MULTNOMAH COUNTY, OREGON
REQUEST FOR INFORMATION
For
MULTNOMAH COUNTY SHERIFF’S OFFICE
AUTOMATED MULTI-FUNCTIONAL INMATE/CORRECTIONS KIOSK SYSTEM AND VIDEO VISITATION

Issue date: Friday September 7, 2012
Responses due: Wednesday October 3, 2012, No later than 4:00 P.M.
LATE PROPOSALS WILL NOT BE ACCEPTED
Responses will not be publicly opened and are not considered public records

INTRODUCTION

The Multnomah County Sheriff’s Office (MCSO) is soliciting responses for an automated, multi-purpose, institution-wide kiosk system that would provide for automated lobby inmate account deposits, video visitation (internal and external), cash management for inmate funds at time of intake/booking as well as release, while also providing a variety of other inmate service related provisions i.e. law library, automated commissary ordering, medical service requests, grievances etc.

BACKGROUND

The Sheriff’s Office Corrections Division provides the highest degree of security for the citizens of the State of Oregon, and safety for both inmates and staff of the criminal justice system in a cost-effective manner. We currently operate two Correctional Facilities (MCDC – Multnomah County Detention Center and MCJ – Multnomah County Inverness Jail). We also operate a day holding facility within the Multnomah County Courthouse for inmates making court appearances. The correctional facilities operate under comprehensive written policies and procedures governing inmate rights and conditions of confinement which include food services, clothing, recreation, medical treatment, classification, safety, hygiene, programmatic services, visitation, mail, and court access.

- MCDC is a maximum security jail, providing security, control, custody, and supervision of county, state and federal prisoners located in downtown Portland in the Justice Center. MCDC serves as the intake or booking facility for all of Multnomah County. MCDC has approximately 500 beds available.
- MCJI is a medium security adult (male/female) correctional facility located in Northeast Portland. With 803 available jail beds, the MCJI staff ensures proper custody, control and supervision for county, state and federal inmates in Multnomah County. MCJI also serves the Northwest acting as the transportation “Hub” for inmate transportation ranging from Montana westward, and north/south from Washington to California. MCJI also maintains and operates our inmate work crews, inmate laundry plant and Property Storage Building for inmate property.

In 2011, the average daily population for both MCDC and MCJ combined was 1,176 inmates. Also in 2011, MCDC facilitated 36,006 new bookings and 34,119 releases. Combined, the two facilities have a total bed capacity of 1,310 and these facilities normally maintain a 92-94% fill rate. MCDC currently has
102 phones installed for inmate use and 84 installed for visitation while MCIJ currently has 100 phones installed for inmate use and an additional 58 for visitation for a total combined amount of 344 telephones strictly related to inmate communications. These phones are currently available to the inmates seven (7) days a week between the hours of 0800 and 2300 Hours with the exception of meal periods, shift changes and lockdowns. Our total inmate phone revenue for 2012 was $520,971. Inmates are restricted to 15 minutes per phone call. There are currently no time restrictions regarding “official” visits such as attorneys, within reason.

The MCSO currently offers in-person visitation on Saturday and Sundays only at this time. Visits are limited to a maximum of 30 minutes. MCDC currently averages 196 visits per weekend and MCIJ averages 670. MCIJ is open for visitation from 0900 to 2130hrs. MCDC is open for visitation from 0900 to 1415hrs then again from 1615 to 2100hrs. It is our desire by implementing some type of video visitation system that this system will greatly reduce the amount of these current institutional visits while also having a significant impact on/reduction in staff time currently related to escorts, visitor check-in, clearance etc.

The MCSO currently operates its own “in-house” inmate commissary service. In 2011, MCSO staff processed 51,299 individual orders with total sales amounting to $655,740. Of these sales, $12,237 was the result of providing limited commissary service to indigent inmates from a list of 11 non-food items. Inmates are currently allowed to order commissary twice a week on a pre-determined schedule and each individual order may not exceed $45. MCSO does not currently offer internet-based commissary services or “care packages.” MCSO currently offers approximately 160 different commissary items consisting of various food, hygiene, clothing, medical and entertainment options.

The MCSO also currently operates its own “in-house” inmate banking system, otherwise referred to as the “Inmate Accounting System (IAS).” This IAS is part of our agency overall Criminal Justice Information System (CJIS) and as such, will require some type of bridge or interface with a vendor software system that would allow the vendor system to communicate with and populate/deduct the individual inmate financial transactions. In 2011, the IAS took in and managed approximately $2,249,771. These inmate funds came into the IAS via one of the following three ways: cash/coin in the possession of the new arrestees at the time of initial processing (average monthly amount $44,902); monies delivered to both facilities via our Facility Security Officers by others on their behalf (average monthly amount $192,190 (note: this amount also reflects deposits provided for self-bails)) and finally by checks, which are typically the result of a transfer (average monthly number of checks 154 totaling $38,373). In 2011, the booking staff released $1,467,995 in the form of cash and county checks while performing 18,929 releases in which the inmate still had funds on their individual account.

SCOPE OF PROJECT

MCSO is soliciting RFI responses that outline an automated, multi-purpose, institution wide kiosk system that would provide for:

1. Automated lobby inmate account deposits
2. Video visitation (internal and external)
3. Cash management for inmate funds at time of reception as well as release
4. Other inmate service related provisions i.e. law library, automated commissary ordering, medical service requests, grievances, automated messaging services etc., with little or no assistance from correctional staff.

Each response must address the following areas:

- Specifically identify “kiosk” systems available for the four potential service packages referenced above that could be implemented within both MCDC and MCJ. For example, lobby kiosk, jail side or dorm kiosk, jail lobby or visitor kiosk and booking cash/money management kiosk system. Describe the kiosk design, unit specifications, durability, type of power and other wiring concerns. Also please describe the type and amount of content that can be loaded onto each kiosk system. Describe the materials used and construction of the case and wall mounting solution. What size screen options are available? Are the cases and screens vandal proof? Has your screen been tested against the gb9633-1988 and 60950 IEC 1999 “steel ball test” which means the panel remains undamaged after colliding with a 1kg steel ball falling from a height of 1m? If yes, please provide documentation as part of your response.

- Dorm/inmate kiosk system. Describe what your solution would be to offer the below listed functions and cost associated with each function:
  - Phone
  - Video visitation
  - Email, text or instant messaging from the lobby kiosk
  - On-line commissary ordering using our product list and pricing with our pre-established limits that would send the completed order to our processing site.
  - Law library (Lexus/Nexus with Shepards)
  - Some form of an on-line grievance/kyte(inmate service request form) that could be set-up to forward the request to specific entities for response. Please indicate whether or not this function can be set-up to charge the inmates account depending on the type of form submitted.
  - Some type of on-line medical service request – with the potential to set-up a video conference between the dorm kiosk and the medical unit at each facility to facilitate an “advice nurse” type call that again, may or may require charging the inmate at the time of the video conference
  - MCSO Corrections Division Inmate Manual and other related inmate information regarding conduct, rules of the facility etc.
  - Voicemail
  - Potential media content – non-internet based content that an inmate could choose to watch or listen to for a fee.
  - Some type of inmate calendar or schedule that would reflect that inmates current pending visits either by phone, video or in person.
  - The ability to interface with our IAS so that the inmate could access and “read-only” what his current balance is.
  - A variety of games that an inmate could access and play for a fee.
  - A built in and visible timer for the inmate that clearly displays a “count down” as soon as they login to the system – current maximum time would be 30 minutes.
• The ability for the system to allow an inmate to only log into the system once every 24hr period or the ability to adjust this access based on need i.e. video visitation in the morning, but commissary ordering at night – the commissary function would be enabled, but nothing else.

• In terms of the automated commissary ordering function, can your system flag or prevent specific inmates/accounts from ordering certain commissary items if for example medical has placed dietary restrictions on the inmate?

• The ability to interface 24/7 with our IAS to make immediate deductions at the time the inmate engages in the various activities/functions made available.

• Please describe in detail the type and level of support you will provide in the event one or more units malfunction or work as necessary to include proposed response time to the location or facility as well as turnaround time in the event a unit needs to be replaced.

• What is your ratio of kiosks per dorm compared to the inmate population? If your model for example is 1 kiosk per 75 inmates, is the ratio of kiosks negotiable?

• Describe how your kiosk solution is designed to prevent suicide attempts by having no sharp edges, hooks, exposed wiring, hardened glass/plastic screens, and a floor securing system so that it can’t be toppled over, as well as any other anti-suicide features.

• What is your solution for official visits and messages from attorneys etc.? How does it avoid recording these as stated above and/or if we do record these, how do we somehow designate these as “protected” and therefore not subject them to review or recovery either at the time the meeting is taking place or at a later time? What is your solution to prevent fraudulent official usage? Will your solution provide for the attorney to enter both their name as well as Oregon State Bar Number (OSB#)? Will you have the ability to verify their OSB# before allowing the video/call to go through? If not, if someone logs in as an attorney and provides their name and OSB#, can you automatically flag the video/phone content so that MCSO can manually verify the OSB# before taking any further action?

• Jail lobby kiosks. Describe your solution to offer the below listed functions and cost associated with each function:

  • The ability to accept paper currency, ATM, debit/credit cards – what would your fee base be for charging the public? Is it based on the number of transactions or the amount of funds being transferred to the inmate/deposited?

  • Describe your security measures built into the kiosk such as camera or video to take a picture of the person completing the transaction, thumb print or does it require that the individual provide some form of documentation such as driver’s license that is scanned and copied for identification verification?

  • Do you as the vendor assume all liability for any fraudulent transactions that may occur with the deposit, even in the event the transaction occurred with a stolen or phony credit/debit/ATM card?

  • Can your system control transaction and balance limits (min/max) based on transaction type and point of transaction. Can your system be set-up to split an inmate deposit i.e. $100 deposit - $75 gets credited to the inmates account while the other $25 gets split off and paid directly to MCSO to settle inmate debt?
- Please describe in detail the type and level of support you will provide in the event one or more units malfunction, including proposed response time to the location or facility as well as turnaround time in the event a unit needs to be replaced.
- Will your system allow for multiple functions for public interaction other than inmate deposits – specifically, describe your solution if any to support or provide the below listed services from that single lobby kiosk system:
  - Instant messaging
  - Inmate voice mail
  - To set-up future video, phone or in-person visitation
  - The ability to send a care package

Jail lobby visitor kiosks. Describe your solution to offer the below listed functions and cost associated with each function:
- Phone and video capability
- Live call monitoring
- Voice printing/mapping (bio-metrics)
- Storage capacity for all voice/video visitations, how long, where stored, how would we gain access to the material for investigative purposes? What would our ability to download/print the content?
- Please describe in detail the type and level of support you will provide in the event one or more units malfunction or work as necessary to include proposed response time to the location or facility as well as turnaround time in the event a unit needs to be replaced.

Booking/intake kiosk/cash management system. Describe your solution to offer the below listed functions and cost associated with each function:
- Ability to process cash and coin – no less than two 1,200 or 2,400 note cassettes/capacity keeping in mind that while the average cash intake is $1,497 per day, we also deal with single large deposits that have exceeded $7,000 in currency.
- Ability to scan cash for counterfeit – note validators.
- Ability to process checks, money orders or cashier’s checks (this can be in the form of a “drop box or drop handle,” however, please describe how your kiosk would allow staff the ability to enter the information regarding the transaction.
- The ability to allow staff to enter up to a six alpha-numeric characters (typically the letter S with as little as 4 but as many as 6 numbers) to identify staff transactions by individual whether it be Staff or inmate in the event of future audits.
- The ability to allow staff to enter up to some form of an alpha-numeric characters (as of now, the inmate ID can be as little as 4 numbers to as many as 6) to identify the staff member making inmate deposits in the event of future audits.
- Please describe your key pad that would allow easy transaction access for staff
- 24hr on-line reporting and access from remote sites such as MCSO Fiscal Unit
- The ability to easily search for a past transaction.
- Not less than an every 24hr EFT to our current banking partner – Bank of America
- Will you empty and handle collected deposits? If so, what frequency? If not, will you require that we maintain an armored car service?
• Will you provide 24hr support for this kiosk in the event the bill validators malfunction or the unit reaches its storage capacity? If so, what will your response time be? Is there an additional service fee?
• Device needs capability to print three copy receipts.

• Additional specifications for the various kiosk systems. Describe your solution to offer the below listed functions and cost associated with each function:

  o Providing a 1-800, 24/7 call service center for the public to access to make inmate deposits, order care packages and/or set-up future visitations (phone and video).
  o What type of debit/ATM release card do you offer? What are your service fees based on the type of transaction that an inmate may make to access their loaded funds? Is there any cost to MCSO for this service?
  o Do you host or provide an automated visitation scheduling system that would be accessible to the staff, public and inmate to view and manage all past and current visits? Please describe in detail this system – will this system provide some type of inmate alert to the current housing unit the inmate is in?
  o Do you provide web-based control for MCSO staff in the event a remote video visitation needs to be stopped?
  o Will you as the vendor be responsible for running all the cabling to connect the system throughout the facility or will MCSO be allowed to perform the work and be reimbursed (we are currently estimating that our internal cost would be approximately $2,000 per dorm assuming all of the units were mounted in the same area)? Please keep in mind when preparing your response that the actual finalized costs for wiring cannot be made until a walk through with the selected vendor has occurred, and the number of kiosks by style, type and location has been agreed upon etc. MCSO will also require a discussion regarding the wiring closet infrastructure and will MCSO have existing capacity to connect internally from each wiring closet to the main room.
  o What is your service/support package for the entire system? Will MCSO have any liability for support?
  o Describe in detail your security system for accessed functions that would limit and/or prevent an inmate from manipulating the system to re-program or gain access to systems software. If your operating platform requires an internet interface, please describe your security measures that would prevent an inmate from accessing the internet from a dorm kiosk.
  o Do you provide a web-based site that the public can log into to access the various features desired i.e. on-line inmate deposits, on-line commissary care packages, on-line visitation scheduling?
  o At what point as you look at the total system (all four kiosk systems), does MCSO assume some cost? What are your solutions for eliminating these costs? Describe these costs i.e. hardware, software, support, etc., describe in your proposal possible solutions to resolve these costs.
  o What is the operating platform for your systems?
  o Can you customize account groups in regards to grouping inmates for the purpose of security i.e. allowing specific features to be accessed/disabled by groups, example – the grouping of inmates who are currently in a disciplinary status with not being able to
order commissary and or receive visitation privileges based upon inmate disciplinary status.

- What are the systems capability in reducing and or eliminating the cost and power demands of a large number of units? Please describe your kiosk component specifics for low power consumption and internal materials used. Are there backup or battery systems in the event of a power failure?

- Information on using readily recyclable enclosed materials, packaging and eco friendly coatings if used, or other sustainable features.

- What percentage of potential revenue from this system (transaction fees for lobby inmate deposits, fees for video visitation, fees for access media and entertainment content, care packages, etc.) would you make available to MCSO? Would you allow this potential revenue to be used to off-set any cost of the total system?

You may include brochures and literature for any of the components of your proposed solution as attachments.

Include in your response to the RFI:

- Not less than three (3) references from other organizations or businesses of approximately our size and business nature that use your services. Please ensure to include the following information:
  - Name, position title, organization, and any contact information (phone number, email address etc.)

The Multnomah County Sheriff’s Office in no way implies or guarantees any purchase of an automated inmate kiosk system, cash management system or debit/ATM release card system proposals submitted in response to this RFI. Multnomah County reserves the right to use the information obtained through this Request for Information if it is in the best interest of the County to issue a competitive procurement in the future.

If you have questions regarding this RFI, please email them to Kathi Braeme-Burr, Procurement Analyst, Multnomah County Purchasing at kathi.braeme-burr@multco.us, or by phone at 503-988-5111 x22596.

The due date for responses is Wednesday October 3, 2012, no later than 4:00PM. Responses to this RFI should be submitted in a sealed envelope, marked with the RFI title and the name and address of the respondent. Send responses to: Multnomah County Purchasing, 501 SE Hawthorne Blvd., Suite 400, Portland, Oregon 97214. Phone 503-988-5111.