

# REQUEST FOR PROPOSAL

# 6747

## Corrections Video Visitation System

FOR

## Washtenaw County Information & Technology Services

Issued By:

Washtenaw County Purchasing  
Administration Building  
220 N. Main Street  
Ann Arbor, MI 48104

Angela O. Perry  
Purchasing Manager  
(734) 222-6768



**Proposal Submitted by:**

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*Please type Bidder's Company Name & include as proposal cover*



## WASHTENAW COUNTY

### Finance Department

#### Purchasing Division

220 N. Main, Ann Arbor, MI 48104  
Phone (734) 222-6760, Fax (734) 222-6764  
[www.purchasing.ewashtenaw.org](http://www.purchasing.ewashtenaw.org)

## RFP #6747

October 10, 2013

Washtenaw County Purchasing Division on behalf of Information & Technology Services is issuing a sealed RFP #6747 for Video Visitation System.

**Sealed Proposals:** Vendor will deliver **one (1) unbound original** and **three (3) bound copies** each with the pricing page flagged to the County location specified below. In addition, vendor will deliver an electronic copy on a USB drive, CD-RW, or DVD in pdf format to the location specified below:

**Washtenaw County  
Administration Building  
Purchasing Division  
220 N. Main St. Basement  
Ann Arbor, MI 48104**

**Friday, November 15th, 2013 at 3 PM EST.**

A **Mandatory Pre-Bid meeting** will be held at the site located at 200 N. Main, Lower Level Conference Rm, Ann Arbor, MI on October 22nd, 2013, at 10am.

**Proposals received after the above cited time will be considered a late bid and are not acceptable unless waived by the Purchasing Manager.**

- The submission envelope must be clearly marked "**SEALED RFP 6747**".
- Please direct purchasing and procedural questions regarding this RFP to Angela O. Perry **via e-mail only** to [perrya@ewashtenaw.org](mailto:perrya@ewashtenaw.org).
- Please direct services and technical questions regarding this RFP to Steve Farat **via e-mail only** at [farats@ewashtenaw.org](mailto:farats@ewashtenaw.org).

Thank you for your interest.

**PROPOSAL INFORMATION**

**I. PROPOSAL DEFINITIONS**

**Definitions**

<b>“Bidder”</b>	An individual or business submitting a bid to Washtenaw County
<b>“Contractor/Vendor”</b>	One who contracts to perform services in accordance with a contract
<b>“County”</b>	Washtenaw County in Michigan
<b>“Information &amp; Technology Services”</b>	Washtenaw County department responsible for the management of the services requested in this bid.

**INTRODUCTION**

Washtenaw County is soliciting bids for a turnkey video visitation system to be located at the Washtenaw County Corrections Facility. Contractor will be required to provide all system design, programming, integration, maintenance, engineering, application design, training and project management for all systems, services and specifications required in this bid.

**CONTRACTOR COMPLIANCE**

The following six requirements are included in the body of this RFP. Response to each of these requirements is to take place as they appear in this document, **NOT** at this time. The presence of these items at this point in the RFP reflects the County’s concern over compliance to these items. Contractors will be required to demonstrate compliance to these items and others as they appear in this RFP.

- 1) All respondents will submit a letter of good standing with the manufacturer. See Section 2.2 MANUFACTURERS AFFILIATION for further details. No further consideration will be given to a response without this verification from the manufacturer to the respondent providing the equipment and services.
- 2) The Contractor will provide insurance and liability coverage’s as outlined in Section VI, ARTICLE VII Sample Contract, INSURANCE REQUIREMENTS and ARTICLE VI, INDEMNIFICATION AGREEMENT.

## **BID #6747 Video Visitation System**

- 3) The Contractor will provide the following bonds as outlined in Section 2.1, BID BONDING.
  - A) A bid bond in an amount equal to five percent (5%) of the bid payable to Washtenaw County (County).
  - B) A performance bond shall be payable to the County in the amount of one hundred (100%) per cent of the full contract amount as a guarantee that the Contractor will perform all of its obligations under the contract.
- 4) The Contractor will have previous documented and proven experience in the installation, integration, and maintenance of the equipment specified in this bid.
- 5) The Contractor will have at least four (4) installations with services and capabilities similar in size to the County which they have installed and are currently maintaining stated equipment and similar applications.
- 6) The Contractor will be able to demonstrate in house competence in design considerations and installation of applications in a Microsoft enterprise environment. Microsoft expertise in server configuration and MS Server OS operations, active directory, database creation and management, domain services and installation of applications in a locked down desktop and application packaged XP SP3 & Windows 7 environment. Contractor will have in house installation and design experience in the configuration of voice systems integration in a Juniper Networks enterprise network environment. Third party support of these services is not acceptable.

## **II. TERMS**

A. Washtenaw County reserves the right to reject any and all proposals received as a result of this RFP. If a proposal is selected, it will be the most advantageous regarding price, quality of service, the CONTRACTORS qualifications and capabilities to provide the specified service, and other factors that the County may consider. The County does not intend to award a contract fully on the basis of any response made to the proposal; the County reserves the right to consider proposals for modifications at any time before a contract would be awarded and negotiations would be undertaken with that CONTRACTOR whose proposal is deemed to best meet the County's specifications and needs.

B. The County reserves the right to reject any or all bids, to waive or not waive informalities or irregularities in bids or bidding procedures, and to accept or further negotiate cost, terms, or conditions of any bid determined by the County to be in the best interests of the County even though not the lowest bid.

C. Proposals must be signed by an official authorized to bind the CONTRACTOR to its provisions for at least a period of 90 days. Failure of the successful bidder to accept the obligation of the contract may result in the cancellation of any award.

D. In the event it becomes necessary to revise any part of the RFP, addenda will be provided. Deadlines for submission of RFP's may be adjusted to allow for revisions.

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To be considered, **one (1) original and three (3) copies** (one copy unbound) and an electronic version in pdf format, submitted on CD-RW, DVD or USB drive must be at the County as indicated on or before the date specified.

E. Proposals should be prepared simply and economically providing a straight-forward, concise description of the CONTRACTOR'S ability to meet the requirements of the RFP. Proposals must be typed. No erasures are permitted. Mistakes may be crossed out and corrected and must be initialed in ink by the person signing the proposal. *CONTRACTOR shall ensure that proposals are submitted using both sides of recycled paper whenever practicable.*

F. In the event, the County receives two or more bids from responsive, responsible bidders, one or more of whom are Washtenaw County Contractors and the bids are substantially equal in price, quality and service, the County shall award the contract to the most responsive, responsible Washtenaw County Contractor. For purposes of this section, Washtenaw County Contractor means a company which has maintained its principal office in Washtenaw County for at least six (6) months. Maintaining a Washtenaw County P.O. Box, is not, in and of itself, sufficient to establish a company as a Washtenaw County Contractor. The County shall have sole discretion under this section to determine if a company qualifies as a Washtenaw County Contractor and if two or more bids are substantially equal.

G. The initial award of this contract shall be for a period of 2years year(s), with an option to renew an additional 3 years in one year increments on the contract anniversary date pending agreement by both parties.

H. CONFLICT OF INTEREST. Contractor warrants that to the best of contractor's knowledge, there exists no actual or potential conflict between contractor and the County, and its Services under this request, and in the event of change in either contractor's private interests or Services under this request, contractor will inform the County regarding possible conflict of interest which may arise as a result of the change. Contractor also affirms that, to the best of contractor's knowledge, there exists no actual or potential conflict between a County employee and Contractor.

I. The bidder shall be responsible for all costs incurred in the development and submission of this response. Washtenaw County assumes no contractual obligation as a result of the issuance of this RFP, the preparation or submission of a response by a bidder, the evaluation of an accepted response, or the selection of finalists. All proposals, including attachments, supplementary materials, addenda, etc. shall become the property of Washtenaw County and will not be returned to the bidder.

J. This RFP, with any subsequent addendum, and the Bid submitted by the selected Contractor, with approved changes, will become part of the contract between the County and selected Contractor.

K. Contractors submitting Bids to this RFP may be required, at the request and option of the Office of Infrastructure Management/IT., to make an oral presentation or provide written clarification. These presentations or written clarifications will provide an opportunity for the Contractors to clarify but not modify their Bid.

L. Proposals should be prepared simply and economically providing a straight-forward, concise description of the CONTRACTOR'S ability to meet the requirements of the RFP. Proposals must be typed. No erasures are permitted.

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Mistakes may be crossed out and corrected and must be initialed in ink by the person signing the proposal. *CONTRACTOR shall ensure that proposals are submitted using both sides of recycled paper whenever practicable.*

M. Any responses, materials, correspondence, or documents provided to Washtenaw County under this solicitation are subject to the State of Michigan Freedom of Information Act and may be released to third parties in compliance with that Act.

**2.1 BID BONDING**

All bonds are to be attached as **ADDENDA "A"**.

**A. Bid Bond**

As security for the acceptance of the Contract, each bidder shall submit with their bid a **bid bond** in an amount equal to five (5%) of the bid payable to Washtenaw County. The County will hold the collective bid bonds of all bidders until the contract has been awarded. The County will hold the bid bond of the successful bidder until the contract is duly executed and return the bid bonds of the unsuccessful bidders after the contract has been awarded. If the successful bidder refuses to execute the contract within ten (10) calendar days after being awarded the contract, the bid bond will be forfeited to and retained by the County as liquidated damages for such neglect or refusal and the County may proceed to award the bid to another company.

**B. Performance Bond**

In addition to the bid bond referenced above, the successful bidder shall furnish at its own expense the required performance bond. This bond shall be given to the County within ten (10) calendar days after the contract is awarded. Contact cannot be executed until an acceptable bond is received. Bond requirements for the performance bond are as follows:

A **performance bond** shall be payable to the County in the amount of one hundred (100%) per cent of the full contract amount as a guarantee that the Contractor will perform all of its obligations under the contract. Bond will be held until system acceptance by the County.

All bonds must be executed by a Surety or Sureties listed on the Federal Register and authorized to write insurance in the State of Michigan. The County, however, reserves the right to reject any Surety or Sureties.

If, in the County's opinion, the financial position of the Surety or Sureties issuing any of the bonds listed above shall become such that the best interest of the County and the public will not be adequately protected, the County may require the Contractor to provide a new Surety or Sureties acceptable to the County. The Contractor shall not be reimbursed for such substitution of Surety or Sureties.

**2.2 MANUFACTURER AFFILIATION**

Contractor must either be the manufacturer of the equipment proposed or a factory certified and authorized vendor/contractor.

If not the manufacturer, the Contractor must have a proven close and long-standing relationship with the manufacturer in order to demonstrate the Vendor's

commitment to supporting the products proposed. Proof must be supplied with the bid in the form of a written guarantee from the manufacturer, stipulating that the manufacturer will provide support for the system if the Bidder is either unwilling or unable to do so at any time within 5 years of the acceptance date of this contract. This may also include documentation as to the number of years supplying the product, size of inventory, test and training center support, and etc.

All respondents must submit a letter of good standing with the manufacturer from the manufacturer and attached as **ADDENDA "B"** to their response. No further consideration will be given to a response without this verification from the manufacturer to the respondent providing the equipment and services.

### **2.3 TERM OF CONTRACT**

- .1 The contract is for a period of two (2) years from the date of systems acceptance. If both the County and Contractor agree, the contract could be extended for three (3) additional years on a single year by year basis with the same terms and conditions. No pricing changes are allowed during the initial two (2) years of the contract.
- .2 However, the successful Contractor will be permitted annual increases in the prices bid for each additional year after the initial two year contract. This increase shall be in accordance with the change in the National Consumer Price Index for the previous twelve month period and shall not exceed any other customer's rates.

### **2.4 PURCHASE ORDERS**

Purchase orders will be issued to the successful bidder(s) throughout the period of the contract as and when required by the County.

### **2.5 PAYMENT SCHEDULE**

Payment schedules will be as follows:

- 25% of the Price payable upon completion of the following:
  - Development & publishing of County agreed to project plan
  - Preliminary design complete
  - Delivery of test system
  - Test network & system installed & operational
  - Departmental application review
- 50% of the Price payable upon completion of the following:
  - Delivery of equipment all remaining equipment
  - Installation of all remaining equipment
  - Successful migration and integration of all applications



-Satisfy all end user and administration training requirements

-25% of the price payable upon completion of items as described in Section 3.1, PROJECT CLOSE OUT.

## **2.6 CONTRACTOR STAFF QUALIFICATIONS REQUIREMENTS**

The Contractor agrees the on-site staff assigned to perform any work under the Contract shall be qualified to do so. As such, the Contractor shall:

- .1 Submit all engagement staff to Washtenaw County for review and approval prior to the employee performing the job. The County reserves the right to reject or replace any candidate it feels is not a good fit for the services being requested.
- .2 Provide written staff resume, including technical certifications, to Washtenaw County as part of the staff review/acceptance process;
- .3 Remove engagement staff if, in the sole opinion of the Washtenaw County, the incumbent does not perform satisfactorily, fails to maintain technical certifications, or fails to receive and maintain security clearance;
- .4 Ensure all staff approvals and removals are approved by the Office of Infrastructure Management/IT or designate;
- .5 At its cost, to subject proposed staff to security background checks as needed to satisfy Washtenaw County identification and facilities access requirements;
- .6 Ensure the staff it will apply to the Contract are technically qualified to both perform the services and meet all requirements defined herein;
- .7 Ensure that all engagement staff possess at least a high school diploma (some college preferred), possess good end user relations and communications skills, and project a clean, well groomed, neat appearance at all times.
- .8 Have sufficient back up staff available, as necessary to meet contract and operational requirements, to cover all vacation, holiday and unplanned time off associated with the normally assigned staff;
- .9 Provide additional or reduced services consistent with the RFP;
- .10 Provide on-site staff which are skilled and seasoned in customer relations and communications. This includes application requirements and system features in non-technical terms, and can maintain composure in difficult situations under pressure and in challenging situations.

- .11 Provide staff that are courteous at all times in the performance of work under the Contract.

**2.7 KEY PERSONNEL**

It is essential that the Contractor provides adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this contract. The Contractor must agree to assign specific individuals to key positions.

- .1 The Contractor agrees that, once assigned to work under this contract, key personnel shall not be removed or replaced without written notice to Washtenaw County.
- .2 If key personnel are not available for work under this contract for a continuous period exceeding thirty (30) calendar days, or are expected to devote substantially less effort to the work than initially anticipated, the Contractor shall immediately notify Washtenaw County, and shall, subject to the concurrence of Washtenaw County, replace such personnel with personnel of substantially equal ability and qualifications.

**2.8 SYSTEMS CHANGES**

The Contractor shall make changes only upon receipt of a service ticket (either electronic or written) by such person or persons as may from time to time designate in writing, or upon oral requests from such person as County may from time to time designate in writing. The County will provide in writing a list of individuals with the ability to order changes or service, either written or verbal.

County may elect also to implement other changes of its own accord. Should County elect to make its own changes, County shall assume responsibility for the operational integrity of the system as it is directly affected by such changes by County. Upon request, the Contractor shall research all reported software problems or errors and correct them to the County's satisfaction. If the problem or error resulted from data base changes by County, the charge for service shall be computed using the rates stated in Section 7.2, TIME AND MATERIAL COST.

**2.9 SUBCONTRACTORS**

No subcontractors are to be employed in the fulfillment of any services without prior approval by the County. It is the intent to have the successful bidder provides all of the services requested under this bid.

**2.10 INSPECTION OF FACILITIES:**

The Manager of the Purchasing Division reserves the right before making an award to have the premise of the bidder inspected, or to take any other action necessary to determine fitness, reliability and ability to perform. The inspection

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could check the physical location, facilities, equipment, spare parts and/or equipment for ability to comply with conditions of the bid.

### **2.11 EXTRA CHARGES**

1. No changes shall be made, nor will bills for extra charges, alterations, modifications, deviations, and extra orders made by the Contractor be paid for except upon written work/change order from the County.
2. The County will not authorize payment for changes, alterations, modifications, deviations, or extra orders made except upon written order from the County. The County will not authorize payment for changes, alterations, modification, deviations, etc. that are the result of Contractor error in preparation of a system configuration that does not meet the intent of the bid specification.

### **2.12 SITE PREPARATION / ALTERATION**

1. The County will be responsible for preparation of the equipment room(s) involved in supporting communications equipment including construction changes to floor distribution closets as required, providing electrical power as specified in accordance to manufacturers specifications.
2. The County will provide heat and general illumination in rooms in which work is to be performed.
3. The County will make alterations and repairs to buildings if it is determined by the County to be necessary for installation of equipment or services, or necessary for safe operations.

### **2.13 PERMITS AND CERTIFICATES**

The Contractor shall obtain and pay for all necessary permits, certificates and licenses required and necessary for performance of the work; and shall post all notices required by law and comply with laws and ordinance applicable.

### **2.14 MATERIALS AND APPLIANCES**

Unless otherwise stipulated, Contractor shall provide and pay for all materials, labor, tools, equipment, transportation and other facilities necessary for the performance and completion of the work. All special handling equipment charges shall be paid by the Contractor.

### **2.15 CONTRACT PROVISIONS**

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If a contract is awarded, the selected Contractor will be required to adhere to a set of general contract provisions which will become a part of any formal agreement. These provisions are general principles which apply to all Contractors of service to Washtenaw County such as the following:

### **2.16 CONTRACT FUNDING**

Any contract entered into as a result of this RFP for a period in excess of one (1) year shall contain the following clause: "The continuation of this contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by Washtenaw County Government (County). If sufficient monies are not appropriated by the County to provide for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated".

### **2.17 COUNTYSHIP OF DOCUMENTS AND PUBLICATION**

All documents developed as a result of this contract will be freely available to the public. None may be copyrighted by the Contractor. During the performance of the services, the Contractor will be responsible for any loss of or damage to the documents while they are in its possession and must restore the loss or damage at its expense. Any use of the information and results of this contract by the Contractor must reference the project sponsorship by the County. Any publication of the information or results must be co-authored by the County.

### **2.18 PAYROLL TAXES**

The Contractor is responsible for all applicable state and federal social security benefits and unemployment taxes and agrees to indemnify and protect the County against such liability.

### **2.19 PRACTICE AND ETHICS**

The parties will conform to the code of ethics of their respective national professional associations.

### **2.20 ACCESS, AUTHORITY AND STOPPAGE**

The work shall be available for inspection at any time by representative(s) designated by the County. All materials and work not in conformity with County specifications shall be subject to rejection. All rejected work or materials shall be immediately replaced to conform with specifications. Designated County representatives shall have the right to order the work of the Contractor or any sub-Contractor wholly or partially stopped, if in their judgment, the materials and

services furnished for the work being done are not in strict accordance with the provisions and specifications, or until any objectionable worker or material is removed from the premises; and shall have the right to declare the contract forfeited for non-performance when not being executed according to the intent and meaning of the contract specifications. Such stoppage, suspension or forfeiture shall not in any way invalidate any terms of the contract, and no extra charge will be allowed the Contractor by reason of such stoppage or suspension.

## **2.21 CHANGES**

No changes shall be made, nor will bills for extra charges, alterations, modifications, deviations, and extra orders made by the Contractor will be paid for except upon written work/change order from the County.

The County will not authorize payment for changes, alterations, modifications, deviations, or extra orders made except upon written order from the County. The County will not authorize payment for changes, alterations, modification, deviations, etc. that are the result of Contractor error in preparation of a system configuration that does not meet the intent of the bid specification.

## **2.22 CORRECTED WORK**

The County will on occasion make checks and measurements of material to determine if physical and electrical characteristics and specifications are being met. If the County deems it expedient to correct or replace materials not in accordance with the characteristic or specifications as ordered, the Contractor shall make such corrections or replacements at no additional expense to the County within 10 days.

## **2.23 WORK STOPPAGE**

In the event of any work stoppage, either by unionized employees of the County or the Contractor, the Contractor assures that the County will suffer no delays in service or claims as result.

## **2.24 STRUCTURED WIRING**

All premises wiring required to complete installation of the services requested in this RFP will be the responsibility of the Contractor. Premises wiring are defined as intra and inter building data and voice wiring necessary for the project. This includes fiber patches and data patch connections. The acceptability and use of existing network and fiber infrastructure is the sole responsibility of the Contractor. The Contractor will complete conformance testing to systems requirements and standards and certify the existing wiring infrastructure to be acceptable for the system installation.

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Cable application requirements are minimum requirements and shall be exceeded if recommended or required by manufacturer of system hardware.

The use of existing conduit access/boxes:

1. Electrical Contractor shall provide one standard back box and conduit stub to nearest accessible ceiling or cable tray for each VVS station. This shall apply to only the low voltage power and signal conduit.
2. IF THE SYSTEM REQUIRES LINE VOLTAGE FEEDS TO THE STATIONS, THE VVS CONTRACTOR SHALL INCLUDE ALL ADDITIONAL CONDUIT, BOXES AND WIRING NECESSARY TO PROVIDE LINE VOLTAGE FROM THE VIDEO VISITATION CLOSET OR DEDICATED CHASE RECEPTACLES SHOWN ON THE POWER DRAWINGS.

The installation of all premises, distribution, cross connect, patch, backbone and horizontal wiring are to comply with all local code authority and the following EIA/TIA and ANSI specifications and or standards:

ANSI/TIA 568-A Standard, Commercial Building Telecommunications Wiring Standard

EIA/TIA 569 Standard, Commercial Building Standards for Telecommunications Pathways and Spaces.

ANSI/ICEA S-83-596-1988, Standard For Fiber Optic Premises Distribution Cable

ANSI/TIA-C.2 Category 6A

Comply with NECA 1, "Good Workmanship in Electrical Contracting."

Install cables and wiring according to requirements in Division 27 Section "Voice and Data Communication Cabling.

A. Comply with EIA/TIA-569, "Commercial Building Standard for Telecommunications Pathways and Spaces.

### III. SCOPE OF WORK

**Point- by- point response. Please respond to each of the requirements stated within Section III with one of the following: Accept, Deny, or Exception.**

**All Exceptions must include an explanation as to the exception and be stated under the requirement in question.**

The purpose of this RFP is to acquire the services of an experienced and qualified system Contractors(s) licensed in the State of Michigan to provide, install, configure, and warranty a new IP based Video Visitation System (VVS). The system is to include the following:

- i. IP based Video stations
- ii. Secure network communications

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- iii. Video Visitation / Management System (Application and independent storage system)
- iv. Video arraignment integration
- v. Reporting
- vi. Web access (internal & secure external)
- vii. Web based scheduling (internal & secure external)
- viii. Jail Management System (JMS) integration
- ix. Integration Services & Training
- x. Cabling Services
- xi. System maintenance and monitoring

The vendor is expected to provide a turnkey IP based video visitation and video arraignment system based upon customer specifications and vendor lead design review. The system installation will take place at the Washtenaw County Jail and 14A District Court complex located at 2201 Hogback Road, Ann Arbor MI. The vendor is expected to provide at a minimum: full system and software design services, project management, operational design scope documentation and development, as built drawings, on-site training services, service/support, on-site installation capabilities, warrantee and maintenance support.

The Customer is seeking a video solution that addresses the need to provide video visitation between inmate populations, on site family, remote web based home visitation, and secure and privileged client counsel as a general design rule. These communications are to take place both on site within the jail and court complex as well as over the County's private data network to other County locations. Video arraignment as a general design rule must be sustained in its current configuration to facilitate arraignments between the 14A District Court located within the Jail and Court complex as well as over the County's data network. Visitation capabilities must allow, via a standard web browser, for the remote web access to these applications without loss of functionality (home visitation & secure consultation). External secure access is also required to accommodate current State of Michigan SCAO standards regarding access to the inmate population for interview purposes. The vendor is expected to provide a system that satisfies all mandated State requirements pertaining to secure client communications, judicial record preservation, and County secure network access. The vendor will provide a system that enables for the viewing, storage and archiving of voice, video and document files related to the modules and system functionality that the County may choose to purchase. The system must provide the flexibility to cover a wide range of scheduling needs for internal visitation requirements, arraignment and external web based clients/access. The vendor is expected to have demonstrated system specific design experience in both hardware and software for development of systems of this type. The vendor is expected to lead the project and engage all potential stake holders in system functional design requirements. This includes in assisting in the design of an ongoing support model for both internal and potential external users of the system.

### **3.1 EXISTING ENVIRONMENT**

The County currently operates an existing video visitation system at this location. There are 12 public end points, 23 active inmate end points, 1 endpoint dedicated to arraignment and 2 wired locations not currently installed. The system is full featured with

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capabilities equal to those requested in the bid. The current locations are all supported with Category 6 data structured wiring for network access and separate Category 6 wiring for DC power to each end point. The end points are currently distributed and served from three primary network closets which are connected by single mode fiber back to the local on-site data center. Visitation is facilitated by one main control station and 1 staff officer located in a dedicated location in the main lobby adjacent to the public end points. All system servers and endpoints are currently on their own dedicated network VLAN. System servers are located in the local data center. Scheduling of visits is provided through a web based scheduling application hosted by the system. The system is not joined to the County's MS Exchange domain. Arraignments are performed by point to point H.323 call from a Polycom 7000 codec to a dedicated visitation system end point located in the correction facility on site. JMS imports (XJail) are facilitated by the system with uploads integrated into the systems SQL database every 15 minutes. Data storage of 14months is currently provided through the current system.

### **3.2 SYSTEM SPECIFICATIONS GENERAL**

1. The Video Visitation System (VVS) shall be a dedicated Internet Protocol (IP) system consisting of hardware and software products designed to enable Sheriff's Office personnel to initiate, control, monitor, capture, record, and retrieve visitation sessions live and on demand or on schedule, over a LAN, WAN, or Web based network connection.
2. The VVS shall provide for an interface with the County's Jail Inmate Records and Management System (JMS). The VVS system shall allow an inmate to participate in a video visitation consult with his/her attorney in a secure video communication.
3. The VVS network shall be a physically isolated network, carrying only traffic related to the VVS. A layer 3 egress point will be identified to facilitate access, as required to County data networks.
4. The VVS System shall facilitate a video visitation session from the inmate housing unit to a visitor regardless of the location of the visitor (on-site, off-site, Web, or across jurisdictional boundaries). The system shall allow for control and connection using a "standards based" viewer from any network computer. The system shall allow authorized users to manage, identify, assign, register, all visitors; Generate and retrieve daily, weekly, monthly, quarterly or annual reports of all visitation sessions; Provide for advanced scheduling of a video visitation session by a registered visitor from an internet based computer; Electronically notify the jurisdiction and all housing unit personnel of an advanced scheduled visitation session; Remotely manage, adjust, and diagnose hardware settings and connections including audio, video, and LAN settings via a software based control module; the VVS shall record all Video Visitation Sessions excluding attorney to client communications; the VVS shall allow monitoring of a live Video Visitation session from a standards based media viewer; the VVS shall feature a network based control protocol that interfaces with existing Jail Management System to identify inmates, manage and identify visitors. The VVS shall provide reporting services of all system activities from a single wall mounted hardware device. Analog systems, analog/digital hybrid systems, systems that utilize a back end audio video switching



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system, or systems that do not provide an integrated solution including video visitation, in a single device will not be considered.

5. The VVS device shall deliver high-quality audio and broadcast-quality video to both units involved in a video visitation session.
6. The VVS shall be comprised of an integrated Video Visitation Station (Visitation Station) from a single device (camera, display and handset, codec, etc. in one unit). The system shall comply with all standard network and video conferencing protocols and provide the standard functions of these products.
7. Low bandwidth control, management information, high bandwidth video and audio information, shall be passed via the video LAN. This parallel LAN architecture shall take advantage of EIA/TIA wiring standards and shall be capable of being scaled to handle numerous simultaneous video sessions. The VVS/VAS System shall be software controlled and defined and capable of system expansion.
8. Cable requirement at each pod or public location shall be a single CAT 6 plus appropriate low voltage power cabling from a network IDF or dedicated VVS closet. The system network architecture shall include a centrally located database server up-linked and interfaced with the Jail Inmate Records and Management System; Control workstation/s to initiate, control and schedule all video sessions; Network switching hardware to facilitate the connection of the Video Visitation devices to the video LAN; Multi-port IP Addressable digital recording equipment to record and facilitate monitoring of all video sessions; back end storage area network to archive recorded sessions for a term of 14 months.
9. A visitor shall be able to schedule a visitation with an inmate in person, over the phone at the jail with the Control Officer at the Visitation Center, or remotely using a web browser.
10. The Video Visitation devices at the on-site Visitation Center shall have an Ethernet connection to the VVS LAN and shall communicate via TCP/IP over the VVS LAN with the VVS database/management control server at the visitation reception desk.
11. Control of the VVS shall utilize TCP/IP via LAN. Systems that require dedicated control wiring for infrared, RS232/422/485, or RF (broadband) based control shall not be considered.

### **C. Work Included:**

1. The work covered under this Section of the Specifications consists of providing all system design, labor, equipment, supplies and materials, and in performing all operations necessary for the fully complete installation of a VVS. The work shall include, but not be limited to, the following:
  - a. Provide all necessary terminations.
  - b. Provide all necessary cabinets and enclosures specified or otherwise required for a complete turnkey installation.

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- c. Provide and configure all necessary server hardware and software, including but not limited to database, recording, storage, etc.
- d. Provide and configure all network equipment; provide patch panels in data closets in contrasting colors to existing County cabling. Color to be Red.
- e. Contractor shall use IP address space provided by County.
- f. Contractor to coordinate equipment space layout and requirements with County; this shall include rack space, hardware placement, cable management, etc.
- g. VVS Contractor shall clearly identify/label all equipment and cabling.
- h. Provide all necessary mounting hardware.
- i. Provide and load scheduling software on County's workstation located at the visitation reception Desk.
- j. Work with County IT staff to integrate/provision access, as required to County data networks. Coordinate the connection of the VVS to the County's e-mail server; Coordinate the connection with the County's web server; assist in the configuration of the website to interface with the scheduling software County in configuring the server to send automated email notices to registered public users.
- k. Provide all cabling, switches, routers and other LAN devices as required.
- l. Provide 30 minute Un-interruptible Power Supply for servers and all other closet computer/network equipment as detailed in the products section of this specification.
- m. Provide any materials deemed necessary for a complete job.
- n. Contractor shall use trained personnel, employed by contractor for installation for the duration of the installation period and provide a means of remote diagnostics for the period of the warranty.
- o. Provide training by equipment manufacturer's certified trainers on the basic use of the equipment and software.
- p. VVS Contractor or approved third party vendor shall develop and present annual software maintenance contract specifying system management parameters, such as rate structures, services performed, contract information, support procedures, responsibilities and other standards terms and conditions. County intends to engage in annual contract for system support and maintenance.
- q. The system shall have the ability to add a digital watermark to the video for authenticity purposes.
- r. The latest released network hardware and software revisions/version will be provided and installed at the time of delivery. In the event a newer software or hardware revision/version is released after a portion of the proposed network has been installed, but before the entire network is deployed, the awarded bidder shall upgrade the

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hardware and software at all other previously installed equipment (at this location only) to the latest version. In short, at the time of final contract acceptance and final contract payment, all network components installed will have the latest release level of hardware (firmware) and software.

s. Provide and maintain all system licenses required for the first two years of operation. These shall include as a minimum server licensing, database licensing, client licensing (including visitation stations if applicable), application licensing, etc.

t. In summary, the successful Contractor will recognize and creatively respond to these needs in a state-of-the-art system. The Contractor shall visit the site, verify all existing conditions shown on plans, or identified in the specifications, be familiar with the working conditions, hazards, and local requirements involved; submission of bids shall be deemed evidence of such visit. All bids shall take all existing conditions into consideration and the lack of specific information on the Drawings or Specifications shall not relieve the Contractor of any responsibility for providing a complete and operational VVS.

### **3.3 VIDEO ARRANGMENT**

The video visitation system will have the capability to place point to point video arraignment calls between the existing H.323 based Polycom 7000 IP Codec used in the arraignment system. No modifications to the existing arraignment system are to be required to maintain existing functionality of the existing arraignment system. A visitation station will have ability to accept H.323 arraignment calls or standard visitation calls without reconfiguration. The vendor will not be allowed to dedicate and strand one end point for use to accommodate this function and process. This is a critical system consideration.

### **3.4 VISITATION STATIONS**

#### A. VVS Stations

1. Enclosure: 14Ga. powder coated or stainless steel, slope top.
  - a. Enclosure must allow for acceptance of standard ¼ EMT conduit through the top of the enclosure.
  - b. Enclosure must allow for the acceptance of in wall flush mount double gang standard electrical box for power and data connections.
2. Viewing window: 5/16" Lexan minimum or polycarbonate equivalent.
3. Camera:
  - a. ¼" or 1/3" CCD
  - b. 380 TVL Minimum
  - c. Field replaceable with off the shelf board camera or equivalent.
4. Monitor:
  - a. 17" LCD Minimum

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- b. Resolution 1280X1024
  - c. Field replaceable with of the shelf LCD monitor.
5. Video:
- a. Codec: Standards based: H.261, H.263, H.263+/+ video.
  - b. Rates: 64Kbps-2Mbps, minimum 30 Fps @ 384+ Kbps. (Michigan State Court Administrative Office requirement).
  - c. Inputs: 2 composite.
  - d. Live video resolution: CIF, SIF, QCIF.
  - e. Frame rates: up to 30Fps @ 64-320 Kbps
6. Audio:
- a. Codec: Standards based G.711, G.722, G.723, G.728 audio.
  - b. Full duplex.
  - c. Auto noise suppression.
  - d. Off/On internal echo canceller.
7. Network:
- a. Ethernet 10/100/1000 BASE-T RJ-45, (568B)
  - b. Standards supported: ITU-T;H.323 v4, SIP.
8. Handset: Custom armored with armored cable. Provide length per County's determination. Handset must be field replaceable with simple tools.
9. TDD: provide at two ADA stations at the Corrections Lobby.
10. Concealed speaker as required for hands free operation plus dual handsets. Provide these at the attorney visitation stations at the Visitor Center; include jacks for headsets and microphones.
11. Provide visitation units which can function in total hands-free operation, no handset required.
- B. Scheduling Software:
1. The Scheduling Software shall perform the following functions:
- a. Web-based visitation advance scheduling for the "Public" and attorneys utilizing any standard browser
  - b. Web-based advance and ad hoc scheduling (Intranet) for the "Staff" utilizing any standard browser.
  - c. Web-based (Internet) "Public" Registration using a standard browser.
  - d. Web-based (Intranet) Ad-hoc or on demand scheduling from any authorized computer on the network via a standard browser.

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- e. Configurable scheduling parameters including the length of visit and times available per pod or housing unit
- f. Web-based “Public” GUI shall display the Visitor’s favorite Inmate and Visitor list.
- g. Web-based public GUI shall display pending visits (time, date, visitation ID number)
- h. Public GUI shall allow Visitor to easily schedule a visit by simply entering inmate name, selecting date and time
- i. Web-based public GUI shall only display the dates that meet the County’s policy (e.g. won’t allow a visitor to schedule same day and won’t allow scheduling more than one week in advance, etc.)
- j. Scheduling system shall conduct all conflict checking and only display times that are available
- k. Web-based Public GUI shall provide Visitor with check box acknowledging they agree to the terms and conditions of the County’s Visitation Policy
- l. Web-based Public GUI shall allow Visitor to easily change their personal information: passwords, address, phone numbers etc.
- m. Web-based Public GUI shall allow the visitor to print out their visitation confirmation page.
- n. Web-based scheduling system shall send an email or voicemail to the Visitor when a visit is scheduled, cancelled or modified
- o. Web-based scheduling system shall assign a unique visitation ID for every visit
- p. Web-based scheduling system shall send a confirmation email to the “Public” containing the time and date of the visitation.
- q. System shall be capable of being configured to utilize a “approved visitor list” rather than open visits. System shall allow different housing units to have a different number of visitors on the inmate’s approved visitor list.
- r. The system shall provide two separate visual warning messages on each visitation monitor to inform the inmate and visitor that their visit will be ending in “XX” minutes. These messages will be configurable and determined by the County.
- s. The system shall also have a countdown clock which will be displayed constantly from the beginning of the visit until the visit ends.
- t. The system shall provide different levels of functionality to users based on their assigned privileges. The system shall be capable of setting up a minimum of 10 different user groups based on individual functionality.

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- u. Each user will require a unique username and password and this will dictate their level of functionality.
- v. The system shall be configurable to allow the end user to specify "Visitation Quotas" for the Inmate and the Visitor. The system shall track, display and prevent overages. System shall be flexible and allow the end user to allow or restrict quotas based on the number of visits per day/week or time based. System shall also allow the quota to be variable so different dorms/pods may have different quotas.
- w. The system shall be able to provide the following restrictions:
  - 1) Can restrict specific Visitors or Inmates from visitations
  - 2) Can restrict a specific Visitor from Inmate (s)
  - 3) Can restrict a specific Inmate from Visitor (s)
  - 4) Can restrict a specific Visitor from another Visitor
- x. Shall create a unique Visitation ID number for each visit for reporting and tracking
- y. Shall provide an audit trail of all activity for a specific visit (i.e. who scheduled, added visitor, modified or cancelled)
- z. Shall provide Conflict Checking for the following variables:
  - 1) Times (based on the housing unit/POD/dorms schedule)
  - 2) Visitor and Inmate
  - 3) Visitor and Inmate visitation stations
  - 4) Recording Resources
- aa. The Video Visitation System shall allow for integration with the Sheriff's Office jail management system (County JMS system XJail, a product of Archonix Systems).
- bb. The VVS shall allow for data to automatically be both "pushed" and "pulled" from one database to the other based upon parameters established by the Sheriff's Office.
- cc. The VVS shall automatically assign the Inmate's booking number as the unique Inmate number for the current offense.
- dd. The VVS shall ensure that the visitor & inmate are in the correct visitation session by tracking the inmate's moves between housing units so the inmate is scheduled in the correct & closest housing unit.
- ee. The VVS shall track the Inmate visitation status and shall restrict a visitation if the Inmate's status has changed to "No Visits Allowed".
- ff. The VVS shall automatically cancel the visit if the inmate status has changed or inmate is released.
- gg. The VVS shall utilize a browser based visitor check-in module to assist the visitor in scheduling visits.

- hh. Shall provide reports (hard copy or from PC monitor) for correctional personnel so they know where and what time the Inmate needs to be for pending visitations. These reports shall be searchable by facility, or by individual housing unit, or any combination of housing units. These reports shall display or not display the visitor's name.
- ii. The visit session shall end at the end of the scheduled visit period (conclusion of the countdown clock) or when the inmate or visitor hangs up the handset, or when the staff member in either the housing unit or the Visitor Center terminates the visit.
- jj. The system shall allow the County to broadcast messages on terminals during times when visits are not in session.
- kk. Shall provide the ability to perform searches and create reports (HTML, PDF or Excel) on specific inmate and visitor, or reverse of this, or track peak system usage by hour or day of week, among others. A copy of the VVS database structure shall be provided to the County.

### **3.5 AUDIO/VIDEO RECORDING CAPABILITIES**

1. Provide a visitation recording system that is capable of recording any Inmate/Visitor connection combination. The system shall provide digital video and audio recording of up to 40 visitation session(s) (i.e. a session includes both the Inmate and visitor side) at a time. The recording system shall provide the following functionality:
  - 2. Authorized users will have the ability to schedule specific visits to be recorded based on the Inmate, visitor (or both) via the web-based scheduling system. The system shall then automatically record all inmate sessions.
  - 3. Ability to start recording a visit after the visit has been started based on a request or based on conduct.
  - 4. Allow authorized users (e.g. investigators, internal affairs) to search for pending visits for specific visitors or Inmate and then mark the visitation for recording.
  - 5. Authorized users shall be able to search for specific visitation sessions by Inmate, Visitor (or both) and time, as well as by station.
  - 6. Authorized users shall be able to stream the video visitation session of their choice to their desk top for viewing. The integrator shall coordinate with the County for which locations will have this feature.
  - 7. Authorized users shall also be capable of burning a DVD of the recorded visitation session.

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8. System shall incorporate an audit trail to track who has viewed and or burned a copy.
9. The recording system must be software based and not require third party video conferencing equipment to record and store recordings. The end user may require additional simultaneous recordings in future and does not want to be limited (or have to pay for third party recording equipment with port expansion limitations and associated costs) The system must utilize standard servers for processing and storing the recordings.
10. The recording system shall be commodity server based with appropriate recording and playback software installed or a dedicated Multipoint Control Unit with similar capabilities. Utilization of Digital Video Recorders (DVR's) shall not be acceptable.
11. Normal users authorized for live image viewing only will not have the capability to view or download archived video. Users with privileges to view archived video shall not automatically have the capability to download archived video unless the user has specific privileges to do so. Several users may have the ability to view archived video only and a very few select users will be provided with the capability to view and download archived video. It may also be desirable to restrict how much that a user with appropriate privileges may have access to the archived video i.e. number of hours or days that a user can go back into the archives. The **granular ability** to control user based access to archived video and the ability to restrict download capabilities is considered to be an important functional requirement of the system.
12. The system will provide the functionality to export archived video at a minimum H.264 formatted video. If licensing is required to view the recorded video, the Vendor will provide the appropriate number of licenses equivalent to the simultaneous viewing only and administrative users count. If the system can export to other video formats, please specify. Administration HTTP/HTTPS Interface
13. All of the administrative features described shall be accessible via an intuitive Graphical User Interface (GUI) via an Internet browser such as Microsoft Internet Explorer 8.x or higher. The administrative features shall be available via a secure HTTPS interface/browser.
14. The system will allow for the definition of a schedule for recording based on time and/or an event. The system will allow for the playback of archived video based on time, session, station, file name or event type.

### **3.6 RECORDING CAPABILITIES**

Recording capabilities shall include the following:

- a. The recording provides a date and time stamp option
- b. Capable of providing video data in a manner consistent with the handling and conveyance of video forensic evidence (tramper proof).



- c. Video must be reasonably accurate in representing what it depicts. It must be self verifying, and be of high quality suitable for use as evidence submittal.
- d. Real-time playback without interrupting recording
- e. Allows authorized users to capture still pictures in multiple formats
- f. Allows authorized users to record live streaming video or download archived video in an industry recognized format
- g. The system will have a DVD writer to provide the ability to transfer archived / recorded video.

### **3.7 SESSION MONITORING AND TERMINATION CAPABILITIES**

1. VVS shall be capable of monitoring and terminating thirty-six sessions, with the capability of viewing 12 sessions simultaneously. The system shall have the ability to set blocks of time for specific types of visits. This scheduling activity must be controlled by system/user access level.
2. The system must allow for the monitored interruption of a video session by authorized access level.
3. The system must log and track misconduct violators. Please state capabilities in logging these occurrences and the ability to upload data to JMS system.
4. Main system monitoring station must be able to display all required visitation sessions on one 47" monitor located beside the main visitation reception console.
5. The system will allow for a scheduling visitation log, based upon visitations for the day, to be generated on demand in Word or Excel format.
6. Manual scheduling and override of scheduled visits required.
7. Single point of management. One main management console for complete system visibility on web based client.
8. The system shall have the capability for viewers to view images from multiple video stations simultaneously. The matrix layout shall at a minimum support 12 simultaneous visitation views. Users shall have the option to customize and save screen layouts for simple selection of video stations of interest. This feature must be available to "viewing mode only" clients also via an Internet browser such as Microsoft Internet Explorer 8.x or higher.
9. The system will support a multi-level user environment with the ability to create unlimited user accounts. The granular ability to control user based functions and access to the system is considered to be an important functional requirement of the system. By user and/or by group, the access (privileges) to resources should be controllable such as:
  - a. Station real time viewing access
  - b. Recording & Downloading access
  - c. Day and Time for access to the system
  - d. System log access
  - e. System management & configuration access
  - f. Session archive access

- g. Reporter access
  - h. Scheduling access
  - i. Privacy policy
  - j. Other configurable 'class-of-services' will be described
1. User accounts will be password protected and a user historical activity log will be maintained.

### **3.8 TRAINING**

The Vendor will provide training on all systems that are installed as a part of this RFP. The training services will be provided at no additional cost to the County. The training services requirements are as follows:

1. During the design and integration process, the County's technical personnel shall be involved and will interact with engineers performing these services. Training and knowledge shall be imparted to the County's personnel during this process. It is understood that this process shall be followed as long as it does not impact the Vendor's process, progress and schedule.
2. Prior to the "go live" of the systems, the Vendor will coordinate with the County on the training that will be provided. A training schedule will be established by the County.
3. The training shall consist of two training tracks (a) System Administration Training (b) End User Training.
4. A minimum of forty on-site (40) hours will be dedicated for the system administration training. The complete training will be conducted as separate four-hour sessions. The training will be conducted on-site and on the system implemented at the County. At this training, the Vendor will review and demonstrate: Note: administrative training will be concurrent with system design, implementation and testing.
  - a. The configuration of the VVS as deployed
  - b. The configuration of the video stations as deployed
  - c. Adding user and restricting access levels
  - d. Additional features of the system (that may have not been implemented)
  - e. Basic and advanced search techniques
  - f. Video archiving and retrieval
  - g. Download and record archived video
  - h. Storage system maintenance
  - i. Day-to-day maintenance of the system
  - j. Add additional video stations/devices to the system
  - k. System and station software/firmware upgrades (minor)
  - l. Remote viewing (view only mode) functions.
  - m. Management system operation and reporting
  - n. Full system administration documentation is required in both written and electronic format.

Other details of this training session will be discussed at the design meeting.

5. A minimum of 24 hours will be held for the end user training in accordance to employee shift requirements as denoted by the Washtenaw County Sheriff Office. Each session may have up to twelve corrections personnel attending this training. The training will be conducted on-site and on the system implemented at the corrections facility. Full end user documentation is required for this training in both written and electronic format.

At this training, the Vendor will review and demonstrate:

- a. Remote viewing (view only mode) functions.
- b. Retrieval of archived video (if allowed by the user's privilege)
- c. Setting and changing user preferences

Other details of this training session will be discussed at the design meeting.

### **3.9 INSTALLATION & SERVICES**

#### Video Monitoring / Management System Installation

1. The Vendor shall meet with the County prior to installation of the system to discuss all aspects and capabilities of the VVS system and video stations procured. Vendor will present to the County all configuration options and get their input and let the County choose how the system is to be used and configured. The Vendor will provide input as necessary. Based on these discussions, the Vendor will define an implementation plan that outlines the configuration of the system.
2. An implementation plan for the video visitation system will be developed by the Vendor. The implementation plan shall describe the detailed configuration of the network that is to be implemented. All plans must be presented to County and their representative in a written format. Under no circumstances shall a plan be either finalized or implemented without the signed approval of both the County and their representative. Based on this document, the installation personnel shall configure the system.
3. Prior to start of installation, a job meeting will take place on the installation site. The meeting members will consist of representatives from the following: Office of Infrastructure Management/IT, the Contractor, and all sub-Contractors participating in installation. All schedules will be finalized at this meeting.
4. During the installation, the Contractor shall perform all tests necessary to insure that the portions of the system and applications being installed are ready for installation.
5. The Contractor shall be responsible for the complete installation including all equipment, applications, and software as specified in the job work order.

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6. Installation equipment, materials, and product will ONLY be allowed to be kept in specified areas. Hallways, office areas lobbies etc. are not suitable for storage and the County will **NOT** be held liable for missing or stolen equipment.
7. The Contractor will observe all applicable departmental safety and security regulations established.
8. The Contractor is responsible for repair of damage to the building due to carelessness of their workmen, and exercise reasonable care to avoid any damage to property. The Contractor must report to the County any damage to the building which may exist or may occur during the occupancy of the quarters.
9. The Contractor must promptly correct all defects for which the Contractor is responsible.
10. The Contractor will obtain the County's (Information & Technology Services.) permission before engaging in any activity which may interrupt any current video call processing capabilities or disruption of existing data communications service.
11. The Contractor will coordinate all work with the County (Information & Technology Services Department).
12. Contractor will follow all job documentation and reporting procedures as specified by Washtenaw County.
13. Each station will be installed in predetermined County locations as indicated in architectural drawings.
14. When reviewing station location prior to installation, Vendor will assess the physical location and notify County of any usability or maintenance degradation that may occur due to placement of station location.
15. Each station will be tested for functionality prior to deployment in the field.
16. Prior to finalization of the building install, the Vendor will notify the County/County's representative to ensure that the installed video stations (interior and exterior) adequately service the area(s) required by the County. Based on the feedback provided, if necessary the Vendor will make appropriate changes (physical and/or configuration) to the installed stations.

### **3.10 FINAL PROJECT CLOSE OUT AND DOCUMENTATION (not at this time)**

1. The Vendor shall compile and distribute to County (not at this time), two (2) complete sets of documentation. The Vendor is required to submit electronic copies of all the documentation provided in an organized format. The electronic copy shall be organized and indexed and delivered on a compact disc (CD) media.
2. The Vendor will provide upon project completion, the network design and configuration documents. This documentation will be delivered in the form of

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drawings, spreadsheets, database etc. that would represent the details of equipment placed within the buildings.

3. It is our belief that a foundation of proper documentation is the key to the long-term supportability of the video network. The bidders' documentation package shall include the information described below and will be provided to the customer in both paper and electronic form. Standard format for the files is an appropriate application from the Microsoft Office suite and the Microsoft Visio application suite.

To be included in a typical documentation package are:

- a. .As-Built network security design summary
- b. As-built physical & logical network diagrams
- c. As-built rack elevation drawings
- d. As built structural wiring drawing
- e. VVS station configuration parameters (resolution, frame rate, etc.)
- f. Video network design summary
- g. Application configurations & design
- h. Security access profiles
- i. Storage system parameters

### **Appendices –**

1. Configuration File Contents: Printouts/Screenshots of the configuration files and any other appropriate configuration data dumps from the installed products.
2. Acceptance Testing: A copy of the final results of all video network acceptance testing along with the test procedure.
3. Final Support Plan Summary: A description of the support process and features of the selected support plan with details on how and where to obtain support.
4. Product Inventory: Spreadsheet detailing on a per-site, per-rack basis of the model and serial numbers for each installed chassis and associated field-replaceable modules.
5. Product Information: Copies of product brochures describing the equipment installed in the network.
6. Softcopy: Configuration Files: Backup configuration files (.cdb, .cfg,) will be saved in softcopy from all appropriate installed equipment. These files would be used in the event that the original configuration file on the equipment gets corrupted and becomes unusable. Softcopy of all the documentation files provided as part of the documentation package.
7. Vendor and/or Manufacturer warranty certificates

8. All licensing certificates and key codes related to installation regardless of products used.

### **3.11 PROJECT CLOSEOUT**

- 1) Upon notification the project is completed, an electronic copy of the punch list will be prepared and presented to the vendor.
- 2) To facilitate the close out process, the vendor will present a complete list of all punch list items resolved with the date and items) completed, resolution documented and be returned to the County.
- 3) The County/County's representation will present Sign Off / Closeout documents to the Vendor for signatures. A copy of the document will be given to the Vendor.
- 4) The County reserves the right to inspect and approve or reject the installation before signoff. If the County rejects the workmanship or equipment functionally, the Vendor must repair or replace at their cost Station Installation.
- 5) The Vendor will provide the County with an inventory of the equipment including the model number, serial number, location of the device, the IP address, and the setting. The Vendor will identify the station locations on the County provided AutoCAD or Microsoft Visio drawing.
- 6) The Vendor will be required to perform a follow-up on-site visit with the County approximately 4 – 8 weeks after cutover to fine tune station configuration and/or the VVS configuration. This visit will happen after all punch list items have been resolved.
- 7) Final payment will be made after resolution of all punch list items, follow up on site visit for fine tuning, transition to warrantee service, and system acceptance.

### **3.12 WARRANTEE & MAINTENANCE SERVICES**

The Contractor will provide maintenance support for equipment that is both in-warranty and out-of-warranty. As such, the Contractor shall:

1. Diagnose, repair and if necessary replace defective equipment or components.
2. Maintain or have access to spare parts inventories to ensure downtime does not exceed four (4) business hours for desktop telephone equipment and four (4) Business Hours for back-end servers, visitation stations or network equipment.
3. In the event the equipment cannot be repaired within the allotted downtime, provide suitably configured back-up equipment to sustain end-user operations. The Contractor may need to utilize third party maintenance services provided by the Contractor or

manufacturer for specialized equipment repair upon County approval.

4. In the event a problem potentially affecting more than one user is reported or detected during business hours, maintain a continuous effort past business hours as needed in order to resolve the problem.
5. In the event a problem potentially affecting more than one user is reported or detected during non-business hours, immediately dispatch a technician to resolve the problem.

### **3.13 SYSTEM DIAGNOSTICS, TESTING, AND ALARM**

The system(s) must be equipped and installed to allow the system to out-dial or through SNMP trap and send alarm notification to a remote response center or any other County designated location or person in the event of a system alarm or failure. Any equipment of devices used in providing this service is the responsibility of the contractor to provide and configure.

Contractor will provide customer access to a 7X24 365 service & trouble reporting call center capable of troubleshooting, dispatching service and service personnel as require.

### **3.14 RESPONSE TIME AND SERVICE CLASSIFICATIONS**

1. Normal business hours will be from 8:00 am to 5:00 pm Monday through Friday.
2. All non-emergency requests will be serviced at the regular hourly rate, with any overtime work done at the County's discretion and approved by the County's designated representative.
3. Emergency maintenance/service must be available on a 24 hour a day, 7 days a week 365 days per year basis. The number of persons who can declare and emergency condition will be limited and their names or titles will be mutually agreed upon by the County and the Contractor.
4. Service Classifications:
  - a) A Critical Failure is defined as the failure of common equipment, power supplies, disk or any other equipment which would render the system inoperable or incapable of processing or performing video communication, system monitoring, session recording, video arraignment, network communications and JMS updates/reads. The only acceptable on site response time for a critical failure is one (2) hour onsite technical response from the time reported. This is the only acceptable response for

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all reported problems related to the system supporting the Washtenaw County Sheriff's Office.

b) A major system failure is defined as 15% or more of the systems capabilities. This is to include station communications, system redundancy, disk failure, scheduling capabilities, remote client access and management console functionality. On site response to a major system failure must be made within four (4) hours from the time reported.

c) A system failure is defined as all other system problems not categorized as critical or major. Response and resolution of system failures must be made within twenty four (24) hours from the time reported.

5. Any service requiring the system to be reset or shutdown must be coordinated with Washtenaw County Information and Technology Services prior to further action. Live approval is required.
6. All other service related troubles not covered above are to be considered non-emergency in nature.
7. The system equipment must automatically notify the Contractor's remote diagnostic or network operations center of any major loss of service. The types and class of alarms being reported are to be reviewed with Washtenaw County and will be adjusted based upon County standards.
8. The Contractor must, upon receipt of a service call, for non-critical or major system failure calls, proceed to:
  - a) Use best efforts to determine, by remote access or physical inspection, the origins and solutions to the problem.
  - b) Begin a trouble report showing the time the problem was reported and nature of the problem.
  - c) Dispatch a service technician, if necessary, and proceed diligently to correct any failures.

## IV. AWARD

Award will be made based upon the terms stated in Section I, TERMS, items A and B. It is anticipated a decision regarding award will be completed within two weeks from the time of bid opening.



**V. REQUIRED RESPONSE INFORMATION**

**4.1 COMPANY BACKGROUND**

All required information must be provided and attached as **ADDENDA "C"**.

List the number of Visitation system factory certified technicians employed by the Contractor engaged in the maintenance of the type of systems stated in this RFP, number of years holding this certification, name of individuals and number of years the individuals have worked for the Contractor. Years of demonstrated technical experience may be considered as a further acceptance point in technician's ability to perform required job functions.

1. Provide a detailed description of the design and application development team responsible for the implementation of the new system. Detail each individual's experience by name and employment location.
2. List the number and names of individuals that will be participating in the implementation, maintenance and on-site services sought in this bid.
3. Provide the name, title and telephone number of the service manager responsible for the County's account.
4. List four (4) references for which the company has installed and is now maintaining the equipment of a size comparable to the County. List contact name and telephone number.
  - a.- Each reference must be a paying customer external to the Bidder's organization.
  - b.- The Bidder must have installed and is currently supporting **ALL** the referenced systems.
  - c.- Equipment must be at least of similar size and features.
5. Indicate telephone number and contact person for your service department.
6. Indicate the contact person and telephone number for the second level contact in the event that acceptable response has not been made by above service department.
7. Indicate the contact person and telephone number for the third level contact should the second level also prove ineffective in responding to contract needs.
8. State the location of the primary service point which will serve the installation address in this RFP.
9. Indicate the location from which maintenance personnel would be dispatched if different from above.

## **BID #6747 Video Visitation System**

10. Indicate location of critical spare parts inventory.
11. Indicate location of and describe your facilities for remote diagnostics, alarm capture and/or maintenance for the equipment.
12. Provide the Contractors' qualifications:
  - a.- total years in business, years in the communications business under the name stated on the Signature Page (at the end of the RFP)
  - b. number of (local, within Michigan) individuals employed in the servicing of the equipment being proposed specifically, not total number of individuals in the service organization.
  - c. If the Contractor has less than ten (10) years of IP video based communications experience, provide a list of three customers in each year of business you have been established in which you have installed and are currently maintaining the proposed equipment in an enterprise of the size involving services and equipment requested in this bid.
13. Detail the number of years the Contractor has in developing and installing IP based video visitation and applications.
14. Detail the number of years of experience involved with LAN and WAN layer 2 and 3 network design, IP v3 & IP v4 implementation and support. Include number and names of network certified individuals involved who will actively participate in problem resolution and systems installation. Include details and number of years of experience in IP network design & management, network product lines installed and integrated for your customers.
15. Detail the operational procedures and service philosophy utilized in the network operations/customer service center in the fulfillment of customer service requests and problem resolution.
16. Detail the operational procedures in the use for your electronic trouble tracking and reporting system which is utilized in service request tracking, escalation, and resolution of customer service requests. Please state the level of integration of this system involved in the organizations operations (eg. Financial, inventory, service matrix, etc,) and what metrics are employed to unsure organizational goals and service commitments are met.
17. Disaster Recovery is extremely important to the County. Describe your companies Disaster Recovery process in the event of a major outage or extensive damage to any portion of the video visitation installed for Washtenaw County.
18. Describe the vendor's alarm notification and escalation process including problem escalation to manufacturer.

19. Contractor will provide a copy of their preventative maintenance checklist including recommended spares compliment.

#### **4.2 FINANCIAL DATA**

1. All financial information is to be attached with **ADDENDA "D"**.  
Each Bidder, whether a publicly or privately-held company, must include their latest audited financial statement including, but not limited to Annual Report, 10K and latest 10Q and any other pertinent financial data relating to the company.
2. Provide bank reference in which the vendor maintains a business financial relationship. Include contact name, phone number of contact, address and name of institution.

#### **4.3 RESPONSE DOCUMENTATION**

The Vendor shall compile and distribute to County representatives complete sets of documentation with each required response.. The Vendor is required to submit electronic copies of all the documentation provided in an organized format. The electronic copy shall be organized and indexed and delivered on a compact disc (CD) media. Hard copy to be attached at **ADDENDA "E"** if not provided electronically.

It is our belief that a foundation of proper documentation is the key to the long-term supportability of the video network and system. The bidders' documentation package shall include the information described below and will be provided to the customer in both paper and electronic form. Standard format for the files is an appropriate application from the Microsoft Office suite and the Microsoft Visio application suite. To be included in a typical documentation package/response are:

- a) Detailed network security design summary (internal & external)
- b) Data storage design, architecture, and requirements (include file naming conventions and indexing structure)
- c) Database design and architecture
- d) JMS integration requirements & limitations. State method of integration and past system integrations.
- e) Complete logical network diagrams
- f) Server specifications & configuration (OS, fixed hardware stand-a-lone)
- g) Server specifications & configuration (OS, virtualized)
- h) Detailed description of all installed system software & environment requirements.
- i) Remote access & internet access architecture. Include all network and communications protocols, ports utilized and communications flow.
- j) Network performance requirements & IP addressing
- k) Example of past installation acceptance along with test procedure.
- l) Support plan summary: A description of the support process with process flow.
- m) Detailed technical support and customer helpdesk support plan & model.
- n) Structured wiring requirements and design plan.
- o) Rack elevation drawings.

**BID #6747 Video Visitation System**

- p) System environment requirements.
- q) Complete system power requirements and grounding plan
- r) Complete project plan and timeline. (include customer deliverables, dependencies, and system migration)
- s) Risk management plan.
- t) Communications plan.
- u) Describe the resources that will be available at cutover to address any unforeseen problems.
- v) Describe any anticipated disruptions in service during the cutover period and mitigation strategies.

**VI. SAMPLE STANDARD PROVISIONS FOR CONTRACTS**

*If a contract is awarded, the selected contractor will be required to adhere to a set of general contract provisions which will become a part of any formal agreement. These provisions are general principles which apply to all contractors of service to Washtenaw County such as the following:*

AGREEMENT is made this \_\_\_\_\_ day of \_\_\_\_\_, 2012, by the COUNTY OF WASHTENAW, a municipal corporation, with offices located in the County Administration Building, 220 North Main Street, Ann Arbor, Michigan 48107 ("County") and **(NAME OF CONTRACTOR)** located at **(CONTRACTOR'S ADDRESS)** ("Contractor").

In consideration of the promises below, the parties mutually agree as follows:

ARTICLE I - SCOPE OF SERVICES

The Contractor will **(SPELL OUT SCOPE OF SERVICE)**

ARTICLE II - COMPENSATION

Upon completion of the above services and submission of invoices the County will pay the Contractor an annual amount not to exceed **(SPELL OUT DOLLAR AMOUNT)**.

ARTICLE III - REPORTING OF CONTRACTOR

Section 1 - The Contractor is to report to **(DEPARTMENT HEAD TITLE)** and will cooperate and confer with him/her as necessary to insure satisfactory work progress.

Section 2 - All reports, estimates, memoranda and documents submitted by the Contractor must be dated and bear the Contractor's name.

Section 3 - All reports made in connection with these services are subject to review and final approval by the County Administrator.

Section 4 - The County may review and inspect the Contractor's activities during the term of this contract.

Section 5 - When applicable, the Contractor will submit a final, written report to the County Administrator.

Section 6 - After reasonable notice to the Contractor, the County may review any of the Contractor's internal records, reports, or insurance policies.

#### ARTICLE IV - TERM

This contract begins on **(MONTH, DAY, YEAR)** and ends on **(MONTH, DAY, YEAR)**, with an option to extend an additional \_\_\_\_\_ year(s).

#### ARTICLE V - PERSONNEL

Section 1 - The contractor will provide the required services and will not subcontract or assign the services without the County's written approval.

Section 2 - The Contractor will not hire any County employee for any of the required services without the County's written approval.

Section 3 - The parties agree that the Contractor is neither an employee nor an agent of the County for any purpose.

Section 4 - The parties agree that all work done under this contract shall be completed in the United States and that none of the work will be partially or fully completed by either an offshore subcontractor or offshore business interest either owned or affiliated with the contractor. For purposes of this contract, the term, "offshore" refers to any area outside the contiguous United States, Alaska or Hawaii.

#### ARTICLE VI - INDEMNIFICATION AGREEMENT

The contractor will protect, defend and indemnify Washtenaw County, its officers, agents, servants, volunteers and employees from any and all liabilities, claims, liens, fines, demands and costs, including legal fees, of whatsoever kind and nature which may result in injury or death to any persons, including the Contractor's own employees, and for loss or damage to any property, including property owned or in the care, custody or control of Washtenaw County in connection with or in any way incident to or arising out of the occupancy, use, service, operations, performance or non-performance of work in connection with this contract resulting in whole or in part from negligent acts or omissions of contractor, any sub-contractor, or any employee, agent or representative of the contractor or any sub-contractor.

#### ARTICLE VII - INSURANCE REQUIREMENTS

## BID #6747 Video Visitation System

The Contractor will maintain at its own expense during the term of this Contract, the following insurance:

1. Workers' Compensation Insurance with Michigan statutory limits and Employers Liability Insurance with a minimum limit of \$100,000 each accident for any employee.
2. Commercial General Liability Insurance with a combined single limit of \$1,000,000 each occurrence for bodily injury and property damage. The County shall be added as "additional insured" on general liability policy with respect to the services provided under this contract.
3. Automobile Liability Insurance covering all owned, hired and nonowned vehicles with Personal Protection Insurance and Property Protection Insurance to comply with the provisions of the Michigan No Fault Insurance Law, including residual liability insurance with a minimum combined single limit of \$1,000,000 each accident for bodily injury and property damage.

Insurance companies, named insureds and policy forms may be subject to the approval of the Washtenaw County Administrator, if requested by the County Administrator. Such approval shall not be unreasonably withheld. Insurance policies shall not contain endorsements or policy conditions which reduce coverage provided to Washtenaw County. Contractor shall be responsible to Washtenaw County or insurance companies insuring Washtenaw County for all costs resulting from both financially unsound insurance companies selected by Contractor and their inadequate insurance coverage. Contractor shall furnish the Washtenaw County Administrator with satisfactory certificates of insurance or a certified copy of the policy, if requested by the County Administrator.

No payments will be made to the Contractor until the current certificates of insurance have been received and approved by the Administrator. If the insurance as evidenced by the certificates furnished by the Contractor expires or is canceled during the term of the contract, services and related payments will be suspended. Contractor shall furnish the County Administrator's Office with certification of insurance evidencing such coverage and endorsements at least ten (10) working days prior to commencement of services under this contract. Certificates shall be addressed to the Washtenaw County c/o: INSERT DEPARTMENT & CR# \_\_\_\_\_, P. O. Box 8645, Ann Arbor, MI, 48107, and shall provide for 30 day written notice to the Certificate holder of cancellation of coverage.

### ARTICLE VIII - COMPLIANCE WITH LAWS AND REGULATIONS

The Contractor will comply with all federal, state and local regulations, including but not limited to all applicable OSHA/MIOSHA requirements and the Americans with Disabilities Act.

ARTICLE IX - INTEREST OF CONTRACTOR AND COUNTY

The Contractor promises that it has no interest which would conflict with the performance of services required by this contract. The Contractor also promises that, in the performance of this contract, no officer, agent, employee of the County of Washtenaw, or member of its governing bodies, may participate in any decision relating to this contract which affects his/her personal interest or the interest of any corporation, partnership or association in which he/she is directly or indirectly interested or has any personal or pecuniary interest. However, this paragraph does not apply if there has been compliance with the provisions of Section 3 of Act No. 317 of the Public Acts of 1968 and/or Section 30 of Act No. 156 of Public Acts of 1851, as amended by Act No. 51 of the Public Acts of 1978, whichever is applicable.

ARTICLE X - CONTINGENT FEES

The Contractor promises that it has not employed or retained any company or person, other than bona fide employees working solely for the Contractor, to solicit or secure this contract, and that it has not paid or agreed to pay any company or person, other than bona fide employees working solely for the Contractor, any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award or making of this contract. For breach of this promise, the County may cancel this contract without liability or, at its discretion, deduct the full amount of the fee, commission, percentage, brokerage fee, gift or contingent fee from the compensation due the Contractor.

ARTICLE XI - EQUAL EMPLOYMENT OPPORTUNITY

The Contractor will not discriminate against any employee or applicant for employment because of race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion and political belief (except as it relates to a bona fide occupational qualification reasonably necessary to the normal operation of the business).

The Contractor will take affirmative action to eliminate discrimination based on sex, race, or a handicap in the hiring of applicant and the treatment of employees. Affirmative action will include, but not be limited to: Employment; upgrading, demotion or transfer; recruitment advertisement; layoff or termination; rates of pay or other forms of compensation; selection for training, including apprenticeship.

The Contractor agrees to post notices containing this policy against discrimination in conspicuous places available to applicants for employment and employees. All solicitations or advertisements for employees, placed by or on the behalf of the Contractor, will state that all qualified applicants will receive consideration for employment without regard to race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion and political belief.

**ARTICLE XII - LIVING WAGE**

The parties understand that the County has enacted a Living Wage Ordinance that requires covered vendors who execute a service or professional service contract with the County to pay their employees under that contract, a minimum of either \$11.64 per hour with benefits or \$ 13.65 per hour without benefits. Contractor agrees to comply with this Ordinance in paying its employees. Contractor understands and agrees that an adjustment of the living wage amounts, based upon the Health and Human Services poverty guidelines, will be made on or before April 30, 2013 and annually thereafter which amount shall be automatically incorporated into this contract. County agrees to give Contractor thirty (30) days written notice of such change. Contractor agrees to post a notice containing the County's Living Wage requirements at a location at its place of business accessed by its employees.

**ARTICLE XIII - EQUAL ACCESS**

The Contractor shall provide the services set forth in Article I without discrimination on the basis of race, color, religion, national origin, sex, sexual orientation, marital status, physical handicap, or age.

**ARTICLE XIV - COUNTYSHIP OF DOCUMENTS AND PUBLICATION**

All documents developed as a result of this contract will be freely available to the public. None may be copyrighted by the Contractor. During the performance of the services, the Contractor will be responsible for any loss or damage to the documents while they are in its possession and must restore the loss or damage at its expense. Any use of the information and results of this contract by the Contractor must reference the project sponsorship by the County. Any publication of the information or results must be co-authored by the County.

**ARTICLE XV - ASSIGNS AND SUCCESSORS**

This contract is binding on the County and the Contractor, their successors and assigns. Neither the County nor the Contractor will assign or transfer its interest in this contract without the written consent of the other.

**ARTICLE XVI - TERMINATION OF CONTRACT**

Section 1 - Termination without cause. Either party may terminate the contract by giving one hundred and twenty (120) days written notice to the other party.

**ARTICLE XVII - PAYROLL TAXES**



**BID #6747 Video Visitation System**

The Contractor is responsible for all applicable state and federal social security benefits and unemployment taxes and agrees to indemnify and protect the County against such liability.

ARTICLE XVIII - PRACTICE AND ETHICS

The parties will conform to the code of ethics of their respective national professional associations.

ARTICLE XIX- CHANGES IN SCOPE OR SCHEDULE OF SERVICES

Changes mutually agreed upon by the County and the Contractor, will be incorporated into this contract by written amendments signed by both parties.

ARTICLE XX - CHOICE OF LAW AND FORUM

This contract is to be interpreted by the laws of Michigan. The parties agree that the proper forum for litigation arising out of this contract is in Washtenaw County, Michigan.

ARTICLE XXI - EXTENT OF CONTRACT

This contract represents the entire agreement between the parties and supersedes all prior representations, negotiations or agreements whether written or oral.

ARTICLE XXII – ELECTRONIC SIGNATURES

All parties to this contract agree that either electronic or handwritten signatures are acceptable to execute this agreement.

ATTESTED TO:

WASHTENAW COUNTY

By: \_\_\_\_\_  
Lawrence Kestenbaum (DATE)  
County Clerk/Register

By: \_\_\_\_\_  
Verna J. McDaniel (DATE)  
County Administrator

APPROVED AS TO CONTENT:

CONTRACTOR

By: \_\_\_\_\_  
**(DEPARTMENT HEAD)** (DATE)

By: \_\_\_\_\_  
**(CONTRACTOR'S NAME)** (DATE)

APPROVED AS TO FORM:

By: \_\_\_\_\_  
Curtis N. Hedger (DATE)  
Office of Corporation Counsel

**VII. PRICING**

**7.1 SYSTEM PRICING**

Please provide pricing on the four pricing options requested. Include detailed materials lists stating unit quantities and pricing, extended quantities and pricing, manufacturer, model, and description. Please note the County may opt for a total system implementation or a reduced implementation where either data cabling, data storage, system servers (virtualized) or all may be supplied by the County. Please note that in the event of such an option, the contractor will continue to supply all technical integration information required, project management/implementation services, custom system programming and integration as required. Attach as **ADDENDA "F"**.

- 1) Option 1: Provide pricing on a complete turnkey implementation to satisfy all requirements and specifications requested:

\_\_\_\_\_

- 2) Option 2: Provide pricing on a complete turnkey implementation to satisfy all requirements and specifications requested eliminating the need for network cabling and design (vendor must certify any use of existing infrastructure):

\_\_\_\_\_

- 3) Option 3: Provide pricing on a complete turnkey implementation to satisfy all requirements and specifications requested eliminating the requirement for network cabling, and data storage requirements:

\_\_\_\_\_

- 4) Option 4: pricing on a complete turnkey implementation to satisfy all requirements and specifications requested eliminating the requirements for network cabling, data storage requirements and required system servers:

\_\_\_\_\_

**7.2 TIME AND MATERIALS MAC PRICING**

Please provide pricing for the following items and include as part of **ADDENDA "G"**:

**BID #6747 Video Visitation System**

Hourly charge for application development. (on site) \_\_\_\_\_

Hourly charge for user training (on site) \_\_\_\_\_

Hourly charge for system administration training (on site) \_\_\_\_\_

Hourly charge for application development \_\_\_\_\_

Hourly charge for project management \_\_\_\_\_

Hourly technical minimum Labor charge \_\_\_\_\_

Additional Labor (Specify billing increments) \_\_\_\_\_

Hourly minimum overtime labor charge \_\_\_\_\_

Additional Overtime Labor Charge (Specify billing increments) \_\_\_\_\_

Minimum Remote Diagnostics Charge \_\_\_\_\_

Additional Remote Diagnostics Labor Charge (Specify billing increments) \_\_\_\_\_

Overtime charge begins \_\_\_\_\_ and ends \_\_\_\_\_ M, Tu, W, Th, F

Overtime charge begins \_\_\_\_\_ and ends \_\_\_\_\_ Sat, Sun

Travel Time

Included to labor charge? YES or NO (circle one)

\_\_\_\_\_ No Charge for travel time

\_\_\_\_\_ Portal to portal (from last location)

\_\_\_\_\_ Contractor's office to location

\_\_\_\_\_ Minimum travel charge \$ \_\_\_\_\_

**BID #6747 Video Visitation System**

Additional travel time \$\_\_\_\_\_ per \_\_\_\_\_ (state increment)

**7.3 EQUIPMENT AND MATERIALS**

Provide the equipment and materials discount rate (%) to be applied to manufacturer’s list price for all materials and equipment supplied through this contract.  
Attach with **ADDENDA “H”**.

**7.4 EXTENDED WARRANTEE MAINTENANCE PRICING**

The Vendor shall provide a detailed breakdown of all warranty service costs for all equipment, software, network response and services beginning at the end of the manufacturer warranty periods and extending for the desired period.

Alternate Warranty Coverage

The Vendor may suggest optional maintenance service plans for consideration after the warranty period expires. Alternative warranty plans may be suggested only after responding to the requested warranty requirements.

Provide costing for the two (2) maintenance programs requested, attach as **ADDENDA “I”**.

Maintenance will include the repair or replacement of any and all defective parts of the software, hardware, servers, labor, power supplies, interconnection cables, peripheral and ancillary items and any other system or network elements related to the system operation.

Maintenance price quoted for the base systems and all associated equipment shall be fixed for the first 2 years of the contract (year 1 & 2). The successful Contractor will be permitted annual increases in the price bid in years 3-5, which are not fixed, in accordance with the change in the National Consumer Price Index for the previous 12 month period and shall not exceed any other customer rates. **Pricing is to be supplied and correspond to the four (4) system pricing options available to the County as stated in Section 7.1 SYSTEM PRICING.**

Program “A”

**BID #6747 Video Visitation System**

- Program to cover all components and systems bid in this RFP.
- Normal and Emergency response time as stated in Section X.X, RESPONSE TIME AND SERVICE CLASIFICATIONS.
- Vendor to provide spare parts as needed to effect 100% repair of trouble reported, WITHIN 4 hours.
- 24 X 7, 365 day per year, Critical Emergency response support required for systems supporting public safety and emergency services. Spare parts as needed to effect 100% repair of trouble, SAME day.
- Contractor/manufacturer to supply three spare onsite visitation stations to be included on site for customer replacement.
- 24 X 7, 365 day per year online technical and phone support available, included in contract cost.

Option 1: Year 3 \_\_\_\_\_, Year 4 \_\_\_\_\_, Year 5 \_\_\_\_\_

Option 2 Year 3 \_\_\_\_\_, Year 4 \_\_\_\_\_, Year 5 \_\_\_\_\_

Option 3 Year 3 \_\_\_\_\_, Year 4 \_\_\_\_\_, Year 5 \_\_\_\_\_

Option 4 Year 3 \_\_\_\_\_, Year 4 \_\_\_\_\_, Year 5 \_\_\_\_\_

**Program "B"**

- Program to cover all components and systems bid in this RFP with the exception of visitation stations. Repair of visitation stations will be return to manufacturer for repair and or replacement.
- 24 Hour, 365 day per year Critical, Normal and Emergency response time as stated in Section X.X, RESPONSE TIME AND SERVICE CLASIFICATIONS.
- Vendor to provide spare parts as needed to effect 100% repair of trouble reported, SAME day.
- Contractor/manufacturer to supply three spare onsite visitation stations to be included on site for customer replacement.
- 24 X 7, 365 day per year online technical and phone support available, included in contract cost.

**BID #6747 Video Visitation System**

Option 1: Year 3 \_\_\_\_\_, Year 4 \_\_\_\_\_, Year 5 \_\_\_\_\_

Option 2 Year 3 \_\_\_\_\_, Year 4 \_\_\_\_\_, Year 5 \_\_\_\_\_

Option 3 Year 3 \_\_\_\_\_, Year 4 \_\_\_\_\_, Year 5 \_\_\_\_\_

Option 4 Year 3 \_\_\_\_\_, Year 4 \_\_\_\_\_, Year 5 \_\_\_\_\_

**SIGNATURE PAGE**

_____ Signature	_____ Company Name
_____ Print Name	_____ Company Address
_____ Title	_____ City, County, St. Zip
_____ Telephone #	_____ Fax #
_____ Federal Tax ID #	_____ Email Address for Purchase Orders

By checking this box we hereby certify that we are a Washtenaw County company. If proven otherwise, company may be subject to Disbarment and/or Suspension of doing business with Washtenaw County.

**The above individual is authorized to sign on behalf of company submitting proposal.**

Proposals must be signed by an official authorized to bind the provider to its provisions for at least a period of 90 days.

Signature page must be signed and returned as part of vendor proposal.