

The County of Hidalgo is soliciting proposals from qualified firms to provide External Jail Customer Kiosks Services for the Hidalgo County Adult Detention Facility (Jail) as further described in this RFP.

SECTION II RFP REQUIREMENTS

Contents:

The required contents for the RFP are presented below in the order they should be incorporated into the submitted document.

Understanding of the Project:

This section should demonstrate the submitter's understanding of the project needs, the work required, and any local issues or concerns. This description should be concise, candid, and limited to 3 pages in length.

Project Overview:

The County of Hidalgo is seeking proposals from Offeror(s) who can provide External Jail Customer Kiosk Services capable of providing a full range of money transfer services for inmate accounts, defendant bail, and inmate booking transactions as well as enhancing the current check release method with the ability to release inmate funds via debit card for a jail population of approximately 1,200 to 1,500 inmates. The kiosks will be external to the inmate and will be in lobbies and other similar areas accessible to the public on behalf of the inmates.

Commissary services for the Hidalgo County Sheriff's Office are handled in-house by Hidalgo County employees (no third-party company) utilizing a commissary cart operation. The HCSO currently allows walk-in cash (Money Orders) deposits at the Public Information window in the jail lobby. The HCSO plans to eventually close PI's ability to take cash deposits, replacing it with lobby kiosks. The public Information window will remain open in order to continue providing information services to constituents of Hidalgo County.

Project Scope of Work

The vision of this project is to have a comprehensive zero cost system for Hidalgo County that will at a minimum allow for:

- The ability to place funds in inmates' accounts at remote locations using online access, telephone access, or Automated Clearing House (ACH) banking transfers.
- The installation of a minimum of two (2) kiosks or more as needed in the lobby or another similar area at the Hidalgo County Adult Detention Facility located at 701 El Cibolo Road (Edinburg, TX 78541) and other locations determined by the Hidalgo County Sheriff's Office.
- The installation of two (2) intake kiosks in the booking area of the Hidalgo County Adult Detention Facility which will integrate into our Odyssey system.
- The ability to accept payments from debit and credit cards in addition to cash.
- The ability to accept and process cash bail transactions.

- The ability to enhance (once the Kiosks are installed and functioning without issues) the current check release method with the ability to release via debit card for the inmate to retrieve 100% of released funds with no fee to the inmate or Hidalgo County if the money is withdrawn within 72 hours.
- The ability to scan inmate ID card barcodes and download information into the Hidalgo County Sheriff's Office computer system.
- The ability to generate reports of activity by an individual inmate and in total by the facility. The reports should compile the number of transactions and related dollar values for the selected time frames.
- The Jail Customer Kiosk System must be able to interface with the current Automated Jail System Software (Tyler Technologies Odyssey) which is used to post funds on inmates' accounts and track balances by an individual inmate and in total.
- The interface should have the capability to exchange information on an ongoing basis as account information changes or inmate information is updated. All cost associated with the development and upkeep of the software interface will be the responsibility of the Contractor/Vendor;
- All account files, data, and/or any other documentation created, generated, and/or produced for the purpose of the resulting agreement will remain the property of Hidalgo County.
- Inmate account services data is owned by the County and must be left in a usable format for the County upon termination of the contract.
- Contractor and staff must be able to pass an extensive Sheriff's office background check.

Licenses and/or Permits:

Contractor/Vendor will be responsible for obtaining any and all federal, state, and local licenses and permits required in connection with the services provided under this RFP to the Hidalgo County Sheriff's Office. In addition, Contractor/Vendor agrees that it will abide by any and all applicable State and Federal laws regarding operation of the services.

Offeror's Minimum Qualifications:

Respondents should carefully read the information contained herein and submit a complete response to all requirements and questions as directed. Offers must include the following information as a minimum:

- All proposals must be accompanied by a cover letter of introduction and executive summary of the proposal. The cover letter must be signed by the person with authority to bind Offeror;
- Provide an organization chart for the proposed account manager and service team assigned to the County. Provide level of organizational responsibility of key project staff members;
- Provide a brief history of your organization and its affiliations, including the date, founded and how many years your organization has provided

the requested services outlined in this RFP document. Provide detailed information regarding experience in the management and operation of correctional facilities particularly in Texas;

- Describe in detail the experience of the principal individuals of your organization that will perform and/or be responsible for the requested services;
- Provide the size of your three largest clients. Provide the average size of your client base at each of these facilities. How many counties utilize your service? Provide detailed information regarding facilities currently under management, period of operation and number of classification of inmates under supervision;
- Contractor will not sell, assign, transfer, or convey any benefits, obligations, or rights of the services covered under this RFP without the prior written consent of Hidalgo County.
- The contractor/participant should provide as much background information as to its' experience in providing services to City, County, State or any other governmental agencies.

Additionally, this section should include a description of the firm's project personnel and their most recent similar projects. For each project, a client contact name and phone number should be included for reference purposes. Additionally, the names of the personnel proposed for this project who participated in the listed projects should be provided. This project list is limited to 5 pages.

Personnel and Staffing:

The participant should provide an organizational chart for the project and a summary paragraph of the project work to be performed by each proposed staff member. Biographic summaries that highlight the experience relevant to the specific project responsibilities should be provided for all proposed personnel. There is a one (1) page limitation for each biographic summary provided.

SCOPE OF SERVICES:

Hidalgo County is soliciting proposals from qualified firms to provide Jail Lobby/Intake Kiosks & Deposit/Release Services for Hidalgo County Sheriff's Office Adult Detention Center. The services to the County of Hidalgo will include, but not limited to, the following:

- Contractor/Vendor shall provide all applicable hardware, software, and equipment for Inmate Banking Services to efficiently run the inmate accounting/banking operation and keep accurate balances of individual inmate accounts, at no cost to Hidalgo County;

- The Inmate Banking System should allow the option for integration with an Automated Information System via the internet to allow a member of the public to deposit funds to an inmate account;
- All hardware, software, and equipment will be installed at no cost to Hidalgo County. Contractor/Vendor shall maintain and update the software for the Inmate Banking System on all computers required. If this contract is terminated or not renewed, the hardware, software, equipment, and any licensing shall remain the property of the vendor and will be removed at the vendor's expense;
- The County requires, for the life of the contract, parts, service, and labor warranty beginning upon acceptance by the County that the Vendor's inmate banking system will operate in accordance with the provisions of the resulting agreement and inmate banking system documentation.
- No transaction fees are allowed to be charged against inmate trust fund transactions;

Trust Fund Accounting System Requirements:

1. The system should at a minimum, track the following information:
 - a. Account number/inmate identification number/booking number
 - b. Inmate's full name
 - c. Amount of deposit and any fee(s)
 - d. Transaction date/time
 - e. Deposits made may include a convenience or transaction fee charged to the user (depositor)
2. Allow at least the following functionality and types of transactions to occur on the Inmate Banking system:
 - a. Post a deposit of funds to the inmate's account via Touchscreen intake kiosk
 - b. Close an account with a detailed statement and repay the inmate's balance by debit card/or check
 - c. Provide a receipt to the inmate after each transaction. The receipt should contain at least: date of the transaction, beginning balance, the sales price of each item purchased and ending balance.
 - d. Capability to "freeze" an individual inmate's account(s) by authorized Hidalgo County Sheriff's Office personnel.
3. Provide other electronic deposit capabilities to inmate accounts (i.e. Western Union, Walmart, Internet, etc.). Respondents are encouraged to offer alternative/off-site methods for deposits to inmate accounts. Please provide detailed costs (fees) charged to the depositor and how it will be distributed between Vendor and the Hidalgo County Sheriff's Office.
4. Provide a method for tracking Inmates who are indebted to the County. The system should allow for collected funds to be applied to debts automatically either by priority, percentage, or both as defined by the Hidalgo County Sheriff's Office.

System Fraud Prevention and Security:

Systems should have safeguards to prevent fraud or other crimes related to the unauthorized or malicious use of the system.

- a. Password protected to permit only appropriate facility personnel access to the system;
- b. The system should have the ability to be programmed for auto shut-off at times designated by Hidalgo County;
- c. The system should allow Hidalgo County staff to manually shut down the system facility-wide or within individual housing units. This includes the ability to shut down an individual kiosk without shutting down the entire facility-wide system;
- d. The system should allow for a discipline function that allows features to be turned off and on for individual inmates or housing units.

System Training:

The vendor should provide on-site training to the Hidalgo County Sheriff's Office staff for system administration, operation, and reports on the use of the kiosks and inmate banking system. The training should be scheduled at the convenience of the Hidalgo County Sheriff's Office in order to minimize the impact on shift personnel and scheduling. All applicable manuals should be provided at the time of training. The operator's manual should be clearly written and illustrated to instruct personnel in the proper use of all installed features. Drawings, photographs and/or screen captures should show the location of all operator controls. This manual should be provided in addition to all other manuals furnished. Copies of any and all operator's manuals should be provided in advance of the installation, in order to provide personnel with the opportunity to become familiar with the system. The vendor should provide ongoing training in the event of a significant software or hardware updates as deemed necessary by the Hidalgo County Sheriff's Office. This will be at no cost to County. The vendor should provide a toll-free 24-hour emergency "hotline" to ensure maximum utilization and minimal downtime of the system.

- a. Describe training program; include description and any applicable documents;
- b. Use of the kiosks;
- c. Creating and managing accounts;
- d. Depositing funds;
- e. Withdrawing funds;
- f. Creating debit cards;
- g. Generating reports.

Software and Hardware Maintenance Response and Service:

Describe how your system will provide for a twenty-four (24) hour, seven (7) days a week emergency hotline for reporting software and hardware problems to ensure maximum utilization and minimal downtime.

Specify the preventive maintenance schedule and estimate the amount of non-scheduled maintenance downtime for each component of the proposed system.

Specify the maximum time required to respond to calls for non-scheduled service problems – 24/7 – and the locations from which such maintenance shall be provided.

Describe your policy for expediting the repair of equipment that has been inoperative for twenty-four (24) hours or longer.

Contractor/Vendor should provide a narrative description of the standard operating procedures for normal system administration tasks specified in the vendor's software and hardware. This description should include and identify and specialized technical skills that will be required by Hidalgo County Sheriff's Office personnel and recommend guidelines for file backup.

AT no time should unencrypted debit/credit card numbers be transmitted or stored on the county's network.

Any storage of bank card information should comply with Payment Card Industry Data Security Standards (PCI DSS) and Hidalgo County Information Technology Security Standards.