

Solicitation 2014-259

VIDEO VISITATION SYSTEM

Bid designation: Public



Collin County

Bid 2014-259 VIDEO VISITATION SYSTEM

Bid Number	2014-259
Bid Title	VIDEO VISITATION SYSTEM
Bid Start Date	In Held
Bid End Date	Jan 22, 2015 2:00:00 PM CST
Question & Answer End Date	Jan 16, 2015 5:00:00 PM CST
Bid Contact	Courtney Wilkerson Senior Buyer Purchasing 972-548-4113 cwilkerson@co.collin.tx.us
Contract Duration	One Time Purchase
Contract Renewal	Not Applicable
Prices Good for	90 days
Pre-Bid Conference	Jan 6, 2015 9:00:00 AM CST Attendance is mandatory Location: Location: A Mandatory Pre-proposal conference will be conducted by Collin County on Tuesday, January 6, 2015 in the Detention Facility Training Room, Collin County Justice Center, 4300 Community Ave., Suite 1530, McKinney, Texas 75071. This is to provide an opportunity for all interested offerors to ask questions, receive clarification and additional documentation providing statistical information, and to tour the facilities. Participation in the conference is mandatory for any vendor intending to submit a proposal. The site tour is also MANDATORY to avoid the situation of a proposal being submitted without the vendor having seen the facilities. For the conference and tours, each participant must have a valid driver's license or other officially-issued photo identification. At least one representative from the company electing to consider bidding and not more than two (2) individuals may participate for a single vendor. Any additional participants must receive the advance approval of Collin County. While the conference and site tours are mandatory, it is not mandatory that the same company representatives participate in both activities. Delegation of each task assignment is at the discretion of the vendor; however, at least one company representative must represent the vendor at each activity.
Standard Disclaimer	***Note to Bidders/Offerors~The following standard disclaimer applies to Invitation to Bid (IFB), Competitive Sealed Proposal (CSP), and Request for Proposal (RFP) ONLY, not applicable to Request for Qualifications (RFQ) or Request for Information (RFI).*** Mailing Address: Collin County Purchasing 2300 Bloomdale Rd., Ste 3160 McKinney, TX 75071 Prices bid/proposed shall only be considered if they are provided in the appropriate space(s) on the Collin County bid form(s). For consideration, any additions or deductions to the bid/proposal prices offered must be shown under the exceptions section of the bid/proposal in the case of electronic submittal, ONLY in the case of a hard copy submittal will an additional attachment be allowed. Extraneous numbers, prices, comments, etc. or bidder/offeror generated documents appearing elsewhere on the bid or as an additional attachment shall be deemed to have no effect on the prices offered in the designated locations. All delivery and freight charges (F.O.B. inside delivery at Collin County designated locations) are to be included as part of the bid/quote/proposal price. All components required to render the item complete, installed and operational shall be included in the total bid/quote/proposal price. Collin County will pay no additional freight/delivery/installation/setup fees.
Bid Comments	The County is seeking to replace their current existing Video Visitation System. The new system shall be a standalone solution that is IP based, capable of scheduling, recording and monitoring visits, and all administrative services pertaining thereto.

Item 2014-259--01-01 - **State your total cost for the project per section 6.9**
Quantity 1 each
Unit Price
Delivery Location **Collin County**
Collin County- See P.O.
See P.O. for Delivery Location
2300 Bloomdale Rd.
Ste. 3160
McKinney TX 75071
Qty 1

Description

State your total cost for the project per section 6.9



COLLIN COUNTY, TEXAS TERMS AND CONDITIONS

1.0 GENERAL INSTRUCTIONS

1.0.1 Definitions

1.0.1.1 Bidder/Quoter/Offeror: refers to submitter.

1.0.1.2 Vendor/Contractor/Provider: refers to a Successful Bidder/Quoter/Contractor/Service Provider.

1.0.1.3 Submittal: refers to those documents required to be submitted to Collin County, by a Bidder/Quoter/Offeror.

1.0.1.4 IFB: refers to Invitation For Bid.

1.0.1.5 RFQ: refers to Request For Qualifications

1.0.1.6 RFP: refers to Request For Proposal.

1.0.1.7 RFI: refers to Request For Information.

1.0.1.8 CSP: refers to Competitive Sealed Proposal

1.0.1.9 Quotation: refers to Request for Quotation

1.1 If Bidder/Quoter/Offeror do not wish to submit an offer at this time, please submit a No Bid Form.

1.2 Awards shall be made not more than ninety (90) days after the time set for opening of submittals.

1.3 Collin County is always conscious and extremely appreciative of your time and effort in preparing your submittal.

1.4 Collin County exclusively uses BidSync for the notification and dissemination of all solicitations. The receipt of solicitations through any other company may result in your receipt of incomplete specifications and/or addendums which could ultimately render your bid non-compliant. Collin County accepts no responsibility for the receipt and/or notification of solicitations through any other company.

1.5 A bid/quote/submittal may not be withdrawn or canceled by the bidder/quoter/offeror prior to the ninety-first (91st) day following public opening of submittals and only prior to award.

1.6 It is understood that Collin County, Texas reserves the right to accept or reject any and/or all Bids/Quotes/Proposals/Submittals for any or all products and/or services covered in an Invitation For Bid

(IFB), Request For Qualifications (RFQ), Request For Proposal (RFP), Request For Information (RFI), Competitive Sealed Proposal (CSP), and Quotation, and to waive informalities or defects in submittals or to accept such submittals as it shall deem to be in the best interest of Collin County.

1.7 All IFB's, RFP's, CSP's, RFQ's, and RFI's submitted in hard copy paper form shall be submitted in a sealed envelope, plainly marked on the outside with the IFB/RFP/RFQ/RFI/CSP/Quotation number and name. A hard copy paper form submittal shall be manually signed in ink by a person having the authority to bind the firm in a contract. Submittals shall be mailed or hand delivered to the Collin County Purchasing Department.

1.8 No oral, telegraphic or telephonic submittals will be accepted. IFB's, RFP's, RFQ's, CSP's, and RFI's, may be submitted in electronic format via **BidSync**.

1.9 All Invitation For Bids (IFB), Request For Proposals (RFP), Request For Qualifications (RFQ), Competitive Sealed Proposals (CSP), and Request For Information (RFI), submitted electronically via **BidSync** shall remain locked until official date and time of opening as stated in the Special Terms and Conditions of the IFB, RFP, RFQ, CSP, and/or RFI.

1.10 Time/date stamp clock in Collin County Purchasing Department shall be the official time of receipt for all Invitation For Bids (IFB), Request For Proposals (RFP), Request For Qualifications (RFQ), Competitive Sealed Proposals (CSP), Request For Information (RFI), submitted in hard copy paper form. IFB's, RFP's, RFQ's, CSP's, RFI's, received in County Purchasing Department after submission deadline shall be considered void and unacceptable. Absolutely no late submittals will be considered. Collin County accepts no responsibility for technical difficulties related to electronic submittals.

1.11 For hard copy paper form submittals, any alterations made prior to opening date and time must be initialed by the signer of the IFB/RFQ/RFP/CSP/RFI/, guaranteeing authenticity. Submittals cannot be altered or amended after submission deadline.

1.12 Collin County is by statute exempt from the State Sales Tax and Federal Excise Tax; therefore, the prices submitted shall not include taxes.

1.13 Any interpretations, corrections and/or changes to an Invitation For Bid/Request For Qualifications/Request For Proposal/Request for Information/Competitive Sealed Proposal, and related Specifications or extensions to the opening/receipt date will be made by addenda to the respective document by the Collin County Purchasing Department. Questions and/or clarification requests must be submitted no later than seven (7) days prior to the opening/receipt date. Those received at a later date may not be addressed prior to the public opening. Sole authority to authorize addenda shall be vested in Collin County Purchasing Agent as entrusted by the Collin County Commissioners' Court. Addenda may be transmitted electronically via **BidSync**, by facsimile, E-mail transmission or mailed via the US Postal Service.

1.13.1 Addenda will be transmitted to all that are known to have received a copy of the IFB/RFQ/RFP/RFI/CSP and related Specifications. However, it shall be the sole responsibility of the Bidder/Quoter/Offeror to verify issuance/non-issuance of addenda and to check all avenues of document availability (i.e. **BidSync** at www.bidsync.com, telephoning Purchasing Department directly, etc.) prior to opening/receipt date and time to insure Bidder/Quoter/Offeror's receipt of any addenda issued. Bidder/Quoter/Offeror shall acknowledge receipt of all addenda.

1.14 All materials and services shall be subject to Collin County approval.

1.15 Collin County reserves the right to make award in whole or in part as it deems to be in the best interest of the County.

1.16 The Bidder/Quoter/Offeror shall comply with Commissioners' Court Order No. 96-680-10-28, Establishment of Guidelines & Restrictions Regarding the Acceptance of Gifts by County Officials & County Employees.

1.17 Any reference to model/make and/or manufacturer used in specifications is for descriptive purposes only. Products/materials of like quality will be considered.

1.18 Bidders/Quoters/Offerors taking exception to the specifications shall do so at their own risk. By

offering substitutions, Bidder/Quoter/Offeror shall state these exceptions in the section provided in the IFB/RFQ/RFP/CSP/Quotation or by attachment. Exception/substitution, if accepted, must meet or exceed specifications stated therein. Collin County reserves the right to accept or reject any and/or all of the exception(s)/substitution(s) deemed to be in the best interest of the County.

1.19 Minimum Standards for Responsible Prospective Bidders/Quoters/Offerors: A prospective Bidder/Quoter/Offeror must meet the following minimum requirements:

- 1.19.1 have adequate financial resources, or the ability to obtain such resources as required;
- 1.19.2 be able to comply with the required or proposed delivery/completion schedule;
- 1.19.3 have a satisfactory record of performance;
- 1.19.4 have a satisfactory record of integrity and ethics;
- 1.19.5 be otherwise qualified and eligible to receive an award.

Collin County may request documentation and other information sufficient to determine Bidder's/Quoter's/Offeror's ability to meet these minimum standards listed above.

1.20 Vendor shall bear any/all costs associated with its preparation of an RFI/IFB/RFQ/RFP/CSP/Quotation submittal.

1.21 Public Information Act: Collin County is governed by the Texas Public Information Act, Chapter 552 of the Texas Government Code. All information submitted by prospective bidders during the bidding process is subject to release under the Act.

1.22 The Bidder/Quoter/Offeror shall comply with Commissioners' Court Order No. 2004-167-03-11, County Logo Policy.

1.23 Interlocal Agreement: Successful bidder agrees to extend prices and terms to all entities that has entered into or will enter into joint purchasing interlocal cooperation agreements with Collin County.

1.24 Bid Openings: All bids submitted will be read at the county's regularly scheduled bid opening for the designated project. However, the reading of a bid at bid opening should be not construed as a comment on the responsiveness of such bid or as any indication that the county accepts such bid as responsive.

The county will make a determination as to the responsiveness of bids submitted based upon compliance with all applicable laws, Collin County Purchasing Guidelines, and project documents, including but not limited to the project specifications and contract documents. The county will notify the successful bidder upon award of the contract and, according to state law; all bids received will be available for inspection at that time.

2.0 TERMS OF CONTRACT

2.1 A bid/quote/proposal, when properly accepted by Collin County, shall constitute a contract equally binding between the Vendor/Contractor/Provider and Collin County. No different or additional terms will become part of this contract with the exception of an Amendment and/or a Change Order.

2.2 No oral statement of any person shall modify or otherwise change, or affect the terms, conditions or specifications stated in the resulting contract. All Amendments and/or Change Orders to the contract will be made in writing by Collin County Purchasing Agent.

2.3 No public official shall have interest in the contract, in accordance with Vernon's Texas Codes Annotated, Local Government Code Title 5, Subtitle C, Chapter 171.

2.4 The Vendor/Contractor/Provider shall comply with Commissioners' Court Order No. 96-680-10-28,

Establishment of Guidelines & Restrictions Regarding the Acceptance of Gifts by County Officials & County Employees.

2.5 Design, strength, quality of materials and workmanship must conform to the highest standards of manufacturing and engineering practice.

2.6 Bids/Quotes/Proposals must comply with all federal, state, county and local laws concerning the type (s) of product(s)/service(s)/equipment/project(s) contracted for, and the fulfillment of all ADA (Americans with Disabilities Act) requirements.

2.7 All products must be new and unused, unless otherwise specified, in first-class condition and of current manufacture. Obsolete products, including products or any parts not compatible with existing hardware/software configurations will not be accepted.

2.8 Vendor/Contractor/Provider shall provide any and all notices as may be required under the Drug-Free Work Place Act of 1988, 28 CFR Part 67, Subpart F, to its employees and all sub-contractors to insure that Collin County maintains a drug-free work place.

2.9 Vendor/Contractor/Provider shall defend, indemnify and save harmless Collin County and all its officers, agents and employees and all entities, their officers, agents and employees who are participating in this contract from all suits, claims, actions, damages (including personal injury and or property damages), or demands of any character, name and description, (including attorneys' fees, expenses and other defense costs of any nature) brought for or on account of any injuries or damages received or sustained by any person, persons, or property on account of Vendor/Contractor/Provider's breach of the contract arising from an award, and/or any negligent act, error, omission or fault of the Vendor/Contractor/Provider, or of any agent, employee, subcontractor or supplier of Vendor/Contractor/Provider in the execution of, or performance under, any contract which may result from an award. Vendor/Contractor/Provider shall pay in full any judgment with costs, including attorneys' fees and expenses which are rendered against Collin County and/or participating entities arising out of such breach, act, error, omission and/or fault.

2.10 If a contract, resulting from a Collin County IFB, RFP, RFQ, CSP, Quotation is for the execution of a public work, the following shall apply:

2.10.1 In accordance with V.T.C.A. 2253.021, a governmental agency that makes a public work contract with a prime contractor shall require the contractor, before beginning work, to execute to the governmental entity a Payment Bond if the contract is in excess of \$25,000.00. Such bond shall be in the amount of the contract payable to the governmental entity and must be executed by a corporate surety in accordance with Section 1, Chapter 87, Acts of the 56th Legislature, Regular Session, 1959 (Article 7.19-1 Vernon's Texas Insurance Code).

2.10.2 In accordance with V.T.C.A. 2253.021, a governmental agency that makes a public work contract with a prime contractor shall require the contractor, before beginning work, to execute to the governmental entity a Performance Bond if the contract is in excess of \$100,000.00. Such bond shall be in the amount of the contract payable to the governmental entity and must be executed by a corporate surety in accordance with Section 1, Chapter 87, Acts of the 56th Legislature, Regular Session, 1959 (Article 7.19-1 Vernon's Texas Insurance Code).

2.11 Purchase Order(s) shall be generated by Collin County to the vendor. Collin County will not be responsible for any orders placed/delivered without a valid purchase order number.

2.12 The contract shall remain in effect until any of the following occurs: delivery of product(s) and/or completion and acceptance by Collin County of product(s) and/or service(s), contract expires or is terminated by either party with thirty (30) days written notice prior to cancellation and notice must state therein the reasons for such cancellation. Collin County reserves the right to terminate the contract immediately in the event the Vendor/Contractor/Provider fails to meet delivery or completion schedules, or otherwise perform in accordance with the specifications. Breach of contract or default authorizes the County to purchase elsewhere and charge the full increase in cost and handling to the defaulting Vendor/Contractor/Provider.

2.13 Collin County Purchasing Department shall serve as Contract Administrator or shall supervise agents

designated by Collin County.

2.14 All delivery and freight charges (FOB Inside delivery at Collin County designated locations) are to be included as part of the bid/quote/proposal price. All components required to render the item complete, installed and operational shall be included in the total bid/quote/proposal price. Collin County will pay no additional freight/delivery/installation/setup fees.

2.15 Vendor/Contractor/Provider shall notify the Purchasing Department immediately if delivery/completion schedule cannot be met. If delay is foreseen, the Vendor/Contractor/Provider shall give written notice to the Purchasing Agent. The County has the right to extend delivery/completion time if reason appears valid.

2.16 The title and risk of loss of the product(s) shall not pass to Collin County until Collin County actually receives and takes possession of the product(s) at the point or points of delivery. Collin County shall generate a purchase order(s) to the Vendor/Contractor/Provider and the purchase order number must appear on all itemized invoices.

2.17 Invoices shall be mailed directly to the Collin County Auditor's Office, 2300 Bloomdale Road, Suite 3100, McKinney, Texas 75071. All invoices shall show:

2.17.1 Collin County Purchase Order Number;

2.17.2 Vendor's/Contractor's/Provider's Name, Address and Tax Identification Number;

2.17.3 Detailed breakdown of all charges for the product(s) and/or service(s) including applicable time frames.

2.18 Payment will be made in accordance with V.T.C.A., Government Code, Title 10, Subtitle F, Chapter 2251.

2.19 All warranties shall be stated as required in the Uniform Commercial Code.

2.20 The Vendor/Contractor/Provider and Collin County agree that both parties have all rights, duties, and remedies available as stated in the Uniform Commercial Code.

2.21 The Vendor/Contractor/Provider agree to protect Collin County from any claims involving infringements of patents and/or copyrights.

2.22 The contract will be governed by the laws of the State of Texas. Should any portion of the contract be in conflict with the laws of the State of Texas, the State laws shall invalidate only that portion. The remaining portion of the contract shall remain in effect. The contract is performable in Collin County, Texas.

2.23 The Vendor/Contractor/Provider shall not sell, assign, transfer or convey the contract, in whole or in part, without the prior written approval from Collin County.

2.24 The apparent silence of any part of the specification as to any detail or to the apparent omission from it of a detailed description concerning any point, shall be regarded as meaning that only the best commercial practices are to prevail. All interpretations of the specification shall be made on the basis of this statement.

2.25 Vendor/Contractor/Provider shall not fraudulently advertise, publish or otherwise make reference to the existence of a contract between Collin County and Vendor/Contractor/Provider for purposes of solicitation. As exception, Vendor/Contractor/Provider may refer to Collin County as an evaluating reference for purposes of establishing a contract with other entities.

2.26 The Vendor/Contractor/Provider understands, acknowledges and agrees that if the Vendor/Contractor/Provider subcontracts with a third party for services and/or material, the primary Vendor/Contractor/Provider (awardee) accepts responsibility for full and prompt payment to the third party. Any dispute between the primary Vendor/Contractor/Provider and the third party, including any payment dispute, will be promptly remedied by the primary vendor. Failure to promptly render a remedy or to make prompt payment to the third party (subcontractor) may result in the withholding of funds from the primary Vendor/Contractor/Provider by Collin County for any payments owed to the third party.

2.27 Vendor/Contractor/Provider shall provide Collin County with diagnostic access tools at no additional cost to Collin County, for all Electrical and Mechanical systems, components, etc., procured through this contract.

2.28 Criminal History Background Check: If required, ALL individuals may be subject to a criminal history background check performed by the Collin County's Sheriff's Office prior to access being granted to Collin County. Upon request, Vendor/Contractor/Provider shall provide list of individuals to Collin County Purchasing Department within five (5) working days.

2.29 Non-Disclosure Agreement: Where applicable, vendor shall be required to sign a non-disclosure agreement acknowledging that all information to be furnished is in all respects confidential in nature, other than information which is in the public domain through other means and that any disclosure or use of same by vendor, except as provided in the contract/agreement, may cause serious harm or damage to Collin County. Therefore, Vendor agrees that Vendor will not use the information furnished for any purpose other than that stated in contract/agreement, and agrees that Vendor will not either directly or indirectly by agent, employee, or representative disclose this information, either in whole or in part, to any third party, except on a need to know basis for the purpose of evaluating any possible transaction. This agreement shall be binding upon Collin County and Vendor, and upon the directors, officers, employees and agents of each.

2.30 Vendors/Contractors/Providers must be in compliance with the Immigration and Reform Act of 1986 and all employees specific to this solicitation must be legally eligible to work in the United States of America.

2.31 Certification of Eligibility: This provision applies if the anticipated Contract exceeds \$100,000.00 and as it relates to the expenditure of federal grant funds. By submitting a bid or proposal in response to this solicitation, the Bidder/Quoter/Offeror certifies that at the time of submission, he/she is not on the Federal Government's list of suspended, ineligible, or debarred contractors. In the event of placement on the list between the time of bid/proposal submission and time of award, the Bidder/Quoter/Offeror will notify the Collin County Purchasing Agent. Failure to do so may result in terminating this contract for default.

2.32 Notice to Vendors/Contractors/Providers delivering goods or performing services within the Collin County Detention Facility: The Collin County Detention Facility houses persons who have been charged with and/or convicted of serious criminal offenses. When entering the Detention Facility, you could: (1) hear obscene or graphic language; (2) view partially clothed male inmates; (3) be subjected to verbal abuse or taunting; (4) risk physical altercations or physical contact, which could be minimal or possibly serious; (5) be exposed to communicable or infectious diseases; (6) be temporarily detained or prevented from immediately leaving the Detention Facility in the case of an emergency or "lockdown"; and (7) subjected to a search of your person or property. While the Collin County Sheriff's Office takes every reasonable precaution to protect the safety of visitors to the Detention Facility, because of the inherently dangerous nature of a Detention Facility and the type of the persons incarcerated therein, please be advised of the possibility of such situations exist and you should carefully consider such risks when entering the Detention Facility. By entering the Collin County Detention Facility, you acknowledge that you are aware of such potential risks and willingly and knowingly choose to enter the Collin County Detention Facility.

2.33 Delays and Extensions of Time when applicable:

2.33.1 If the Vendor/Contractor/Provider is delayed at any time in the commence or progress of the Work by an act or neglect of the Owner or Architect/Engineer, or of an employee of either, or of a separate contractor employed by the Owner, or by changes ordered in the Work, or by labor disputes, fire, unusual delay in deliveries, unavoidable casualties or other causes beyond the Vendor/Contractor/Provider's control, or by delay authorized by the Owner pending mediation and arbitration, or by other causes which the Owner or Architect/Engineer determines may justify delay, then the Contract Time shall be extended by Change Order for such reasonable time as the Owner/Architect may determine.

2.33.2 If adverse weather conditions are the basis for a Claim for additional time, such Claim shall be documented by data substantiating that weather conditions were abnormal for the period of time and could not have been reasonably anticipated, and that the weather conditions had an adverse effect on the scheduled construction.

NOTE: All other terms and conditions (i.e. Insurance Requirements, Bond Requirements, etc.) shall be stated in the individual IFB/RFQ/RFP/RFI/CSP/Quotation Solicitation documents as Special Terms, Conditions and Specifications.

3.0 INSURANCE REQUIREMENTS

3.1 Before commencing work, the vendor shall be required, at its own expense, to furnish the Collin County Purchasing Agent with certified copies of all insurance certificate(s) indicating the coverage to remain in force throughout the term of this contract.

3.1.1 **Commercial General Liability** insurance including but not limited to the coverage indicated below. Coverage shall not exclude or limit Products/Completed Operations, Contractual Liability, or Cross Liability.

- Each Occurrence: \$1,000,000
- Personal & Adv Injury: \$1,000,000
- Products/Completed Operation: \$2,000,000
- General Aggregate: \$2,000,000

3.1.2 **Workers Compensation** insurance as required by the laws of Texas, and Employers' Liability.

Employers' Liability

- Liability, Each Accident: \$500,000
- Disease-Each Employee: \$500,000
- Disease – Policy Limit: \$500,000

3.1.3 **Commercial Automobile Liability** insurance including owned, non-owned, and hired vehicles used in connection with the contract.

- Combined Single Limit – Each Accident: \$1,000,000

3.1.4 **Professional/Errors & Omissions Liability** insurance with a two (2) year extended period of coverage, (i.e. tail coverage). If you choose to have project coverage endorsed onto your base policy, this would be acceptable.

- Each Occurrence/Aggregate: \$1,000,000

3.1.5 **Umbrella/Excess Liability** insurance.

- Each Occurrence/Aggregate: \$1,000,000

3.2 With reference to the foregoing insurance requirement, the vendor shall endorse applicable insurance policies as follows:

3.2.1 A waiver of subrogation in favor of Collin County, its officials, employees, volunteers and officers shall be contained on all policies.

3.2.2 The vendor's insurance coverage shall name Collin County as additional insured under the General Liability policy.

3.2.3 All insurance policies shall be endorsed to require the insurer to immediately notify Collin County of any decrease in the insurance coverage limits.

3.2.4 All insurance policies shall be endorsed to the effect that Collin County will receive at least thirty (30) days notice prior to cancellation, non-renewal or termination of the policy.

3.2.5 All copies of Certificates of Insurance shall reference the project/contract number.

3.3 All insurance shall be purchased from an insurance company that meets the following requirements:

3.3.1 A financial rating of B+VI or better as assigned by the BEST Rating Company or equivalent.

3.4 Certificates of Insurance shall be prepared and executed by the insurance company or its authorized agent, and shall contain provisions representing and warranting the following:

3.4.1 Sets forth all endorsements and insurance coverages according to requirements and instructions contained herein.

3.4.2 Sets forth the notice of cancellation or termination to Collin County.

4.0 EVALUATION CRITERIA AND FACTORS

The award of the contract shall be made to the responsible contractor, whose proposal is determined to be the best evaluated offer resulting from negotiation, taking into consideration the relative importance of price and other factors set forth in the Request For Proposals in accordance with Vernon's Texas Code Annotated, Local Government 262.030.

The Evaluation Committee will review all proposals received by the Opening date and time as part of a documented evaluation process. For each decision point in the process, the County will evaluate contractors according to specific criteria and will elevate a certain number of contractors to compete against each other. The proposals will be evaluated on the following criteria.

Functionality, implementation support, on-going support, customer care, integration, reliability, ease of use, scalability, expandability and adaptability to new processes, applications and technologies will be extremely important in the evaluation/decision process. A strong track record for on-time delivery of these system(s) to organizations comparable in size to Collin County, Texas will be a significant factor in the award process.

The County reserves the right to determine the suitability of proposals on the basis of all of these criteria.

The County will use a competitive process based upon "selection levels." The County recognizes that if a contractor fails to meet expectations during any part of the process, it reserves the right to proceed with the remaining contractors or to elevate a contractor that was not elevated before. The selection levels are described in the following sections.

Level 1 - Procurement Requirements Assessment

Criteria assessed during Level 1:

- Conformance with RFP guidelines and submittal requirements.

The first part of the elevation process is to validate the completeness of the proposal and ensure that all the RFP guidelines and submittal requirements are met. Those contractors who do not meet all the requirements for the RFP may, at the discretion of the County, be contacted to submit the missing information within two business days. Incomplete or noncompliant RFPs may be disqualified.

Level 2 – Detailed Proposal Assessment

The Evaluation Committee will conduct a detailed assessment of all proposals elevated to this Level. Criteria evaluated in Level 2:

- ❑ Qualifications of Firm (Refer to 6.2.1)– 15%
-Comparable Experience (Refer to 6.5)
- ❑ Project Plan and Timeline (Refer to 6.4) – 25%
- ❑ Response to Requirements (Refer to 6.3) – 25%
- ❑ Meets Maintenance and Service Requirements (Refer to 6.7.1) – 15%
- ❑ Cost (Refer to 6.9) – 20%

It is anticipated that no more than three contractors will advance to Level 3 but Collin County reserves the right to adjust the number as necessary.

Level 3 - Demonstrations and Interviews

The Evaluation Committee may hear oral presentations (if required). Contractors are cautioned, however, that oral presentations are at the sole discretion of the Committee and the Committee is not obligated to request it. The oral presentation is an opportunity for the County Evaluation Committee to ask questions and seek clarification of the proposal submitted. The presentation is not meant as an opportunity for the contractor to simply provide generic background information about the corporation or its experience. Thus, the time will be structured with a minimum time for the contractor to present and the majority of time dedicated to addressing questions from the Evaluation Committee. The oral presentations, if held, will be scheduled accordingly and all presenting contractors will be notified of time and date.

The following criteria is optional and will be used to evaluate those contractors elevated for interviews.

- ❑ Demonstration/Interview – 50%
- ❑ Experience and References – 50%
-The County will contact the contractor's references. These references will be asked a series of questions regarding their satisfaction with the services being provided.

It is anticipated that no more than two contractors will advance to Level 4 but Collin County reserves the right to adjust the number as necessary.

Level 4 – Discovery Sessions/Best and Final Offer

Contractors elevated to Level 4 will be asked to respond in writing to issues and questions raised by the County at the interviews, as well as any other cost and implementation planning considerations in the proposal, and may be invited to present their responses on-site. The County may choose to do site visits during this stage. The County reserves the right to bypass Level 3 in

the evaluation process and move directly to Discovery Sessions. Criteria evaluated during this phase include:

- Updated Cost – 50%
- Functionality and Capabilities of the Software– 50%

Based on the information collected in this phase, a single contractor will be identified as the finalist for contract negotiations. If a contract cannot be reached after a period of time deemed reasonable by the County, it reserves the right to contact any of the other contractors that have submitted bids and enter into negotiations with them.

5.0 SPECIAL CONDITIONS AND SCOPE OF SERVICES

5.1 Authorization: Proposals will be received for Services: Video Visitation System.

5.2 Intent of Request for Proposal: Collin County's intent of this Request For Proposal (RFP) and resulting contract is to provide contractors with sufficient information to prepare a proposal providing a comprehensive Video Visitation System.

5.3 Term: Provide for a contract commencing on the date of the award until project is complete. County will enter into annual maintenance contract with option of five (5) annual renewals.

5.4 **Mandatory** Pre-Proposal Conference: A mandatory pre-proposal conference will be conducted by Collin County at 9:00 a.m., January 6, 2015, in the Detention Facility Training Room, Collin County Justice Center, 4300 Community Ave., Suite 1530, McKinney, Texas 75071. This is to provide an opportunity for all interested companies to ask questions, receive clarification and additional documentation providing statistical information, and to tour the facilities. Participation in the conference is mandatory for any vendor intending to submit a proposal. The site tour is also **MANDATORY** to avoid the situation of a proposal being submitted without the vendor having seen the facilities. For the conference and tours, each participant must have a valid driver's license or other officially-issued photo identification. At least one representative from the company electing to consider bidding and not more than two (2) individuals may participate for a single vendor. Any additional participants must receive the advance approval of Collin County. While the conference and site tours are mandatory, it is not mandatory that the same company representatives participate in both activities. Delegation of each task assignment is at the discretion of the vendor; however, at least one company representative must represent the vendor at each activity.

5.5 Funding: Funds for payment have been provided through the Collin County budget approved by the Commissioners' Court for this fiscal year only. State of Texas statutes prohibit the County from any obligation of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated orders or other obligations that arise past the end of the current Collin County fiscal year shall be subject to budget approval.

5.6 Price Reduction: If during the life of the contract, the contractor's net prices to other customers under the same terms and conditions for items/services awarded herein are reduced below the contracted price, it is understood and agreed that the benefits of such reduction shall be extended to Collin County.

5.7 Delivery/Completion Time: Contractor shall place product(s) and/or complete services at the County's designated location in accordance with the proposal schedule, provided in the project plan. (See section-6.4)

5.8 Testing: Testing may be performed at the request of Collin County, by an agent so designated, without expense to Collin County.

5.9 Samples/Demos: When requested, samples/demos shall be furnished free of expense to Collin County.

5.10 Background Check: Collin County Sheriff's Office shall have the right of approval or disapproval of any of Contractor's employee hired or contracted by the offeror prior to award of the contract and during the original term of the contract and during any subsequent extension of the contract who will come into the secured perimeter. Contractor agrees that any such person hired or contracted shall be subject to a Collin County Sheriff's Office background investigation, which investigation will be performed without delay so as not to hinder the ability to perform under the awarded contract. Within ten (10) days following award of bid, the Contractor agrees to provide a letter to state the employees may be searched, if necessary, in case of accusation of theft or contraband. Collin County reserves the right to search any bags or personal items brought into the jail by representatives of the offeror at any time. The County may request a complete list of offeror's employees at any time during this contract which will include name, date of birth, social security number, sex, nationality and driver's license. Contractor's employees shall be in company uniform, or be clearly identified as being employed by the company, and present themselves in a professional manner at all times.

5.11 PROPOSAL SCHEDULE

RFP released:	December 23, 2014
Pre-Proposal Conference:	January 6, 2015 at 9:00a.m.
Deadline for submission of contractor questions:	January 16, 2015 at 5:00p.m.
Proposals due:	January 22, 2015, 2:00 p.m.
Notification of Demos:	Week of February 16th-20th
Award of Contract:	March 2015
Effective date of contract:	Upon award

Collin County reserves the right to change the schedule of events as it deems necessary.

5.12 **PURPOSE/SCOPE OF WORK**

The County is requesting proposals from established contractors for a comprehensive Video Visitation System. The County is seeking to replace their current existing Video Visitation System. The new system shall be a standalone solution that is IP based, capable of scheduling, recording and monitoring visits, and all administrative services pertaining thereto.

The County desires a turnkey installation of all systems to include a *renewable* maintenance contract.

The Collin County Detention Center has a current inmate population of approximately 1,000 inmates with planned expansion capabilities of housing up to 1,600 inmates at build-out. The software used for the Jail Management System is Odyssey.

Collin County currently employs two separate standalone systems to provide inmates with video visitation privileges for their family, friends, and attorneys. This proposed system will replace two separate, standalone video visitation systems.

The current inmate video visitation system was installed in 2006. In 2012, The County added a separate video visitation system for the attorneys. The network is comprised of 2 Tandburg E20 endpoints at the Courthouse, 1 in each of the 4 clusters at the Jail and 1 at Minimum Security. A total of 7 devices.

The successful offeror (Contractor) shall demonstrate a well-planned go-live implementation, ensure minimal service disruptions, and provide Detention Facility video visitation System Administrators with training and support before and after implementation.

The County desires to engage a Contractor with strong, well-established relationships with other counties in the State of Texas.

In general, the County desires to purchase a flexible Detention Facility video visitation system that adapts easily and quickly to the Detention Center's changing needs.

The County desires that the awarded Contractor provide a turnkey installation of all systems specified in this RFP, under a single contract. Contractor proposals for system components will be considered subject to Collin County approved Service Level Agreements (SLAs).

5.13 **GENERAL REQUIREMENTS**

5.13.1 Solution shall be non-proprietary.

- 5.13.2 System shall contain all non-proprietary computer components.
- 5.13.3 Ability to monitor visits.
- 5.13.4 Capability of simultaneously recording all inmate public visits 24 hours a day, 7 days a week.
- 5.13.5 Accessible by authorized users.
- 5.13.6 Turnkey Solution.
- 5.13.7 Include installation and a renewable maintenance contract.
- 5.13.8 Self-contained private network.
- 5.13.9 Include electrical power back up sufficient to support the system for up to two hours.
- 5.13.10 Allow for the scheduling and management of all video visitations.
- 5.13.11 Compatible with and capable of integrating with Collin County's Jail Management software, Tyler Technologies, Odyssey.
- 5.13.12 Provide for all current safety and security industry standards.
- 5.13.13 Provide training for Detention staff and IT personnel.
- 5.13.14 Perform scheduled software upgrades as they become available at no additional cost to the County.
- 5.13.15 Provide local support for hardware and software.
- 5.13.16 Perform all work consistent with Collin County standards and Industry best practices. Where the two diverge the Collin County IT lead will be responsible for making the decision on which to use.
- 5.13.17 Performed work shall be based on Collin County Infrastructure cabling standards, refer to Attachment A.
- 5.13.18 Contractor shall coordinate with Collin County IT project lead and Collin County Facilities to complete this project.
- 5.13.19 Contractor shall trouble shoot and resolve any problems that arise as part of this project.
- 5.13.20 After the project begins the assigned technicians shall be dedicated to the project through completion.
- 5.13.21 System shall have security rules in place that will ensure that neither the inmates or visitors will ever be able to access to the internet or the Collin County intranet or LAN.

HOURS OF OPERATION

- 5.13.22 Detention Facility Public Lobby is open for citizens and attorneys to visit inmates from 9am – 9:25pm, Tuesday thru Sunday.
- 5.13.23 Attorney visitation from the Collin County Courthouse operates from 8am – 5pm, Monday through Friday.
- 5.13.24 Detention staff accommodates visits from attorneys, clergy, law enforcement, or CPS at any time, but these usually occur from 8am – 9pm, seven days a week.

5.14 EXISTING VIDEO VISITATION STATION LOCATIONS AND DISPOSITION REQUIREMENTS

The contractor shall remove and palletize all existing video visitation stations. Palletized equipment shall then be transported by the contractor to a designated point inside the Collin County Computer Parts Warehouse, located at 2100 Bloomdale Road, McKinney, Texas.

5.14.1 **COLLIN COUNTY COURTHOUSE**

Attorney Visitation Room (Room Number 10198)
2100 Bloomdale Road, McKinney, Texas

- Two (2) attorney stations in privacy booths

5.14.2 **COLLIN COUNTY DETENTION FACILITY**

Public Lobby
4300 Community Drive, McKinney, Texas

- Twenty (20) visitor stations, including two (2) stations for use by handicapped visitors
- Two (2) attorney stations in privacy booths

5.14.3 **COLLIN COUNTY DETENTION FACILITY**

Inside Jail
4300 Community Drive, McKinney, Texas

- Sixteen (16) inmate public stations
- Four (4) inmate attorney stations

5.14.4 **COLLIN COUNTY DETENTION FACILITY-MINIMUM SECURITY**

4800 Community Drive, McKinney, Texas

- One (1) attorney station in privacy booth

5.15 **PROPOSED VIDEO VISITATION STATION LOCATIONS - REQUIREMENTS**

The contractor shall perform detailed formal site surveys accompanied by Collin County Sheriff's Office, Facilities, and IT personnel to make final and mutually agreeable decisions as to the location and number of stations at each physical site based in part on the contractor's superior experience designing Detention Facility video visitation systems.

Contractor shall install fifty-four (54) video visitation stations at the following locations in the type and function described.

ATTORNEY VISITATION STATION REQUIREMENTS

Collin County provides semi-private video visitation stations for attorneys and inmates. These stations have privacy booths with enclosure panels to shield the conversations and ensure a limited amount of privacy between the attorneys and inmates.

5.15.1 Attorney/Inmate Visitation – Twelve (12) New Stations

5.15.1.2 COLLIN COUNTY COURTHOUSE-FOUR (4) NEW STATIONS

Attorney Visitation Room (Room Number 10198)
2100 Bloomdale Road, McKinney, Texas

- Contractor shall install four (4) new stations in privacy booths for attorney visitation.
- Contractor shall construct four (4) new privacy booths.
- These stations shall only communicate with inmate visitation stations in the Detention Center and Minimum Security.

5.15.1.3 COLLIN COUNTY DETENTION-TWO (2) NEW STATIONS

Public Lobby
4300 Community Drive, McKinney, Texas

- Contractor shall install two (2) new stations in privacy booths for attorney visitation.
- Contractor shall re-use existing privacy booths.

5.15.1.4 COLLIN COUNTY DETENTION FACILITY-FIVE (5) NEW STATIONS

4300 Community Drive, McKinney, Texas

- Contractor shall install a total of four (4) inmate stations, one inmate station in each of the four (4) clusters at the Detention Facility.
- Contractor shall re-use existing privacy booths.
- Contractor shall install one (1) new inmate station in the attorney visitation room in Book-in.
- Contractor shall use existing privacy booths.

5.15.1.5 COLLIN COUNTY DETENTION FACILITY-MINIMUM SECURITY-ONE (1) NEW STATION

4800 Community Drive, McKinney, Texas

- Contractor shall install one (1) new inmate station in Minimum Security.
- Contractor shall re-use existing privacy booths.

PUBLIC VISITATION STATION REQUIREMENTS

Collin County provides video visitation privileges for their family, friends, and attorneys. These stations have privacy booths with enclosure panels to shield the conversations and ensure a limited amount of privacy between the attorneys and inmates.

5.15.2 Public Visitation – Twenty (20) - New Stations

5.15.2.1 COLLIN COUNTY DETENTION FACILITY LOBBY - TWENTY (20) NEW STATIONS

4300 Community Drive, McKinney, Texas

- The contractor shall install twenty (20) public stations in the lobby of the Collin County Detention Facility in approximately the same locations as the current video visitation equipment is located. These stations will be used by the public to visit with inmates inside the Collin County Detention Facility.
 - Eighteen (18) public visitor stations
 - Two (2) handicap accessible public visitor stations
- Contractor shall construct twenty (20) new privacy booths.

INMATE PUBLIC VISITATION STATION REQUIREMENTS

Collin County provides video visitation privileges for their family, friends, and attorneys. These stations have privacy booths with enclosure panels to shield the conversations and ensure a limited amount of privacy between the attorneys and inmates.

5.15.3 Inmate Public Visitation – Twenty two (22) - New Stations

5.15.3.1 COLLIN COUNTY DETENTION FACILITY – TWENTY TWO (22) NEW STATIONS

4300 Community Drive, McKinney, Texas

- Contractor shall install a total of twenty-two (22) stations in the following locations, to be used by inmates to visit with members of the public in the Collin County Detention Center Lobby
 - **Infirmary**
 - (1) inmate station in the Detention Facility Infirmary,
 - location to be determined
 - Contractor shall construct one (1) new privacy booth
 - **Special Housing Units**
 - (1) inmate station in Cluster 1, Pod A Separation
 - Contractor shall install the visitation station onto the block wall.
 - (1) inmate station in Cluster 1, Pod A Segregation.
 - Contractor shall install the visitation station onto the block wall.
 - (1) inmate station in Cluster 5, Pod A Separation.
 - Contractor shall install the visitation station onto the block wall.

- (1) inmate station in Cluster 5, Pod A Segregation.
 - Contractor shall install the visitation station onto the block wall.
- (1) inmate station in Cluster 3, Pod B
 - Contractor shall install the visitation station onto the block wall.
- **General Population**
 - (16) inmate stations in Cluster 4 - (4) inmate stations in each of the four (4) pods.
 - Contractor shall re-use sixteen (16) existing privacy booths.

5.16 **HARDWARE REQUIREMENTS**

VISITATION STATIONS

5.16.1 The system shall consist only of new commodity commercially available off the shelf components.

5.16.2 All visitation station hardware shall be ruggedized to minimize damage from user abuse.

5.16.3 Contractor shall provide Collin County with the physical size of any and all equipment to be installed at the facilities.

APPLICATION SERVERS

5.16.4 Contractor shall provide application servers in quantities sufficient to operate and manage the projected numbers and types of visitation stations.

5.16.5 Contractor must state the number of servers required in their proposal.

STORAGE SERVERS

5.16.6 Contractor shall provide data storage servers sized to manage the quantities of stored digital audio and video files from each of the projected public visitation stations for the 90 day maximum.

5.16.7 Contractor must state the number of servers required in their proposal.

AUDIO AND VIDEO RETENTION REQUIREMENTS

5.16.8 The video visitation system shall not record video Visits made from attorney visitation stations between inmates and their attorney.

5.16.9 Collin County must record all video visits with inmates made from public visitation stations.

5.16.10 Collin County must store digital audio and video files from each of the projected public visitation stations for a maximum of 90 days, calculated from the date of the recording.

5.17 **CABLING REQUIREMENTS**

5.17.1 Contractor shall provide and install all necessary cabling which permits communication and control between contractor supplied devices and central control equipment.

5.17.2 Contractor must install Cat6E cable only.

5.17.3 Above the ceiling, Contractor shall install Cat6E cable with J-Hooks in a workman like manner.

5.17.4 Below the ceiling, Contractor shall install Cat6E cable inside 1.5 inch diameter rigid conduit in a workman like manner.

5.17.5 Below the ceiling, where screws are needed, Contractor shall employ tamper resistant screws. Contractor shall use the following Security Screws, Fastenal #10 x 2 6 lobe, Part Number 11619-05239.

5.17.6 Contractor shall install secure connectors on both ends of the Cat6E cable.

5.17.7 Network cabling shall be terminated on approved patch panels, no home run connections will be allowed. Panduit is the preferred patch panels and connectors manufacturer.

5.17.8 Any connection from the Courthouse to the Detention Center, or Courthouse to Minimum Security will be done on County Fiber.

5.17.9 If Contractor destroys ceiling tile, it is the Contractors responsibility to replace with the Tectum Ceiling tile.

5.18 **NETWORK REQUIREMENTS**

5.18.1 All video visitation system hardware components shall reside on a self-contained private network.

5.18.2 The video visitation system shall be entirely separate from the Collin County network.

5.18.3 The contractor shall provide hardware and/or software to connect the video visitation stations to this private network.

5.18.4 The contractor shall configure all software or hardware used to connect the video visitation stations to the private network.

5.18.5 Contractor shall work with the Collin County Facilities Department to determine the appropriate cable paths to be used.

5.19 **ELECTRICAL REQUIREMENTS**

5.19.1 Contractor shall provide Collin County with the power requirements of all equipment to be installed at the facilities.

5.19.2 Contractor shall provide any additions to the existing interior electrical power system required by this project for a complete and usable system. All parts, accessories or devices used and their installation shall be approved by the Collin County Facilities Department.

5.19.3 Contractor shall provide a UPS for each server sufficient to power the server for thirty (30) minutes.

5.19.4 Contractor shall provide surge protectors for each video visitation station.

5.20 SOFTWARE REQUIREMENTS

GENERAL INFORMATION:

5.20.1 The operating system software for all servers shall be Windows 2012 R2.

ADMINISTRATIVE SOFTWARE

5.20.2 The system shall have the ability to configure all additional units from one central PC and its software.

5.20.3 The system shall provide security rules that will ensure that neither the inmates nor visitors will ever be able to access to the public internet or the Collin County intranet or the video visitation private network.

APPLICATION SOFTWARE

PERMISSIBLE VISITATIONS:

5.20.4 Application software shall only permit video visits between public visitation stations in the Detention Facility Lobby and inmates in Clusters 1, 3, 4, 5 or the Infirmary. No other routing of public video visitation is permissible.

5.20.5 Application software shall only permit video visitations between attorney stations in the Courthouse Attorney Visitation Room or the attorney stations in the Detention Facility Lobby and either arrestees in Book-in or inmates in Clusters 1, 3, 4, 5 or Minimum Security. No other routing of attorney video visitation is permissible.

5.20.6 Application software shall permit the capability of video visitations over the internet. At go-live implementation, this feature shall be available, but will not be used.

5.20.7 Application software shall incorporate a feature that will allow authorized Detention Center employees monitoring video visits to immediately terminate the visitation.

5.20.8 Video visitations have a maximum time length, 25 minutes at present. Application software shall incorporate a feature that terminates visitations based on a configurable number of minutes variable.

5.21 DATABASE REQUIREMENTS

5.21.1 Collin County recommends the system use Microsoft SQL as its inherent database product.

5.21.2 The databases for this system shall reside on one designated system.

5.21.3 The contractor shall provide an automated method and means for saving critical files.

5.21.4 The contractor shall ensure the exact numbers of SQL licenses needed are legally acquired from Microsoft prior to database installation.

5.22 SYSTEM INSTALLATION AND TESTING PLANS

SECURITY REQUIREMENTS

5.22.1 All security provisions established for each facility shall be strictly followed. Collin County reserves the right to enforce existing or establish new security procedures as deemed to be in the best interest of the County in order to maintain safe and orderly operation of the detention facility.

5.22.2 Install, configure, test and make operational the contractor's system in the County/IT environment.

5.22.3 Provide system testing. This is a test for system operations, features, application integration, etc.

5.22.4 Responsible for testing the final system to ensure proper functionality. This test shall be performed at each location. County Personnel shall be present during testing and shall sign off on each item tested.

5.23 TRAINING REQUIREMENTS

5.23.1 Trainer(s) shall provide on-site instruction and training sessions to Collin County's designated representatives covering the operation, administration, and management of the *entire* system and associated equipment during the installation process or sooner if the County request as such.

5.23.2 Contractor shall include training on the reporting functions of the system. Follow up instruction and training shall be provided to the County upon request. Provide a training plan and training to ensure that all users can adequately perform all basic system related administrative, diagnostic, and proactive management functions within the proposed system.

Provide detailed system documentation that describes all system administration functions.

5.23.3 The contractor shall provide training to the Collin County staff. Trainer(s) shall provide on-site instruction and training sessions to Collin County's designated representatives covering the operation, administration, and management of the entire system and associated equipment during the installation process or sooner if the County request as such. Follow up instruction and training shall be provided to the County upon request. Training shall be provided at no cost to Collin County.

5.24 DELIVERABLES

5.24.1 Upon successful implementation, the contractor shall provide in electronic format:

5.24.1.1 as-built drawings of the video visitation system

5.24.1.2 User's manual.

5.25 MAINTENANCE/WARRANTY/SERVICE RESPONSE REQUIREMENTS

ON-GOING SERVICE EXPECTATIONS

5.25.1 Contractor shall provide all necessary maintenance services for hardware and software.

5.25.2 Contractor shall provide Collin County a 24x7 escalation call list and shall keep the escalation call list updated as time passes

5.25.3 The contractor shall provide a live Help Desk support function which shall be located within the continental United States. The Help Desk shall be provided to Collin County at no cost to the County during the term of the contract. The Help Desk function shall be capable of providing support via telephone to designated Collin County personnel 24-hours a day, 7-days a week.

5.25.4 Collin County shall be notified of any discontinuation or upgrade replacements of any components of the system as soon as it is made known to the Vendor.

MAJOR EMERGENCY FAILURES

5.25.5 A major emergency failure is defined as:

5.25.5.1 A failure of the systems processor, its common equipment or power supplies which render the system incapable of performing its normal functions;

5.25.5.2 A failure of the recording function or any of its components that affects the full recording operation;

5.25.5.3 A failure of 50% or more of the visitation stations at any one area within an Collin County facility;

5.25.5.4 A failure of the system kills switches or similar disabling function proposed by the Contractor.

5.25.5.5 There are two or more system re-boots of the application server or database server in any twenty-four hour period.

5.25.5.6 Disruption in service to a single user of material nature. Material nature shall mean Collin County's operations are critically affected.

5.25.5.7 Contractor will respond to the service problem within 30-minutes of initial trouble reported by Collin County personnel through the use of remote testing or access. Should the system not be accessible for remote testing, the Contractor shall have a qualified background-checked technician on-site at the Collin County facility within two (2) hours from the time of initial trouble report.

5.25.5.8 Response to major emergencies shall be available 24-hours a day, 7-days a week, throughout the term of the contract.

MINOR FAILURES

5.25.6 Minor Failure shall be defined as follows:

5.25.6.1 Any request for service when a major failure does not exist shall be deemed to be a minor failure.

5.25.6.2 When a minor failure occurs, Contractor agrees to send qualified background-checked technicians, as required, to arrive at the affected County facility within twenty-four (24) clock hours of request, 8:00 A.M. to 5:00 P.M. Central Time, Monday through Friday, excluding weekends and County holidays.

5.25.6.3 If Contractor successfully corrects a minor failure within the required response period remotely, and no Contractor on-site presence is required to restore the system to proper performance levels, the 24-hour on-site response requirement shall be waived.

ONSITE REPAIRS

5.25.7 In the event of a hardware failure, response shall mean Contractor's qualified background-checked technician is physically at Collin County's location.

5.25.8 In the event the Contractor chooses to perform field repair on defective equipment and such repaired equipment continues to experience repeated failures adversely affecting the system, the Contractor shall, upon Collin County's agreement, replace such defective equipment rather than continuing to perform field repairs.

5.25.9 Should the condition require that Contractor re-boot the system or perform any action that could lead to a system re-boot or any other adverse condition, Contractor shall first notify Collin County's designated IT Support Group and obtain Collin County's permission before proceeding. This requirement pertains to both remote and on-site conditions.

MAINTENANCE AGREEMENT

5.25.10 Contractor shall provide a maintenance agreement that includes, but is not limited to the following:

5.25.10.1 Defective parts

5.25.10.2 Software upgrades and patches, including how the contractor will supply and assist with applying software upgrades and patches.

5.25.10.3 Technical telephone support, 8am-9pm, 7 days a week.

5.25.10.4 Location of Contractor's closest service center

5.25.10.5 Name and contact information for Contractor's Certified Support Personnel

5.25.10.6 Escalation procedure for service related issues

REPLACEMENT OF HARDWARE

5.25.11 The contractor shall provide the necessary labor, parts, materials, and transportation to maintain all proposed on-site video visitation stations in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the awarded contract.

5.25.12 The contractor shall be responsible for the replacement of the video visitation system in its entirety or its individual components, as necessary to maintain operability, regardless of cause including, but not limited to: normal wear/use, inmate abuse, natural disaster, or inmate unrest.

6.0 PROPOSAL FORMAT

- 6.1 The proposal shall, at a minimum, include a Table of Contents detailing sections and corresponding page numbers, and shall be printed on letter-size (8 1/2"x 11") paper and if submitting manually, assembled with spiral-type bindings or staples. **DO NOT USE METAL-RING HARD COVER BINDERS.**

Responsive proposals shall provide straightforward, concise information that satisfies the requirements of this solicitation. Responsive proposals will display conformity to the County instructions, requirements of this solicitation, and the completeness and clarity of content.

6.2 EXECUTIVE SUMMARY

The Contractor shall provide an Executive Summary of its proposal. The Executive Summary shall be a high-level, general overview of how the Contractor proposes to accomplish the requirements of this RFP. The Executive Summary shall demonstrate the Contractor's understanding of the basic requirements and expectations of the RFP.

6.2.1 FIRM OVERVIEW

The contractor is requested to define the overall structure of the Firm to include the following:

- 6.2.1.1 A descriptive background of your company's history.
- 6.2.1.2 State your principal business location and any other service locations.
- 6.2.1.3 What is your primary line of business?
- 6.2.1.4 How long have you been selling product(s) and/or providing service(s)?
- 6.2.1.5 State how many and the locations where your product/services are in use.
- 6.2.1.6 Supply documentation of at least three (3) years of successful experience working in a detention facility.

6.3 REQUIREMENTS

6.3.1 Provide a response for each requirement in section 5.13 through 5.25.

6.4 PROJECT PLAN AND METHODOLOGY

Contractor shall provide a response for each statement below.

6.4.1 Provide a specific, detailed project plan that describes how the Contractor intends to provide the requested services which are set forth in this RFP. Explain,

in full detail, how the Contractor will meet all the needs of the County detailed in this RFP. If applicable, include items such as technical details and descriptions, key personnel, project plans, customer service, timetables, deliverables, ongoing communication with the County.

6.4.2 Provide a draft project plan (GANTT Chart) in MS project or other suitable format that describes the project level tasks, sub-tasks, duration, resources and appropriate dependencies.

6.4.3 Project plan shall include the following:

6.4.3.1 Performance testing, user acceptance testing time period and end to end testing on all services as well as an identification of number and quantity of the County/Collin County IT/Contractor resources to conduct the testing.

6.4.3.2 Roles and responsibilities of the Contractor and its representatives, including development, implementation, post implementation, support and service level agreements for implementation issues both immediate and on-going.

6.5 REFERENCES

6.5.1 Offeror is requested to include at least three (3) references with names, addresses, telephone numbers and e-mail address.

6.5.2 Provide description of projects completed.

6.5.3 How many units were completed?

6.5.4 Project Cost.

6.6 STANDARDS FOR EQUIPMENT AND MATERIALS

6.6.1 All purchased equipment and materials shall be new, not used or refurbished. All equipment, components, materials and software provided shall be the latest models and versions and shall conform to current applicable industry standards. Defective or damaged equipment and materials shall be replaced or repaired, prior to final System Acceptance, in a manner that meets the approval of the County and at no additional cost.

6.7 MAINTENANCE/WARRANTY/SERVICE

6.7.1 Describe how your maintenance warranty program meets requirements in section 5.25.

6.7.2 Provide a sample maintenance agreement that shall include, but not limited to the following:

- Defective parts;
- Software upgrades and patches;
- Technical telephone support;
- Location of Vendor's closest service center;
- Name and contact information for Vendor's Certified Support Personnel;

- Escalation procedure for service related issues

6.8 **REPORTING REQUIREMENTS**

STANDARD REPORTS

6.8.1 Describe the standard reports that are available to the County. Include the type of report, the information provided in the report, the frequency of the report, the process to request the report, and the process used to deliver the report. Contractors are encouraged to include a sampling of common reports.

6.8.2 Provide a detailed monthly video visitation report which shall include a breakdown of the activity involving the video visitation visits. The information to be included in this report will be determined mutually by the Collin County Sheriff's Department and the vendor. The report must be exportable and accessible to all designated users.

CUSTOM REPORTING:

6.8.3 Contractors will present whether or not they provide a custom reporting feature with their software.

6.8.4 If the contractor provides a custom reporting software feature, then designated users shall be allowed to create custom reports.

6.9 **PRICING/FEES**

Contractor shall state pricing in the appropriate categories below. Any travel costs shall be included in the implementation services.

6.9.1 Implementation Services:

- Training
- Installation (Cabling shall be included as a part of Installation cost)

6.9.2 Hardware Cost

6.9.3 Software Cost

Provide a breakdown of cost per location to include:

6.9.4 Detention Center

6.9.5 Minimum Security

6.9.6 Courthouse

6.10 **EXCEPTIONS/DEVIATIONS**

6.10.1 Please state any and all exceptions from the information requested in the RFP. If no deviations are listed it is understood that the Contractor has agreed to all requirements as listed in the RFP.

Attachment A, Infrastructure Cabling Standards

The new Cat 6e cabling will be terminated using 568-B standard

- Vendor will coordinate with Collin County IT project lead and Collin County facilities to complete this project.
- All work done is to be based on Collin County standards and Industry best practices. Where the two diverge the Collin County lead will be responsible for making the decision on which to use.
- Vendor is responsible for labeling all equipment and connections according to Collin County specifications.
- Vendor will provide all equipment included on the bill of materials and any accessories needed.
- Cables will be bundled using Velcro.
- Vendor will test each cable connection and provide Collin County with a soft copy and hard copy of test results.
- Each cable is to be labeled at each end and the faceplates and patch panels will be labeled per Collin County standards.
- Vendor will trouble shoot and resolve any problems that arise as part of this project.
- Any deviations from the submitted design must be approved by Collin County.
- Vendor will provide Panduit patch cables for installation at both ends, Collin County will specific lengths.
- Vendor will terminate all cables on Panduit data jacks at both ends and install in Panduit patch panels in the IDFs, Collin County will provide the specific part numbers required. **There will be no cables home run to the switch.**
- Vendor is responsible for cleanup and must remove empty boxes and trash daily.
- Vendor will utilize existing cable trays where possible and vendor will install new Cat 6E compliant hangers on 5' centers to suspend all cable not in cable trays or conduit. No cable will sag more than 6 inches or touch any other mechanical systems in the ceiling.

**SIGNATURE FORM
COLLIN COUNTY, TEXAS**

DELIVERY WILL BE F.O.B. INSIDE DELIVERY AT COLLIN COUNTY DESIGNATED LOCATIONS AND ALL TRANSPORTATION CHARGES PAID BY THE SUPPLIER TO DESTINATION.

DELIVERY TO BE SPECIFIED IN CALENDAR DAYS FROM DATE OF ORDER.

WE **DO NOT** TAKE EXCEPTION TO THE BID SPECIFICATIONS.

WE **TAKE** EXCEPTION TO THE BID SPECIFICATIONS (EXPLAIN):

5

6

COMPANY INFORMATION/PROFILE/REFERENCES

Preferential Requirement: The County of Collin, as a governmental agency of the State of Texas, may not award a contract to a nonresident bidder unless the nonresident's bid is lower than the lowest bid submitted by a responsible Texas resident bidder by the same amount that a Texas resident bidder would be required to underbid a nonresident bidder to obtain a comparable contract in the state in which the nonresident's principal place of business is located (Government Code, Title 10, V.T.C.A., Chapter 2252, Subchapter A). Bidder shall make answer to the following questions by selecting the appropriate radio button or inserting information in the box provided:

Is your principal place of business in the State of Texas? Yes No

If the answer to question is "yes", no further information is necessary; if "no", please indicate:

in which state is your principal place of business is located:

if that state favors resident bidders (bidders in your state) by some dollar increment or percentage: Yes No

if "yes", what is that dollar increment or percentage?

Company Profile: IS YOUR FIRM?

Sole Proprietorship Yes No

General Partnership Yes No

Limited Partnership Yes No

Corporation Yes No

Other Yes No

List Legal Names in Company:

5

6

List at least three (3) companies or governmental agencies where these same/like products/services, as stated herein, have been provided. Include company name, address, contact name and telephone number.

5



AS PERMITTED UNDER TITLE 8, CHAPTER 271, SUBCHAPTER F, SECTION 271.101 AND 271.102 V.T.C.A. AND TITLE 7, CHAPTER 791, SUBCHAPTER C, SECTION 791.025, V.T.C.A., OTHER LOCAL GOVERNMENTAL ENTITIES MAY WISH TO ALSO PARTICIPATE UNDER THE SAME TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT. EACH ENTITY WISHING TO PARTICIPATE MUST ENTER INTO AN INTERLOCAL AGREEMENT WITH COLLIN COUNTY AND HAVE PRIOR AUTHORIZATION FROM VENDOR. IF SUCH PARTICIPATION IS AUTHORIZED, ALL PURCHASE ORDERS WILL BE ISSUED DIRECTLY FROM AND SHIPPED DIRECTLY TO THE LOCAL GOVERNMENTAL ENTITY REQUIRING SUPPLIES/SERVICES. COLLIN COUNTY SHALL NOT BE HELD RESPONSIBLE FOR ANY ORDERS PLACED, DELIVERIES MADE OR PAYMENT FOR SUPPLIES/SERVICES ORDERED BY THESE ENTITIES. EACH ENTITY RESERVES THE RIGHT TO DETERMINE THEIR PARTICIPATION IN THIS CONTRACT. WOULD BIDDER BE WILLING TO ALLOW OTHER LOCAL GOVERNMENTAL ENTITIES TO PARTICIPATE IN THIS CONTRACT, IF AWARDED, UNDER THE SAME TERMS AND CONDITIONS? Yes No

By signing and submitting this Bid/Proposal, Bidder/Offeror acknowledges, understands the specifications, any and all addenda, and agrees to the bid/proposal terms and conditions and can provide the minimum requirements stated herein. Bidder/Offeror acknowledges they have read the document in its entirety, visited the site, performed investigations and verifications as deemed necessary, is familiar with local conditions under which work is to be performed and will be responsible for any and all errors in Bid/Proposal submittal resulting from Bidder/Offeror's failure to do so. Bidder/Offeror acknowledges the prices submitted in this Bid/Proposal have been carefully reviewed and are submitted as correct and final. If Bid/Proposal is accepted, vendor further certifies and agrees to furnish any and all products/services upon which prices are extended at the price submitted, and upon conditions in the specifications of the Invitation for Bid/Request for Proposal.

THE UNDERSIGNED HEREBY CERTIFIES THE FOREGOING BID/PROPOSAL SUBMITTED BY THE COMPANY LISTED BELOW HEREINAFTER CALLED "BIDDER/OFFEROR" IS THE DULY AUTHORIZED AGENT OF SAID COMPANY AND THE PERSON SIGNING SAID BID/PROPOSAL HAS BEEN DULY AUTHORIZED TO EXECUTE SAME. BIDDER/OFFEROR AFFIRMS THAT THEY ARE DULY AUTHORIZED TO EXECUTE THIS CONTRACT; THIS COMPANY; CORPORATION, FIRM, PARTNERSHIP OR INDIVIDUAL HAS NOT PREPARED THIS BID/PROPOSAL IN COLLUSION WITH ANY OTHER BIDDER/OFFEROR OR OTHER PERSON OR PERSONS ENGAGED IN THE SAME LINE OF BUSINESS; AND THAT THE CONTENTS OF THIS BID/PROPOSAL AS TO PRICES, TERMS AND CONDITIONS OF SAID BID/PROPOSAL HAVE NOT BEEN COMMUNICATED BY THE UNDERSIGNED NOR BY ANY EMPLOYEE OR AGENT TO ANY OTHER PERSON ENGAGED IN THIS TYPE OF BUSINESS PRIOR TO THE OFFICIAL OPENING OF THIS BID/PROPOSAL.

Company Name	<input type="text"/>
Street Address of Principal Place of Business	<input type="text"/>
City, State, Zip	<input type="text"/>

Phone of Principal Place of Business	<input type="text"/>
Fax of Principal Place of Business	<input type="text"/>
E-mail Address of Representative	<input type="text"/>
Federal Identification Number	<input type="text"/>
Date	<input type="text"/>
Acknowledgement of Addenda	#1 <input type="checkbox"/> #2 <input type="checkbox"/> #3 <input type="checkbox"/> #4 <input type="checkbox"/> #5 <input type="checkbox"/> #6 <input type="checkbox"/>
Authorized Representative Name	<input type="text"/>
Authorized Representative Title	<input type="text"/>
Signature (Required for paper bid submission)	<input type="text"/>

AFFIDAVIT OF COMPLIANCE

I, the undersigned, declare and affirm that my company is in compliance with the Immigration and Reform Act of 1986 and all employees are legally eligible to work in the United States of America.

I further understand and acknowledge that any non-compliance with the Immigration and Reform Act of 1986 at any time during the term of this contract will render the contract voidable.

Name of Company

Title of Officer

Name of Officer

Date:

CONFLICT OF INTEREST QUESTIONNAIRE		FORM CIQ
For vendor or other person doing business with local governmental entity		
<p style="text-align: center;">This questionnaire reflects changes made to the law by H.B. 1491, 80th Leg., Regular Session.</p> <p style="text-align: center;">This questionnaire is being filed in accordance with Chapter 176, Local Government Code by a person who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the person meets requirements under Section 176.006(a).</p> <p>By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code.</p> <p>A person commits an offense if the person knowingly violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.</p>	<p>OFFICE USE ONLY</p> <hr/> <p>Date Received</p>	
<p>1. Name of person who has a business relationship with local governmental entity.</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>		
<p>2. <input type="checkbox"/> Check this box if you are filing an update to a previously filed questionnaire.</p> <p>(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)</p>		
<p>3. Name of local government officer with whom filer has employment or business relationship.</p> <div style="border: 1px solid black; height: 20px; width: 100%; text-align: center; margin: 10px 0;"> <p>Name of Officer</p> </div> <p>This section (item 3 including subparts A, B, C & D) must be completed for each officer with whom the filer has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.</p> <p>A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the filer of the questionnaire?</p> <p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>B. Is the filer of the questionnaire receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity?</p> <p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership of 10 percent or more?</p> <p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>D. Describe each employment or business relationship with the local government officer named in this section.</p> <div style="border: 1px solid black; height: 40px; width: 100%; margin-top: 10px;"></div>		





4.

Signature of person doing business with the governmental entity

Date

Adopted 06/29/2007

In order to better serve our bidders, the Collin County Purchasing Department is conducting the following survey. We appreciate your time and effort expended to submit your bid. Please take a moment to complete the below. Should you have any questions or require more information please call (972) 548-4165.

HOW DID YOU RECEIVE NOTICE OF THIS REQUEST FOR BID OR PROPOSALS?

McKinney Courier-Gazette? Yes No

Plan Room? Yes No

Collin County Web-Site? Yes No

Facsimile or email from BidSync? Yes No

Other

HOW DID YOU RECEIVE THE BID DOCUMENTS?

Downloaded from Home Computer? Yes No

Downloaded from Company Computer? Yes No

Requested a Copy from Collin County? Yes No

Other

Thank You,

Collin County Purchasing Department

Question and Answers for Bid #2014-259 - VIDEO VISITATION SYSTEM

OVERALL BID QUESTIONS

There are no questions associated with this bid.