduct investigations of the Proposers and their Proposals;
4. Clarify the information provided pursuant to this Request for Proposals;
5. Request additional evidence or documentation to support the information included in any Proposal;
6. Reject individual proposals not meeting minimum requirements including bidder responsibility, insurance requirements or other functionality stated in this Request for Proposal document;
7. County has the right to reject or accept any optional component [HD, D] or module proposed by the Proposer.

## Right to Modify Proposals

Skagit County reserves the right to, but is not obligated to in its sole and absolute discretion to modify or accept minor irregularities in proposals received.

If discrepancies between sections or other errors are found in a proposal, Skagit County may reject the proposal. Proposers are responsible for all errors or omissions in their proposals, and any such errors or omissions will not serve to diminish Proposers obligations to Skagit County.

## Skagit County Not Responsible for Proposal Expenses

Receipt of a proposal does not obligate Skagit County to pay any expenses incurred by the Proposer in the preparation of proposal or obligate Skagit County in any other respect.

## Proposals Do Not Obligate

Neither the publication nor distribution of the RFP, or the receipt of proposals, constitutes any obligation or commitment on the part Skagit County.

## Right to Accept/Deny Single Proposal

Skagit County reserves the right to accept or deny a single proposal if only one proposal is submitted.

## Submittal of Multiple Proposal

A Proposer may only submit one proposal.

## Non-endorsement

As a result of the selection of a Proposer to supply products and/or services to Skagit County, Skagit County is neither endorsing nor suggesting that the Proposer’s product is the best or only solution. The Proposer agrees to make no reference to Skagit County in any literature, promotional material, brochures, sales presentation or the like without the express written consent of Skagit County.

## Proprietary Information/Public Disclosure

All materials received in response to this RFP shall become the property of Skagit County. No confidential or proprietary information may be submitted to the County in response to this RFP.

All information submitted to Skagit County shall be treated as open public records regardless of how the information or document is marked.

By submitting a proposal, all Proposers recognize and agree that any proposal, information, documents, data, etc. provided in response to this RFP to the County is subject to disclosure pursuant to applicable law (including, but not limited to RCW 42.56), and any Proposer submitting a proposal expressly waives any claim(s) for damages against the County arising from and/or related to the release of any information provided to the County which is subject to public disclosure (as determined by the County, at the County’s sole judgment and discretion), even if such information is marked confidential, proprietary or non-disclosable, or arguably exempt from disclosure pursuant to applicable law.

# PROPOSAL EVALUATION

The proposals will be evaluated by a team of people from Skagit County. The Skagit County ICTAS Team includes the Skagit County Treasurer and Information Services staff. Other staff from other departments may participate if needed to complete evaluations. Skagit County will initially check the each submitted proposal to validate all required forms are included in Proposer’s Response. Absence of required information may be cause for rejection.

For the purposes of this document, “Evaluation Team” shall mean any Skagit County employee who participates in any part of the evaluation process.

The Proposer shall fully complete the Permitting Requirements spreadsheet that contain both Minimum and other Functional Requirements. Each tab of the sheet corresponds to a functional area for review.

|  |  |
| --- | --- |
| Tab Name | Description |
| Minimum | Minimum Requirements - Section 6.0 |
| 6.1 | Inmate Telephone System - Section 6.1 |
| 6.2 | Security Features- Section 6.2 |
| 6.3 | Personal Identification Number (PIN) Application - Section 6.3 |
| 6.4 | Monitoring and Recording - Section 6.4 |
| 6.5 | Video Visitation - Section 6.5 |
| 6.6 | Commission & Traffic Detail Reporting - Section 6.6 |
| 6.7 | Paperless Request System - Section 6.7 |
| 6.8 | Portable Devices - Section 6.8 |
| 6.9 | Inmate Trust Account System - Section 6.9 |
| 6.10 | Records Retention and Disaster Recovery - Section 6.10 |
| 6.11 | Interfaces - Section 6.11 |
| 6.12 | Implementation and Maintenance - Section 6.12 |
| 6.13 | Security - 6.13 |

***Table 3, Requirements Section in Permitting spread sheet – to be filled out by Proposer***

## Evaluation Criteria

The Evaluation Team will review all elements in the table below for all Proposers who have submitted accepted proposals. An accepted proposal shall be a proposal that was submitted prior to the deadline for receiving proposals AND includes the mandatory forms.

|  |  |
| --- | --- |
| **Evaluation Criteria – Phase One** | **Evaluation Determination** |
|  |  |
| Minimum Functional Requirements **(Must comply with all requirements)** | Pass or Fail |
| Signed Proposer’s Certification and Formal Offer of Proposal **(Must comply)** | Pass or Fail |
| Functional Requirements – Section 6.1 – 6.13 | Team Evaluation |
| Experience (Form A, B) | Team Evaluation |
| Project Timeline (Form C) | Team Evaluation |
| Narrative Questions (Form E) | Team Evaluation |
| Training Plan (Form F) | Team Evaluation |
| New Version Upgrade Costs (Form G) | Team Evaluation |
| Proposal within County Authorized Budget | Pass or Fail |
| Optional Demonstrations at County’s Discretion | Team Evaluation |
| Customer Service Portal | Team Evaluation |
| Overall State of Technology Review | Team Evaluation |

***Table 4, Evaluation Criteria***

Any Proposer that does not meet the Minimum Functional Requirements, has not provided a signed Proposer Certification or Signed Proposer’s Certification and Formal Offer of Proposal ( Form H) or is not within the County Budget will be eliminated from the evaluation process.

Proposals that are not eliminated will be evaluated by the Evaluation Team. All items marked “Team Evaluation” in table 4, will be evaluated using the criteria as follows for each criteria.

1. Does not meet expectations
2. Meets expectations
3. Exceeds Expectations

Three proposals will be selected for presentation and final decision by the Board of County Commissioners.

### Proposer Demonstrations

Skagit County reserves the right to require testing of any functionality, Skagit County reserves the right to request a demonstration of the system proposed. All such demonstrations will 1) Verify that all of the minimum requirements are implemented in the system and 2) perform an assessment of the functional capabilities of the system in supporting Skagit County’s business needs.

### Optional Features

Optional Features (Form D) will not be scored. Optional features will be incorporated into any contract if the County wishes to implement such features. County is under no obligation to procure optional features offered.

### No Proposal Meets All Minimum Requirements

In the unlikely event that no Proposer meets all of the minimum functional requirements, Skagit County shall have the discretion, but is not required, to evaluate proposals that DO NOT meet all of the minimum functional requirements and waive minimum requirements in order to move proposal(s) into Phase II.

## Proposal Award

The evaluation team may recommend to the Board their preferred choice.

## Notification

All proposers shall be notified in writing of the decision of the Board of County Commissioners.

## Negotiations

Skagit County will enter into negotiations with the Proposer selected in Phase II, as providing the best solution in Skagit County’s sole discretion. This may include cost, technical, financial, contractual or other clarifications needed to make a decision. Skagit County reserves the right to also negotiate with the other top rated Proposers in the event it is determined by Skagit County that the selected Proposer and Skagit County cannot agree to contracting terms.

# PROJECT REQUIREMENTS

This response is mandatory. Project requirements are in the spreadsheet titled “Permitting Requirements.xlsx”. Section 6.0 contains Minimum Requirements of the system. Sections 6.1 – 6.13 contain additional functional requirements or requests for additional information.

## Minimum Functional Requirements – Section 6.0

The Proposer shall place a **Y** or **N** in the column marked Y/N.

**Y** – Shall mean that the proposed solution meets the minimum requirement with current capabilities. No further system development is required. Systems that meet the requirement through current available configuration capabilities are considered in compliance.

**N** – Shall mean that the Proposer does not meet the minimum requirement with current software capabilities.

Figure 1, below provides an example of how Skagit County would like to have the Minimum Functional Requirements Form filled out by the Proposer.

*Timeline

Description automatically generated*

***Figure 1, Sample of table filled out for section 6.0***

Proposer should fill out the section as shown in yellow above. It is requested that Proposers add additional information on how the system meets the requirement in the “Proposer Response to Requirement” section. If the row contains an “**MR**”, then a “**Y**” or “**N**” must be placed in the correct column in order to be compliant.

## Functional Requirements – Section 6.1 – 6.13

Each Proposer shall review the functional requirements and identify if the proposed system meets the requirement using the rating key below. The rating shall be provided by the Proposer and will be evaluated by the Skagit County evaluation team.

**Rating Key**

**4** – Out of the box – Shall mean that the functionality exists within the Proposers currently available solution.

**3** – Meets with Configuration – Shall mean that the functionality is within a currently installed system, but must be configured for proper operations.

**2** – Meets via an upcoming release < 1year – Shall mean that the functionality is not currently implemented in the system but will be released within one year of receipt of the submitted proposal.

**1** – Requires customization to meet – Shall mean that the functionality does not currently exist within the proposed system and will require customization in order to meet the requirement.

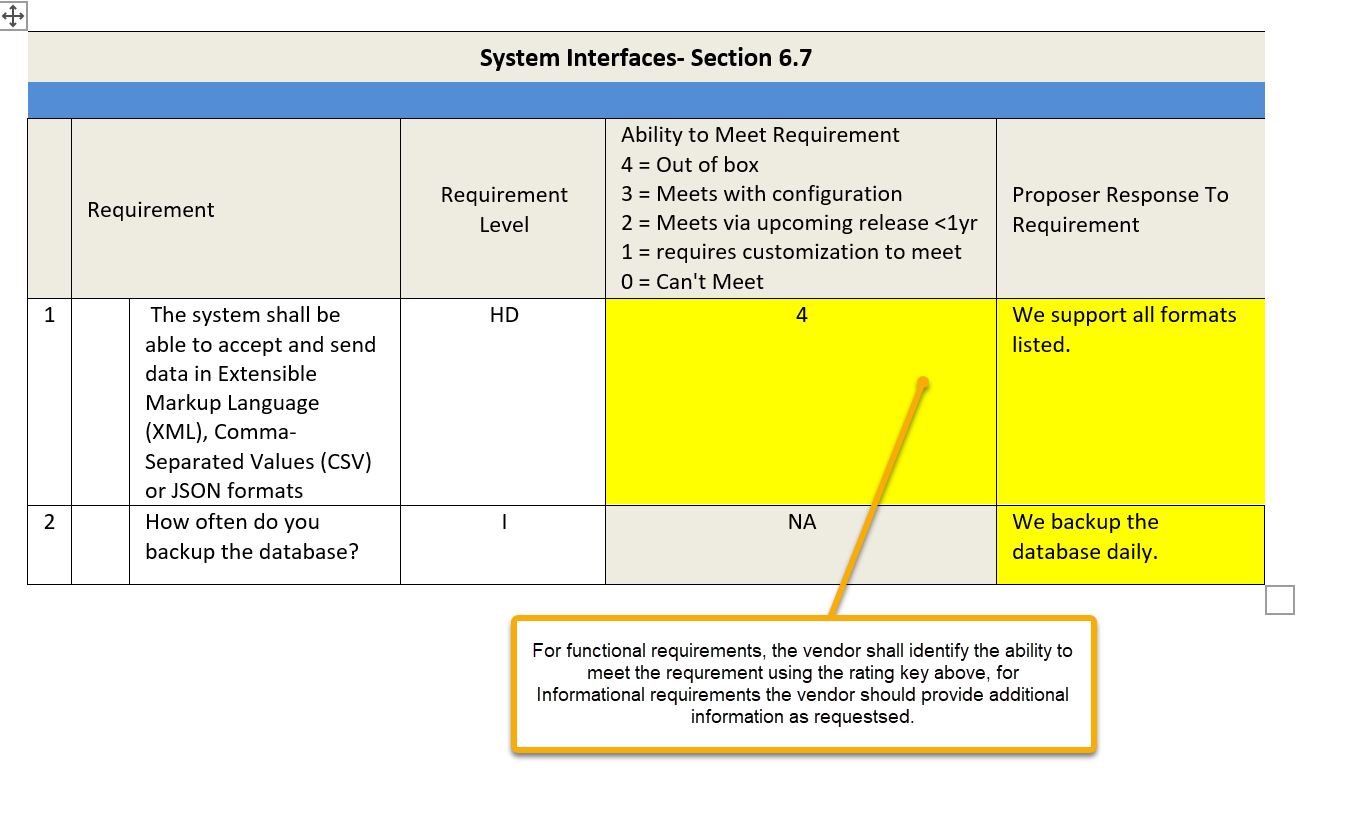
**0** – Cannot meet this requirement. – Shall mean that the system does not meet the requirement and there is no plan to do so.

Requirements in sections 6.1 – 6.14 are functional requirements that we would like to see in the system, but not necessarily something that must be implemented. We have also rated each requirement to identify a level of importance using the following table.

|  |  |
| --- | --- |
| Requirement Level | Definition |
| HD | Highly Desirable |
| D | Desirable |
| O | Optional – This requirement should be bid as an option |
| I | Information – We would like the Proposer to expand on the question. |

***Table 5. Requirements Level Definitions***

Table 5 shows an example of how we would like the functional sections 6.1 – 6.13 to be filled out. Using Table 5 above, the Proposer shall identify if their proposed system meets the using the rating key. The Proposal can provide additional information in the Proposer Response section. If the requirement level is marked “I”, then it is expected that the Proposer will provide further information to respond to the question that is asked.



***Figure 2, Sample of table filled out for section 6.1 – 6.13***

The columns in yellow, as shown, are to be filled in by the Proposer. If the requirement level is Informational {“I”), then the Ability to Meet the Requirement section should be “NA” for not applicable. The vendor is expected to answer the question in the Proposer Response to Requirement section. Each section 6.1-6.13 will be evaluated per section 5.1 “Evaluation Criteria Phase I”. Proposer’s answers to informational questions will be used for Proposer scoring.

## Project Metrics

The following metrics are to assist Proposers in filling out the requirement sheets.

### Number of estimated “named” users.

For systems that use named users for licensing purposes, Skagit County has determined that we will need no limit to the number of users that may access the system.

### Number of Administrative Users

Administrative users are those employees that have the rights to administrate the system. These are the people that would set up accounts, user rights, workflows and other tasks typically allocated to system administration. Skagit County will not want any limit on the number of Administrator Accounts.

### Facility

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Rm #** | **Description** | **Inmate Capacity** | **Wall Ports** | **Booth** | **Kiosk** | **Note** |
| B133 | Lobby | 0 | 0 | 0 | 3 | Video Visitation Kiosks |
| D130 | Intake | 4 | 2 | 0 | 0 | Bank of 4 portable phones (1 not requiring PIN) |
| C126 | Medical | 6 | 2 | 0 | 0 | Bank of 2 portable phones & 2 mobile devices |
| E101 | Work Release Female | 14 | 3 | 0 | 0 | 2 mobile devices & 1 wall mount |
| E102 | Work Release Male | 28 | 4 | 0 | 0 | 3 mobile devices & 2 wall mount |
| E103 | Inmate Worker Male | 24 | 4 | 0 | 0 | 3 mobile devices & 2 wall mount |
| E104 | Inmate Worker Female | 10 | 3 | 0 | 0 | 2 mobile devices & 1 wall mount |
| J100 | J POD-Intake | 22 | 5 | 1 | 0 | 2 mobile devices & 2 wall mount |
| K100 | K POD- Male IMU | 40 | 5 | 1 | 0 | 3 mobile devices & 2 wall mount |
| L100 | Recreation Yard | 0 | 3 | 0 | 0 | 3 wall mount |
| M100 | M POD – Male IMU | 22 | 5 | 1 | 0 | 3 wall mount |
| N100 | N POD – General Population | 64 | 7 | 1 | 0 | 3 mobile devices & 2 wall mount |
| P100 | P POD – General Population | 64 | 7 | 1 | 0 | 3 mobile devices & 2 wall mount |
| Q100 | Q POD – General Population | 64 | 7 | 1 | 0 | 4 mobile devices & 3 wall mount |
| R100 | R POD – Female General/IMU | 44 | 5 | 1 | 0 | 3 mobile devices & 3 wall mount |

Table 1, Capacity, Ports, Booth and Kiosks by Area

Wall mount and mobile devices are to include video visitation and paperless request system. Mobile devise are to include telephone system as possible.

## Application Interfaces (API)

***This section is for reference only, complete functional, technical, and other project requirements related to application interfaces and data conversion are located in Requirments.xlsx.***

Our requirements include integration and data conversion.

# PROJECT SCHEDULE AND IMPLEMENTATION TIMELINE

**Complete the attached Form C, Project Schedule and Implementation Timeline.**

The Proposer shall provide a projected schedule and implementation plan. The plan is to include:

* A Gantt chart showing beginning and end dates of all project tasks and deliverables (the actual project start date will be determined during contract negotiations)
* A description of each proposed deliverable
* Skagit County Information Services assigned tasks with estimated hours to complete.

# OPTIONAL FEATURES

**Optional: Complete the Form D, Optional Features.**

Proposers are encouraged to not only respond to the functional requirements, but to offer information on additional ICTAS solution options/features available with their solutions that would be of benefit/interest to Skagit County.

# NARRATIVE QUESTIONS

**Complete the Form E, Narrative Questions**.

Proposer is to provide responses to the narrative questions. These responses are intended to educate us as to how your ICTAS solution addresses certain business problems and/or provide more insight into current administration and future direction of your solution.

# TRAINING PLAN

**Complete the Form F, Training Plan**.

The Proposer shall provide a training plan that covers on-site and/or remote training. A final plan will be created with the wining proposer and incorporated into a contract. Skagit County plans to use a Train the Trainer approach, so that County staff will have the skills to train others in use of the system.

This plan shall identify:

* Training Skagit County employees on how to use system
* Scope and Objectives for each training session
* The number of hours/days for staff training
* Estimated duration of each session
* Additional training available

Training materials as necessary shall be delivered to Skagit County.

Skagit County prefers that training be done on-site if possible.

## Training Facilities

Skagit County does not have a dedicated training facility. If onsight training is recommended, the Proposer shall identify the needs for the training facility in Form F. This should include number of students, laptops or workstations required, projection needs, etc.

The Proposer may propose that training be done remotely, Skagit County uses Microsoft Teams, however, other platforms are acceptable.

# DATA CONVERSION PLAN

**Complete the Requirements Section 6.13, Data Conversion**.

The conversion of information from our current system to the proposed system is a critical issue for Skagit County. We expect that the Proposer will perform the data conversion on behalf of Skagit County. Skagit County shall provide all data to the Proposer to help support the required data conversion implementation.

Prior to initiation of data conversion a Data Conversion Plan shall be provided to County by Proposer. A Data Conversion Plan will be a contractual item to be delivered as part of this project. The County shall support development of the Data Conversion Plan by providing subject matter expertise as needed. This Data Conversion Plan document shall:

* Identify all documents to be converted
* Identify mapping of data elements or note which elements may not need conversion. This will be determined by a joint Proposer/Skagit team.
* Identify the quality assurance process and quality assurance metrics.
* Identify the resources and roles required (County and Proposer) to perform data conversion
* Provide estimates on expected time to convert all data identified in the Data Conversion Plan.
* Provide strategy to support permitting function if data is being converted simultaneously
* Provide strategy to convert redacted documents
* Proposer and County shall determine an estimated “Go-Live” date based on data conversion schedule.

Skagit County will provide all data to Proposer for conversion if that data is available on internal Skagit County operated database servers. Proposer shall develop a plan to integrate data that is external to Skagit County. Skagit County prefers that the Proposer perform the data conversion process with County subject matter experts.

External data is defined in section 6.13 of the system requirements.

# RATES, BILLING AND COMMISSION

**Complete S10 – Cost Proposal.xlsx.**

There shall be no charge to the County for inmate telephone services, video connections/services or the inmate request services. All line fees, billing and collection expenses, installation and equipment costs, liability for fraudulent use of any part of the system, uncollectible billings, carrier fees, governmental fees and any other direct or indirect costs associated with providing the systems pursuant to this RFP shall be the responsibility of the Proposer.

Rates charged to called parties are to be comparable to or lower than those currently charged by the dominant carriers in the county area. Additionally, the total cost of calls may not exceed what dominant carriers are allowed to charge as regulated by the Washington Utilities and Transportation Commission and FCC for operator assisted, station and person calls.

As part of the Proposer’s proposal, we would expect a Proposer to offer a number of various calling and video visitation plans and price models available to inmates and their friends and families. Skagit County expects Proposers to fully disclose the financial elements of their proposal.

**7.1.a** Commission payments must be made monthly and shall include a detailed accounting of call messages, call minutes, call charges, and commissions itemized by telephone, and as a system wide total. As well as a detailed accounting of all visits, messages and other charges incurred on the Video Visitation System. Detailed accounting of the above broken out by individual calls, emails/messages and visits made must be available to the County on request. Proposers must provide samples of all proposed reports with the proposal.

**7.1.b** The County retains the right to audit detail, costs and commission information for completeness and accuracy at any time during the life of the agreement.

## Cost of Proposal

The Skagit County Evaluation team will conduct a full five-year cost analysis of the Proposal. Proposers are required to use the Cost Proposal spread sheet to ensure recurring and non-recurring costs are accounted for. If different cost configurations are presented, for an example one year verse a three year support plan; please enter into different spread sheets.

Please itemize the total cost of implementation by function or phase to implement the proposed solution including: project management, configuration and any customization development to support your responses on the ICTAS Requirements worksheet, data conversion, system testing, deployment, and both end-user and system administrator training. Please include any travel and expenses estimated costs.

## New Version Upgrade Costs

**Complete the Form G, New Version Upgrade Costs.**

If your system requires professional services to implement software upgrades, then a statement is required giving estimated upgrade and cost information.

# ACCEPTANCE AND GO-LIVE

Skagit County and Proposer shall validate that the system meets the minimum requirements as specified within this RFP as part of the acceptance process.

Unless waived by the Skagit County Project Manager, each minimum requirement shall be tested for acceptance.

Skagit County and Proposer shall sign an acceptance document that minimum requirements have been tested and meet acceptance expectations as part of the exit criteria for these steps.

Final payment and start of software support or assurance shall not be made until after acceptance by Skagit County. The acceptance test will be considered complete when the acceptance test document, which has been agreed to by both parties, is accepted by both parties.

*Note: No response is needed at this time. This is a contractual item and will be negotiated with the proposer which is selected as the apparent winner in Phase II.*

## Other Milestones

Proposer and County may add other milestones and deliverable items as needed to facilitate successful implementation of the system.

# SKAGIT COUNTY PROPOSAL FORMS

All forms must be filled out and submitted as part of the RFP materials. Proposer is to use referenced forms to provide requested information. If you run out of space, you may attach additional sheets; however you must clearly identify the form(s) and each form must be on its own sheet.

## FORM A – Company Information

The Company Information Form asks specific information about the company. Our intent is to verify the viability of the company to support Skagit County for the next several years.

|  |  |
| --- | --- |
| **Company Information** | |
| Company Name: |  |
| Address: |  |
| City, State Zip |  |
| FAX Number |  |

|  |  |
| --- | --- |
| **Company Background Information** | |
| Organizational Type/Structure: |  |
| Date Incorporated |  |
| Number of employees: |  |
| **Company Experience** | |
| Years Proposer has conducted business in Washington State: |  |
| Number of systems Installed, with focus on institutions of similar scale to Skagit County: |  |
| Is there any pending litigation against the firm? Has there been any litigation against the firm in the last 3 years? |  |
| If so, attach a statement indicating the caption, cause number, Court, Counsel, and general summary. |  |

|  |  |
| --- | --- |
| **Company Contact Information** | |
| Contact Name: |  |
| Address: |  |
| City, State Zip |  |
| Phone Number |  |
| E-Mail Address |  |
| Web Site URL |  |

|  |  |
| --- | --- |
| **Anticipated Project Manager Information** | |
| Contact Name: |  |
| Phone Number |  |
| E-Mail Address |  |
| Years’ Experience |  |
| Number Employees Working Under Project Manager |  |

## FORM B - References

Provide at least 3 customer references relevant to the scope of this contract. A brief description of the work performed must be provided for each reference. More than three references may be provided. For additional references, please add additional sheets with the requested information in the same format as shown below.

|  |  |
| --- | --- |
| **Customer Reference (1) Information:** | |
| Institution Name: |  |
| Address: |  |
|  |  |
|  |  |
| Contact Name: |  |
| Contact Title: |  |
| Contact Phone Number: |  |
| Contact Email Address: |  |
| Number of Years as Customer: |  |
| Size of System: |  |
| Year Installed: |  |
| Additional Relevant Information: |  |
|  |

|  |  |
| --- | --- |
| **Customer Reference (2) Information:** | |
| Institution Name: |  |
| Address: |  |
|  |  |
|  |  |
| Contact Name: |  |
| Contact Title: |  |
| Contact Phone Number: |  |
| Contact Email Address: |  |
| Number of Years as Customer: |  |
| Size of System: |  |
| Year Installed: |  |
| Additional Relevant Information: |  |
|  |

|  |  |
| --- | --- |
| **Customer Reference (3) Information:** | |
| Institution Name: |  |
| Address: |  |
|  |  |
|  |  |
| Contact Name: |  |
| Contact Title: |  |
| Contact Phone Number: |  |
| Contact Email Address: |  |
| Number of Years as Customer: |  |
| Size of System: |  |
| Year Installed: |  |
| Additional Relevant Information: |  |
|  |

## FORM C – Project Schedule and Timeline

Please provide a basic timeline for implementation of your proposed solution.

|  |
| --- |
| Gantt Chart  Use this section to include your Gantt chart showing beginning and end dates of all tasks. |
| Deliverables  Use this section to include brief descriptions of all project deliverables. |
| Skagit County Information Services Project Team Effort  Use this section to describe the roles and quantify the effort that will be required from Skagit County Treasurer and Information Services staff to contribute to the implementation effort. |

## FORM D – Call and Video Visitation Cost and Commission Analysis

1. Clearly state the proposed rates charged for intra-lata and inter-lata long distance calls including charge per message, charge for call duration, charge for operator assistance and any additional surcharges. Fully explain any additional charges that might be added, for example; charges for emails, video visits, etc.
2. Describe rate adjustments for evening, weekend and holiday calls, if any.
3. Commissions will be paid to the County based on gross revenues. No deductions from uncollectible calls, inability to bill, bad debt or any other costs associated with the provision of the inmate phone system may be considered in commission calculation. Clearly state the commission to be paid to the County.

### General Calls

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CALL TYPE** | **COLLECT** | | | **PRE-PAID COLLECT** | | | **DEBIT/PRE-PAID CARDS** | | |
| **Surcharge** | **First Minute** | **Each Add’l Minute** | **Surcharge** | **First Minute** | **Each Add’l Minutes** | **Surcharge** | **First Minute** | **Each Add’l Minute** |
| Local |  |  |  |  |  |  |  |  |  |
| INTRAlata/INTRAstate |  |  |  |  |  |  |  |  |  |
| INTERlata/INTRAstate |  |  |  |  |  |  |  |  |  |
| INTERlata/INTRAstate |  |  |  |  |  |  |  |  |  |
| INTERstate |  |  |  |  |  |  |  |  |  |
| International |  |  |  |  |  |  |  |  |  |
| **Proposer's Proposed Commission Rate (%)** |  | | % |  | | % |  | | % |

**Describe Rate adjustments:**

|  |  |
| --- | --- |
| Evening |  |
| Weekend |  |
| Holiday |  |

**Proposer shall identify all applicable fees and charges below**

|  |  |
| --- | --- |
| Kiosk Deposit Fee |  |
| Collect Billing Fee |  |
| Pre-Paid Collect Transaction Fee |  |
| Additional Fees |  |

### Video Visitation

**Proposer shall define any and all fees for video visitation sessions charged to the general public as well as the inmate in the chart provided below:**

|  |  |  |
| --- | --- | --- |
| **Video Visitation Pricing Per Session** | **General Public Charges** | **Inmate Charges** |
| 0-30 Minutes |  |  |
| Each Additional 30 Minute Video Visitation Session |  |  |
|  |  |  |
| Proposers Proposed Commission Rate (%) | % | % |

|  |  |
| --- | --- |
| **Paperless Requests** | **Inmate Charges** |
| Paperless Request |  |
| Text messages |  |
| Emails |  |
| Other |  |

**Describe rate adjustments, if any:**

|  |  |
| --- | --- |
| Evening |  |
| Weekend |  |
| Holiday |  |

### Calling and Visitation Plans

Please describe any calling, video visitation plans

|  |  |
| --- | --- |
| Call Plan |  |
| Video Visitation Plans |  |

## FORM E – Narrative Questions

**Narrative Questions**

Provide your narrative responses to the following questions in the space provided. If you need more room than is provided, please use an extra sheet and include the Form letter, title, question number and the question on the attachment.

1. Provide a list of reports available in your system.

|  |
| --- |
|  |

1. Describe your solution’s overall roadmap for the next 1, 3, and 5 years.

|  |
| --- |
|  |

1. Describe and ideally include a graphical representation of the solution deployment architecture that you would recommend to optimize system performance for the anticipated number of system users and within your proposed pricing. Proposer may add this as an attachment, but be sure to label by Form Name, question number and question.

|  |
| --- |
|  |

1. Describe the administrative Full Time Employees (FTE) required (for day to day operation, system patching, minor upgrades, etc.) and the daily, weekly, and monthly tasks that the administrator(s) should expect to carry out for a solution deployment of our size.

|  |
| --- |
|  |

1. Describe how you manage implementation risk.

|  |
| --- |
|  |

1. Describe your technical support process and hours of support. Describe what happens if the County has a major incident with your solution after hours.

|  |
| --- |
|  |

1. Describe any user groups, wikis, online forums, knowledge base access, etc. that are available to your customers. Describe which ones are available to your prospective customers to help with their pre-purchase due diligence.

|  |
| --- |
|  |

1. Describe the user help and support documentation that is available for your solution. Where possible, provide us with an example as an attachment.

|  |
| --- |
|  |

## FORM F – Training Plan

The Proposer shall describe in detail your user and administrator training approach and tools.

|  |
| --- |
| **Training Plan** |
|  |

## FORM G – New Version Upgrade Costs

Please use the space below to provide a statement below estimating the number of upgrades that will happen over the next five years and the estimated professional services costs associated with each upgrade. Proposers must clarify what constitutes a paid upgrade verses what is included in the yearly support and maintenance contract.

|  |
| --- |
| **New Version Upgrade Costs** |
|  |

## FORM H – Proposer’s Certification and Formal Offer of Proposal

By signing and dating below, the Proposer affirms that they read the Request for Proposal and agree to the terms and that the information provided in this proposal response and any included materials are true and correct, and that by signing, the signer certifies that he or she is authorized to enter into agreements on behalf of the Proposer.

|  |
| --- |
| Do you certify that you are not on the Comptroller General’s list of ineligible contractors nor the list of parties excluded from Federal procurement or non-procurement programs? Yes  No  |

THE UNDERSIGNED have hereunto set their hands or caused their duly authorized officers to submit this proposal, all as of the day of , 2023.

By signing below, you certify in writing that all Proposer proposal terms, including prices, will remain in effect for a minimum of 180 days after the Proposal Due Date, that all proposed hardware and system software has been operational at a non-Proposer owned customer site for a period of 90 days prior to the Proposal Due Date, and that all proposed capabilities can be demonstrated by the Proposer.

Additionally you certify that all information provided within this proposal response is accurate.

Person duly authorized by company to submit and certify this proposal (print name:)

\_\_\_\_\_\_\_\_

Signature: \_\_\_\_

DATE \_\_\_\_

Proposer agrees that submission of this proposal to Skagit County, with a duly authorized officer or representative named above constitutes a binding agreement by Proposer to Skagit County to preserve the price submitted for 180 days. Skagit County will accept a named individual in lieu of a signature so that this document can be electronically submitted (provided that a signed printed proposal shall be provided by the County upon request by the County). Proposer agrees that changing the proposal cost within this 180 day period may void the proposal response by the Proposer and Skagit County may eliminate the proposal from further evaluation.

**SUPPLEMENTAL PROPOSER RESPONSIBILITY – DECLARATION OF PROPOSER**

In accordance with the Contract Provisions Proposer must provide the following sworn statement relevant to Exhibit A - Proposer Responsibility applicable to the project.

Name of Proposer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_

Telephone No. \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-Mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I, the undersigned declarant, as the duly authorized representative on behalf of (herein the “Proposer”) hereby make this declaration on the basis of facts within the scope of my firsthand knowledge and authority to which I am competent to testify:

1. I hereby certify, swear, and affirm under penalty of perjury, that the Proposer has not been convicted of a crime involving bidding on a contract within the five (5) year period immediately preceding the bid submittal deadline for the project; and
2. I hereby certify, swear and affirm under penalty of perjury, that the Proposer has not had any contracts terminated for cause by any State, Federal, or local government agency during the five (5) year period immediately preceding the bid submittal deadline for the project.
3. I hereby certify, swear and affirm under penalty of perjury, that the Proposer meets all requirements and conditions set forth in the Supplemental Proposer Responsibility.
4. I hereby certify, swear and affirm under penalty of perjury, that the Proposer meets all requirements and conditions set forth in the Request for Bid for ICTAS solution Proposer Responsibility Exhibit A. (Please see Paragraph C. of Exhibit A.)

Signed under penalty of perjury under the laws of the State of Washington this \_\_\_\_\_ day of

, 2023 at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .

Name of Proposer:

By:

Print Name:

Title:

STATE OF WASHINGTON

COUNTY OF SKAGIT

I certify that I know or have satisfactory evidence that \_\_\_\_\_\_\_\_\_\_ is the person who appeared before me, and said person acknowledged that he/she signed this instrument, on oath stated that he/she was duly authorized that he/she signed this instrument, on oath stated that he/she was duly authorized execute the instrument and acknowledged it as the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_ of to be free and voluntary act of such party for the uses and purposes herein mentioned.

Dated this day of , 2023.

(SEAL) \_\_\_\_\_

Notary Public

Print name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Residing at: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

My commission expires: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PRIOR EXPERIENCE/QUALIFICATIONS

Proposer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Type or Print Company Name)

I, Proposer shall indicate in detail below prior experience/qualifications with development of permitting software including number of continuous years in the business of developing Permitting and Development solutions similar to the system specified herein and all additional requirements set forth in the Exhibit A – Proposer Responsibility.

By signing below, I hereby certify that the above information is true and correct,

Proposer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_

Exhibit A – PROPOSER RESPONSIBILITY

Request for Bid for ICTAS solution Proposer Responsibility.

1. Proposers must meet the minimum qualifications listed below:
2. Have a current Washington unified business identifier number.
3. If applicable, have industrial insurance coverage for the Proposer’s employees working in Washington as required in Title 51 RCW; an employment security department number as required in Title 50 RCW; and a Washington excise tax registration number as required in Title 82 RCW; and
4. Not be disqualified from bidding on any public contract under RCW 39.06.010 or 39.12.065(3).
5. In addition to the Proposer responsibility criteria above, the Proposer must also meet the following relevant supplemental Proposer responsibility criteria applicable to the project:
   1. The Proposer shall not currently be debarred or suspended by the Federal Government. The Proposer shall not be listed as a current debarred or suspended Proposer on the U.S. General Services Administration’s “Excluded Parties List System” website. Proposer debarment or suspension status may be verified through this website. County may also use other sources of information that may be available to otherwise determine whether the Proposer is in compliance with these criteria. Proposer must also assure that any subcontractor working or supplying materials related to the work contemplated under the request for bids must not be currently debarred by the Federal Government.
   2. The Proposer shall not owe delinquent taxes to the Washington State Department of Revenue, without a payment plan approved by the Washington State Department of Revenue. The Proposer shall not be listed on the Washington State Department of Revenue’s (DOR) “Delinquent Taxpayer List”, which may be verified at the DOR website. The County may also use other sources of information that may be available to otherwise determine whether the Proposer is in compliance with these supplemental criteria.
   3. The Proposer shall not have been convicted of a crime involving bidding on a public contract within five (5) years prior to the bid submittal deadline. The Proposer shall provide a duly executed sworn statement (on the included form, or on a form otherwise determined to be acceptable by the County), that the Proposer has not been convicted of a crime involving bidding on a public contract. The County may also use independent sources of information that may be available to otherwise determine whether the Proposer is in compliance with these supplemental criteria.
   4. The Proposer shall not have a record of prevailing wage complaints filed against the Proposer within five (5) years prior to the bid submittal date that demonstrates a pattern of failing to pay workers prevailing wages, unless there are extenuating circumstances that are acceptable to the County. The Proposer shall submit a list of prevailing wage complaints filed against it within five (5) years of the bid submittal date along with a written explanation of each complaint, and how it was resolved. The County shall evaluate the explanations provided by the Proposer (and the resolution of each complaint) to determine whether the complaints demonstrate a pattern of the Proposer failing to pay ICTAS workers prevailing wages as required. The County may also evaluate complaints filed within the time period specified that were not reported by the Proposer. The County may also use independent sources of information that may be available to otherwise determine whether the Proposer is in compliance with these supplemental criteria.
   5. The Proposer shall not have had any public or other contracts terminated for cause by the government agency during the five (5) year period immediately preceding the bid submittal deadline for the project, unless there are extenuating circumstances acceptable to the County. The Proposer shall provide a duly executed sworn statement (in the included form, or in a form otherwise determine to be acceptable to the County that the Proposer has not had any public contract terminated for cause by a government agency during the five (5) year period immediately preceding the bid submittal deadline for the project. The County may also use independent sources of information that may be available to otherwise determine whether the Proposer is in compliance with these supplemental criteria.
   6. The Proposer shall not have a record of excessive claims filed against the retainage of payment bonds for public projects within three (3) years of the bid submittal date, that demonstrate a lack of effective management by the Proposer of making timely and appropriate payments to ICTAS subcontractors, suppliers, and workers, unless there are extenuating circumstances which are acceptable to the County.
   7. Within two (2) years prior to the bid submittal date the Proposer shall not have received any willful safety violations, and the Proposer shall not have received more than two (2) serious safety violations (i.e., WISHA/OSHA written citations) for the Washington State Department of Labor and Industries or analogous agency with jurisdiction in the location the work was performed, regardless of whether such willful and/or serious safety violations have been abated or not. The Proposer shall provide County with a list of any and all willful and/or serious safety violations (i.e., WISHA/OSHA written citations) from the Washington State Department of Labor and Industries or analogous agency with jurisdiction in the location the work as performed, regardless of whether such willful and/or serious safety violations have been abated or not. The County may verify such information provided with the Washington State Department of Labor and Industries or analogous agency with jurisdiction in the location the work was performed. The County may also use other sources of information that may be available to otherwise determine whether the Proposer is in compliance with these supplemental criteria.
6. All Proposers must supply and provide the forgoing described Proposer responsibility information, documentation, and materials to the satisfaction of the County. If a Proposer fails to supply the required Proposer responsibility documentation, information, or materials, then Proposer may be determined by the County to be non-responsive, and the bid may be rejected on this basis. If the County determines the Proposer does not meet the Proposer responsibility criteria above and is therefore not a responsible Proposer, the County shall notify the Proposer in writing with the reasons for ICTAS determination. If the Proposer disagrees with this determination it may appeal the determination within twenty four (24) hours of receipt of the County’s determination by presenting additional written information to the County. The County will consider the additional information before issuing ICTAS final determination. If the County’s final determination affirms that the Proposer is not responsible, the County will not execute a contract with any other Proposer until two (2) business days after the Proposer determined to be not responsible has received the final determination. Please note that the above-described information, materials, and documentation request by the County for purposes of determining Proposer responsibility is not necessarily exclusive, and the County expressly reserves the right to request additional information, materials, and documentation as may be determine to be necessary or desirable by the County in order to evaluate and determine Proposer’s compliance with the above- described Proposer responsibility criteria. At all times, the County may also use other sources of information that may be available to otherwise determine whether the Proposer is in compliance with the forgoing Proposer responsibility criteria.