



OFFICE OF WILL COUNTY EXECUTIVE
JENNIFER BERTINO-TARRANT

Will County Office Building – 302 N Chicago Street – Joliet, Illinois 60432

Kevin Lynn
Purchasing Director

Phone (815) 740-4712
Fax (815) 740-4604
klynn@willcountyillinois.com

December 10, 2021

To Whom It May Concern:

You are invited to submit your sealed proposal for Inmate Telephone Services for the Will County Sheriff's Office in the Will County Adult Detention Facility. Specifications are attached hereto and are considered part of the SEALED BID package.

Sealed bids will be received in the Purchasing Department, 2nd floor, Will County Office Building, 302 N. Chicago Street, Joliet, IL, 60432, **NOT LATER THAN 10:00 A.M. Tuesday, January 18, 2022.**

An **optional** pre-bid walkthrough is scheduled for 10:00 AM, Tuesday, January 4th, 2022, at the Adult Detention Center, 95 S Chicago St., Joliet, IL 60432. You must pre-register any attendees for this walkthrough with a photo of a valid ID/Driver's License by December 28th. Please reply to klynn@willcountyillinois.com to register.

The County of Will reserves the right to accept or reject any or all bids received.

Should you have any questions regarding this bid, please submit them in writing to Kevin Lynn, Purchasing Director, at klynn@willcountyillinois.com.

We welcome your bid.

Sincerely,

Kevin Lynn

**ADVERTISEMENT OF BID
INMATE TELEPHONE SERVICES
WILL COUNTY SHERIFF'S DEPARTMENT**

SEALED PROPOSALS INMATE TELEPHONE SERVICES FOR THE WILL COUNTY SHERIFF'S OFFICE IN THE WILL COUNTY ADULT DETENTION FACILITY WILL BE RECEIVED AT THE PURCHASING DEPARTMENT, 2ND FLOOR OF THE WILL COUNTY OFFICE BUILDING, 302 N. CHICAGO ST., JOLIET, IL 60432, UNTIL THE HOUR OF **10:00 A.M., TUESDAY, JANUARY 18, 2022.**

AN OPTIONAL PRE-BID WALKTHROUGH IS SCHEDULED FOR 10:00 AM, TUESDAY, JANUARY 4TH, 2022, AT THE ADULT DETENTION CENTER, 95 S CHICAGO ST., JOLIET, IL 60432. YOU MUST PRE-REGISTER ANY ATTENDEES FOR THIS WALKTHROUGH WITH A PHOTO OF A VALID ID/DRIVER'S LICENSE BY DECEMBER 28TH. PLEASE REPLY TO KLYNN@WILLCOUNTYILLINOIS.COM TO REGISTER.

SPECIFICATIONS AND CONDITIONS OF THE BID ARE AVAILABLE AT www.willcountyillinois.com, www.demandstar.com, AS WELL AS THE PURCHASING DEPARTMENT, 2ND FLOOR, WILL COUNTY OFFICE BUILDING, 302 N. CHICAGO ST., JOLIET, IL 60432, (815) 740-4712 OR EMAIL purchasing@willcountyillinois.com.

THE TENDERING OF A BID SHALL BE CONSTRUED AS ACCEPTANCE OF THE SPECIFICATIONS. THE COUNTY OF WILL RESERVES THE RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS OR PROPOSALS RECEIVED.

BY ORDER OF THE WILL COUNTY EXECUTIVE, JENNIFER BERTINO-TARRANT.

**INSTRUCTIONS TO BIDDERS
INMATE TELEPHONE SERVICES
WILL COUNTY SHERIFF'S DEPARTMENT**

You are invited to submit your sealed proposal for Inmate Telephone Services for the Will County Sheriff's Department in the Will County Adult Detention Facility.

A. SEALED BIDS:

Sealed proposals will be received in the Purchasing Department, 2nd floor of the Will County Office Building located at 302 N. Chicago Street, Joliet, IL, 60432, **not later than 10:00 A.M., Tuesday, January 18, 2022.** **BIDS RECEIVED AFTER THIS TIME WILL NOT BE ACCEPTED.**

Bids must be made in accordance with the instructions contained herein.

Bid forms shall be completely filled out either typewritten or in ink. The **complete set of contract documents must be submitted** with the proposal, with **ONE (1) ORIGINAL (CLEARLY MARKED), FOUR (4) COMPLETE COPIES (CLEARLY MARKED) AND ONE (1) ELECTRONIC COPY (ON AN ELECTRONIC STORAGE DEVICE). BIDS WHICH FAIL TO SUBMIT THE ENTIRE COMPLETED BID PACKAGE AND CONTRACT DOCUMENTS AS SET FORTH HEREIN WILL BE REJECTED.**

Bids shall be submitted on the forms furnished by the County of Will in a sealed package, plainly marked, with the bidder's name, address, and the notation:

SEALED BID: INMATE TELEPHONE SERVICES
BIDS DUE: JANUARY 18, 2022 - 10:00A.M.

Bids shall be addressed to the Will County Purchasing Department, Will County Office Building, 302 N. Chicago Street, Joliet, IL, 60432.

B. SIGNATURE OF BIDS:

The **signature on bid documents must** be that of an authorized representative of bidder. An officer of or agent of the offering bidder who is empowered to bind the bidder in a contract shall sign the proposal and any clarifications to that proposal.

Each bidder, by making his bid, represents that he has read and understands the bidding documents. **Any bid not containing said signed documents shall be non-conforming and will be rejected.**

C. PRIME CONTRACTOR CERTIFICATION:

Included in this bid package is a prime Contractor certification form. This form must be filled out and returned with your sealed bid package or the bid package **will not be accepted and shall be non-conforming and shall be rejected.**

D. BID SECURITY:

A 10% Bid Bond or Cashier's Check made payable to the Will County Treasurer shall accompany each bid, attached to the front cover, as a guarantee that if the bid is accepted, a Contract will be entered into. **Money Orders or Company checks will not be accepted.** The unsuccessful bidders' checks will be returned after the County Board has awarded the bid. The bid bond or cashier's check of the successful bidder will be returned after being replaced with their performance bond.

E. PERFORMANCE AND/OR PAYMENT BONDS (FROM SUCCESSFUL BIDDER):

The successful Bidder shall furnish to the Owner an executed Performance Bond and Labor and Material Payment Bond, each in the full amount of the Contract sum.

Deliver the required bonds to the Owner within ten days following execution of the Contract.

- a. A performance bond on the part of the contractor for one hundred percent (100%) of the contract price. A “performance bond” is one executed in connection with a contract to secure fulfillment of all the contractor’s obligations under such contract.
- b. A payment bond on the part of the contractor for one hundred percent (100%) of the contract price. A “payment bond” is one executed in connection with a contract to assure payment as required by law of all persons supplying labor and material in the execution of the work provided for in the contract.

The Performance and Payment Bonds will be returned at the completion of the Contract.

F. BIDDING PROCEDURES:

1. All bids must be prepared on the forms provided by the County and submitted, with **ONE (1) ORIGINAL (CLEARLY MARKED), FOUR (4) COMPLETE COPIES (CLEARLY MARKED) AND ONE (1) ELECTRONIC COPY (ON AN ELECTRONIC STORAGE DEVICE)**, in accordance with the Instructions to bidders. **Any bid packages not containing ONE (1) ORIGINAL (CLEARLY MARKED), FOUR (4) COMPLETE COPIES (CLEARLY MARKED) AND ONE (1) ELECTRONIC COPY (ON AN ELECTRONIC STORAGE DEVICE) shall be non-conforming and shall be rejected.** The entire bid package are the terms of the agreement.
2. A bid is invalid if it has not been deposited at the designated location prior to the time and date for receipt of bids indicated in the Advertisement for bids or prior to any extension thereof issued to the bidders.
3. Changes or corrections may be made in the bid documents after they have been issued and before bids are received. In such cases a written addendum describing the change or correction will be issued by the County of Will to all bidders recorded by the County of Will as having received the bidding documents and will be available for inspection wherever issued. Such addenda shall take precedence over that portion of the documents concerned, and shall become part of the bid documents. Except in unusual cases, addenda will be issued to reach the bidders at least five (5) days prior to date established for receipt of bids. **If the signed Receipt of Addenda form is not included in the bid package and contract (EVEN IF NO ADDENDA ARE ISSUED), the bid package and contract shall be non-conforming and shall be rejected.**
4. Each bidder shall carefully examine all bid documents and all addenda thereto, and shall thoroughly familiarize themselves with the detailed requirements thereof prior to submitting a proposal. Should a bidder find discrepancies or ambiguities in, or omissions from documents, or should they be in doubt as to their meaning, they shall, at once, and in any event, not later than five (5) days prior to bid due date, notify the County of Will, who will, if necessary, send written addenda to all bidders. The County of Will will not be responsible for any oral instructions. All inquiries shall be directed to the Purchasing Director in writing at klynn@willcountyillinois.com. After sealed bids are received, the bidder will make no allowance for oversight.

G. TAX EXEMPTION:

The County of Will is exempt from Federal, State and Municipal Taxes.

H. WORDS AND FIGURES:

Where amounts are given in both words and figures, the words shall govern. If the amount is not written in words, the unit cost will take precedence over the extended price in case of a discrepancy in

the multiplication.

I. CONTRACT DURATION:

The Contract is to commence on or after the March 17, 2022 County Board meeting.

J. REJECTION OF BIDS:

The bidder acknowledges the right of the County of Will to reject any and all bids received.

K. DEFAULT:

In case of default by the successful bidder, the County of Will may procure the articles or services from other sources and may deduct from any unpaid balance due the successful bidder any increase in cost to the county as a result of said default, or may collect against the bond or surety for excess costs so paid, and the prices paid by the County of Will shall be considered the prevailing market price at the time such purchase is made.

L. NON-DISCRIMINATION:

The Contractor shall at all times observe and comply with any law, statute, regulation or the like relating in any way to civil rights including but not limited to 775 ILCS 10/1.

M. EQUAL EMPLOYMENT OPPORTUNITY:

Contractor shall comply with the Illinois Human Rights Act, 775 ILCS 5/1-101 et seq., as amended and any rules and regulations promulgated in accordance therewith, including, but not limited to the Equal Employment Opportunity Clause, Illinois Administrative Code, Title 44, Part 750

N. RISK OF LOSS:

The Contractor shall assume all risks for loss or damages to materials whether stored on the site or elsewhere, or to tools or equipment owned or rented by the Contractor, and he shall maintain such insurance as he may deem necessary to protect himself against such loss or damage.

O. TYPES OF INSURANCE:

1. **Worker's compensation insurance.** The Contractor shall procure worker's compensation insurance as required by applicable state law for all of his employees who would be engaged in work on the project. In case any class of employees engaged in any work on the project under this Contract is not protected under the workmen's compensation statute, the Contractor shall provide adequate employer's liability insurance for the protection of such of his employees as are not otherwise protected. In addition, the Contractor will provide employer's liability (coverage B) in the amount of \$1,000,000.00.
2. **Contractor's comprehensive general liability and property damage insurance.** Contractor's comprehensive general and property damage insurance shall be in an amount not less than \$1,000,000.00 for property damage and injuries including accidental death to any one person and not less than \$2,000,000.00 general aggregate, combined single limit bodily injury and property damage.
3. **County's protective liability insurance.** The Contractor shall protect the County or its assignee, if any, from contingent responsibility arising from the work, project operation performed under this Contract by adding these parties as named insured as a rider to the general Contractor specified comprehensive general liability insurance policy. The named insured shall be: County of Will, 302 North Chicago Street, Joliet, Ill. 60432.
4. **Motor Vehicle Insurance.** The Bidder shall furnish and maintain at his own expense, comprehensive motor vehicle liability insurance covering the use of all owned, non-owned or hired motor vehicles and that the single limit on said policy for bodily injury including death and property damage resulting therefrom shall be not less than \$1,000,000.00.

P. PROOF OF CARRIAGE OF INSURANCE:

1. The Contractor shall furnish the County at the time of bidding, with certificates showing the type, amount, class or operations covered, effective dates and dates or expiration of policies, which policies shall specifically refer to the indemnity agreement. Such certificates shall also contain substantially the following statement: "The Insurance covered by this Certificate will not be canceled or materially altered except after thirty (30) days written notice has been received by all named insureds." **Any bid not containing said proof of insurance shall be nonconforming and shall be rejected.**
2. All policies shall substitute the word "Occurrence" for "accident" for both bodily and property damage. "Occurrence" shall be defined to mean an event or series of events or continuous or repeated exposure to conditions, which unexpectedly cause injury or damage during the policy period.
3. All insurance coverage shall be provided by Insurance Companies maintaining a financial strength and claims paying ability rating no lower than "A" minus "VIII" as rated by the 1999 or most current AM Bests Insurance Guide.

Q. TAXES:

The Contractor shall pay all applicable sales, use, service use, service occupation, social security, and other taxes, levies, assessments, and duties, and shall make income tax deductions, all as required by local, State and Federal law.

R. CHOICE OF LAW AND VENUE:

The bid and this agreement shall be governed by the laws of the State of Illinois, without regard to conflict of law provisions. Venue for any cause of action related to this bid or agreement shall be the Twelfth Judicial Circuit, Will County, Illinois.

S. RIGHT OF THE COUNTY TO TERMINATE CONTRACT:

1. If any of the Provisions of the Contract are violated by the Contractor, or if the Contractor shall disregard applicable law, ordinances, rules or regulations or work requirements as spelled out in the bid specifications, or the Contractor shall be adjudged as bankrupt or make a general assignment for the benefit of creditors, or if a receiver should be appointed for the Contractor, or if at any time during the progress of the work the Contractor should allow any indebtedness to accrue for labor, material, or equipment, and should the Contractor fail to pay for labor, material, or equipment, and should the Contractor fail to pay and discharge the same within five (5) days after demand made by the person or persons furnishing such labor, material or equipment, the County may serve written notice upon the Contractor and the Surety of its intention to terminate the Contract. Unless within ten (10) days after the serving of such notice upon the Contractor, such violation or other matter shall have been corrected or satisfactory arrangement for correction have been made, the Contractor shall, upon the expiration of said ten (10) days, at County's option, cease and terminate work. The Contract shall then be null and void.
2. In the event of any such termination, the County shall immediately serve notice thereof upon the Surety and the Contractor, and the Surety shall have the right to take over and perform the Contract; provided, however, that if the Surety does not commence performance thereof within ten (10) days from the date of the mailing of such Surety of notice of termination, the County may take over work and prosecute the same to completion by other Contract or by force. Contractor shall be liable to the County for any excess cost to the County occasioned thereby, and in such event the County may take possession of and utilize in completing the work, such material, equipment and the like as may be on the project site of the work and necessary therefore.
3. Notwithstanding anything contained herein to the contrary, failure to comply with or perform the services required shall be cause for termination.

4. The County or its assign may terminate this agreement by giving the Contractor written notification of termination of this agreement by registered United States Mail, sufficient postage prepaid, return receipt requested, addressed to the Contractor at its address stated in the Contract, at least fourteen (14) days prior to termination, with service of such notice conclusively presumed to be received on date of dispatch. In such event, the Contractor shall only be entitled to receive a prorated payment for work actually and satisfactorily performed pursuant to the Contract through date of termination.
5. In the event that any of the Will County Offices should move to a different location, notice will be given a minimum of sixty (60) days prior to said move.

T. ILLINOIS FREEDOM OF INFORMATION ACT:

Any and all submissions to the County of Will become the property of the County of Will and these and any late submissions will not be returned. Your proposal will be open to the public under the Illinois Freedom of Information Act (FOIA) (5 ILCS 140*et seq.*) and other applicable laws and rules, unless you request in your proposal that we treat certain information as exempt. We will not honor requests to exempt entire proposals. You must show the specific grounds in FOIA or other law or rule that support exempt treatment. If you request exempt treatment, you must submit an additional copy of the proposal with exempt information deleted. This copy must tell the general nature of the material removed and shall retain as much of the proposal as possible. In the event the County of Will receives a request for a document submitted, the County of Will shall provide notice to contractor as soon as practicable. Regardless, contractor will be responsible for any costs or damages associated with defending your request for exempt treatment. Furthermore, contractor warrants that County of Will's responses to requests for a document submitted that is not requested to be exempt will not violate the rights of any third party.

Please be advised that if your proposal is accepted by the County of Will all related records maintained by, provided to, or required to be provided to the County of Will during the contract duration are subject to FOIA. In the event the County of Will receives a request for a document relating to contractor, its provision of services, or the arranging for the provision of services, the County of Will shall provide notice to contractor as soon as practicable and, within the period available under FOIA, contractor may then identify those records, or portions thereof, that it in good faith believes to be exempt from production and the justification for such exemption. Regardless, contractor will be responsible for any costs or damages associated with defending the request for exempt treatment. Furthermore, contractor will warrant that County of Will's responses to requests for a document relating to contractor, its provision of services, or the arranging for the provision of services, will not violate the rights of any third party.

Please be advised also that FOIA provides that any record in the possession of a party with whom the County of Will has contracted to perform a governmental function on behalf of the County of Will, and that directly relates to the governmental function and is not otherwise exempt under FOIA is considered a public record of the County of Will for purposes of FOIA. 5 ILCS 140/7(2). As such, upon request by the County of Will (or any of its officers, agents, employees or officials), the contractor shall provide to the County of Will at no cost and within the timeframes of FOIA a copy of any "public record" as required by FOIA and in compliance with the provisions of FOIA. After request by the County of Will, contractor may then identify those records, or portions thereof, that it in good faith believes to be exempt from production and the justification for such exemption. Regardless, contractor will be responsible for any costs or damages associated with defending the request for exempt treatment.

U. AWARDING OF BID:

The bid is expected to be awarded after the March 17, 2022 meeting of the Will County Board.

V. OPTIONAL PRE-BID WALKTHROUGH:

An **optional** pre-bid walkthrough is scheduled for 10:00 AM, Tuesday, January 4th, 2022, at the Adult Detention Center, 95 S Chicago St., Joliet, IL 60432. You must pre-register any attendees for this walkthrough with a photo of a valid ID/Driver's License by December 28th. Please reply to klynn@willcountyllinois.com to register.

W. SUBMITTAL SUMMARY REQUIREMENTS:

Each of the following items **must** be submitted by the bid time mentioned herein in order that the bid will be considered. **Any bid not containing items 1-4 below shall be non-conforming and shall be rejected:**

1. 10% Bid Bond or Cashier's Check
2. **Signed** Copy of Prime Contractor Certification
3. **Signed** Receipt of Addenda Form
4. **One (1) original (clearly marked), four (4) complete copies (clearly marked) and one (1) electronic copy (on an electronic storage device).**

X. TIMELINE:

The anticipated, but not mandated, timeline for this project:

- December 10, 2021 - RFP Release
- January 18, 2022 - Proposals Opened
- February 4, 2022 – Finalists Selected and Notified
- February 10, 2022- Finalists present Demonstrations of Equipment/Services
- March 17, 2022 – Award of bid approved by County Board, negotiation commences with selected finalist

PRIME CONTRACTOR CERTIFICATION

The undersigned hereby certifies that _____

Name of Company

is not barred from contracting with any unit of State or local government as a result of a violation of either Section 33E-3 or 33E-4 of the Criminal Code of 1961.

Name of Representative

Title

Signature

Date

Note: A person who makes a false certificate commits a Class 3 Felony.

Sections 33E-3 and 33E-4 provide as follows:

33E-3. Bid-rigging. A person commits the offense of bid-rigging when he knowingly agrees with any person who is, or but for such agreement would be, a competitor of such person concerning any bid submitted or not submitted by such person or another to a unit of State or local government when with the intent that the bid submitted or not submitted will result in the award of a contract to such person or another and he either (1) provides such person or receives from another information concerning the price or other material term or terms of the bid which would otherwise not be disclosed to a competitor in an independent noncollusive submission of bids or (2) submits a bid that is of such a price or other material term or terms that he does not intend the bid to be accepted.

Bid rigging is a Class 3 felony. Any person convicted of this offense or any similar offense of any state or the United States which contains the same elements as this offense shall be barred for 5 years from the date of conviction from contracting with any unit of State or local government. No corporation shall be barred from contracting with any unit of State or local government as a result of a conviction under this Section of any employee or agent of such corporation if the employee so convicted is no longer employed by the corporation and: (1) it has been finally adjudicated not guilty or (2) if it demonstrates to the governmental entity with which it seeks to contract and that entity finds that the commission of the offense was neither authorized, requested, commanded, nor performed by a director, officer or a high managerial agent in behalf of the corporation as provided in paragraph (2) of subsection (a) of Section 5-4 of this Code.

33E-4 Bid rotating. A person commits the offense of bid rotating when, pursuant to any collusive scheme or agreement with another, he engages in a pattern over time (which, for the purposes of this Section, shall include at least 3 contract bids within a period of 10 years, the most recent of which occurs after the effective date of this amendatory Act of 1988) of submitting sealed bids to units of State or local government with the intent that the award of such bids rotates, or is distributed among, persons or business entities which submit bids on a substantial number of the same contracts. Bid rotating is a Class 2 felony. Any person convicted of this offense or any similar offense of any state or the United States which contains the same elements as this offense shall be permanently barred from contracting with any unit of State or local government. No corporation shall be barred from contracting with any unit of State or local government as a result of a conviction under this Section of any employee or agent of such corporation if the employee so convicted is no longer employed by the corporation and: (1) it has been finally adjudicated not guilty or (2) if it demonstrates to the governmental entity with which it seeks to contract and that entity finds that the commission of the offense was neither authorized, requested, commanded, nor performed by a director, officer or a high managerial agent in behalf of the corporation as provided in paragraph (2) of subsection (a) of **Section 5-4 of this Code.**

Possible violations of Section 33 can be reported to the Office of the Will County State's Attorney at (815) 727-8453.

**REQUEST FOR PROPOSALS (RFP) For
Inmate Telephone Services at the
Will County Adult Detention Facility**

**Issued by:
County of Will**

**PROPOSALS MUST BE RECEIVED NO LATER THAN 10:00 A.M. CENTRAL TIME
ON JANUARY 18, 2022**

Jennifer Bertino-Tarrant
County Executive

A. INTENT

It is the intent included in these specifications, terms, and conditions to locate qualified vendors who are interested and capable of providing inmate telephone services including telephones and tablets using current technology for inmates in custody of the Will County Sheriff's Office (WCSO) in the Will County Adult Detention Facility (WCADF) for the County of Will, Illinois (County).

The selected contractor shall provide the services in the WCADF at no cost to the WCSO or the County. All cost for services shall be the responsibility of the contractor including, but not limited to, equipment, installation, connectivity, maintenance, storage, hardware, software, security, training, and any other implementation services necessary to meet the specifications herein.

One of the key objectives of the services will be to enable inmates to communicate with family, friends, and others in the community, while also controlling inmate telephone usage and limiting the use of telephones for illicit activity. A necessary part of the service is to ensure the safety and security of staff, inmates, and the public.

The County intends to award a 3-year (36 months) contract, with two (2) options to renew for one (1) year each. The RFP includes descriptions of specific functionality of the equipment and services required; however, vendors may propose advanced technologies and different services as long as they meet the requirements set forth in the RFP. Proposals must clearly explain how any alternatives meet or exceed the RFP requirements and how the alternatives will achieve the same goals and results.

B. BACKGROUND

Will County is in the northeastern part of Illinois and has approximately 700,000 residents. By population, Will County is the 4th largest county in Illinois, by size it is the 13th largest out of 102 counties.

The Will County Adult Detention Facility (WCADF) had an average daily population of 688 inmates in 2019. In 2020, during the COVID-19 pandemic, the average dropped to 598 and is currently around 580.

There are currently 121 inmate use phones in the facility. 25 of them are speaker phones with the remaining 96 attached on a cord. Average number of calls per month is approximately 25,000. Phone use is currently limited to 20 minutes per call, inmates sentenced to disciplinary housing are limited to 5 minutes per week. In some areas of the housing units, phones are mounted on the wall. In other housing units however, there are phone stands in the common area with 4 phones connected to each other. Our current provider offers local, intra-lata, inter-lata, interstate and international calls.

C. REQUEST FOR PROPOSAL

The Will County Sheriff's Office (WCSO) and Will County Adult Detention Facility (WCADF) is requesting proposals for inmate telephone services capable of providing traditional voice calling functionality, custody and facility security and customer service features (including but not limited to self-checking account balances, ordering commissary through interface with our current commissary provider Stellar Services).

A proposal for managing digital incoming mail through an offsite mail scanning system. System would have to be implemented in conjunction with a method of viewing mail either through individual tablet or shared terminal. Must have a robust screening system allowing for alert words/phrases to be searchable and recorded for investigative purposes.

Additionally, the county is requesting proposals for implementation of a tablet-based inmate media system. Details of services for tablets is documented in Requirements section below.

Provide access for 2 devices that will communicate between telephone and video relay for detainees with hearing disabilities.

Requirements

Inmate phone system:

- 1 workstation with printer and unlimited user licenses
- Provide all maintenance and repair on the equipment (the County will maintain all in-house wiring) throughout the contract term, including extensions or renewals. All equipment installed will remain the property of the vendor.
- Training on the system for all facility users as requested by the County.
- Free, regularly scheduled software upgrades throughout the contract term, including any extensions or renewals.
- Personal Identification Number (PIN) generated for individual inmate usage. Must have location lockdown services to prevent abuse by custodies in other areas of the facility.
- Voice recognition software to prevent abuse.
- 24x7x365 live, U.S. based service for all called parties and facility staff.
- Online storage of all call recordings and call data for the entire contract duration, plus any required retention period thereafter as required by Illinois or Federal law.
- Backup data center.
- Onsite reporting capabilities to include the number of calls placed, the duration of each call, the number called, the city/state to which the call was placed, the date and time of each call and the associated cost and revenue. County must be able to generate a report(s) to show the calls made by the inmate number (PIN) and a listing of all 3-way calls.
- Connection between custodies and Guardian Angel services for inmates to report complaints of sexual harassment or abuse. Call is free of charge to inmate caller.
- Connection between custodies and recorded tip line for inmates to report crime tips to the facility. Call is free of charge to inmate caller.
- Provide detail of administrative controls. Records of all users and their usage.
- Provide detail of fraud controls. Records of all 3rd party calls, calls made by users who are not the registered party, etc.
- Must provide capability for direct billed collect, prepaid collect and inmate debit calls.
- Vendor must be compatible with current commissary (Stellar) and JMS (Tyler Technology/New World Systems) software.
- Data mining, link analysis and investigation tools. Must be able to analyze layered data and create linkages between subjects, entities, phone numbers, money deposits, etc.
- Any additional services and/or features, the cost or financial impact to commissions, if any, must be indicated.

Tablets:

- Inmate educational services.
- Access to books, movies approved by facility.
- Ability to communicate grievances between detainees and facility administration.
- Ability for facility to push messages to tablets for communication to detainees.
- Possible expansion to video messaging between custodies and the public. If implemented, must have ability to monitor and record for security purposes.
- Possible expansion to inmate digital mail screening system.
- Ability for the facility to post specific files (inmate handbook, county jail statutes, law library, etc) for inmate reference material.
- Provides training for all staff and custodies as determined by the facility.
- 24x7x365 live, U.S. based service for all called parties and facility staff.
- Vendor must be compatible with current commissary (Stellar) and JMS (Tyler Technology/New World Systems) software.
- Investigative software package.
- Override and disable capabilities at site level.
- Any additional services and/or features, the cost or financial impact to commissions, if any, must be indicated.

Digital Mail:

- Provides 1 workstation with printer and unlimited user licenses.
- Provides digital viewing system (kiosk and potentially tablets) or is compatible with current kiosk provider (Stellar) to allow inmates access to view mail in each housing area. Provides names of vendors compatible with tablet access to digital mail if awarded vendor does not provide service already.
- Provides training for all staff and custodies as determined by the facility.
- Processes and makes available high-definition color scans of inmate mail within 24 hours of it being received by vendor.
- Provides electronic access to scanned inmate mail at no cost to the inmate or the public. Receives, scans and makes available to view at a minimum of 5 days per week excluding recognized holidays.
- Stores hard copies of all mail for a minimum of 60 days.
- Provides the public the ability to digitally track their sent mail.
- Provides the public the ability to receive rejected mail.
- Tracks when it is received, scanned, approved by facility, and read by the inmate.
- Has the ability to accept or reject all or part of sender's contents per mailing.

- Labels each document with a unique identifier that is searchable in the database.
- Retains a searchable database for each registered sender and all correspondence received.
- Allows inmates the ability to zoom in/out, rotate, and delete documents. Deleted documents must be retained for investigative purposes.
- Allows inmates to report issues with specific documents.
- Inmate accounts must be password protected to prevent unauthorized access by other inmates.
- System must have fraud prevention to reduce unauthorized access by other users.
- 24x7x365 live, U.S. based service for all called parties and facility staff.
- Data mining, link analysis and investigation tools
- Vendor must be compatible with current commissary (Stellar) and JMS (Tyler Technology/New World Systems) software.
- Any additional services and/or features, the cost or financial impact to commissions, if any, must be indicated.
- Agency must be able to print mail for an individual inmate.
- Facility-wide batch printing available presorted by inmate and by housing location.
- Inmates must be notified when mail is received and rejected, including standardized messaging explaining reason for rejection.
- Capability for legal mail to be automatically delivered to the inmate without review of content.
- Ability to identify inmates of interest and segregate mail for approval by investigative staff before delivery.
- Ability to segregate mail with markings or drawings, photographs or other information requiring additional approval while delivering text portion of document.
- Vendor must provide and support all hardware and software using background screened personnel.
- Vendor must supply isolated, separate network.
- Vendor must provide separate internet connectivity.
- Any additional services and/or features, the cost or financial impact to commissions, if any, must be indicated.

Date Mailed: 12-10-21
Due: 1-18-21, 10:00 A.M.

PURCHASING DEPARTMENT
COUNTY OF WILL
302 N. CHICAGO ST
JOLIET, IL. 60432

BID FOR
Inmate Telephone
Services
2022- 61

COMPANY NAME _____ FEIN # _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

CONTACT _____

PHONE _____ FAX _____ EMAIL _____

THIS IS NOT AN ORDER

Agency Name and Will County Office Building
Delivery Address: 302 North Chicago Street, Joliet, IL 60432

For additional information contact: Kevin Lynn, Purchasing Director klynn@willcountyillinois.com

DESCRIPTION	
Inmate Phone System	\$
Digital Mail	\$
Tablets	\$
Grand Total	\$

TOTAL CONTRACT AMOUNT WRITTEN IN, IN CASE OF DISCREPANCY, THE AMOUNT IN WORDS SHALL GOVERN.

Signed by: _____ Title: _____
Authorized Representative of Company

Date Mailed: 12-10-21
Due: 1-18-22, 10:00 A.M.

**PURCHASING DEPARTMENT
COUNTY OF WILL
302 N. CHICAGO ST
JOLIET, IL. 60432**

**BID FOR
Inmate Telephone
Services
2022-61**

The Bidder proposes to provide the products and/or services in accordance with the specifications attached herein.

COMPANY NAME _____
ADDRESS _____
CITY _____ STATE _____ ZIP _____
CONTACT _____ E-MAIL _____
PHONE _____ FAX _____ FEIN# _____

ADDENDUM RECEIPT: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. _____, dated _____, signed _____

ADDENDUM RECEIPT: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. _____, dated _____, signed _____

ADDENDUM RECEIPT: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. _____, dated _____, signed _____

ADDENDUM RECEIPT: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. _____, dated _____, signed _____

LATE BIDS CANNOT BE ACCEPTED!

Vendor Return Address:

SEALED BID DOCUMENT

BID #: 2022-61

DUE DATE: 1-18-22

DUE: 10:00 A.M.

DESCRIPTION: Inmate Telephone Services

DATED MATERIAL-DELIVER IMMEDIATELY

**WILL COUNTY PURCHASING DEPARTMENT
302 N. CHICAGO ST., 2ND FLOOR
JOLIET, IL 60432**

PLEASE CUT OUT AND AFFIX THIS BID LABEL (ABOVE) TO
THE OUTERMOST ENVELOPE OF YOUR SEALED BID TO
HELP ENSURE PROPER DELIVERY!

LATE BIDS CANNOT BE ACCEPTED!