



Winnebago County - Purchasing Department

404 Elm Street Room 202

Rockford, Illinois 61101

(815)319-4380 Purchasing@purchasing.wincoil.gov

REQUEST FOR PROPOSALS	25P-2416	ISSUE DATE	6/25/2025
RFP TITLE	TELECOMMUNICATION SERVICES – WINNEBAGO COUNTY JAIL		
RFP DUE DATE	9/10/2025	DUE TIME (CST)	10:00 AM
SUBMIT 1 ORIGINAL, 3 PAPER COPIES, 1 USB		BOND REQUIRED	NONE

The County of Winnebago, Illinois, hereby solicits qualified and interested firms to submit proposals for **TELECOMMUNICATION SERVICES – WINNEBAGO COUNTY JAIL**. The Winnebago County Jail is requesting proposals for a Comprehensive Inmate Technology Services Package composed of an Inmate Telephone System (ITS), Inmate Video Visitation System (VVS), Inmate Digital Postal Mail Scanning Systems (DPMS), Inmate Electronic Messaging System (EMS) and Inmate Tablet Program. Proposals must be delivered by the date and time listed under **Schedule of Events** to:

**Winnebago County Purchasing Department
404 Elm Street - Room 202 Rockford, IL 61101**

OVERVIEW OF THE COUNTY OF WINNEBAGO:

The County of Winnebago is a unit of local government in the State of Illinois with a current population of almost 300,000 as estimated by the US Census Bureau, within its 519 square miles. It is the 7th most populous County in Illinois. The governing body is the County Board, which is comprised of twenty members. The County has eighteen (18) constructed facilities in various locations totaling approximately 1,684,230 SF.

GENERAL REQUIREMENTS

This is a County Request for Proposals. Proposals will be opened and evaluated in private and submittal information will be kept confidential until a final selection is made.

SUBMISSION DATE AND TIME

No later than 10:00 a.m. (CST) on September 10, 2025— Proposals received after the submittal time will be rejected. (Refer to Schedule of Events)

MANDATORY PRE-SUBMISSIONS MEETING
WEDNESDAY, JULY 16, 2025 AT 9:00 AM
LOCATION: WINNEBAGO COUNTY CRIMINAL JUSTICE CENTER
650 WEST STATE STREET – ROCKFORD, IL 61102

SCHEDULE OF EVENTS

6/25/2025	RFP Solicitation is made available on our website wincoil.gov
7/16/2025 9:00 AM	MANDATORY Pre-Submission Meeting & On-Site Tour Meet in the Lobby of the Winnebago County Criminal Justice Center at 9:00 AM
7/30/2025	Questions emailed to purchasing@purchasing.wincoil.gov by 12:00 PM
8/20/2025	Questions answered via Addendum sent and posted on website by 4:00 PM <i>*We may issue multiple addendums in an effort to provide information as soon as possible prior to the above dates.</i>
9/10/2025	RFP submittals due by 10:00 AM

CONTACT PERSON: Hope Edwards, Director of Purchasing – purchasing@purchasing.wincoil.gov

Any communication regarding this invitation between the date of issue and date of award is required to go through a contact listed above. Unauthorized contact with other County Offices or employees is strictly forbidden and may result in disqualification of Responder's Proposal.

Clarification and/or Questions shall be submitted by email to purchasing@purchasing.wincoil.gov and no later than the question deadline indicated in the **Schedule of Events**.

All proposals are subject to staff analysis. The County reserves the right to accept or reject any and all proposals received, and waive any and all technicalities.

Please review this document carefully.

SECTION ONE: GENERAL CONDITIONS

AMERICANS WITH DISABILITIES ACT

The Proposer will comply with all applicable provisions of the Americans with Disabilities Act (Public Law 101-336, 42 USC 12101-12213) and all applicable Federal Regulations under the Act, including 28 CFR Parts 35 and 36.

CANCELLATION

The County of Winnebago reserves the right to cancel any Contract in whole or in part without penalty due to failure of the Proposer to comply with terms, conditions and specifications of their awarded Contract.

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION

The Proposer certifies, by submission of this Proposal or acceptance of this Contract, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency. It further agrees by submitting this Proposal that it will include this clause without modification in all lower tier transactions, solicitations, proposals, Contracts, and Subcontracts. Where the Proposer or any lower tier participant is unable to certify to this statement, it shall attach an explanation in their proposal response.

Additionally, for all new Proposer's and Proposer's to be paid, the Purchasing Department will review the Federal and State Excluded Parties List System prior to requesting the Proposer be created in our accounting system.

COMPLIANCE WITH LAWS

All services, work and materials that in any manner affect the production, sale, or payment for the product or service contained herein must comply with all Federal, State, County and Municipal laws, statutes, regulations, codes, ordinances and executive orders in effect now or later and whether or not they appear in this document, including those specifically referenced herein. The successful Proposer must be authorized to do business in the State of Illinois, and must be able to produce a Certificate of Good Standing with the State of Illinois upon request.

The Proposer must obtain all licenses, certificates and other authorizations required in connection with the performance of its obligations hereunder, and Proposer must require any and all Subcontractors to do so. Failure to do so is an event of disqualification and/or default and may result in the denial of this Proposal and/or termination of this Agreement.

In the event Federal or State funds are being used to fund this Contract, additional certifications, attached as addenda, will be required. Lack of knowledge on the part of the Proposer/Composer will in no way be cause for release of this obligation. If the County becomes aware of violation of any laws on the part of the Proposer, it reserves the right to reject any Proposal, cancel any Contract and pursue any other legal remedies deemed necessary.

COST OF THE PROPOSAL

Expenses incurred in the preparation of Proposals in response to this RFP is the Proposer's sole responsibility. There is no expressed or implied obligation by the County to reimburse any individual or firm for any costs incurred in preparing or submitting Proposals, providing additional information when requested by the County, or for participating in any selection interviews.

DISPUTES

In case of disputes as to whether or not an item or service quoted or delivered meet specifications, the decision of the Director of Purchasing, or authorized representative, shall be final and binding to all parties.

FREEDOM OF INFORMATION

Any responses and supporting documents submitted in response to a Proposal will be subject to disclosure under the Illinois Freedom of Information Act. The County will assume that all information provided in a Proposal is open to inspection or copying by the public unless clearly marked with the appropriate exception that applies under the Freedom of Information Act.

Additionally, if providing documents that you believe fall under an exception to the Freedom of Information Act, please submit both an un-redacted copy along with a redacted copy which has all portions redacted that you deem to fall under a Freedom of Information Act exception.

INDEMNITY

The Proposer shall, at all times, fully indemnify, hold harmless, and defend Winnebago County and their officers, agents, and employees from and against any and all claims and demands, actions, causes of action, and cost and fees of any character whatsoever made by anyone whomsoever on account of or in any way growing out of the performance of this Contract by the Proposer and its employees, or because of any act or omission, neglect or misconduct of the Proposer, its employees and agents or its Subcontractors including, but not limited to, any claims that may be made by the employees themselves for injuries to their person or property or otherwise, and any claims that may be made by the employees themselves or by the Illinois Department of Labor for the Proposer's violation of the Illinois Prevailing Wage Act (820 ILCS 130/1 et seq.).

Such indemnity shall not be limited by reason of the enumeration of any insurance coverage or bond herein provided. Nothing contained herein shall be construed as prohibiting Winnebago County and their officers, agents, or its employees, from defending through the selection and use of their own agents, attorneys and experts, any claims, actions or suits brought against them.

The Proposer shall likewise be liable for the cost, fees and expenses incurred in Winnebago County's or the Proposer's defense of any such claims, actions, or suits. The Proposer shall be responsible for any damages incurred as a result of its errors, omissions or negligent acts and for any losses or costs to repair or remedy construction as a result of its errors, omissions or negligent acts.

NON-COLLUSION

The Proposer, by its officers, agents or representatives present at the time of filing this RFP, say that neither they nor any of them, have in any way directly or indirectly, entered into any arrangement or agreement with any other Proposer's, or with any public officer of the County of Winnebago, Illinois, whereby, the Proposer has not paid or is to pay to such Proposer or public officer any sum of money, anything of value or has not directly or indirectly entered into any arrangement or agreement with any other Proposer(s). Whereby, no inducement of any form or character other than that which appears upon the face of the RFP will be suggested, offered, paid or delivered to any person whomsoever to influence the acceptance of the said RFP or understanding of any kind whatsoever, with any person whomsoever to pay, deliver to, or share with any other person in any way or manner, any of the proceeds on the Contract sought by this RFP.

PROMPT PAYMENT ACT

The Proposal should provide that all payments are subject to Local Governmental Prompt Payment Act.

PROTEST

Firms wishing to protest any RFP and/or awards shall notify the Director of Purchasing in writing within five (5) calendar days after the RFP due date/opening. The notification should include the RFP number, the name of the firm protesting and the reason why the firm is protesting the RFP. The Director of Purchasing will respond to the protest within five (5) calendar days.

RESERVATION OF RIGHTS

Winnebago County reserves the right to reject any or all Proposals failing to meet the County specifications or requirements and to waive technicalities. If, in the County's opinion, the lowest Proposal is not the most responsible Proposal, considering value received for monies expended, the right is reserved to make awards as determined solely by the judgment of the County. Intangible factors, such as the Proposer's reputation and past performance, will also be weighed.

The Proposer's failure to meet the mandatory requirements of the RFP will result in the disqualification of the Proposal from further consideration.

Winnebago County further reserves the right to reject all Proposals and obtain goods or services through intergovernmental or cooperative agreements, or to issue a new and revised RFP. The County reserves the right to award to more than one vendor.

Submission of a Proposal confers no rights on the Proposer to a selection or to a subsequent Contract. All decisions on compliance, evaluation, terms and conditions shall be made solely at Winnebago County's discretion and shall be made in the best interest of the County.

TERMINATION, CANCELLATION AND DAMAGES

The County may terminate based on the Proposer's breach or default. Unless the breach or default creates an emergency, as determined in the County's sole discretion, the Proposer shall be given notice and a five (5) day opportunity to cure before the termination becomes effective.

If the County terminates this Contract because of the Proposer's breach or default, the County shall have the right to purchase items or services elsewhere and to charge the Proposer any additional cost incurred, including but not limited to the cost of cover, incidental and consequential damages and the cost of re-bidding. The County may offset these additional costs against any sums otherwise due to the Proposer under this Proposal or any unrelated Contract. Winnebago County may terminate any Contract or agreement resulting from this RFP at any time for any reason by giving at least thirty (30) days' notice in writing to awarded Proposer. If the Contract is terminated by the County as provided herein, the Proposer will be paid a fair payment as negotiated with the County for the work completed as of the date of termination.

PROPOSER'S RESPONSIBILITY FOR SERVICES PROPOSED

The Proposer must thoroughly examine and will be held to have thoroughly examined and read the entire RFP document. Failure of Proposer's to fully acquaint themselves with existing conditions or the amount of work involved will not be a basis for requesting extra compensation after the award of a Contract.

WITHDRAWAL OF PROPOSALS

Proposals may be modified or withdrawn by an authorized representative of the Proposer or by formal written notice prior to the final due date and time specified for Proposal submission. Submitted Proposals will become the property of the County of Winnebago after the Proposal submission deadline.

However, no Proposer shall withdraw or cancel their Proposal for a period of sixty (60) days after said advertised closing time for the receipt of Proposals; the successful Proposer shall not withdraw or cancel their Proposal after having been notified by the Director of Purchasing that said Proposal has been accepted by the County Board.

The Proposer, by signing the Proposal Bid Form, acknowledges, understands and abides by all of the above "Requirements for Bidding and Instructions to Proposers".

END OF SECTION ONE: GENERAL CONDITIONS

SECTION TWO: INSTRUCTION TO PROPOSERS

INTRODUCTION/BACKGROUND

The County of Winnebago is seeking proposals for a **TELECOMMUNICATION SERVICES – WINNEBAGO COUNTY JAIL**.

COPIES OF RFP DOCUMENTS

- A. Only complete sets of RFP solicitation documents should be used for preparing proposals. The County does not assume any responsibility for errors or misinterpretations resulting from the use of incomplete sets.
- B. Complete sets of RFP solicitation documents must be obtained on the County's website.
- C. Submitted Proposals **MUST** include all forms and requirements as called for in the Request for Proposals. Failure to include all necessary forms will result in a non-responsive proposal.

EXAMINATION OF RFP DOCUMENTS

- A. Each Proposer shall carefully examine the RFP and other documents, and inform himself thoroughly regarding any and all conditions and requirements that may in any manner affect cost, progress, or performance of the work to be performed under the proposal. Ignorance on the part of the Proposer shall in no way relieve him/her of the obligations and responsibilities assumed under the proposal.
- B. Should a Proposer find discrepancies or ambiguities in, or omissions from, the specifications, or should he/she be in doubt as to their meaning, he/she shall at once notify the County by email at purchasing@purchasing.wincoil.gov by the **Schedule of Events deadline**.

INTERPRETATIONS, CLARIFICATIONS, AND ADDENDA

No oral interpretations will be made to any Proposer as to the meaning of the documents. Any inquiries or requests for interpretation must be received ***in writing by the date specified, in the Schedule of Events***, emailed to purchasing@purchasing.wincoil.gov

All such changes or interpretation will be made in writing in the form of an addendum and, if issued, shall be posted on the County's website no later than five (5) business days prior to the established Proposal due date. It shall be the Proposer's sole responsibility thereafter to find and download the addendum.

Each Proposer **MUST** acknowledge receipt of such addenda on the Proposal Signature Form. All addenda are a part of the documents and each Proposer will be bound by such addenda, whether or not received by him/her. It is the responsibility of each Proposer to verify that he/she has received all addenda issued before proposals are opened.

GOVERNING LAWS AND REGULATIONS

The Proposer is required to be familiar with and shall be responsible for complying with all Federal, State, and local laws, ordinances, rules, and regulations that in any manner affect the work. Knowledge of occupational license requirements and obtaining such licenses for Winnebago County and municipalities within Winnebago County are the responsibility of the Proposer.

HOLD HARMLESS CLAUSE

The Proposer covenants and agrees to indemnify, hold harmless and defend Winnebago County, its Board members, officers, employees, agents and servants from any and all claims for bodily injury,

including death, personal injury, and property damage, including damage to property owned by County, and any other losses, damages, and expenses of any kind, including attorneys' fees, costs and expenses, which arise out of, in connection with, or by reason of services provided by the Proposer or any of its Sub-consultant(s) in any tier, occasioned by the negligence, recklessness, or intentionally wrongful conduct of the Proposer, or its Sub-consultant(s) in any tier, their officers, employees, servants or agents. In the event that the completion of the project (to include the work of others) is delayed or suspended as a result of the Proposer's failure to purchase or maintain the required insurance, the Proposer shall indemnify the County from any and all increased expenses resulting from such delay.

Should any claims be asserted against the County by virtue of any deficiency or ambiguity in the plans and specifications provided by the Proposer, the Proposer agrees and warrants that Proposer shall hold the County harmless and shall indemnify it from all losses occurring thereby and shall further defend any claim or action on the County's behalf.

PREPARATION OF PROPOSALS

Signature of the Proposer: The Proposer must sign the proposal forms in the space provided for the signature. If the Proposer is an individual, the words "Doing Business As", or "Sole Owner" must appear beneath such signature. In the case of a Partnership, the signature of at least one of the partners must follow the firm name and the words "Member of the Firm" should be written beneath such signature.

If the Proposer is a limited liability company, the title of person signing the Proposal on behalf of the limited liability company must be stated and evidence of his authority to sign the Proposal must be submitted.

SUBMISSION OF PROPOSALS

- A. Proposals shall be submitted to Winnebago County at the designated location not later than the time and date for receipt of proposals indicated in the RFP solicitation, or any extension thereof made by Addendum. Winnebago County's representative authorized to open the proposals will decide when the specified time has arrived and no Proposals received thereafter will be considered. Proposals received after the time and date for receipt of Proposals will be returned unopened.
- B. Winnebago County Purchasing Department receives proposals by paper only. Please DO NOT email or fax proposals.
- C. Each Proposer shall submit with his Proposal the required evidence of his qualifications and experience.

MODIFICATION OF PROPOSALS

Written modification will be accepted from firms if addressed to the entity and address indicated in the Request for Proposals and received prior to Proposal due date and time. Prior to the time and date designated for receipt of Proposals, any Proposal submitted may be modified by delivery to the County Purchasing Department of a complete Proposal as modified.

All emails shall be marked "Modified Proposal" delivery shall comply with requirements for the original proposal.

RESPONSIBILITY FOR PROPOSAL

The Proposer is solely responsible for all costs of preparing and submitting the proposal, regardless of whether a contract award is made by the County. *Unless otherwise specified by the Proposer, the County has no less than one hundred twenty (120) day to make a final selection.*

RECEIPT AND OPENING OF PROPOSALS

The properly identified Proposals received on time will be opened by the County Purchasing Department. Any Proposal not received by the Purchasing Department on or before the deadline for receipt of proposals designated in the solicitation or Addendum(s) will not be opened.

AWARD OF CONTRACT

- A. The County reserves the right to waive any informality in any proposal, or to re-advertise for all or part of the work contemplated. If proposals are found to be acceptable, written notice will be given to the selected Proposer of the award of the contract. The County reserves the right to reject any and all proposals.
- B. If the award of a contract is annulled, the County may award the contract to another Proposer(s), or the work may be re-advertised or may be performed by other qualified personnel as the County decides.
- C. A contract will be awarded to the Proposer(s) deemed to provide the services which are in the best interest of the County.
- D. The County also reserves the right to reject the proposal of a Proposer who has previously failed to perform properly or to complete contracts of a similar nature on time.

MANDATORY OR NON-MANDATORY PRE-PROPOSAL MEETINGS

If identified in the issued solicitation, the County may conduct a mandatory or non-mandatory pre-proposal meeting and/or allow prospective vendors to inspect the location where the work will be performed. When applicable, the solicitation will identify whether a mandatory or a non-mandatory pre-proposal meeting and/or inspection will be held. The Director of Purchasing, or designee, is responsible for facilitating the mandatory or non-mandatory pre-proposal meeting. The Director of Purchasing, or designee will require that all attendees sign-in on a Pre-Proposal Meeting Sign-In Form and that form will be maintained as part of the solicitation file.

Open dialog from potential vendors and the County is encouraged during the pre-proposal meeting and/or inspection as vendor questions may assist the County in identifying potential gaps in the solicitation and provide valuable information a vendor may need to submit an accurate proposal. Statements made by the Director of Purchasing or designee at a pre-proposal meeting and/or inspection are not considered revisions or additions to the solicitation.

Any changes made to the solicitation following a pre-proposal meeting must be made in writing and will act as an addendum to the original issued solicitation.

END OF SECTION TWO: INSTRUCTION TO PROPOSERS

SECTION THREE: INSURANCE REQUIREMENTS

TYPE OF INSURANCE – GROUP D		MINIMUM ACCEPTABLE LIMITS OF LIABILITY
1	Workers Compensation	Statutory
2	Employers Liability A. Each Accident B. Each Employee-disease C. Policy Aggregate-disease	\$1,000,000 \$1,000,000 \$1,000,000
3	Commercial General Liability A. Per Occurrence B. General Aggregate 1. General Aggregate- Per project 2. General Aggregate - Products/ Completed Operations	\$1,000,000 \$1,000,000 \$1,000,000 \$1,000,000
4	Business Auto Liability	\$2,000,000
5	General Umbrella Excess Liability	\$5,000,000
6	Professional Errors and Omissions	\$2,000,000
7	Environmental Impairment Liability	

CERTIFICATE OF INSURANCE AND INSURANCE REQUIREMENTS

The Proposer shall be responsible for all necessary insurance coverage as indicated below. Certificates of Insurance must be provided to Winnebago County within fifteen (15) days after award of contract or acceptance of the proposal, with Winnebago County listed as additional insured as indicated. If the proper insurance forms are not received within the fifteen (15) day period, the contract may be awarded to the next selected Proposer/Proposer. Policies shall be written by companies licensed to do business in the State of Illinois and having an agent for service of process in the State of Illinois. Companies shall have an A.M. Best rating of VI or better.

The County shall be named as an Additional Insured on the General Liability and Vehicle Liability policies.

CHANGES IN INSURANCE COVERAGE:

The Proposer will immediately notify the Winnebago County Purchasing Department if any insurance has been cancelled, materially changed, or renewal has been refused and the Proposer shall immediately suspend all work in progress and take the necessary steps to purchase, maintain and provide the required insurance coverage(s) and limits.

If suspension of work should occur due to insurance requirements, upon verification by the County of required insurance, the County will notify Proposer when they can proceed with work.

Failure to provide and maintain required insurance coverage(s) and limits could result in immediate cancellation of the Contract and the Proposer shall accept and bear all costs that may result due to the Proposer's failure to provide and maintain the required insurance.

END OF SECTION THREE: INSURANCE REQUIREMENTS

SECTION FOUR: SCOPE OF WORK

FACILITY SPECIFICATIONS

The Winnebago County Jail is located at 650 West State Street, Rockford, IL 61102.

FACILITY SPECIFICATIONS	
Current Average Daily Population (ADP):	711
Number of Beds:	1322
Telephone Call Time Limit (minutes):	Unlimited
Voicemail Messaging Time Limit (seconds):	15 Seconds
Video Visitation Time Limit (minutes):	15 Minutes (If on-site)
Hours of Availability for Inmate Telephones:	6:00 am – 11:00 pm
Hours of Availability for Booking Telephones:	24 Hours A Day
# Inmate Telephones Required:	142 Flexible
# Visitation Telephones Required:	21 Visitations / 10 Attorney Rooms
# Portable/Cordless Phones Required:	Proposer to Recommend
# TDD/VRS Devices Required:	3
# Inmate Video Visitation Kiosks:	Proposer to Recommend
# General Public Video Visitation Stations:	Proposer to Recommend
# Inmate Tablets:	Proposer to Recommend
# Tablet Charging Stations Required:	Proposed to Recommend
# Transaction Kiosks (Provided by Vendor)	Proposed to Recommend; 3 Currently
JAIL SYSTEMS INTERFACE POINT OF CONTACT DETAILS	
Jail Management System (JMS) Provider and Point of Contact Details	Sally Port
Commissary Provider and Point of Contact Details	Aramark
Inmate Trust Fund (ITF) Provider and Point of Contact Details	Aramark

Scope of Work Overview:

The Winnebago County Jail (WINNEBAGO COUNTY Jail) is requesting proposals for a Comprehensive Inmate Technology Services Package composed of an Inmate Telephone System (ITS), Inmate Video Visitation System (VVS), Inmate Digital Postal Mail Scanning Systems (DPMS), Inmate Electronic Messaging System (EMS) and Inmate Tablet Program.

To ensure optimal performance and support, the Proposer must serve as the prime contractor and be held solely responsible for the delivery, operation and maintenance of all Inmate Technology Services proposed throughout the contract term. Proposals composed of Inmate Technology Services that rely on the use of subcontractors, third parties or affiliate vendors will not be accepted.

Additionally, to streamline facility operations and reduce facility staff burden, Proposer must provide, at no cost to the WINNEBAGO COUNTY Jail; a secure, single login web-based administrative platform that provides an unlimited number of authorized users with access to all administrative controls, reporting and investigative features/tools of the Proposer's ITS, VVS, DPMS, EMS and Inmate Tablet Program. The web-based administrative platform must meet the following minimum requirements:

1. Be readily accessible to authorized users via any PC with a modern browser and active Internet without the need to download additional software.
2. Must provide tools to aid in the investigation or discovery of criminal activities by allowing investigators to easily check for any links between inmates and public individuals or other inmates using multi-path and multi-relation analysis.
3. Multi-path/multi-relation analysis must be capable of detecting an indirect relationship between two inmates through a public individual using a combination of phone calls, video visitation visits and electronic messages.

Winnebago County Jail requests each proposer to submit a proposal for these Inmate Technology Services at no cost to Winnebago County. Proposals are to include all internal and external connectivity, hardware, software, on-site training, software upgrades, technical service, cloud-based or hosted server storage, technical support, and maintenance fees.

All equipment installed within Winnebago County Jail will remain the sole property of the Proposer. Any and all hardware, software, equipment, networking, cabling, etc. must be correctional grade and secure at all times.

Executive Summary

Proposer shall provide an Executive Summary highlighting the firm's background and experience. The Executive Summary shall include:

1. The number of years in business, which includes the date the company was organized specifically for the purpose of providing the Inmate Technology Services requested.
2. Demonstrate firm's commitment to enhancing correctional facility safety, security and efficiency through the development and launch of innovative technologies and services.
3. Professional qualification resumes for the individual(s) that will be involved in project installation, maintenance, and support.

A) Specifications/Scope of Work:

Inmate Telephone System (ITS):

1. Proposer must provide, at no cost to WINNEBAGO COUNTY Jail, an ITS to the inmate population that processes collect, prepaid, pin debit and pre-approved free calls only. The ITS provided must be state-of-the-art phones employing, at minimum, voice recognition and PIN number user identification.
2. To streamline facility operations and reduce facility staff burden, Proposer's ITS and all other required Inmate Technology Services must be administered by a single, web-based administrative platform as identified within the "A. Scope of Work Overview" section of this RFP.
3. The Proposed must provide, at no cost to the Winnebago County non-coin, inmate telephone stations composed of durable equipment suitable for jail environments.

Proposer must provide, at no cost to the WINNEBAGO COUNTY Jail, portable inmate phones to be used for inmates that are high risk and locked down. The portable phones must meet the same restrictions (time limit, blocked calls, etc.) placed on regular housing phones.

The ITS shall comply with the Americans with Disabilities Act (ADA) requirements to persons in wheelchairs and provide devices that are compatible with Video Relay Services.

All inmate telephone devices must be FCC registered and the Proposer's current FCC number must be provided as part of the proposal response.

The ITS must prevent (call block) to following numbers:

911

All 800 services

All 900 services

411 numbers

Directory assistance

Local emergency numbers

The ITS must be capable of identifying to WINNEBAGO COUNTY Jail which inmate is placing a call and which device/equipment the inmate is using. Additionally, the ITS shall provide WINNEBAGO COUNTY Jail the capability to monitor or record calls from multiple sites including remote locations.

The ITS must have an alert system that identifies to WINNEBAGO COUNTY Jail whenever a specific number is being called or a particular inmate is utilizing the system. The alert system is to include the capability to text message, email or call specific authorized users at predetermined phone numbers or email addresses.

The ITS must have the capability to be programmed to block calls from certain identified inmates and calls to certain identified telephone numbers. Additionally, the ITS must have the capability to be programmed to limit the time an inmate may spend on any one call.

The ITS must have the capability to be programmed to allow free calls to identified parties to include, but not limited to: attorneys, public defender's office, Social Security Office, WINNEBAGO COUNTY Jail Investigations Unit, TIPS Hotline, Prison Rape Elimination Hotline; these calls must also be capable of having the preprogrammed time limit for calls removed, and the ability to designate if calls should be recorded or not.

The ITS must have the capability to record and store all calls and inbound voicemail messages for a minimum of 1 year.

For security and fraud protection, the ITS must include patented software capable of detecting and prohibiting three-way calls that meets the following minimum requirements:

- a. Requires no additional software to function;
- b. Adapts dynamically to each phone call based on complete end-to-end network conditions, geographic regions, specific dialed numbers and exchanges;
- c. Initially analyzes existing line conditions to use as a baseline for the remainder of the call;
- d. Utilize full digital signal processing on each port;
- e. Allow authorized facility staff to select one of the following actions to be performed upon detection of a 3-way call:
 - i. Disconnect call;
 - ii. Take no action;
- f. Allow authorized facility staff to enable or disable detection to allow for allowable called parties (lawyers, public defenders, etc...) to perform a 3-way call;
- g. Record and store detection details within the Call Detail Record (CDR).

The ITS must include voice prompts in English and Spanish.

The ITS must have a prompt that identifies to the receiver that the call is from the Winnebago County Jail to include the inmate's name as previously recorded by the inmate. The prompt must alert both the inmate and called party that the call may be monitored or recorded except for privileged professional/attorney calls.

The ITS must provide positive acceptance by the called party.

The ITS must not allow inmate to listen to the status of the call in-progress for the acceptance and or denial by called party and must not allow inmate to communicate with the called party until the call has been accepted.

The ITS must notify both the caller and the called party of call termination by voice prompting at 1 minute and again at 15 seconds prior to the end of the call's pre-programmed time limit.

The ITS must give WINNEBAGO COUNTY Jail the capability of taking an individual telephone, all telephones within a housing area, or the entire system out of service in less than 30 seconds.

The Proposer must provide a Customer Service number for the handling of questions, requests and complaints from the called party. The Proposer's Customer Service agents must be employed/located within the United States.

The ITS must have the capability to allow for local and long- distance free calls, limited to no less than 5 minutes in duration, from inmate phones located in Booking areas. These calls must also be recorded and maintained on the server for no less than 1 year.

The Proposer must provide, at no cost to the WINNEBAGO COUNTY Jail, an interface between the ITS and the WINNEBAGO COUNTY Jail Management System (JMS), to support:

Automatic activation and deactivation of inmate PIN numbers; as inmates are booked and released from custody.

Determination of inmate's housing location within the facility.

The ITS must be able to restrict calls made by an inmate when the call is not being placed from a phone located within the inmate's current housing location.

The ITS must have the capability to allow authorized facility staff to save, download, or email calls to removable portable devices via USB ports or DVD drives.

The ITS must have the capability to allow users to make electronic notes on each call.

The ITS must have the capability to set daily and weekly schedules for telephone activation and deactivation for "on/off" times.

The ITS must have the capability to run administrative reports from a WINNEBAGO COUNTY Jail workstation; these reports include but are not limited to revenue/commission reports, inmate/account reports, and system reports.

Authorized users must have the ability to confirm/validate accuracy of ITS call and commission rates in real-time via a Phone Commission Report. The Phone Commission Report at a minimum must provide the following ITS information for user defined date range:

- i. Call Type
- ii. Tariff Type
- iii. # of Calls
- iv. # of Minutes
- v. Gross Revenue
- vi. Commission Rate
- vii. Commissions Earned

To demonstrate functionality, Proposer must provide a sample copy of the Phone Commission Report an authorized user is able to generate.

The Proposer must pay the WINNEBAGO COUNTY Jail the same monthly ITS commission on all call types.

The ITS Commission rate shall be based on gross revenue to be defined as revenue on all call types from inmate non-coin phones.

The ITS must be compatible/interfaced with the tablet devices to support all recording, monitoring and data feed functions.

B) Specifications/Scope of Work – Inmate Video Visitation System (VVS):

1. To meet the unique safety and security of needs of the WINNEBAGO COUNTY Jail, Proposer's VVS software must be specifically designed for use in a correctional environment and solely owned by the Proposer. Video meeting/conference software such as Skype, Google Meet or Zoom will not be accepted.
2. To streamline facility operations and reduce facility staff burden, Proposer's VVS and all other required Inmate Technology Services must be administered by a single vendor, web-based administrative platform as identified within the "A. Scope of Work Overview" section of this RFP.
3. To maximize inmate access to VVS services, the Proposer's proprietary VVS must function on both inmate kiosks and tablet devices. Inmate kiosks and tablet devices must be correctional-grade and provided, installed, supported and maintained by the Proposer at no cost to the WINNEBAGO COUNTY Jail. A VVS that requires the WINNEBAGO COUNTY Jail be held financially responsible for any aspect of the inmate kiosk and/or tablet provided whatsoever will not be accepted.
4. To ensure optimal performance, Proposer must be the prime contractor. Subcontracting VVS or any other communication service is not permitted. All VVS software and hardware must be sourced and owned in house with one vendor technology platform. One vendor will be solely responsible for the delivery, operation and maintenance of the VVS throughout contract term. VVS hardware or software, provided by a subcontractor, third party or affiliate vendor, will not be accepted.
5. To support easy and quick use, Proposer's VVS must be web browser-based allowing for full functionality within a common web browser (i.e. Chrome, Firefox, Safari, etc...). A VVS that *requires* a public or professional user to download an application to their smart device or computer to create a visitor profile, schedule a visit or participate in a video visitation session will not be accepted.
6. VVS must include a user-friendly web-based platform. This platform must meet the following minimum requirements:
 - a. Provide ability for individuals to create a free public or professional user profile:
 - i. Provide authorized facility staff with the ability to configure identity verification requirements based upon user profile type (public or professional):
 1. Upload of user's valid government photo ID;
 2. Upload of a self-shot user profile photo;
 3. Entry of user's full name and current address;
 4. Entry of name and the user's relationship to inmate they are seeking to schedule/participate in a video visitation session with.

Proposer must provide screenshots and a description illustrating how a public user is able to create a VVS profile and schedule a visitation with an inmate via a mobile smart device.
 - b. Incorporate automated scheduling and calendar modules that:
 - i. Provide a list of inmates eligible/available to participate in a video visitation session.
 - ii. Automatically send a text message or email notification to public and professional users when a scheduled video visitation system has been cancelled.

7. The Proposer must provide, at no cost to the WINNEBAGO COUNTY Jail, an interface between the VVS and the WINNEBAGO COUNTY Jail's Jail Management System (JMS) to support video visitation scheduling/inmate availability.
8. To help keep inmates and loved ones connected, Proposer's VVS must support an option that allows inmates to initiate their own, unscheduled remote visitation sessions. The VVS must provide the facility with control over which inmates may initiate video visitation sessions and when such initiations may take place.
9. All remote video visitation sessions must be billed on a per/minute basis. Proposer's VVS that require a minimum time usage limit/fee will not be accepted.
10. To prevent the transmission of undesirable visual content, Proposer's VVS must incorporate facial detection/content filtering software that meets the following minimum requirements:
 - a. Ability to immediately and automatically block/black out the inmate and/or user's background environment and body so that only human faces are visible throughout the video visitation session.
 - b. The moment a human face is unable to be detected, the software must:
 - i. Immediately and automatically temporarily suspend the transmission of the inmate and/or public user's video stream in which a human face is unable to be detected;
 - ii. Immediately and automatically display a visual text notice on the inmate and/or public user's monitor to alert user's that a video stream has been suspended due to software's inability to detect a human face. The text notice shall also include details relating to what corrective action must be performed (i.e. face device's camera) to resume transmission of suspended video stream.
 1. To demonstrate the availability and functionality of Proposer's VVS facial detection/content filtering software, Proposer must provide a screenshot of the visual text notice displayed when the software does not detect a human face during a real-life video visitation session.
 2. Proposer must also provide at least two facility references with point of contact details (title first and last name, telephone number an email address) in which the proposed VVS facial detection/content filtering software has been deployed on inmate tablet devices for a minimum of two consecutive years.
 - iii. Immediately and automatically resume the transmission of suspended inmate and/or public user's video stream when software detects a human face (corrective action has been performed).
 - c. Be configurable to allow authorized facility staff to enable or disable the software in advance or in real-time based upon the name of a specific inmate, public user or both. To demonstrate the availability and functionality of this feature, Proposer must provide an illustration of this control setting as it is displayed to authorized users within the administrative dashboard.
 - d. Be configurable to allow authorized facility staff to enable or disable the software for specific user profile types (inmate, public and/or professional). To demonstrate the availability and functionality of this feature, Proposer must provide an illustration of this control setting as it is displayed to authorized users within the administrative dashboard.
11. VVS must encrypt all on-site and remote video visitation sessions while in progress as well as recordings at rest.

12. VVS must be capable of High Definition (HD) video streaming up to 30 frames per second.
13. VVS must be capable of allowing inmate kiosks installed within housing units to display all scheduled visits.
14. VVS must provide notification to public user/visitor and inmate that visitations are subject to monitoring and/or recording.
15. VVS must have a countdown clock that is a visible on-screen alerting visitors of visit time remaining.
16. VVS web-based administrative platform as identified within the "A. Scope of Work Overview" section of this RFP, must meet the following requirements:
 - a. Allow authorized users to monitor all visits from both on-site and remote locations in real-time.
 - b. Provide authorized users with the ability to monitor all active VVS video visitation sessions simultaneously.
 - c. VVS Recording and Playback Requirements:
 - i. Video visitation session recordings must be stored as a single file that contains both the inmate and visiting party audio and video feeds as well as other important visitation data such as the video endpoints used, session timer and date/time of the visit. Any messages displayed during the visitation must be recorded in the video call recording file as well.
 - ii. Automatically prevent/disable all professional user profile video visitation sessions from being monitored by authorized facility staff or recorded.
 - iii. Provide the capability to record and store all non-privileged remote video visitations in an encrypted format for a minimum of 1 year.
 - iv. Provide the capability for authorized users to add comments to a recorded visit as well as to registered public user/visitor profiles.
 - v. For ease of play back, all VVS video visitation session recordings must be saved in a common .MP4 format.
 - vi. Provide authorized users with ability to transfer video visitation session recordings onto media storage device such as a USB thumb drive.
 - d. Provide the capability for authorized users to authorize and/or establish professional user profiles.
17. VVS system must be capable of producing audit trails for system activity to include:
 - a. Staff, inmate, and visitor log in/logoff dates and times.
 - b. Event log that captures visitor name, inmate name, visitation date, visitation start time, visitation end time and visitation duration.
 - c. Visitors that scheduled, modified, or cancelled a visit.
 - d. Visitor IP addresses.
18. The Proposer must pay the WINNEBAGO COUNTY Jail a monthly VVS commission on all revenue generating VVS sessions.

19. VVS commission rate shall be based on gross revenue to be defined as per minute revenue generated for each VVS session. Proposer must not set any minimum VVS system usage requirements that must be met for the WINNEBAGO COUNTY Jail to be eligible to receive commissions.
20. To demonstrate current client satisfaction, Proposer must provide at least 5 references that are currently utilizing the proposed VVS that meets all mandatory requirements/features. Reference information must include:
 - a. Reference Facility Name
 - b. Reference Facility Address, City, State and ZIP Code
 - c. Reference Facility Capacity
 - d. Reference Facility Primary Point of Contact Details
 - i. Title, First and Last Name
 - ii. Phone Number
 - iii. Email Address
 - e. VVS implementation Date

C) Specifications/Scope of Work – Inmate Tablet Program:

1. Proposer must provide a turn-key Inmate Tablet Program. Tablet hardware and software must be solely owned and operated by the proposing vendor. No subcontracting hardware or software of any kind will be permitted with the tablet program. Tablet program must be administered through the same single source dashboard to administer Inmate ITS, VVS, EMS, Education and Tablet program. Proposer tablet program must offer the following minimum features/applications:

Phone Call Application:

- i. Tablet-based calls must be billed at the same rate as calls placed through hardwired/wall mounted telephones.
- ii. Tablet based calls must be subject to the same call safety, security, monitoring, recording and control functions/applications as hardwired/wall mounted telephones.

Video Visitation Application:

- i. Tablet-based VVS sessions must be subject to the same safety, security, monitoring, recording and control features as a kiosk-based system.
- ii. For flexibility and mobility purposes, tablets must not require a docking station or charging cable to be used to participate in a video visitation session.

Digital Postal Mail System Access.

Digital legal mail system with scanned copies of inmate legal postal mail.

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

Messaging Application:

i. Family and Friends Messaging:

1. Inmates must be able to exchange messages with family and friends at an affordable rate via smart phone, tablet, laptop or home PC, without the need to download any applications.
2. Inmate, Family and Friend messages must be billed on a per message basis. To avoid excessive charges, messaging systems that charge a per minute access fee, or subscription-based offerings will not be accepted.
3. For investigative purposes, all inmate, family and friend message exchanges must:
 - a. automatically be saved in a keyword searchable database.
 - b. provide keyword tracking in inmate digital general request, grievance request and medical request. Must provide illustrations and 3 agency references that have used this technology for over 2 years.
 - c. provide illustrations of 3-way communication blocking and agency flagging notification with the electronic messaging system.
 - d. database must be accessible to authorized facility staff by a secure, web-based administrative platform.
 - e. Allow authorized facility to set alerts whenever a message is sent or received by specific inmate or public user.
 - f. Allow authorized facility staff to set alerts whenever a message containing a single or multiple keywords is contained within a message.

ii. Attorney Messaging:

1. Inmate messaging application must include specialized Attorney Messaging feature to allow vetted attorneys to send confidential legal documents and exchange messages with inmates electronically. System must allow for legal document uploads and must allow inmate to apply a digital signature. Proposer must provide 3 agency references where this technology is in place.
2. Additional security measures are taken to ensure the privacy of attorney messages and digital legal documents and files. These measures must include:
 - a. Information and correspondence must be exchanged and stored in an encrypted environment that is completely inaccessible to facility staff.
 - b. To retrieve/view legal documents and exchange secure messages with their attorney, an inmate must first log in to a tablet or kiosk device by entering their facility assigned PIN and then enter their secondary private password to access the encrypted environment.

Law Library Application:

- i. Must be provided to facility at no cost. If facility would prefer to use a different provider, facility will absorb the cost.
- ii. Inmate access/use must be provided at no cost.

Education and Reentry Programs:

- i. Inmate access/use must be provided at no cost.

Request and Grievances:

- i. Must be provided to facility at no cost.
- ii. Inmate access/use must be provided at no cost.

Entertainment:

- i. Must offer a wide variety of media choices including movies and tv series, Internet radio stations and video games.
- ii. Provide inmates with free and for pay access to eBooks.
- iii. To limit excessive charges and various issues/liabilities associated with ownership and transference of media upon the individual's release from custody, media must:
 - a. Be offered exclusively in a streaming format that is not capable of being stored within the tablet's internal memory. Entertainment/media options that are download or subscription based will not be accepted.
 - b. Be streamed at a low flat fixed rate per minute for standard content and a separate low flat fixed rate for premium content.
 - c. Provide inmates with free access to eBooks and other content.
- iv. Must provide authorized facility staff with complete control over what media/content is available to inmates.

Documents Viewer Application (Inmate Handbooks, Reentry manuals, etc.)

- i. Inmate access/use must be provided at no cost.

Video Player Application (Facility Introduction, PREA, etc...)

- i. Inmate access/use must be provided at no cost.

To streamline facility operations and reduce facility staff burden, Proposer's Inmate Tablet Program and all other required Inmate Technology Services must be administered by a single, web-based administrative platform as identified within the "A. Scope of Work Overview" section of this RFP.

To meet unique safety and security needs, Proposer's tablets must be a proprietary tablet specifically engineered/manufactured for use within a correctional facility. Commercial Off-the-Shelf (COTS) tablets (i.e. Samsung, Lenovo, Kindle, etc.) are not acceptable.

Consumer based tablets with an attached correctional designed case will not be accepted. Tablet body and case must be integrated as one with the tablet. Proposer must specify the make and model of proposed tablet accompanied with pictures.

Tablet body must be of harden plastic with specialized security screws, bright in color for easy identification.

To provide the best level support and service, Proposer must be original provider of the inmate tablet device and solely own all proprietary rights to the tablet system and design. Tablets designed or

purchased from, a third party or provided or a subcontractor, third party or affiliated company will not be accepted.

To verify durability, Proposer must provide independently tested tablet durability and drop-test reports.

To provide inmates with equal access to tablet devices, Proposer must utilize a tablet distribution model in which tablet devices are provided to inmates at no cost. Inmate Tablet Programs where inmates can purchase, lease or rent a tablet device will not be accepted.

Proposer must state specific minimum inmate to tablet ratio to be provided.

Proposer must confirm that additional tablet devices will be provided at no cost if inmate tablet usage exceeds 40% of available time in any housing unit.

Proposer must provide the facility with a pool of spare tablet devices to allow for a damaged or inoperable device to be immediately replaced.

Proposer's Inmate Tablet Program must meet the following technical requirements:

Inmate tablet devices must be Wi-Fi enabled.

Inmate tablet devices must be capable of being updated wirelessly in real time. All tablet device software updates must be provided at no cost.

Inmate Tablet devices must be capable of being charged by proprietary to the vendor, FCC approved, wall mountable charging station.

- i. To allow for self-service and prevent charging of unauthorized electronic devices such as cell phones, tablet charging stations must utilize metal to metal contact pins. Tablet charging stations that utilize magnetic induction or cords/cables will not be accepted.

Inmate Tablet devices must be equipped with an internal speaker as well as equipped with a 3.5mm jack to allow for the connection to a facility approved headphone/headset.

For accountability purposes, Inmate Tablet devices must:

- i. Require an inmate to enter credentials and log in to the tablet before being able to access any application.
- ii. Display terms and conditions to users the first time they login or for subsequent changes to the terms and conditions.
- iii. Provide capability of restricting inmate usage to the specific housing units to which the inmate is assigned.

Inmate Tablet Program must meet the following security requirements:

Provide the following security measures to harden the firmware on the tablets:

- i. No option for inmates to change the settings;
- ii. All NFC, Bluetooth and Cellular wireless radio has been disabled, except for Wi-Fi;
- iii. Disable inmate's ability to install and/or un-install apps;
- iv. Push authorized apps to the tablet devices through an app state management process;
- v. Provide no access to third-party app stores

To ensure inmates cannot access the Internet, Proposer's Inmate Tablet devices must feature a custom, proprietary operating system that will only allow the device to connect to a secure network.

Tablet device wireless network traffic must be routed through the Proposer's network system with no exception and provide firewall, transparent proxy, DHCP, DNS and routing services for the tablets.

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

Proposer must provide secure Internet Protocol communications by authenticating and encrypting each IP packet of a communication session.

Proposer's inmate tablet must interface with JMS and other systems as applicable. All interface services must be provided at no cost within reason.

Specifications/Scope of Work – Inmate Digital Postal Mail System (DPMS):

The Proposer must offer a complete Inmate Digital Postal Mail System (DPMS) that eliminates the introduction of dangerous narcotics and other contraband from entering the facility via both inmate personal and legal/privileged mail at no cost to the WINNEBAGO COUNTY Jail, inmates, or inmate's family and friends.

To streamline facility operations and reduce facility staff burden, Proposer's DPMS and all other required Inmate Technology Services must be administered by a single, web-based administrative platform as identified within the "A. Scope of Work Overview" section of this RFP.

To ensure the best level of support, Proposer must be the prime contractor of the DPMS proposed. DPMS provided by a subcontractor, third party or affiliate will not be accepted.

To prevent staff exposure to dangerous narcotics, chemical or biological agents that may be contained within inmate personal mail, the Proposer's DPMS must process inmate personal mail at an off-site processing center.

To maintain the integrity, safety and security of the Proposer's mail processing staff and the mail they process, the off-site mail processing center must:

- be under 24/7 video surveillance;

- be equipped with a state-of-the-art alarm and fire detection systems;

- feature rooms equipped with independent air systems to limit contamination risk should a piece of mail contain a dangerous chemical or biological agent;

- Stores hard copies of all processed mail for a minimum of 30 days in a climate-controlled environment.

At the processing center inmate personal mail shall be opened and scanned into a high-definition, full-color, digital .PDF file. For identification, tracking and investigative purposes, a unique identifier must be stamped to each electronic/digital copy of processed mail.

DPMS must allow for all personal mail to be database searchable by unique identifier and various other information such as by keyword, inmate/recipient, sender, date received range, flagged, rejected, inmate of interest and/or housing area.

Searchable database must be available to authorized users via the single, web-based administrative platform.

Searchable database must allow authorized users to manage, add, browse and monitor processed inmate personal mail, including mail that has been deleted by an inmate on a kiosk or tablet device.

To further assist with investigations, the Proposers DPMS must allow authorized users to set alerts to notify investigative staff when an inmate that is under investigation receives mail.

DPMS must provide the following delivery options for processed inmate mail on a selective or global basis:

Hold for facility review/approval prior to delivery.

- i. During review, authorized WINNEBAGO COUNTY Jail staff must have the ability to accept or reject all or part of sender's contents per mailing via the single, web-based administrative platform.
 - 1. Accepted selections will be made available to inmates on a kiosk and tablet device.
 - 2. Inmates must be notified when mail is rejected, including a standard or customized message explaining reason for rejection.

Automatically deliver without facility review.

Access to processed inmate mail accounts on a kiosk or tablet must be password protected to prevent unauthorized access by other inmates.

To allow inmates to clearly read smaller details contained within an electronic mail file, Proposer's kiosk and tablet devices must provide a zoom-in/magnify feature.

To ensure timely and efficient delivery of inmate personal mail, Proposer must guarantee all inmate personal mail will be processed and available electronically within 24 hours of receipt at the off-site processing center, six days per week (excluding federal holidays).

To provide public users with assurance of mail delivery, the Proposer's DPMS must provide a website to allow public users track the delivery status (received, approved or rejected) of the mail they send to inmates at no cost. The website must provide public users with the option to sign up to receive mail delivery status updates via text message or email.

DPMS must provide inmates with the option to access/download electronic copies of their processed mail upon release via a secure, password protected website at no cost. Electronic copies of processed mail must be available for access/download for at least 60 day after the individual's release. Inmate will be allowed to request extension or reactivation directly via provider.

Legal mail is protected by client/attorney privilege and inspection is not permitted. Criminals are aware of this and try to use legal mail to sneak narcotics and other contraband into a facility, specifically after an off-site personal mail processing system has been implemented. To ensure that all mail (personal and legal) is 100% contraband free, the Proposer must provide an on-site legal mail processing and delivery system that incorporates the following features/functions:

A portable device that allows inmates to open, scan and process/print their privileged legal mail while in the presence of facility staff.

Provide inmates with the option to mark scanned legal mail for secure electronic delivery, which is immediately accessible on kiosk or tablet device by entering secondary private password.

- i. To preserve confidentiality, all legal mail delivered as well as secondary private password used to access legal mail delivered electronically must be stored on a separate encrypted server that is inaccessible by facility staff.

Provide inmates with the option to print a hard copy of the scanned legal mail document.

Portable device must feature a built-in paper shredder to allow inmates to destroy original hard copy of legal mail in the presence of staff and/or compartment to temporarily secure scanned legal mail hard copy prior to being placed in inmate's property.

To ensure quality and performance of Proposer's DPMS, Proposer must provide at least 5 references that are currently utilizing the proposed personal mail (off-site) and legal/privileged mail (on-site) systems. Reference information must include:

Reference Facility Name

Reference Facility Address, City, State and ZIP Code

Reference Facility Capacity

Reference Facility Primary Point of Contact Details

- i. Title, First and Last Name
- ii. Phone Number
- iii. Email Address

DPMS implementation Date(s)

Network Infrastructure Security:

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

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

Proposer should propose a data retention plan.

Maintenance, Service and Support:

The successful Proposer shall be responsible for maintenance support twenty-four (24) hours per day, seven (7) days per week.

Proposer must provide a detailed description of the company's service and maintenance programs.

All costs for maintenance, support, repair of all software and equipment, and internal background investigations for Proposer's employees, will be borne by the successful Proposer and will not be deducted from any commissions.

During the term of any contract awarded from this RFP, the successful proposer agrees to provide maintenance, diagnose problems, determine proper solutions, and provide the following:

1. Implement any required solutions, changes, modifications, updates, or other services that are necessary to allow the software, hardware and any other telephone equipment to perform in accordance with the specifications as set forth in the RFP;
2. Upgrade the software and/or hardware to its required performance standards as required in the RFP;
3. Respond to telephone requests for maintenance within two (2) hours after the initial notification;
4. Provide a system administrative technician on an as needed basis at no cost to the WINNEBAGO COUNTY Jail.

Training Requirements:

The Proposer must provide end-user training for the Comprehensive Inmate Technology Services Package proposed. End-user training is to be provided on-site and at no cost to the WINNEBAGO COUNTY Jail. Proposer must provide a high-level overview describing the end-user training program to be provided.

Implementation Plan/Timeline:

Proposer's must provide a high-level project implementation plan/timeline overview. This overview must include a time frame required for installation, utility coordination, training, cut over and testing. The proposed Comprehensive Inmate Technology Services Package must be installed in a manner and under a time frame designed to minimize disruption of the normal functioning of the facilities. Our current contract runs through March of 2026.

Added Value Solutions & Options:

If you believe your company has an added value solution we are not requesting as a part of the RFP process, feel free to include those solutions and options. Though not required, we may be interested in upcoming technology advances regarding telecommunication services for Winnebago County.

END OF SECTION FOUR: SCOPE OF WORK

SECTION FIVE: RESPONSE REQUIREMENTS

VENDOR RESPONSE REQUIREMENTS

Please follow the Proposal instructions as laid out below;

Proposal Title Page (Section 1)

The title page should include, at minimum, the following:

- **Name of Project /RFP**
- **Submitted by** [Vendor's Name]
- **Date of Submittal** [MM/DD/YYYY]

Letter of Transmittal (Section 2)

The transmittal letter shall:

- Indicate the intention of the Vendor to adhere to the provisions described in the RFP without County approved modification.
- Identify the submitting organization.
- Identify the person, by name and title, authorized to contractually obligate the organization.
- Identify the contact person responsible for this response, specifying name, title, mailing address, phone, and email address.
- Acknowledge addendums made to this RFP.
- Acknowledge the proposal is considered firm for one hundred and twenty (120) days after the due date for receipt of proposals or receipt of the last best and final offer submitted.
- Provide the original signature of the person authorized to contractually obligate the organization.
- Signed by a company representative who is authorized to negotiate on behalf of the company.

Proposal Table of Contents (Section 3)

The proposal table of contents should outline Vendor Response Section.

Proposal Executive Summary (Section 4.1)

Include a brief executive overview of your proposal and any additional noteworthy information.

Vendor Qualifications and Litigation History (Section 4.2)

The Vendor should provide:

- A brief profile of the company.
- A brief description of the organization structure and primary products and services provided.

- Other major products or services offered.
- Company's experience in performing work of a similar nature to that solicited in this RFP.
- Highlight participation in such work by key personnel proposed for assignment to this project.

Vendor References (Section 4.3)

List a minimum 3 references whom you have provided similar services. **(Forms are in Section 6: REFERENCES)** All references will be contacted.

Project Design, Staffing and Organization (Section 5.1)

This section shall identify key personnel who will be assigned to the project.

As part of their duties, Vendor personnel may come in contact with confidential information, and are required to hold confidential any such information. The Vendor must attest that team members have not been convicted of a felony offense and a background check has been performed. Vendor is responsible for background check and furnishing proof of a perk card.

Proposal Narrative (Section 5.2)

Solution Profile:

- This section should address the general requirements described previously in this RFP in **SECTION 4: SCOPE OF WORK**.

Proposal Pricing (Section 6)

Pricing is an important aspect of the overall evaluation of the Vendor's response. Please provide the level of detail necessary to clearly identify a solution to our Telecommunication Services for the Winnebago County Jail.

Proposer must provide a detailed breakdown and descriptions of all rates, fees, surcharges and commissions for the Comprehensive Inmate Technology Services Package composed of an Inmate Telephone System (ITS), Inmate Video Visitation System (VVS), Inmate Digital Postal Mail Scanning Systems (DPMS), Inmate Electronic Messaging System (EMS) and Inmate Tablet Program; or if applicable, any other fees charged to the public aside from the normal taxes, including any potential additional fees or charges to the remote visitor for optional features that the facility might choose from the Proposer. Any fees charged not disclosed in this response will be grounds for contract termination. ITS call rates shall not exceed FCC or state mandated per-minute rate caps.

Fees should be itemized by task or deliverable, as consistent with the submission's organization. Clarification regarding responses may be sought.

END OF SECTION FIVE: RESPONSE REQUIREMENTS

SECTION SIX: REFERENCES

REFERENCES

List below 3 references whom you have provided similar services. (All references will be contacted)

1. Organization: _____
Address: _____
City, State, Zip: _____
Telephone and Email: _____
Contact Person: _____
Date and scope of Project: _____

2. Organization: _____
Address: _____
City, State, Zip: _____
Telephone and Email: _____
Contact Person: _____
Date and scope of Project: _____

3. Organization: _____
Address: _____
City, State, Zip: _____
Telephone and Email: _____
Contact Person: _____
Date and scope of Project: _____

END OF SECTION SIX: REFERENCES

SECTION SEVEN: PRICING PAGE

Pricing is an important aspect of the overall evaluation of the Vendor's response. Please provide the level of detail necessary to clearly identify a solution to our Telecommunication Services for the Winnebago County Jail.

Proposer must provide a detailed breakdown and descriptions of all rates, fees, surcharges and commissions for the Comprehensive Inmate Technology Services Package composed of an Inmate Telephone System (ITS), Inmate Video Visitation System (VVS), Inmate Digital Postal Mail Scanning Systems (DPMS), Inmate Electronic Messaging System (EMS) and Inmate Tablet Program; or if applicable, any other fees charged to the public aside from the normal taxes, including any potential additional fees or charges to the remote visitor for optional features that the facility might choose from the Proposer. Any fees charged not disclosed in this response will be grounds for contract termination. ITS call rates shall not exceed FCC or state mandated per-minute rate caps. Please utilize the following page to complete that information but include additional information on proposal pricing as needed.

Fees should be itemized by task or deliverable, as consistent with the submission's organization. Clarification regarding responses may be sought. Include equipment replacement costs if applicable, for example tablet replacements. As well as software or potentially licensing associated with your solution.

Effective March 31, 2025, all vendors must comply with changes mandated by the Federal Communications Commission ("FCC") final Report and Order, Order on Reconsideration, Clarification and Waiver, and Further Notice of Proposed Rulemaking (the "FCC Order") to implement the provisions of the Martha Wright-Reed Just and Reasonable Communications Act of 2022 ("MWR Act") governing incarcerated people's communications services ("IPCS") that became effective as of November 19, 2024. Keep in mind, if additional FCC direction is provided during this solicitation or contract negotiation all parties will need to comply accordingly.

Rates Sheet

Please provide a response in the below format, include additional rate or package options as applicable to your services.

Inmate Telephone System (ITS) Rates				
CALL TYPE	COLLECT	PRE-PAID COLLECT	DEBIT AND/OR INMATE BASED PRE-PAID	PRE-PAID INMATE PIN DEBIT
	Per Minute Rate	Per Minute Rate	Per Minute Rate	Per Minute Rate
Local				
IntraLATA/Interstate				
InterLATA/Interstate PR, USVI, U.S. Territories				
IntraLATA/Interstate International				
If not applicable, put N/A				

VVS SERVICE TYPE	RATE	FACILITY COMMISSIONS (If applicable)
On-Site Video Visitation		
Remote (Scheduled)		
Attorney (Scheduled)		
Remote (On-Demand)		
Tablet Phone Calls		
MISCELLANEOUS SERVICE TYPE		
Friends & Family Messaging		
Friends & Family Photo		
Friends & Family Video		
Friends & Family eCards		
Entertainment		
Educational Offerings		
Inmate Mail Scan		
Inmate Mail Scan – Attorney/Legal Paperwork Service		
Investigative Suite options		

Feel free to include added rates and services not mentioned above, if applicable to your company's service solution for telecommunication options for inmates.

Ensure Federal Communications Commission ("FCC") compliance based on latest guidance effective March 31, 2025. Keep in mind, if additional FCC direction is provided during this solicitation or contract negotiation all parties will need to comply accordingly.

END OF SECTION SEVEN: PRICING PAGE

SECTION EIGHT: EVALUATION

Proposals will be evaluated by an evaluation committee who shall review, evaluate, and verify information submitted by Proposer. All proposals will be evaluated and scored according to the following Evaluation Criteria. It is the intent of the County to conduct a fair and comprehensive evaluation of all proposals received. The contract for this RFP will be awarded to the Proposer who submitted a proposal that is most advantageous to the County.

The evaluation committee will recommend an award, to the Winnebago County Board, for the highest scoring proposal. The Winnebago County Board will make the final decision as to award of a contract/agreement.

RFP Evaluation Criteria	
Completeness of Response	10%
Qualifications & Experience	25%
Quality of Solution Proposed	30%
Relevant Project Experience	15%
Pricing	20%
Total Points	100%

END OF SECTION EIGHT: EVALUATION

SECTION NINE: PROPOSAL SIGNATURE FORM

Name of Proposer			
Contact Person			
Address			
City, State, ZIP			
Telephone		FEIN No.	
Email(s)			

TO: Winnebago County Purchasing Department

The undersigned, being duly sworn, certifies they are an:

- ☐ OWNER/SOLE PROPRIETOR ☐ MEMBER OF PARTNERSHIP ☐ AN OFFICER OF CORPORATION ☐ MEMBER OF JOINT VENTURE

Further, as the Proposer, declares that the only person or parties interested in this proposal as principals are those named herein; that this proposal is made without collusion with any other person, firm or corporation; that he/she has fully examined the proposed forms of agreement and the scope of services or work specifications for the above designated service, and all other documents referred to or mentioned in the solicitation documents, specifications and attached exhibits, including Addenda.

(Proposer, must list below any and all Addenda or your offer will be rejected, as non-responsive)

No(s): _____ and _____ and _____ issued thereto;

Further, the undersigned certifies and warrants that he/she is duly authorized to execute this certification/affidavit on behalf of the Proposer and in accordance with the Partnership Agreement or By-laws of the Corporation, and the laws of the State of Illinois and that this Certification is binding upon the Proposer and is true and accurate. The Affiant deposes and says that he/she has examined and carefully prepared this proposal and has checked the same in detail before submitting this proposal, and that the statements contained herein are true and correct.

Further, the Proposer certifies that he/she has provided equipment; supplies or services comparable to the items specified in this solicitation to the parties listed in the Business Reference Form and authorizes the County to verify references of business and credit at its option. Finally, the Proposer, if awarded a contract, agrees to do all other things required by the solicitation documents, and that he/she will take in full payment therefore the sums set forth in any resulting contract award.

SIGNATURE OF PROPOSER

SIGNATURE _____

Name and Title of Signer _____

Dated this _____ **day of** _____ **2025**

AUTHORIZED VENDOR NEGOTIATOR

Name and Title _____

Phone and Email _____

END OF SECTION NINE: PROPOSAL SIGNATURE FORM

RETURN PROPOSAL LABEL

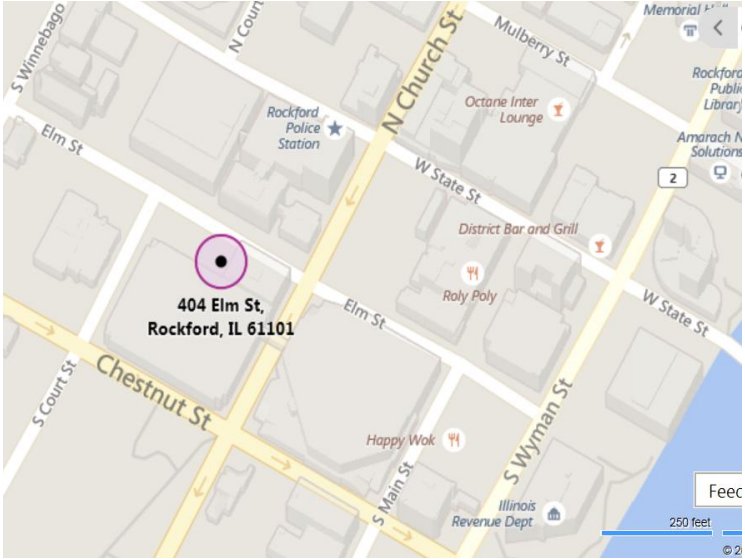


The County of Winnebago, Illinois will receive sealed Proposals at:

**WINNEBAGO COUNTY
PURCHASING DEPARTMENT
404 ELM STREET, ROOM 202
ROCKFORD, ILLINOIS 61101**

All Proposals must be enclosed in sealed envelopes marked:

**“TELECOMMUNICATION
SERVICES – WINNEBAGO
COUNTY JAIL”**



ALL SUBMITTALS SHOULD BE LABELED ACCORDINGLY – PLEASE USE BELOW FOR YOUR CONVENIENCE



PROPOSAL# 25P-2416	WINNEBAGO COUNTY PURCHASING DEPARTMENT 404 ELM STREET, ROOM 202 ROCKFORD, ILLINOIS 61101
PURCHASING DIRECTOR: HOPE EDWARDS	
PROPOSAL NAME: TELECOMMUNICATION SERVICES – WINNEBAGO COUNTY JAIL	
PROPOSAL DUE DATE/TIME: SEPTEMBER 10, 2025 – 10:00 AM	