



COCHISE COUNTY PROCUREMENT

1415 Melody Lane, Building C, Bisbee, AZ 85603
Phone: (520) 432-8390 | Fax: (520) 432-8397

24-02-SHF-01

Attachment 3 – Guidelines and Requirements

In accordance with 24-02-SHF-01 the Contractor shall follow all guidelines and requirements as stated below for the Cochise County with Inmate Voice, Tablet System, and Service.

A. Kiosk Requirements

1. The proposed System shall have the ability to conduct voice calls; video visitation and other value-added services from the same kiosk.
2. Each proposed inmate kiosk shall consist of the minimum:
 - a. Sixteen (16) inch touch screen monitor
 - b. Integrated High-Definition Camera
 - c. Institutionally approved handset
 - d. Institutionally approved enclosure made of durable glass touch screen with ½” thickness
 - e. Power over Ethernet compatible
3. The successful bidder shall provide the required network infrastructure to distribute high-speed Internet to each kiosk installed as part of this project.

B. Tablet Requirements

1. The proposed inmate tablet system must be designed for the correctional environment:
 - a. Eight (8) inch tablets
 - b. Durable and tamper-proof protection
 - c. Performance and behavioral-based rule-settings
 - d. Disciplinary procedure capabilities
 - e. Fully customizable permissions for administrators and inmates
 - f. Security through a multi-layer management software and customized firmware
 - g. Complete remote system management
2. Dynamic charging system that is flexible and includes:
 - a. Option to ensure that staff intervention is not required for check-out
 - b. Inmate login before check-out to ensure monitoring capabilities
 - c. Fully secure locking system
 - d. Ergonomic design



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C. System Requirements

1. The proposed System shall have the ability to conduct the calling and other value-added services from the same kiosk and tablet.
2. The proposed System shall integrate with the jail management software.
3. The proposed System shall provide for positive identification of inmate and visitor with a unique identifier (i.e., PIN, passwords, biometrics, etc.).
4. The proposed System must have mobile apps for Apple and Android devices available to friends and family.
5. The proposed System shall allow for accounts to be funded via online or via phone with a live customer service representative.
6. The proposed System shall provide for all collection and refunds of charges without intervention by the jail staff.
7. The proposed System must be cloud-based, with minimal equipment installed in the facility.

D. Software Specifications

Family and Friends User Functions

1. The proposed System allows friends and family to register and manage accounts.
2. The proposed System allows for conducting calls via web application or mobile apps.
3. The proposed System shall have a self-test to verify the operation of the home user system.
4. The proposed System shall have and allow the auto-detection of incoming calls.
5. The System shall show the name of the incoming caller.
6. The proposed System shall provide the home user to accept or refuse a call.
7. The proposed System shall display a countdown timer and shall warn the user of the end of the call and indicate minutes remaining on the account.
8. The System shall provide mobile applications for both iPhone and Android.

Inmate User Functions

1. The proposed System shall provide for an inmate (who has been authorized by the facility) to initiate a call with any pre-approved visitors without operator intervention.
2. The proposed calling System shall allow the user to be billed in one-minute increments.
3. The proposed System shall provide for each inmate to create their own unique Personal Identification Number (PIN) without operator intervention.
4. The proposed System shall automatically log out an account due to inactivity after two (2) minutes.
5. The proposed System shall display, on each kiosk in each pod, a list of inmates in that pod for which there is an active visitor online available to receive a call.



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Facility Management Interface Functions

1. The System shall provide that no operator be required to begin a call.
2. The System shall provide that no scheduling personnel be required to schedule video calls.
3. The System shall provide real-time monitoring capability of all active inmate calls using Windows 10, with support for Windows and higher, Android mobile OS, Apple mobile OS via the Internet.
4. The System shall provide blocking of monitoring capability for privileged calls.
5. The System shall provide the capability for immediate call interruption.
6. The proposed System shall allow for a Jail Administrator to issue an immediate “warning” during a call.
7. The proposed System shall allow for a Jail Administrator to send a custom text message on the screen of a call.
8. The System shall provide the capability to reset of Inmate Personal Identification Number.
9. The System shall provide the capability for immediate suspension of inmate calling privileges by the monitoring officer.
10. The System shall provide the capability for immediate suspension of visitor privileges.
11. The System shall provide the capability for immediate suspension of all calls.
12. The System shall provide the capability for authorized personnel to monitor the calls using their PC, tablet, or other smart devices.
13. The System shall provide the capability to record all calls.
14. The System shall provide the capability for blocking the recording of privileged calls.
15. The System shall provide the capability of the following:
 - a. Playback of recorded calls.
 - b. Download of recorded calls.
 - c. Entering notes linked to a specific recorded call.
16. The System shall provide the capability for long-term storage of all recorded calls.
17. The System must be able to recognize if a potential visitor is on-line without the need to log in.
18. The System shall provide the capability to download recorded calls to a user's computer hard drive or portable device (if given proper permissions) and shall be date and time stamped.
19. The System shall provide the capability for playback of recorded calls. Recorded calls can be searched by call type, date, inmate, or visitor.
20. The System shall provide the capability for real time interface with JMS to keep inmate data current.
21. The System shall provide the capability for notification to home users of the suspension of calls by the facility whether system-wide or on an individual inmate basis.
22. The System shall provide capability for daily, monthly, and yearly usage figures and audited records.



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23. The proposed System shall have a built-in accounting feature that allows for accessing, by the jail staff, gross revenue reports.
 - a. Including the number of calls by interface (mobile app, visitor, or lobby) on a monthly basis.
 - b. Includes the number of active inmates in what zone of the facility on a daily basis.
24. The System shall provide the facility the ability to set maximum call length.
25. The System shall provide the ability to control days on which calls are allowed.
26. The System shall produce a call report based on inmate, visitor, or date.
27. The System shall provide User Interface (UI) in over 40 languages.
28. The System shall provide for disabling kiosks/tablets on an individual basis.
29. The System shall provide access to registered visitor information.
30. The System shall provide notification to inmates that a visitor is online and available to call.
31. The System shall allow the Jail Administration to establish additional administrative positions and to grant differing permissions to each administrative position.

E. System Maintenance Specifications and Training

1. Diagnostic Testing and Remote Analysis
The Vendor shall have ability to log into any PC or mobile device in order to test and diagnose the maintenance issue for the System.
2. Remote Monitoring Capabilities
The Vendor shall have the ability to log into any PC or mobile device to monitor the status of the System.

F. Service and Maintenance

1. Vendor shall provide service, at a minimum, 365 days per year and 12 hours per day.
2. Services must be guaranteed for the duration of the contract period.
3. Vendor shall provide a toll-free service number for technical assistance.
4. Vendor shall address all major System outages within four (4) hours.
5. A major System outage shall be defined as 100% of kiosks/tablets out of service.
6. Vendor shall provide service policies and procedures as an attachment to this proposal.
7. Describe the maintenance programs for kiosks/tablets to be installed.
8. Detail the method of determining service interruptions and service call priorities.
9. List response time for each priority and the level of expertise devoted to each priority.
10. Provide a contact person who will be responsible for ongoing account management and support.



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11. Vendor must accept responsibility for all contracted equipment and software defects for the entire length of the contract.
12. Vendor must certify that services are free from defects and must correct all problems associated with the hardware or software at no cost.
13. A local service provider is preferred.

G. Installation and Testing

1. The Vendor will provide the inmate kiosks, inmate tablets, and Ethernet switches required and ensure that they are working properly. The installation is to be coordinated with the facility personnel.
2. Offeror shall submit a complete and detailed schedule of the timeframe required for installation, utility coordination, training, cut over, and testing. The System shall be installed in a manner and under a timeframe designed to minimize disruption of the normal functioning of the facility.
3. The risk of loss and or damage will be assumed by the Vendor during shipment, unloading and installation.

H. Call Monitoring, Tablet Monitoring, and Recording

1. The interface must have investigative tools and capability that includes:
 - a. Live monitoring and recording of all calls.
 - b. Live monitoring with a text break-in feature.
 - c. Live monitoring with a warning button of misconduct on the inmate visitor's screen; and
 - d. Live monitoring with options to immediately disconnect the call.
 - e. Administrator dashboard for tablets that includes inmate activity monitoring.
 - f. Administrator dashboard for tablets that includes device status (online, enabled, suspicious activity, blocked, offline) and activity time.
2. Facility personnel must be able to search recorded calls by inmate ID number, date, and time.
3. Facility personnel must be able to monitor any active call.



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I. Investigative Services

1. The proposed System must include voice biometric technology. Vendor must provide an overview of the technology.
2. Every single target in the System, whether inmate or called party, must be covertly enrolled.
3. The investigative System must provide:
 - a. Continuous voice identification.
 - b. Options to query by voice.
 - c. Identify PIN sharing.
 - d. Link civilians by voice.
 - e. Create voiceprints on request.
 - f. Monitor PIN imposters.
4. The proposed System must be able to quickly query results and promptly translate conversations.

J. Training

1. Vendor shall provide comprehensive training program to the Cochise County staff in System administration, operation, and reporting within 30 days of installation.
2. Vendor shall provide all technical assistance that may be essential during the installation and initial use of the equipment, including operational training for employees.
 - a. Manuals, instructions, and names of technical representatives who are available via telephone will be given to the staff of Cochise County.
 - b. Please outline description of Vendor training plan, including ongoing training, training methodology, and frequency of training.
3. The Vendor shall provide "hands on" training for:
 - a. Jail Administrative staff that are responsible for the System—this training must provide an overview of the entire System with specific emphasis on Administrative Account page (for at least one (1) hour).
 - b. Jail technical staff (IT and Maintenance) if involved in support of installed System (network and hardware systems) This training must provide an overview of the entire System with special emphasis on the Internet Access distribution and kiosk/tablet hardware (for at least one (1) hour).
 - c. Corrections officers involved with supervision of inmate/users on a daily basis. This training must provide an overview of the entire System with specific emphasis on the inmate kiosks/tablets in the pods/housing units (for at least 45 minutes).

Additional training shall be available on site at times mutually agreed on by the Vendor and the facility. Additional web-based training shall also be available.



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K. Cochise County Information Technology Approval

Any system implemented within Cochise County must have the approval of Cochise County's Information Technology Department. Cochise County IT/Cyber Security requirements include, but are not limited to:

1. System must support Multi Factor Authentication (MFA) for all remote access, as well as all administrative functions, including (but not limited to) management, investigation, monitoring, data retrieval, and maintenance.
2. All data must be encrypted to CJIS compliant standards, both at rest and in transit.
3. All storage (cloud based and local) must be secured to CJIS compliant standards.
4. All data that has HIPAA related content must be handled in a HIPAA compliant manner.
5. All PII must be stored and handled in a manner appropriate to the content.
6. Vendor must disclose the use of any Federally banned technology incorporated in the system.