



# COLLIN COUNTY

Office of the Purchasing Agent  
2300 Bloomdale Road  
Suite 3160  
McKinney, Texas 75071  
www.collincountytx.gov

## ADDENDUM No. Three (3)

### Video Visitation System RFP No. 2014-259

Effective: January 30, 2015

You are hereby directed to make changes to the Request for Proposal in accordance with the attached information:

**Walk Thru:** There are a total of 7 data closets, on our walk thru we only viewed a few. In the best interest of the vendors we will be holding another walk thru. The Walk Thru will be conducted by Collin County on Tuesday, February 10, 2015 at 10:30a.m. in Reception area at Collin County Justice Center, 4300 Community Ave., McKinney, Texas 75071. This is to provide an opportunity for all interested companies to view the conditions of all the data closets. For the tour, 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.

**Extended Question & Answer date to:** Friday, February 20, 2015 at 5:00p.m.

**Extended Bid End Date to:** Thursday, February 26, 2015 at 2:00p.m.

**Delete:** Video Visitation RFP Final

**Replace with:** Revised-Video Visitation RFP Final (Changes made in red)

**Add Documents:**

- Attachment B, Pre-Proposal Q&A and Attendee List**
- Attachment C, Attorney Station-Cisco E20 Dimensions-Courthouse**
- Attachment D, Attorney Station-Courthouse-View 1**
- Attachment E, Attorney Station-Courthouse-View 2**
- Attachment F, Attorney Station-Courthouse-View 3**
- Attachment G, Attorney Station-Courthouse-View 4**
- Attachment H, Inmate Attorney-Metal Box Dimensions**
- Attachment I, Inmate Attorney Station-View 1**
- Attachment J, Inmate Attorney Station-View 2**
- Attachment K, Inmate Attorney Station-View 3**
- Attachment L, Inmate Public Station Dimensions-Cluster IV Unit**
- Attachment M, Inmate Public Station-Cluster IV-View 1**
- Attachment N, Inmate Public Station-Cluster IV-View 2**
- Attachment O, Inmate Public Station-Cluster IV-View 3**
- Attachment P, Public Station Dimensions-Jail Lobby Unit**

## Attachment Q, Public Station-Jail Lobby Unit-View

### Clarifications:

- **Data for any cloud based system needs to reside in the State of Texas. Therefore, we prefer not to have a cloud based system and prefer to reside on County property.**
- **Contractor is responsible for removing video visitation handsets from the existing video visitation stations. Face to face visitation stations are not in the scope of this bid and are not to be removed. Contractor may offer alternative for microphone/speaker which can be incorporated to the new video visitation stations in lieu of handsets.**
- **Existing cabling at the Jail is not Cat 6E & must be replaced. The vendor does not have to remove existing Cat5 Video Visitation cable unless the conduit is full. If the conduit is full, the vendor should remove sufficient Cat5 Video Visitation cable to permit installation of their own Cat6 Video Visitation cable. If the conduit has sufficient room to pass all the Cat6 cable the vendor requires the vendor may cut off the old cable at the wall and push the remaining cable back into the wall. In either case, vendor may utilize the abandoned Cat5 Video Visitation cable as a pull-string while installing Cat6 Video Visitation cables. All Cat5 cable removed by the vendor should be rolled and taped and placed with palletized equipment destined for the Computer Parts Warehouse, as described elsewhere in the RFP.**

Please note all other terms, conditions, specifications drawings, etc. Remain unchanged.

Sincerely,  
Michalyn Rains CPPO, CPPB  
Purchasing Agent

**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:	<b>December 23, 2014</b>
Pre-Proposal Conference:	<b>January 6, 2015 at 9:00a.m.</b>
<b>Jail Walk Thru:</b>	<b>February 10, 2015 at 10:30a.m.</b>
Deadline for submission of contractor questions:	<b><del>January 16, 2015 at 5:00p.m.</del> February 20, 2015 at 5:00p.m.</b>
Proposals due:	<b><del>January 22, 2015, 2:00 p.m.</del> February 26, 2015 at 2:00p.m.</b>
Notification of Demos:	<b><del>Week of February 16<sup>th</sup> -20<sup>th</sup></del> Week of March 16<sup>th</sup>-20<sup>th</sup></b>
Award of Contract:	<b>March 2015 April 2015</b>

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.~~ The proposed system must have the capability of extracting and exporting data fields from the system's database into a data format (i.e. CSV file) that can eventually be imported into the County's Jail Management System (Odyssey). At this time, we are not asking for any interface to be created to interface with the Odyssey system.
- 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 attorney 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.

## **SCHEDULING STATION REQUIREMENTS**

The Visitation Clerk staffs the Scheduling Station. Requests for visitation come from attorneys located at the Courthouse or located in Detention Lobby or from family and friends located in Detention Lobby. The Visitation Clerk at the Scheduling Station will facilitate all visitation requests.

### 5.15.4 Scheduling Station – One (1) – New Station

#### 5.15.4.1 **COLLIN COUNTY DETENTION-ONE (1) NEW STATION**

Public Lobby

4300 Community Drive, McKinney, Texas

- Contractor shall install one (1) new scheduling station.
- Contractor shall replace software only, hardware will be reused.

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

Video Visitation System  
RFP No. 2014-259  
Pre Proposal Conference  
Questions and Answers  
January 6, 2015 at 9:00a.m.

**Questions & Answers:**

1. Will any drawings be issued to show station locations and infrastructure for the purposes of developing cabling installation pricing? **Yes, we are in the process of marking the station locations on the drawings. If you would like a copy of the drawings please send an email to Courtney Wilkerson at [cwilkerson@co.collin.tx.us](mailto:cwilkerson@co.collin.tx.us) and she will send you a copy as soon as we have finalized the drawings, we ask that you do not share the drawings.**
  - a. Can you provide measurements/scaling on drawings?  
**We will include this in the addendum.**
  - b. Can you provide labels on drawings, which indicate clusters, segregation, separation, etc.? **We will include this information on the drawings.**
2. The cabling standards require the Contractor to install Cat6e only. Does this mean that existing cabling must be replaced or can it be re-used? **Existing cabling at the Jail is not Cat 6E & must be replaced. The vendor does not have to remove existing Cat5 Video Visitation cable unless the conduit is full. If the conduit is full, the vendor should remove sufficient Cat5 Video Visitation cable to permit installation of their own Cat6 Video Visitation cable. If the conduit has sufficient room to pass all the Cat6 cable required, the vendor may cut off the old cable at the wall and push the remaining cable back into the wall. In either case, vendor may utilize the abandoned Cat5 Video Visitation cable as a pull-string while installing Cat6 Video Visitation cables. All Cat5 cable removed by the vendor should be rolled and taped and placed with palletized equipment destined for the Computer Parts Warehouse, as described elsewhere in the RFP.**
3. The Cabling Requirements states that below the ceiling, Contractor shall install Cat6E cable inside 1.5 inch diameter rigid conduit. Do you mean true rigid conduit or metal conduit such as EMT? **Rigid with tamper proof screws. We have come to the agreement the conduit size should be rigid conduit with a diameter**

**large enough to accommodate the cabling with a minimum diameter of 0.75 inches. We will release an addendum with this change.**

4. Section 5.13.9 states "Include electrical power back up sufficient to support the system for up to two hours. Section 5.19.3 states "Contractor shall provide a UPS for each server sufficient to power the server for thirty (30) minutes." These appear to be conflicting or overlapping requirements and we ask that you clarify the intention? **Two hours for servers; 30 minutes for any outlying equipment that holds any type of programming.**
5. Will the County allow a vendor to offer the Video Visitation system for free, or at a discount, if they also get or have the phone system? **No, The County's phone system is on a separate contract.**
6. Can you please provide a technical contact for Tyler Technologies? There are integration requirements and we would like to be pro-active in our discussions to facilitate a seamless integration for the County. **Refer to Addendum No. 3, Section 5.13.11 The proposed system must have the capability of extracting and exporting data fields from the system's database into a data format (i.e. CSV file) that can eventually be imported into the County's Jail Management System (Odyssey). At this time, we are not asking for any interface to be created to interface with the Odyssey system. (Adding to addendum)**
7. Is it possible to get floor plan and/or schematics for the layout and positions of where the "new" video visitation kiosk will be located? This will assist with our pre-installation planning and investment evaluation. **Yes, we are in the process of marking the station locations on the drawings. If you would like a copy of the drawings please send an email to Courtney Wilkerson at [cwilkerson@co.collin.tx.us](mailto:cwilkerson@co.collin.tx.us) and she will send you a copy as soon as we have finalized the drawings.**
8. Can you please clarify that the video visitation requirements from the Courthouse do not include a "video arraignment" solution but is instead a traditional inmate visitation solution from the courthouse? **No, they do not. This is a separate system that belongs to the courts not jail.**
9. Will the data run on the Collin System or separate? **It should be a separate network; Collin County can provide fiber connections between buildings and throughout the jail.**
10. What should be integrated into the Tyler system?

Refer to Addendum No. 3, Section 5.13.11 The proposed system must have the capability of extracting and exporting data fields from the system's database into a data format (i.e. CSV file) that can eventually be imported into the County's Jail Management System (Odyssey). At this time, we are not asking for any interface to be created to interface with the Odyssey system.

11. How often will the system update inmate locations?

**At this time, we are not asking for any interface to be created to interface with the Odyssey system.**

12. Will the system the Attorney's use be physical separate?

**Yes**

13. Are the phone calls recorded?

**Yes**

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

**Clarification: Video visits between an Attorney and their inmate clients are never to be recorded. Video visits between an inmate and the public will always be recorded.**

14. Will there be privacy booths?

**No**

15. Can the current booths be reused?

**Yes**

16. Would you consider using a yellow line to mark the area for calls?

**No**

17. Does the County use restitution to repay damage to property?

**We have done this for other issues in the past.**

18. Does the County own existing equipment?

**Yes.**

19. Collin County is asking for a 5 year maintenance agreement, correct?

**Yes.**

20. Can the cabinets be reused?  
**Yes, if your equipment fits and it is presentable.**
21. Can tablets be used on the wall?  
**No, they aren't big enough.**
22. How many video visits a day on the average? **Last year 4655 visited by video visitation. Keep in mind for most of the year only one pod is occupied.**
23. Would you consider a mobile unit?  
**Yes, we would be open to this on public stations but not for any attorney stations.**
24. Can a list of where the terminals are located and if they are used by the public or attorney be provided? **We are in the process of creating a spreadsheet with a breakdown which clarifies the locations of current stations and future stations as a part of this RFP. (Add to addendum with information about new locations for courthouse.)**
25. Will the area be cleared during construction? **Yes, in most cases. Except in infirmary and Book-In locations, we will keep the contractor separated from inmates while working.**
26. Where is the remote diagnostics connection for internet and how is it accessed?  
**Outside circuits would terminate in the Central Plant Bldg.**
27. Are all the terminals the same model for public and the Attorneys?  
**Yes, in the jail. The Attorney stations between the Courthouse and the jail are Cisco E20 endpoints and are on the County network at this time. The proposal shall include replacing these as part of the overall solution.**
28. How far from minimum security is the data center?  
**It is a separate building, but is connected by MM fiber.**
29. Where is IBF in the room?  
**The Central Plant building is where the remote circuits would terminate.**

30. If the conduit is a different size, does it have to be changed out? **The conduit should be rigid conduit with a diameter large enough to accommodate the cabling with a minimum diameter of 0.75 inches.**
31. Do you currently have a card reader? **No.**
32. Is all conduit 1½ inches?  
**We have come to the agreement the conduit size should be rigid conduit with a diameter large enough to accommodate the cabling with a minimum diameter of 0.75 inches. We will release an addendum with this change.**
33. Can you please provide me with a copy of the existing video visitation contract?  
**There is no current contract, the current system was provided through the general contractor for the Cluster 4 addition.**
34. Is there an estimated budget? **Please refer to the Commissioners Court packet dated December 22, 2014, which can be found on the Collin County website, [www.co.collin.tx.us](http://www.co.collin.tx.us).**
35. On the inmate attorney stations, can you provide the width, height, and depth of the units? For these units will you allow replacement of the unit with a unit that has a 10.1" screen with phone attached due to the space limitations? **We will be uploading drawings and pictures with dimensions for each station as a part of our addendum. Collin County will accept the 10.1 inches tablet with phone attached for the attorney's use only. Collin County will not accept this solution for use by the public or inmate stations.**
40. Would a secondary offer with less units be permitted? During the walk thru, it was stated that no more than 1/3 of the VV units are being used at any given time. **Please submit a base bid including all units and alternative for lesser units.**
41. Could an extension be granted if all questions are not answered by January 19? **We have extended the bid due date to February 19, 2015 at 2:00p.m. and the Q&A deadline to February 13, 2015 at 5:00p.m.**
42. Will the county be issuing an addendum to take out the requirement for the privacy booths for attorney visits? **Please specify which requirement you are referring to.**
43. Would the county consider IMC conduit in lieu of galvanized rigid conduit as a cost

saving alternative? See description below. Intermediate metal conduit, or IMC for short, is a rigid steel electrical conduit that is lighter in weight than another rigid conduit. It was designed specifically to protect insulated electrical conductors and cables. It does the work of a similar conduit, galvanized rigid conduit (GRC), but with much less weight, thickness, and is easier to install and less costly. IMC has other advantages over GRC. It has a larger interior diameter than Galvanized Rigid Conduit and the smoother interior of the pipe allows for easier wire pulling through the conduit. **No, it has to be Rigid Conduit with tamper proof screws.**

44. Will Collin County accept a 100% hosted, cloud based system operating over the internet? **Data for any cloud based system needs to reside in the State of Texas. Therefore, we prefer not to have a cloud based system and prefer to reside on County property.**
45. Can you refer an electric company that Collin County has experience with? **We cannot make referrals. However, we've had experience with Boyd Electric.**
46. Is the County interested in remote Video Visitation? **Not at this time but maybe in the near future.**
47. Do you have spare fiber and can it be used? **Yes and Yes.**
48. What is the name of the telephone company at the jail? **Current Inmate telephone contract is with Securus and AT&T is the phone carrier for this area.**
49. Name of closet on lower level? **Wiring Closet 14.**
50. Electrical closet for Cluster 4? **Room J1002A**
51. Can you please verify the number of "new" video units required above the quantity of existing units to be replaced? I need to be clear on the "new" total as they will require the additional investment of electrical and internet wiring. **There will be 9 new stations, please reference section 5.14 and 5.15 of the RFP for a breakdown of existing and new location stations.**
52. Please clarify the duration of UPS backup power required. Is it 30 minutes or 2 hours? **Refer to Question 4.**
53. Is there an existing video visitation network backbone available for use with the new system? If yes, is it copper or fiber? **No.**
54. Can you confirm that there is 120VAC power available in each of the data closets? **All wiring closets have 120vac service. Not all wiring closets have a multiple available outlets for plugging in to 120vac. IT recommends vendors budget for one (or more, depending on the amount of equipment**

they project in a given wiring closet) power distribution units in each wiring closet to ensure they have adequate electrical support.

55. Are there existing power receptacles at each existing attorney/public/inmate visitation station location? If not, can you identify which stations will require power? **Current stations have power receptacles. The 9 new stations will require power. Contractor is required to install power and drops.**
56. How many staff members will require training on the Video Visitation system? **8 staff members, and will consider a train the trainer option.**
57. How many visitation monitoring stations are required? **54 stations, please submit a base bid including all units. If you want to propose lesser units submit as an alternative.**
58. How many scheduling workstations are required? **There is 1 station by the clerk at the jail. (Addendum-to add station)**
59. How many administrative workstations are required? **Scheduling/administrative is one station that accomplishes both tasks.**
60. Who is responsible for providing the furniture such as chairs or stools at the video visitation station locations? **Collin County will supply furniture, if needed.**
61. Is it acceptable to reuse the existing cable to each video visitation station? If not, is the vendor responsible for removal of the existing cable? **Existing cabling at the Jail is not Cat 6E and must be replaced. The vendor does not have to remove existing Cat5 Video Visitation cable unless the conduit is full. If the conduit is full, the vendor should remove sufficient Cat5 Video Visitation cable to permit installation of their own Cat6 Video Visitation cable. If the conduit has sufficient room to pass all the Cat6 cable required, the vendor may cut off the old cable at the wall and push the remaining cable back into the wall. In either case, vendor may utilize the abandoned Cat5 Video Visitation cable as a pull-string while installing Cat6 Video Visitation cables. All Cat5 cable removed by the vendor should be rolled and taped and placed with palletized equipment destined for the Computer Parts Warehouse, as described elsewhere in the RFP.**
62. In several locations existing visitations phones are already installed. Will these visitation phones remain in place? If not, who is responsible for removing the units? **Contractor is responsible for removing video visitation handsets from the existing video visitation stations. Face to face visitation stations are not in the scope of this bid and are not to be removed. Contractor may offer alternative for microphone/speaker which can be incorporated to the new video visitation**

**stations in lieu of handsets. (Add Clarification to Addendum and make sure we address telephones to be removed under existing equip. in bid)**

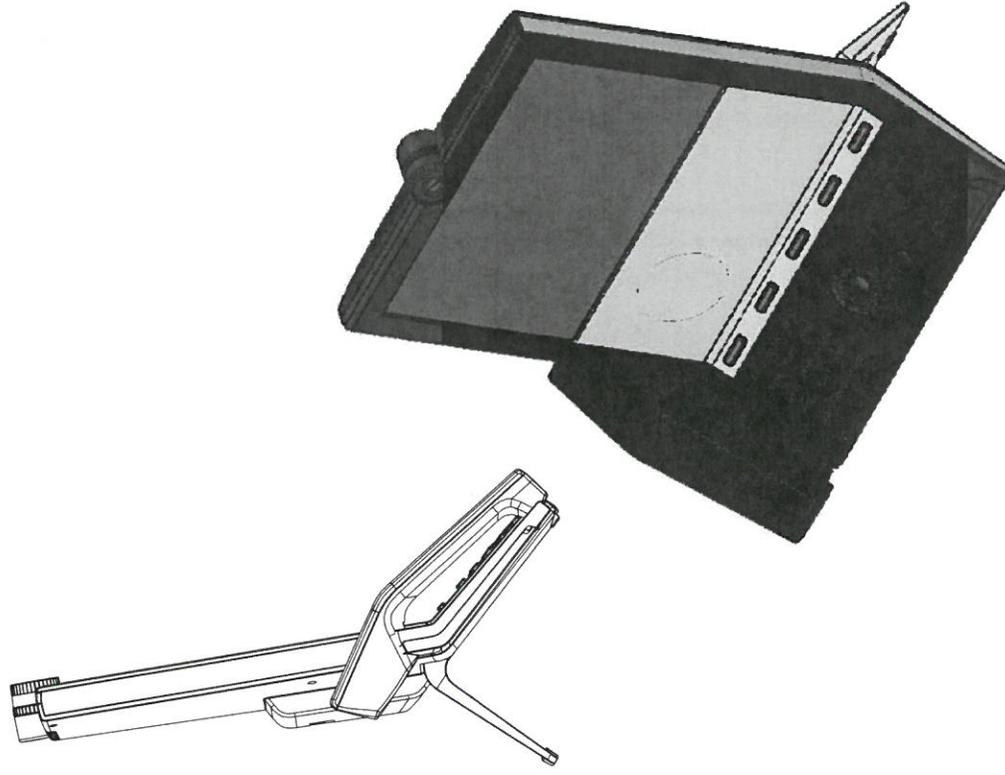
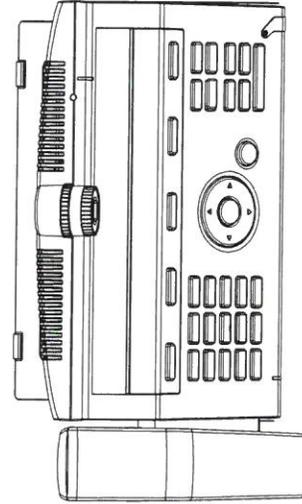
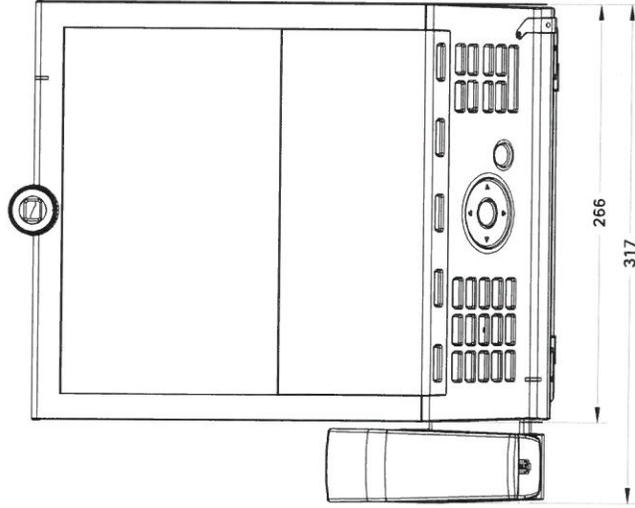
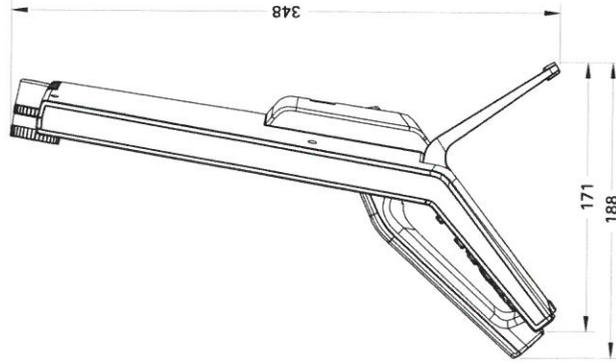
63. Would the county consider having a mobile station in the infirmary in lieu of a fixed station? **No.**
64. Please clarify what the vendor is expected to include in the response for Section 6.6 – Standards for Equipment and Materials of Proposal Format. **Contractor is required to acknowledge that they can meet all of the requirements in this section.**
65. Is the line item "State your total cost for the project per section 6.9" a question required by Collin County or by BidSync? **Collin County.**
66. Can you please verify that existing conduit runs from existing terminals back to data closets are continuous? **No, not all are continuous.**
67. Is the County open to a 100% hosted system that does not require servers on site. **Data for any cloud based system needs to reside in the State of Texas. Therefore, we prefer not to have a cloud based system and prefer to reside on County property.**
68. Please provide the name and locations of the data closets that serve/connect the existing video visitation systems. **We have created a spreadsheet which contains this data and we will be adding it under documents as a part of our addendum.**
69. In an answer to a previous question, the reply states that there is spare fiber available and it may be used. Where is the spare fiber located? **Each wiring closet in the Detention Center contains access to County fiber.**
  - a. What data closets are connected via the spare fiber? **All data closets in the Detention Center are connected by County fiber.**
  - b. How many strands of fiber are available for use? **IT will provide two strands.**
70. In an answer to a previous question, the reply states Collin County can provide fiber connections between buildings and throughout the jail. Please provide additional details regarding the fiber connections that Collin County can provide. **Please be more specific about the details you are inquiry about.**

- a. What data closets would be connected via this fiber? **All data closets in the Detention Center are connected by County fiber.**

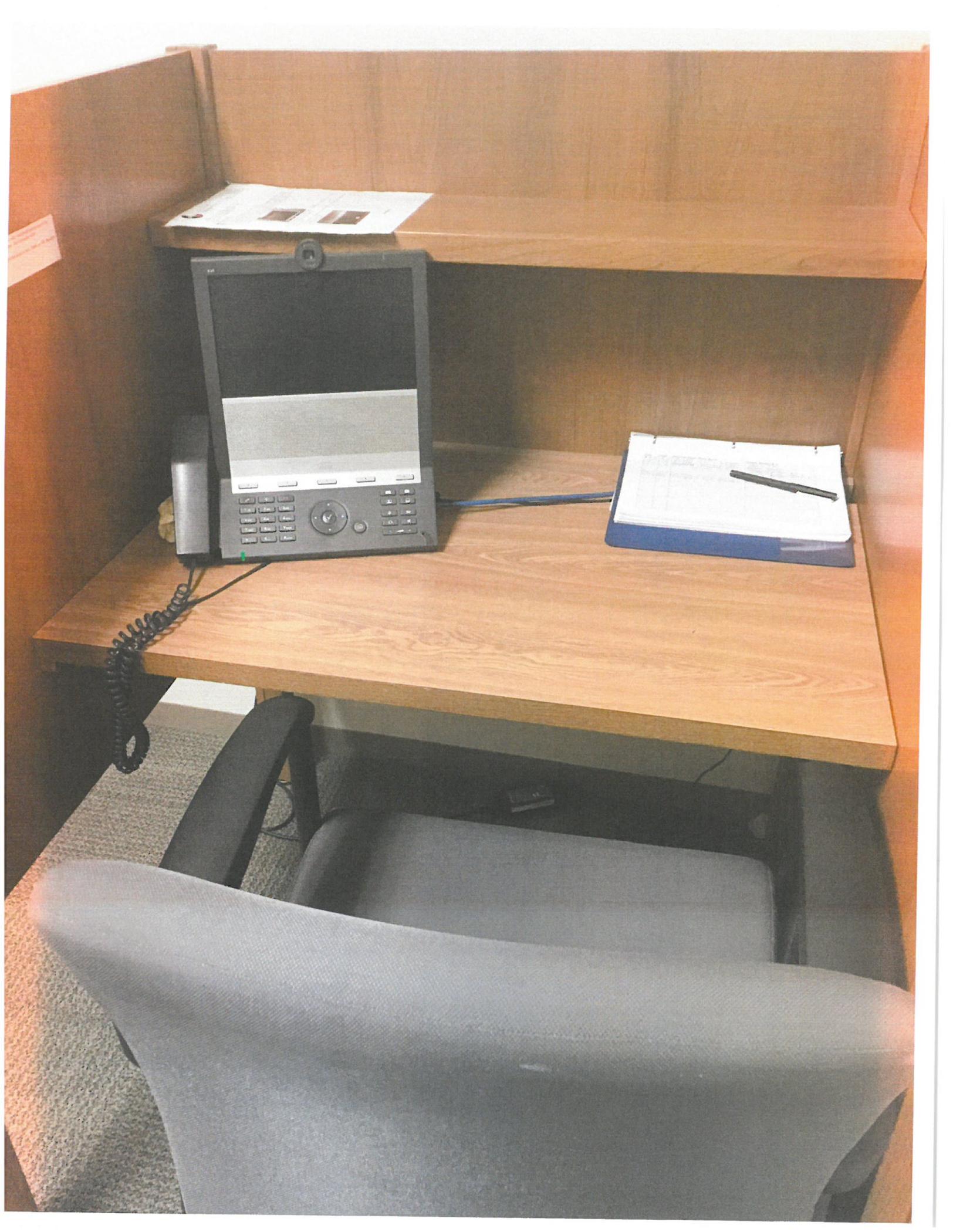
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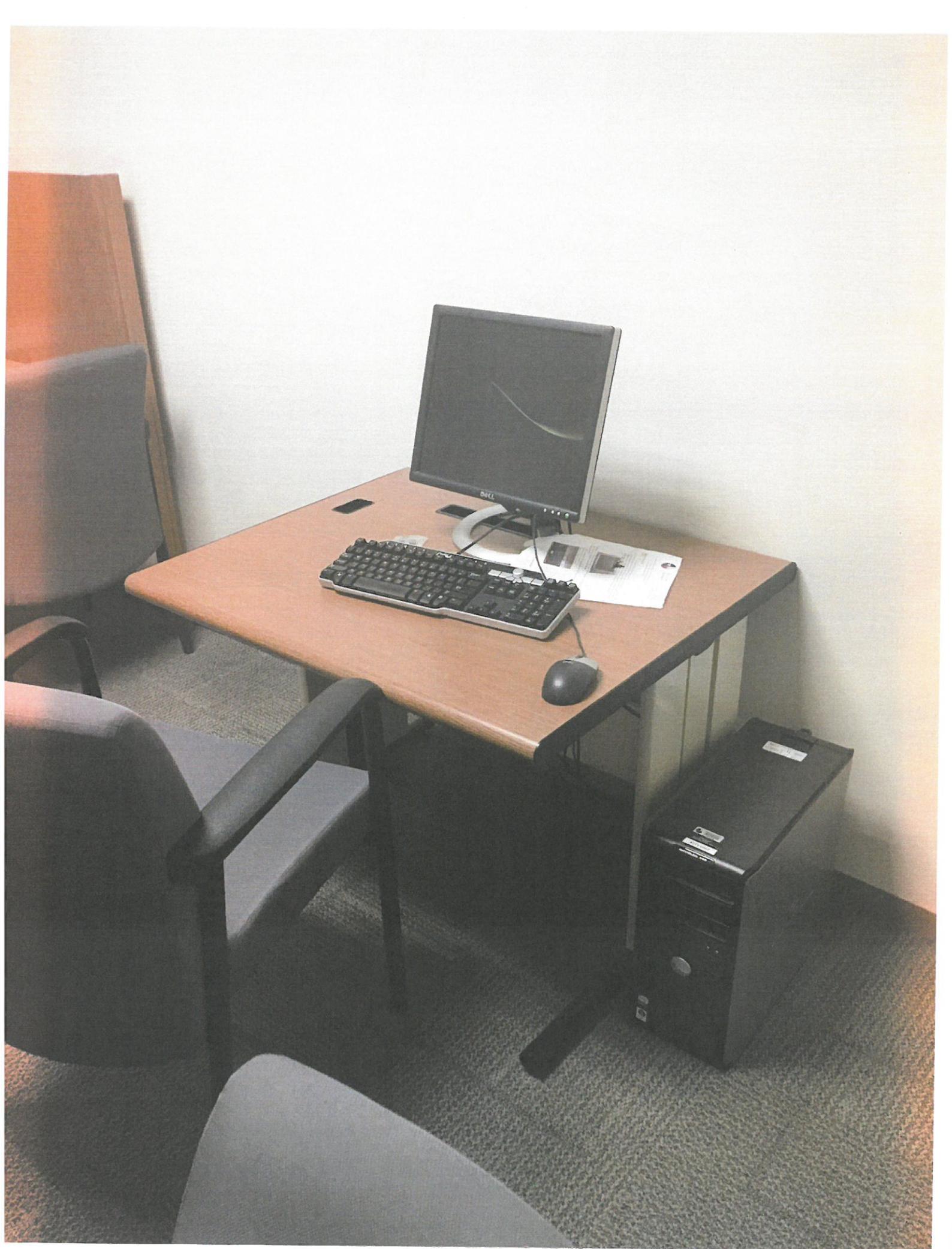
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Brian Bradford, Knight Security  
Mike Welbourne, CDW  
Patrick Dover, Securus  
Don Zimmerman, Securus  
Jeff Fisher, One Vision Solutions  
Robert O'Hair, Visionality  
Richard Barnett, Visionality  
Duane Cutler, Legacy Inmate  
Joe Sowell, Montgomery Technology  
Matt Campbell, GTL  
Rebecca Lane, GTL  
Randy Bradshaw, HomeWav  
David Warren, CCC Group/ IWeb  
Andy Shu, Black Creek ISC  
Jack Farguson, Bis Digital  
Laz Vadasz, Collin County Facilities  
Mike Bush, Collin County IT  
Jeff Springfield, Collin County IT  
Mike Jenkins, Collin County IT  
Charles Adams, Collin County Sheriff's Office  
Courtney Wilkerson, Collin County Purchasing Department  
Geri Osinaike, Collin County Purchasing Department

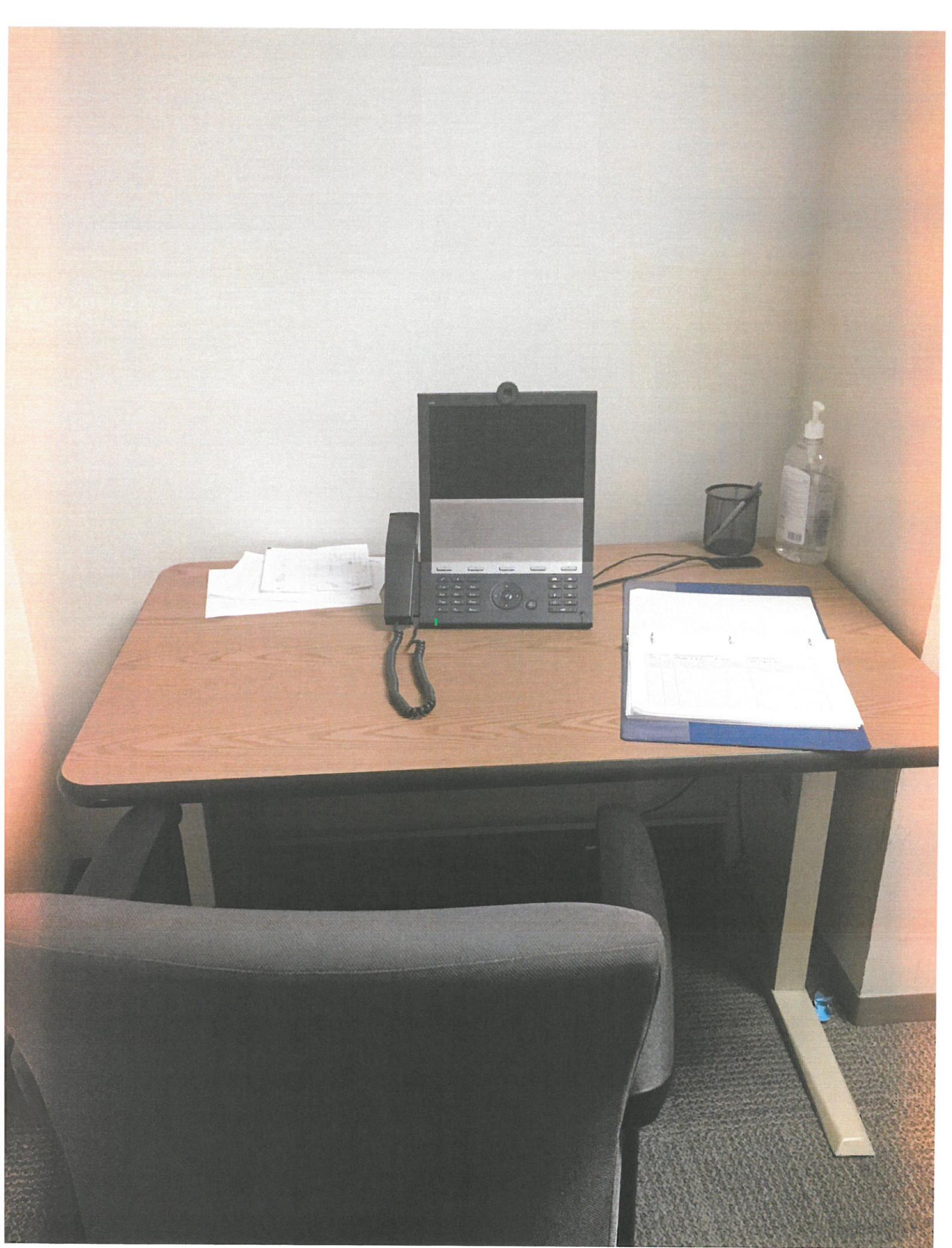
## Mechanical dimensions



All dimensions are in mm.  
1"= 25.4 mm





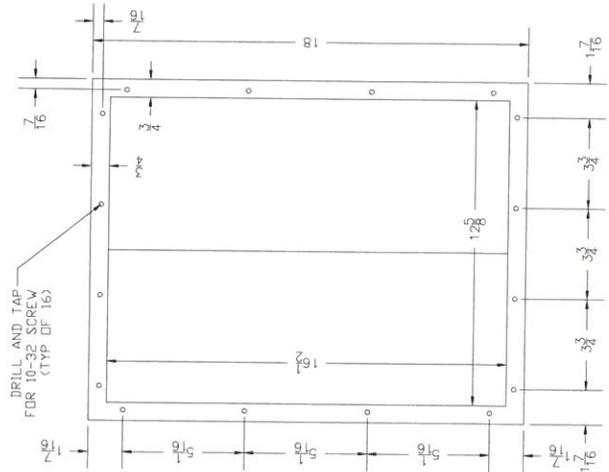
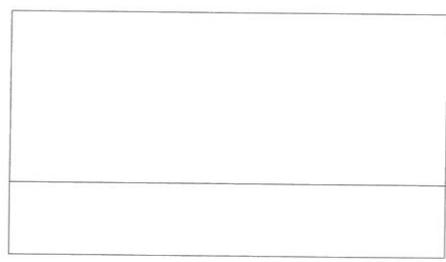
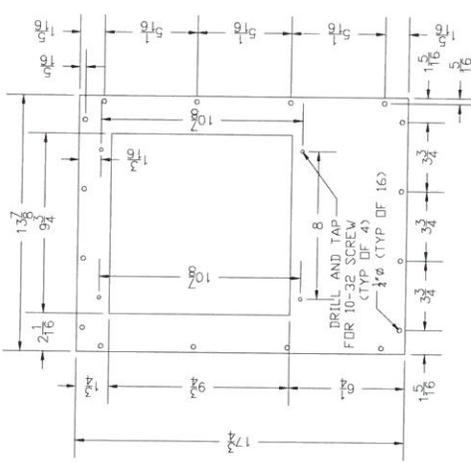
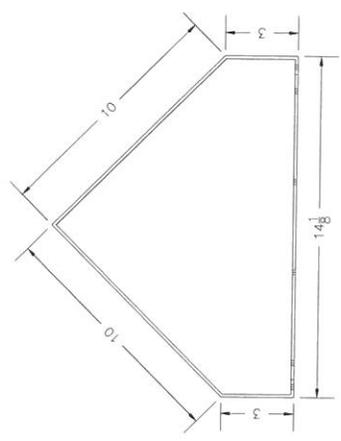
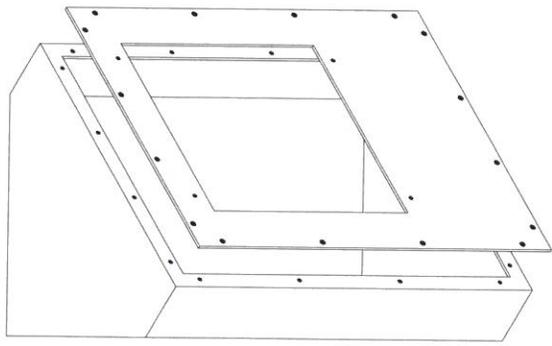




REV	DATE	APPROV	STATUS	DESCRIPTION

Project: VTC BACKBOX  
 COLIN COUNTY, TEXAS

Scale: 1/2" = 1'-0"  
 Drawn by: S. PHILLIPS  
 Checked by: [blank]  
 Date: [blank]  
 Project Number: #166958  
 Drawing #: AV-801  
 Sheet 1 of 1



- NOTES:  
 1) USE 304 STAINLESS FOR BOX  
 2) WELD ALL SEAMS AND CORNERS  
 3) ROUND ALL SEAMS AND CORNERS WITH NO SHARP EDGES.  
 4) FINISH TO BE BRUSHED STAINLESS.

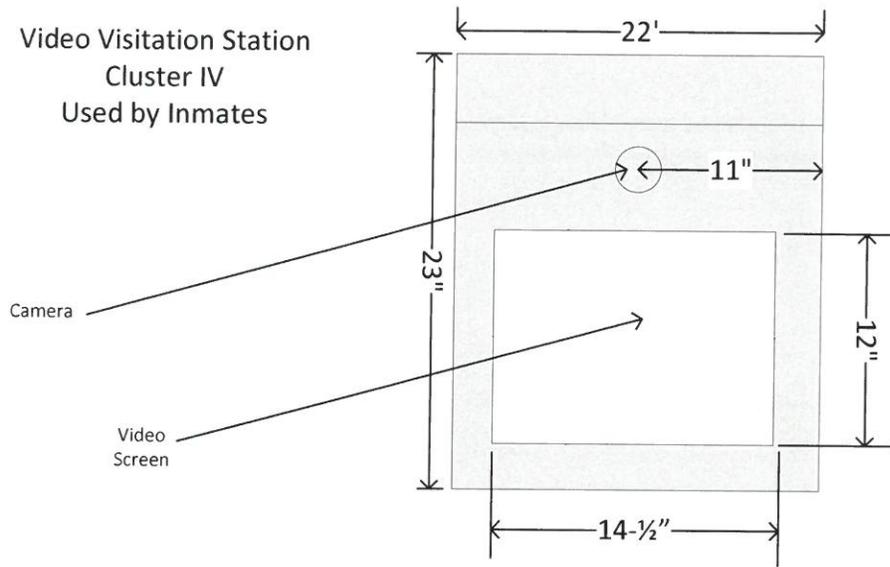
NOT FOR CONSTRUCTION



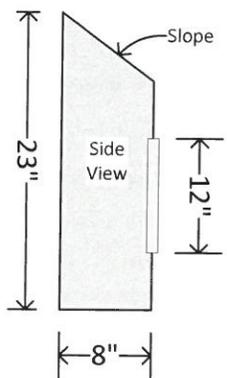




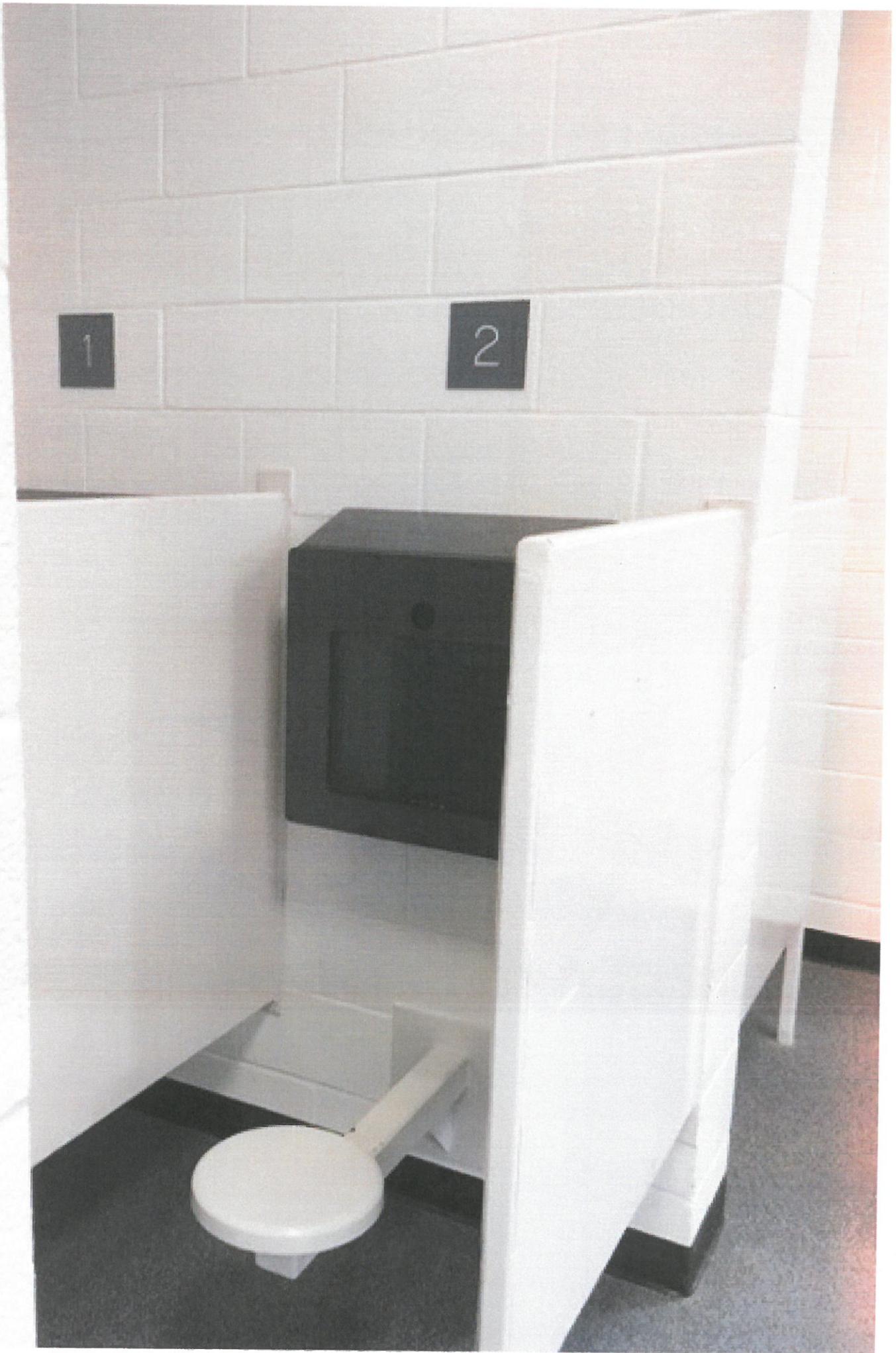
Video Visitation Station  
Cluster IV  
Used by Inmates



- Notes
- 1. Hole is approximately 2" in diameter
  - 2. 12 screw holes on front are not shown, see accompanying photograph.



Not to Scale.

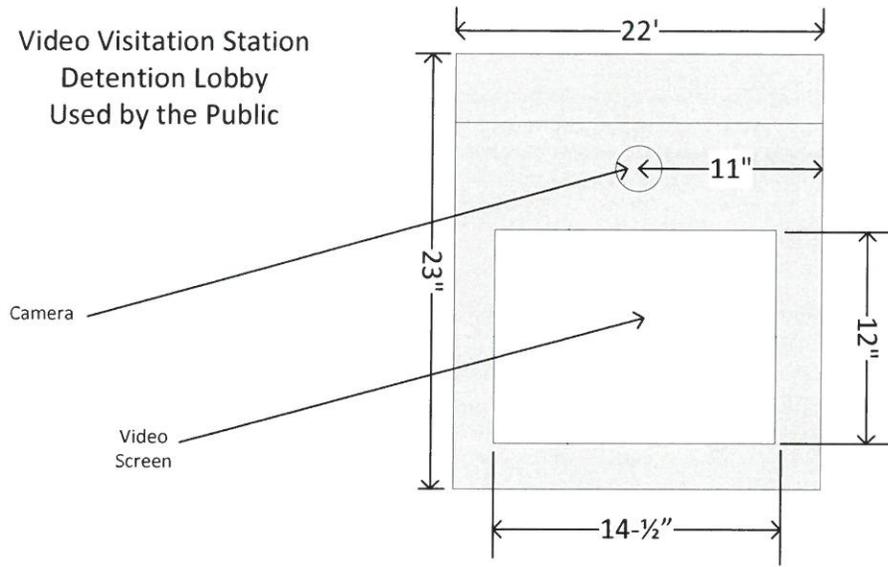




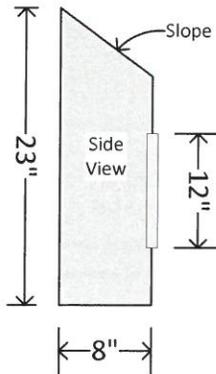
2



Video Visitation Station  
Detention Lobby  
Used by the Public



- Notes
1. Hole is approximately 2" in diameter
  2. 12 screw holes on front are not shown, see accompanying photograph.



Not to Scale.

