



REQUEST FOR PROPOSALS

JOHNSON COUNTY PURCHASING AGENT
211 N. CHURCH STREET
MOUNTAIN CITY, TN 37683
Phone: (423) 727-7861

Requisition # 35325

Bid Name Inmate Comm

Proposals will be received for the Johnson County Sheriff's Department until the date shown below for articles specified below, and under the following conditions, unless otherwise specified by the Johnson County Purchasing Agent:

Request for Proposals: Inmate Communications Program & Service Options Per Requirements

(Description on Page 3)

For: Johnson County Sheriff's Department

Proposals will be accepted until: November 2nd, 2022; 2:00 PM EST (Using Purchasing Agents Clock)

If applicable to this RFP, Prices quoted must include all transportation charges, packing, and drayage. The Purchasing Agent/Committee and/or the Johnson County Commission, reserve the right to waive technicalities, to reject any or all bids/proposals, to request additional information from all proposers, to use any ideas presented in proposals, and to negotiate with one or more of the finalists regarding terms of the engagement. Johnson County, TN intends to select the company that, in its opinion, best meets the County's needs. All documents become the property of Johnson County, TN when submitted, and will not be returned. Johnson County is not responsible for any cost related to proposal submissions. For proprietary information that you may send with your proposal. Please include a list of information that shall be redacted after an award is made under this proposal.

RFP Return Address for the outside of the envelope: Johnson County Purchasing Agent
Dustin Shearin
211 N. Church Street
Mountain City, TN 37683

All proposals will be considered in accordance with Title VI and without regard to age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability that does not prohibit the performance of duty.

Under this RFP, your company may not offer all items or services requested. Please include a list of these omissions and any alternatives available.



REQUEST FOR PROPOSALS

JOHNSON COUNTY PURCHASING AGENT
211 N. CHURCH STREET
MOUNTAIN CITY, TN 37683
Phone: (423) 727-7861

Requisition # 35325

Bid Name Inmate Comm

Basis of Award:

Proposals will be evaluated based upon (but not limited to) the following criteria:

1. Understanding & Depth of Response to the Scope of this request.
2. Qualification of the firm and its ability to provide required services & staff to support this program. Includes successfulness of other active/non-active contracts with other outside entities.
3. Description of the services, materials, and systems as they relate to the proposed scope and requirements of this request (See Page 3) of which your firm proposes to provide to Johnson County Sheriff's Department under this request.
4. Cost. Potential Fees to implement & sustain program solution.

Johnson County, TN reserves the right to conduct independent reviews and interview proposers submitting proposals prior to making any selection. Johnson County, TN will make a final award based upon the best response to this request, and has the final say as to that award determination. Johnson County, TN will not be liable for any costs associated with your firm preparing its response to the Request for Proposals.

Awarding will be made to the proposer who meets the requirements of the solicitation and has submitted the best responsive proposal. Awarding of any agreement to the successful vendor is contingent upon approval by all necessary involved parties. ***Proposal awarding results will be made available upon request, and in accordance to applicable state law. ***

Please feel free to call Johnson County Purchasing Agent, Dustin Shearin with any questions you may have. (423) 727-7861



REQUEST FOR PROPOSALS

JOHNSON COUNTY PURCHASING AGENT
211 N. CHURCH STREET
MOUNTAIN CITY, TN 37683
Phone: (423) 727-7861

Requisition # 35325
Bid Name Inmate Comm

DESCRIPTION OF GOODS/SERVICES WANTED

Inmate Communication Program & Services

Specifications: Request for proposals & any necessary pricing for the following projects within Johnson County as requested per the following information. Listed below are preliminary details for the respective project.

SCOPE: The purpose of this Request for Proposals is to determine the best qualified provider of a Jail Inmate Telephone/Visitation/Communications Program, System, or Service, of which Johnson County may choose to enter into an agreement with in order to provide the proposed services.

A. We will be seeking proposals for replacement of our current Jail inmate video monitoring and inmate communications system. This system will need to meet the following requirements:

1. Software and/or system must integrate with our current RMS/JMS system (Zuercher Suite/Central Square)
2. Software and/or system must integrate with our current Cobra banker software for inmate funds.
3. Monitor and record all incoming and outgoing phone calls from inmates.
4. Monitor and log all incoming and outgoing text messages and images with approval process.
5. Monitor and record all incoming and outgoing video calls.
6. Ability to provide text messages with image attachment capabilities for inmates.
7. Ability to provide video calls for inmates.
8. Ability for audio calls and video calls to be live monitored and administrators to end calls if necessary.
9. Inmate mail to be scanned and converted to digital format to reduce time and strain on employee's and increase safety of no illegal substances being introduced into the facility by mail.
10. Ability for multiple users to be logged in to the system simultaneously to monitor calls, messages, and video visits.
11. Ability to download and review any and all content including calls, text messages and attachments and video visits both remote and on-site visits.
12. Remote access to monitor and review if necessary.
13. Tablets and Kiosks are offered with proposed system.
14. Tablets must be able to be used in inmate cell areas on a secured network to be provided.
15. Proposer must fully install new system, removing old system components as directed by jail staff when necessary.
16. Proposed system must be installed and fully operational by January 24th, 2023.
17. Proposer must provide exclusive training on the proposed system to all jail staff to ensure proper system operation and compliance.
18. Ability to add or expand additional components in the future.
19. Proposal must provide information regarding various commission rates, estimated revenue shares, and contract term lengths.
20. Proposal must provide information regarding rates charged to inmates.
21. Proposer must provide line-item information of their various base package solutions with pricing, and include separately any additional options or add-ons with respective pricing.
22. Proposer may provide information on any complementary benefits offered by your company.
23. Proposal submission must include a copy of a draft contractual agreement for review by Johnson County.



REQUEST FOR PROPOSALS

JOHNSON COUNTY PURCHASING AGENT
211 N. CHURCH STREET
MOUNTAIN CITY, TN 37683
Phone: (423) 727-7861

Requisition # 35325

Bid Name Inmate Comm

NOTIFICATION TO PROCEED

Installation & Services may not begin until receipt of a Notice to Proceed from the county's Purchasing Agent.

NO GUARANTEE OF QUANTITIES

Johnson County, TN does not guarantee any award to be made solely by submitting a proposal.

DISPUTES

Should disputes, alternatives or other disagreements related to the performance of the work herein described arise between the county and the provider, the parties hereto shall negotiate in good faith in an attempt to resolve same. Such negotiations shall take precedence to any remedy at law.

COMPETITION INTENDED

It is the intent of Johnson County, TN that this RFP permit competition. It shall be the proposer's responsibility to advise the Purchasing Agent in writing if any language, requirement, specification, etc., or any combination thereof, inadvertently restricts or limits the requirements stated in the RFP to a single source. Such notification shall be received by the Purchasing Agent no later than ten (10) days prior to the date set for acceptance of proposals.

REJECTION OF PROPOSALS

The right is reserved by the county at its discretion to reject any or all proposals or parts thereof. The county reserves the right to waive defects or informalities, to negotiate with proposers and to accept the proposal deemed in the best interest of the county.

COMPLIANCE WITH LAWS

The service provider shall at all times observe and comply with all Federal, State and local laws, ordinances and regulations which may in any manner affect the performance of this agreement.

FEEDBACK

The Johnson County Purchasing Agent reviews any and all feedback or suggestions anyone reviewing these solicitation documents may be willing to provide. Critical feedback or suggestions is an integral part of creating understandable proposal documents. Please feel free to include in your proposal package, or send by mail, a separate page stating these types of items that may help with future proposals. We thank you for your time in doing so.