REQUEST FOR PROPOSAL

The Highlands County Sheriff’s Office will receive sealed proposals in the General Services Department for:

**RFP 12-01 Inmate Video Visitation System**

RFP with criteria, requirements, copy of scope of work may be downloaded from the web: www.highlandssheriff.org or will be provided upon written request by contacting: Deb J. Olson, General Services Manager, Highlands County Sheriff’s Office, 434 Fernleaf Avenue; Sebring, Florida 33870 Phone: 863-402-7266; Fax: 863-402-7344; or by E-Mail: dolson@highlandssheriff.org.

Proposal submissions must be sealed and marked with the name of the proposer, and the RFP number and title **RFP 12-01, Inmate Video Visitation System** so as to identify the enclosed proposal. Each submittal shall include (1) one original and (6) six copies of the proposal. Proposals must be delivered to Highlands County Sheriff’s Office General Services Department, 434 Fernleaf Ave., Sebring, FL 33870, so as to reach said office no later than **2:00 P.M., March 22, 2012** at which time they will be opened. Proposals received later than the date and time as specified will be rejected. The Highlands County Sheriff’s Office will not be responsible for the late deliveries of proposals that are incorrectly addressed, delivered in person, by mail or any other type of delivery service.

A Non-Mandatory Pre-Proposal Conference will be held on **March 1, 2012 at 9:00a.m.** at the following location: Highlands County Sheriff’s Office, General Services, 434 Fernleaf Ave, Sebring, FL 33870. The purpose of this conference is to answer and explain any questions concerning the specifications or the RFP and to allow prospective vendors an opportunity to see currently installed equipment.

Highlands County Sheriff’s Office Local Vendor Preference Policy will apply to the award of this bid.

The Highlands County Sheriff’s Office reserves the right to accept or reject any or all proposals or any parts thereof, and the award, if an award is made, will be made to the most responsible respondent whose proposal and qualifications indicate that the award will be in the best interest of Highlands County. The Highlands County Sheriff’s Office reserves the right to waive irregularities in the proposal.

The Highlands County Sheriff’s Office does not discriminate upon the basis of any individual's disability status. This non-discrimination policy involves every aspect of the Sheriff's functions, including one's access to, participation, employment or treatment in its programs or activities. Anyone requiring reasonable accommodation as provided for in the Americans with Disabilities Act or Section 286.26 Florida Statutes should contact Ms. Kathy Fluharty, Human Resource Administrator: 863-402-7263 (Voice), or via Florida Relay Service 711, or by e-mail: kfluharty@highlandssheriff.org Requests for CART or interpreter services should be made at least 24 hours in advance to permit coordination of the service.
SECTION 1.0 GENERAL TERMS AND CONDITIONS

A. All responses shall become the property of the Highlands County Sheriff's Office.

B. Florida Statutes 287.087, on Drug Free Work Place, 287.133(3)(a) on Public Entity Crimes, and Section 287.134, on discrimination, as a whole and/ or, will be complied with.

C. The Highlands County Sheriff's Office will not reimburse respondent(s) for any costs associated with the preparation and submittal of any responses.

SECTION 2.0: LOCAL PREFERENCE

A. Local vendor preference is considered when the lowest responsive, responsible, qualified bidder is a regional or non-local business, then all bids received from responsive, responsible, qualified "local business" bids are decreased by the respective percentage as defined below in preference for bidding and request for proposals. The original bid amount is not changed; the decrease is calculated only for the purposes of determining local preference. All procurement documents including but not limited to bid documents and request for proposal documents shall include a notice to vendors of the Sheriff's local preference policy.

B. Local Business - For purposes of this section, "local business" shall mean a business which:

1. Has had a fixed office or distribution point located in and having a street address within Highlands County for at least six (6) months immediately prior to the issuance of the request for quotations, competitive bids or request for proposals by the Sheriff; and

2. Holds any business license required by the Highlands County Sheriff's Office, and/or, if applicable, the cities or townships; and

3. Employs at least one full-time employee, or two part-time employees whose primary residence is in Highlands County, or, if the business has no employees, the business shall be at least fifty (50) percent owned by one or more persons whose primary residence is in Highlands County.

C. Any vendor claiming to be a local business as defined above shall certify in writing to the General Services Unit. The certification shall provide all necessary information to meet the requirements outlined above. It is also the responsibility of any vendor claiming to be a local business to include a copy of their certification in their bid or proposal. The General Services Unit shall not be required to verify the accuracy of any such certifications, and shall have the sole discretion to determine if a vendor meets the definition of a "local business."

D. Exceptions to Local Preference -

Purchases or contracts which are funded, in whole or part, by a governmental entity and the laws, regulations, or policies governing such funding prohibit application of that preference; and purchases made or contracts let under emergency or noncompetitive situations, or for litigation related legal services shall be exempt from this preference. The preference established in this
policy does not prohibit the right of the General Services Unit to compare quality or fitness for use of supplies, materials, equipment and services proposed for purchase and compare qualifications, character, responsibility and fitness of all persons, firms, or corporations submitting quotations, bids or proposals. Application of local preference to a particular purchase, contract, or category of contracts for which the Sheriff’s Office is the awarding authority may be waived upon written justification and recommendation by the Chief of Staff to the Sheriff or designee.

E. Preference in Bidding –
In purchasing of, or letting of contract for procurement of, personal property, materials, contractual services, and construction of improvements to real property or existing structures in which pricing is the major consideration, the authorized purchasing authority of the Sheriff’s Office may provide a preference to local businesses in making such purchase or awarding such contract, in an amount of five (5) percent of the bid price for purchases under $250,000, and two (2) percent of the bid price for purchases $250,000 and above. The maximum cost differential shall not exceed $40,000. Total bid price shall include the base bid and all alternatives or options to the base bids which are part of the bid and being recommended for award by the appropriate authority.

F. Preference in (RFP) Requests for Proposals -
In purchasing of, or letting of contracts for procurement of, personal property, materials, contractual services, and construction of improvements to real property or existing structures for which a request for proposals is developed with evaluation criteria, a local preference of not more than five (5) percent of the total score may be assigned for a local preference. Based upon analysis of the market place for each project, staff shall make a determination for inclusion of a local preference in the criteria for consideration for each request for proposal.

SECTION 3.0 STATEMENT OF WORK

The following are the minimum specifications for Inmate Video Visitation System. The systems and solutions proposed shall meet or exceed all conditions and specification listed in this RFP.

Please provide in detail the design, electronics, system architecture, transport protocol, hardware, and furniture cabinetry proposed with your solution.

1) SCOPE-OF-WORK

The following scope-of-work is to be used as a guideline for the design and implementation of a complete turnkey Inmate Video Visitation System for the Highlands County Sheriff’s Office.

a) Contractor to provide Visitor Stations for the Visitor Center and Inmate Stations in each of the inmate housing units as described herein. In the proposal, Contractor should describe the process for the implementation of the new inmate video visitation system and the impact the Highlands County Sheriff’s Office will experience during the move to the new inmate video visitation system.

b) The work shall include all materials, labor, supervision, engineering services, equipment, tools, insurance, taxes and all other items required to furnish and install the Inmate Video Visitation System for the Highlands County Sheriff’s Office Jail. This includes all Video
Visitation equipment, cabling, connections, and installation for a complete and fully operational system and provisions for connections to the visitor’s center as listed in Exhibit “A” that consists of, but is not limited to, the following:

i) The Video Visitation Systems Contractor (herein after referred to as Contractor) shall be responsible for the engineering, coordination, fabrication, assembly, and installation of a fully operational Video Visitation System as specified.

ii) Contractor shall assign a competent onsite Superintendent with verifiable experience in design, fabrication, coordination, and installation of Video Visitation Systems on projects comparable in size and complexity to this project.

iii) The Contractor supplying the Video Visitation System shall have at least five years’ experience in installation and support of Inmate Video Visitation Systems in correctional facilities. Each bidder shall document and present in the response the following information:

(1) Company name, address, and telephone numbers;

(2) Number of years in business;

(3) Number of years providing Video Visitation Systems to correctional facilities;

(4) Relationship with video visitation equipment manufacturer or provider;

(5) Length of time the Contractor has worked with manufacturer of the video visitation equipment.

iv) The Contractor for the Video Visitation System shall have Inmate Video Visitation Systems installed in at least five (5) correctional facilities of equal or larger size than the system proposed for the Highlands County Sheriff’s Office facility. Contractor will document in response to RFP the details of at least five (5) reference accounts which have been completed, including at a minimum the following information:

(1) Name, Address and Owner of Project,

(2) Contact person at facility that is familiar with the system and its operation, including their title and phone number,

(3) Completion date of the Project, and

(4) Details of the Project Size and Operations (i.e. video visitation, video arraignment, PD consultation, etc.)
c) Equipment proposed by the Contractor shall be from a Manufacturer that has supplied inmate video visitation systems for a minimum of five (5) years and that has similar systems installed at least five (5) jails of similar size and complexity as the Highlands County Sheriff’s Office facility.

d) All responses shall include submittals to allow a complete evaluation of the Contractors proposal by the Highlands County Sheriff’s Office. This is to include cut sheets on all equipment proposed as well as a system overview document that clearly defines all of the functions of the system as they relate and adhere to the system specifications and infrastructure specifications provided herein.

e) Contractor personnel shall have certification from the Manufacture for the installation and maintenance of the Video Visitation System. Proof of certification shall be included in proposal documents.

f) The Contractor shall provide a complete detailed Project Schedule outlining the Work activities required to complete the project. Schedule will take into consideration the Highlands County Sheriff’s Office standard jail access procedures and restrictions.

g) The Contractor shall provide all raceways and conduits for electrical and communications cabling to support the Video Visitation System in those areas where they are not already in place at the Jail. It is the Contractor’s responsibility to identify any required raceway and conduit requirements for system installation and include all associated costs in proposal.

h) The Contractor shall coordinate work above the ceiling, in chases, under slab, and in wall systems with the work of other trades and Highlands County Sheriff’s Office designee to insure proper space utilization and conformance to Highlands County Sheriff’s Office requirements. Conflicts arising from the Contractor’s failure to coordinate will be the responsibility of the Contractor to resolve. Conflicts are to be brought to the attention of the Highlands County Sheriff’s Office designee prior to rerouting or modifications being performed.

i) The cost of all Permits, Test and Inspection Fees associated with this work shall be paid for by the Contractor.

j) Final System Testing shall be conducted in advance of overall system acceptance prior to submitting final request for payment. Final Testing shall be demonstrated for the Highlands County Sheriff’s Office designee insuring that the Video Visitation System is functioning as specified by the equipment manufacturer.

k) The Contractor is required to provide all necessary grounding and bonding including surge suppression for the Video Visitation Equipment.

l) Contractor will layout, install, and strip all sleeves, box-outs and other block-outs necessary for openings in concrete in order to perform the Work associated with this project.
m) Contractor will coordinate, furnish, and install all Video Visitation Cabinetry, Electronics (TV’s, Flat Panel Displays, CRT’s, Cameras, Wireless Radios, Switches, Interface Cards, Fiber Modems, Multiplexers, Handsets, Microphones, Speakers, Workstations, Baluns, Power Supplies, Transformers, Surge Suppressors, Uninterruptible Power Supplies, Equipment Racks, Wire Management, Cabling, Electrical, along with Labeling, Signage, and Close-out Documentation (As-builds, Cable Records, Panel Schedules, and Drawings) and Software, as to provide a completed Video Visitation System. Current stainless steel cabinets shall be evaluated for re-use with new proposed system. This includes visitor units as well as units located in the inmate housing areas.

n) Training shall be included in the proposal covering the technical and operational aspects of the video visitation system to include user training on call management software and related applications for up to 20 (twenty) Highlands County Sheriff’s Office designees. Training shall include both operation and system maintenance.

o) The Contractor is responsible for furnishing and installing all required appropriate security fasteners including pick proof caulking of seams where cabinetry and/or fixtures are secured to walls and/or floors.

p) The Contractor is required to provide all fire safing where necessary as related to this Scope-of-Work.

q) Contractor shall provide the Highlands County Sheriff’s Office with all Vendors and Manufacturers names and phone numbers for all major/significant equipment components.

r) Contractor shall perform continuous cleanup to assure that all work areas are left in a clean, safe, and organized condition at the end of each work day. All debris generated during the course of work shall be removed by the Contractor.

s) Contractor Service Capability – The Contractor for the Video Visitation shall have a technical support center that provides technical services to their customers. The technical support center shall be staffed with trained and certified video technicians/engineers. Contractor will include in bid response cost to provide full maintenance support coverage during the hours of operation for inmate video visitation (8am until 11pm, M-F, 365 days a year, including Holidays).

2) EXHIBIT “A” – Video Visitation System Specifications

The Inmate Video Visitation System shall consist of six (6) System Administrator/Receptionist stations, sixteen (16) Visitor Stations, and thirty-one (31) fixed Inmate Stations installed in nineteen (19) Inmate Housing Units.

a) IP Virtual Matrix Communication Switching – The Video Visitation System and related system components shall be comprised of a virtual IP matrix switching capability supporting an unlimited number of video visitation stations and associated monitoring, call interjection, recording, remote access, and other system related equipment with
configuration, management, and control functions to support the following Highlands County Sheriff’s Office requirements.

The Inmate Video Visitation System shall utilize an IP Video Communication Switching system that supports full-duplex, full-motion, video, and audio for all connections. Contractors responding to this RFP will provide a detailed response to each of the requisite features and functions listed below.

i) The initial Video Visitation System shall support six (6) Administrator’s Control Stations, sixteen (16) Visitor Stations, and thirty-one (31) Inmate Stations wherein any of the visitor stations may be in a video call with any of the inmate stations without call blocking and without any degradation in audio/video communications for all parties.

ii) The Video Visitation System components shall meet all FCC regulatory requirements for related communications equipment.

iii) The Video Visitation System shall be a current commercially available product (i.e. not in development and not a proprietary implementation).

iv) The Video Visitation System shall support full duplex audio for any channels and/or for all channels within the Video Visitation System, without the addition of external equipment.

v) The Video Visitation System shall include all servers and networking equipment infrastructure to support twice the quantity of video visitation stations specified above (see item “a” above), and to support the bandwidth and throughput requirements for the system configuration. The network infrastructure provided will be installed as a dedicated network for the video visitation and related video communication functions and will allow for VLAN connectivity for outside access by authorized personnel.

vi) System offered shall support future expansion to support connectivity of additional video stations beyond the initial quantity of video visitation stations to an unlimited number of stations.

vii) The video signal for all video stations connected locally to the Video Visitation System shall be full motion for local participants. The video signal shall have no degradation in the quality of the signal and have no distortion such as snow, shadows, or audio and video synchronization issues, regardless of how many stations are in video calls simultaneously. Analog video to local video stations will not be acceptable.

viii) For support purposes, Contractor personnel and designated Highlands County Sheriff’s Office personnel shall be able to perform the administration and configuration of the Video Visitation System(s) utilizing one or more Web Browser-
based Graphical User Interface at the main control station(s) and/or remotely through a TCP/IP connection.

ix) Each inmate and visitor station shall employ a standards based codec. This station equipment shall not be PC based and shall not utilize a USB type camera (see minimum camera requirement below). The codec appliance should be designed for use in rugged environments and must not use any components with moving parts (disc drives, fans, etc.)

x) The Video Visitation System(s) must support IP standards based codec gateways for remote video conferencing support as required. System must support connectivity to any and all of the inmate and visitor stations, including support for video conferences operating at different line rates and protocols within the same video conference call. Contractor shall offer as an option, codec gateways that support protocols and system management and control functions shall provide the capability of managing the remote call connection locally by the administrator at a control station and/or remotely by authorized personnel through a WEB Browser-based interface over a TCP/IP connection (either over a LAN or WAN).

xi) The Video Visitation System shall optionally support the ability for the administrator’s control station(s) to setup outgoing codec gateway video call(s) from on-premise video stations (inmate, visitor, or other) with the appropriate additional equipment.

xii) The Video Visitation System must optionally support the integration of Video Consultation with the Public Defender’s Office and/or Private Attorneys and other applications as needed.

xiii) The Video Visitation System must support the ability to upgrade to a fully automated Video Visitation process to include Scheduling, Visitor Registration, Visitor Check-in, and JMS integration.

Each System requirement documented within this section is a mandatory requirement and shall be demonstrable to the designer, architect, and owner prior to any award.

c) Inmate Video Visitation Management and Control Software

The system software shall include an inmate video visitation WEB Browser-based management and control (M&C) application set that allows the Administrator(s) and other authorized personnel to initiate, adjust timing, monitor, start, and stop recording, interject audio and video, and terminate video calls between any Inmate Station and any Visitor Station via touch screen monitor or mouse control using the Browser-based Graphical Users Interface (GUI). The WEB Browser-based Windows based management and control application shall run on any Windows based computer platform running Windows XP Pro, Vista Business or Windows 7 Operating System utilizing Firefox or Windows Internet Explorer Browser. Contractor shall provide an explanation within the response describing the method by which the proposed system provides for the following requirements.
i) The Video Visitation Management and Control applications shall have the following configurable functions:

(a) Users with login and passwords and role assignments
(b) Role definitions for management, control, and setup access and utilization
(c) Define Station Groups for Visitors, Locations, and Inmate Housing Locations
(d) Select days of Operation for each individual Stations Group for each Visitor locations and each inmate housing unit (M,T,W,T,F,S,S)
(e) Define each Visitor and Inmate Station attributes (ACM, Always Record, Station ID, Station Location, etc.)
(f) Define Monitoring Configuration
(g) Define Monitoring Time Cycle
(h) Define Call Interjection Configuration
(i) Define Recording Configuration
(j) Define Global Visitation Length
(k) Define Global Notification Timing
(l) Define Termination Time for Hook switch Hang-up
(m) Define Time interval for “Reserved” status clear

ii) The Video Visitation System shall be able to support multiple administrator/operator control stations with simultaneous video call setup and management capabilities using the Web Browser-based M & C interface. Other authorized personnel shall also be allowed access to certain management and control functions. The system shall employ a login and password scheme wherein authorized personnel (operator, administrators/supervisors investigative personnel, etc.) may be assigned various access, management and control capabilities dictated by group assignment. Example: Operators may have privileges to terminate calls, extend call duration, start and stop recording, while investigators may be able to start and stop a recording but cannot terminate a call.

iii) The Video Visitation System shall support a Monitoring capability that allows one or more administrators/operators to monitor live video visitation sessions via a single display. Monitoring function will display multiple visitation sessions with both inmate and visitor side by side on a display monitor. The minimum display configuration will support the view of two (2) visitation sessions on the display monitor at the same time.

iv) The Video Visitation System shall support a Digital Recording capability that allows the administrator(s) to record up to sixteen (16) number of video visitation sessions simultaneously from any visitor station with the exception of any designated Attorney/Client, Medical/Patien, or Clergy/Inmate stations. The system shall be configurable to allow the designation of specific visitor stations as ACM (Attorney/Clergy/Medical) professional stations that cannot be monitored, call interjected, or recorded. The system shall allow the administrator/operator or other authorized personnel to select the recording option at the time of the initial video visitation session startup, or to start a recording during an active session, as required. The recording will be to a digital video recorder(s) with storage to support thirty (30) days of video recording for the maximum number of recording ports for
the hours of 7:00 am until 9:00 pm, five (5) days a week. The recording system shall support a simple user-friendly search and retrieval function for all recorded visitation sessions. Access to the digital video recorder will be via client software applications that can be installed on an unlimited number of authorized PC's. Access to the digital video recorder shall be over a TCP/IP connection from any authorized Client PC.

v) Digital Video recordings must have a security mechanism to verify that the recorded video has not been altered. This mechanism must be proven in use with court cases. Contractors shall apply evidence of court proceedings or equivalent legal proceedings wherein video from the proposed digital recording subsystem has been used in a court of law for criminal proceedings as evidence.

vi) The Video Visitation M & C applications shall include the capability to establish a global preset timer for all video visitation sessions, such that all video call sessions automatically terminate after the preset time period is over.

vii) The M & C application shall provide an onscreen visual indication to the participants in a visitation session, on an automated basis, that the preset visitation time period is about to expire. The M & C application shall provide a means for setting the time that this notification occurs (typically one minute prior to end of fixed time period for visitation).

viii) The WEB Browser-based GUI shall allow the administrator(s) to easily navigate through multiple displays for all functions of the M & C application. The navigational tools and graphical information shall be intuitive and based on commonly used navigation schemes, such as tabs and scroll bars.

ix) At Video Visitation Session startup, the M & C application shall allow the administrator(s) to establish a session by selecting an unused inmate station ICON in the tab for the specific inmate housing unit where the inmate is located and shall automatically select an available visitor station. Administrator shall be allowed to change the inmate or visitor stations to another available station by selecting a different station using a simple onscreen device and initiating a connection with the touch of an onscreen button. They shall also be able to adjust the timer and tag the session for automatic recording via this control window in the browser-based GUI display. They shall also be able to tag the visitation session as ACM (Attorney/Clergy/Medical) for any appropriate professional visit. The selection of ACM will automatically block monitoring, call interjection and recording functions for that specific visitation session.

x) To avoid duplicate use of inmate or video station for session setup in a multi-operator configuration, the system shall upon selection of an inmate station for a video visitation session the system shall automatically assign an available visitor station. Once operator control station personnel select an available inmate station and an associated visitor station is automatically selected, the system will put these stations into a “reserve” status and they will be unavailable or inaccessible
for other operators for session setup. This function must ensure that the use of two (2) or more administrator/operator control stations will not result in a duplicate assignment of stations by the different operators. The video visitation system shall provide an indication on the graphical display that an inmate and/or visitor station has been "reserved" as soon as a station is selected by an operator. This reserved status will remain in effect until the visitation session setup is executed by the operator or until after a predetermined amount of time passes after which the reserved status is removed automatically and the reserved stations are placed back into the available status. The predetermined "reserve" time shall be configurable with the system configuration and setup procedures. The software shall monitor the number of scheduled visits an inmate has each week in order to prevent scheduling more than the two (2) visits allowed.

xi) The Management and Control application shall control the IP switching system as follows:

(a) Any inmate or visitor station, not in a session, will have no audio or video.
(b) Upon call activation, system shall route the inmate’s video to the visitor’s station with no audio and route the inmate’s video to the inmate so that both parties know a video session has been started, and so the visitor can confirm that the correct inmate is available before lifting the handset to start the call timer.
(c) Upon the visitor lifting the handset from the hook-switch, the audio and video between the inmate station and the visitor station shall be activated and the visitation session timer is activated.
(d) If session is tagged for recording, both audio and video from the visitor and inmate will be sent to a digital recorder in a picture and picture format (side-by-side) or picture in picture (PIP) format with summed audio from both parties, such that all recorded video of visitation sessions can be viewed and parties, such that all recorded video of visitation sessions can be viewed and downloaded in a format wherein the authorized viewing party will see both inmate and visitor simultaneously and hear the audio from both inmate and visitor simultaneously.
(e) The warning mechanism from the automatic timer for both inmate and visitor that a session is about to end shall include an on-screen display message warning of pending termination of call.
(f) System shall hang-up any visitation session automatically when visitation session timer has expired.
(g) System shall terminate any associated session recording functions automatically upon the termination of any visitation session by the automatic timer or by the termination of the session by the administrator or the termination of a session caused by the visitor placing the handset back on the hook-switch.
(h) The M & C application shall allow the administrator(s) to adjust the preset time length of automatic timer for any video visitation session, at the initial session setup or any time while the session is in progress.
(i) The M & C application and recording functions shall be fully integrated and shall provide the administrator(s) and other authorized parties the capability to start and stop a recording of a visitation session by simply selecting the session ICON and allow the administrator to manage the recording functions for the session.

(j) Specific "private" booths for authorized professionals ACM (Attorneys, Medical Personnel, and Clergy) configured during the installation and set-up of the system will block any capability to monitor, interject, or record these stations.

(k) System shall allow monitoring and recording of all sessions except those configured as private ACM (attorney/client, clergy, or medical).

(l) M & C application monitoring functions shall support the display of monitored sessions on a single display or multiple displays with the inmate and visitor in pairs on the display monitor(s).

(m) M & C application monitoring functions shall support the display of only active video visitation sessions with no unused visitor or inmate stations displayed during the monitoring process.

(n) M & C application, Call Interjection functions shall provide administrator(s) with an onscreen "push to talk" button that allows for the interjection of "push to talk" button returns the video session back to the normal configuration with no impact on the timer, or recording if selected.

(o) The M & C application shall provide the capability for the administrator(s) to manually hang-up (terminate) any single video visitation session whether or not the automatic timer time has expired. Early termination by the administrator shall also terminate any recording functions for the video visitation session.

(p) The M & C application shall provide the capability for the administrator(s) to manually hang-up (terminate) all video visitation sessions simultaneously at any time whether or not the automatic timer time has expired.

(q) The M & C application shall provide the capability for the administrator(s) to manually hang-up (terminate) video visitation sessions for stations in a specific housing unit simultaneously at any time whether or not the automatic timer time has expired.

(r) The M & C application shall provide the capability for the administrator(s) to manually hang-up (terminate) all video visitation sessions simultaneously after displaying the end of session warning at any time whether or not the automatic timer time has expired. Video session will continue for the predefined notification period and then terminate automatically at the same time.

(s) The M & C application shall automatically notify the administrator when any visitation session terminates, either early by the visitor placing the handset back on the hook-switch cradle, or normally as the result of the automatic timer terminating the session.

(t) The M & C application shall allow the administrator to record any video visitation session from any recording enabled visitor station (excluding Attorney, Clergy, or Medical stations).
d) **System Software**

i) The Highlands County Sheriff’s Office designated System Administrator and Contractor service personnel shall be able to review system status and shall be able to access any specific station connection information via this same interface to manage calls and to troubleshoot any system related issues. The System Software shall keep a log of all system activities that can be used to pinpoint the events surrounding any situation that arises. The System Software shall provide the troubleshooting tools necessary to facilitate quick problem diagnosis and repair.

ii) Contractor shall provide, with response to RFP, a description of the system control software and associated features that meet this requirement.

e) **Cameras**

i) Cameras shall be High Resolution NTSC full motion format and incorporate the features listed below to allow the appropriate adjustments for the varying lighting conditions at each of the video station locations during the different times of the day/night operation:

   (a) User Friendly OSD Menu Control
   (b) High Resolution of 540 TV Lines
   (c) Day and Night
   (d) Electronic Auto IRIS
   (e) DNR (Digital Noise Reduction)
   (f) Privacy Function
   (g) Additional Functions (Sens-Up, Motion Detection, Mirror, Sharpness, Sync-INT/LL)
   (h) Cameras shall be adjustable to allow full eye contact between users at each station while looking at the monitor.
   (i) Cameras shall have the capability of viewing two individuals from 30 inches away.

f) **Color Monitors for Inmates Fixed Booth Locations**

i) Monitor shall be a TFT-LCD designed for use in industrial environments with 15” visible (diagonal):

   (a) The monitor's analog video input shall support CVBS (NTSE)
   (b) High Resolution 1024 x 768
   (c) Thin Cross Section – Less Than 2.5” Deep Panel
   (d) Minimum Response – TR 3/TF 13 (msec)
   (e) 16.2 Million Colors for True Color Rendition
   (f) Multiple Inputs – Composite Video, S-Video, D-SUB
   (g) Contrast Ratio of 700:1 or greater
   (h) Brightness of 250cd/m² or better
(i) Wide Viewing Angle or wider
(j) On-Screen Menu Display for Feature and Video Adjustments
(k) Power Supply Included
(l) Includes Wireless Remote Control and PC Cable
(m) VESA Mount support
(n) Monitors must be configurable to support selection of single source input such that user cannot select incorrect input for display by accident.
(o) Monitors must support automatic restart when power returns after power outage or brownout in jail facility.

f) IP Video Communications Appliance

i) Appliance must support full duplex, full motion video communications over an appropriate Ethernet LAW/WAN. Appliance must support auto restart and auto-reconnect to last IP connection when there is an interruption in power, brownout that causes power to fall below required operational specification of appliance or a loss of network connection due to any network related problem. The appliance shall provide the following minimum features:

(a) Network Interface – Ethernet 10/100 Base-T (RJ-45)
(b) Network Protocol – TCP/IP, UDP, Multicast, DHCP, PPPoE, SMTP, HTTP, SNMP Video
(c) Data Rate 32kbps ~ 4Mbps or higher
(d) Resolution NTSC: 720x480, 720x240, 352x480, 352x240 PAL: 720x576, 720x288, 352x576, 352x288
(e) Max Frame Rate NTSC: Max 30fps / PAL: Max 25fps Frame Rate Range
   NTSC: 0.2 ~ 30fps / PAL: 0.2 ~ 25fps
(f) Input 1 Composite (1Vpp 75 Ohm, BNC) Output 1 Composite (1 Vpp 75 Ohm, BNC)
(g) Max 30fps @ D1
(h) Full-duplex audio and video
(i) PoE support
(j) Video Loss Check
(k) Motion Detection Sensitivity Adjustment
(l) OSD Display
(m) Audio Standards MP2 Sample Rate 32 KHz or greater
(n) Data Rate 32kbps ~ 128 kbps
(o) Audio Input 1 line-in (Mini-stereo)
(p) Audio Output 1 Line-in (Mini-stereo)
(q) Serial Port Port 1 RS-232 (D-Sub 9Pin) Port2 RS-422/485 (Terminal Block) Data Rate 2,400bps~115,200bps
(r) Input 2 CH: NC/NO Contact Alarm Output 2CH: 1A 30V DC, 0.5A 125V AC
(s) System Status LED
(t) Power Source DC 12V/5A, PoE (Power over Ethernet): 802.3af
(u) Power Consumption Max 5W

g) Armored Cord Handsets, Cradles, and Hook-switches
i) All handsets shall incorporate a high-quality receiver and standard Carbon microphone. The handset is to be constructed of durable polycarbonate or equivalent combined with a high strength stainless cord designed for use in locations prone to vandalism.

   (a) Handsets shall have permanently glued mouth and ear caps to prevent tampering.
   (b) Handset type: Standard Receiver and Standard Carbon Transmitter
   (c) Handset handle and cap material: Polycarbonate or equivalent
   (d) Cord Lengths: Minimum 32” to allow for adjustment of outside length for various video station location requirements.
   (e) Handsets shall be ADA compliant
   (f) All handsets shall include chrome finished handset cradle.
   (g) Visitor station handsets shall include hook switch to support off-hook detection for signaling and call management.

h) Video Visitation Fixed Wall Mounted Cabinetry

   i) All furniture/cabinetry shall be included as part of the installation. Tamper proof hardware shall be used throughout and cabinetry shall be securely fastened to walls and floors where possible. Conduit and raceways shall be permanently secured to the cabinets to minimize the possibilities of tampering. Current stainless steel cabinets shall be evaluated for re-use with new proposed system. This includes visitor units as well as units located in the inmate housing areas.

i) Support Hardware

   i) Cabinets for network switching and control equipment as required shall be lockable, power ventilated, and capable of supporting all terminations along with the electronics.

   ii) Ethernet Network Switches, Routers and associated equipment necessary to support the initial system configuration and with 2 times the visitation stations.

   iii) Ladder racks and wire management shall be installed in every equipment room as appropriate.

3) ELECTRICAL REQUIREMENTS FOR THE PROPOSED SYSTEM

The owner will provide all electrical service and outlets for this system to include the following:

a) A minimum of one (1) duplex 110-volt A/C power outlet at each video station (including the administrator’s video station), as well as, 110VAC service to support equipment cabinets will be provided.

b) All electrical service for the video system products will consist of a common copper third (3rd ) wire earth ground service between all locations and or buildings of the facility to insure that there is no difference in potential.
c) The bid response is to include surge protection and Online UPS equipment that will support the requirements of the infrastructure equipment.

d) Bid response should specify specific service requirements such as 30-amp service, twist lock electrical outlet, floor space, etc.

e) If used, surge protection for entrance or exit patch panels will be provided. The transient protection service level shall clamp at 6 volts and no greater than 9 volts.

f) If additional or specific electrical requirements are required, the bid responses must document these requirements for consideration and approval.

4) TELECOMMUNICATION REQUIREMENTS FOR THE PROPOSED SYSTEM

a) If additional or specific telecommunication requirements are required, the bid response must document these requirements for consideration and approval.

5) ENVIRONMENTAL SERVICES FOR THE PROPOSED SYSTEM

a) The owner will provide all environmental services for this system.

i) Contractor shall submit the BTU requirements for the entire infrastructure to insure the Highlands County Sheriff’s Office has adequate cooling capacity.

ii) Adequate air flow space and physical access for maintenance, testing, repair, and replacement of system components, both in the infrastructure equipment room and in the individual video visitation booths/areas.

b) Examination for proposed system

i) Vendor will verify that all surfaces are ready to receive work and report status to Designer and Owner.

ii) Vendor will perform field measurements for cabling system as instructed by manufacturer and report findings in writing to Designer and Owner.

iii) Vendor will verify that required utilities are available, in proper location, ready for use, and report findings.

iv) Vendor will contract with manufacturer in installation personnel to perform installation, testing, and training.

6) INSTALLATION REQUIREMENT FOR PROPOSED SYSTEM

a) Install in accordance with manufacturer’s instructions. Only manufacturer’s video technicians may install and test system.

b) The manufacturer’s technicians shall inspect the system, make final adjustments and test the system.

c) Provide proper fire stoppage material at all penetrations through fire rated partitions as dictated by local codes and/or Designer.

d) Manufacturer’s technicians will test each wiring link for proper continuity and report any discrepancies for correction.

e) Manufacturer’s technicians will terminate and connect each cable run.
7) FIELD QUALITY CONTROL

a) The system manufacturer’s technicians will perform field inspection and testing of the Video Visitation System.
b) Perform operational test on completed installation to verify proper operation.
c) Demonstrate and train designated staff representatives in the operation and daily use of system.
d) Include first year warranty services for the system(s).

8) DEMONSTRATION

a) Provide system demonstration and a scheduled training session to customer designated representatives for a minimum of four (4) hours.
b) Conduct a walking tour of project and describe function, operation, and maintenance of each component.
c) Use submitted operation and maintenance manuals as reference during demonstration and training.
d) Provide (2) copies of equipment documentation.

9) WARRANTY

a) The Highlands County Sheriff’s Office requires standard one year return to factory warranty on all equipment and equipment enclosures provided within the response to this RFP.

10) DESIGNATED CONTACTS FOR THIS RFP

For questions regarding bid submittal procedures and insurance requirements:

Highlands County Sheriff’s Office
Deb Olson, General Services Manager
434 Fernleaf Avenue
Sebring, FL 33870
Phone: 863-402-7266
E-Mail: dolson@highlandssheriff.org

Major David Paeplow
434 Fernleaf Avenue
Sebring, FL 33870
Phone: 863-402-7212
E-Mail: dpaeplow@highlandssheriff.org

Any other contacts may be considered as lobbying and could result in disqualification of the involved vendor from further consideration in this RFP. Decisions regarding lobbying shall be made at the sole discretion of the Sheriff’s Office.