



**SEDGWICK COUNTY, KANSAS
DIVISION OF FINANCE**

Purchasing Department

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[https://www.sedgwickcounty.org/finance/purchasing/
requests-for-bid-and-proposal/](https://www.sedgwickcounty.org/finance/purchasing/requests-for-bid-and-proposal/)

**REQUEST FOR INFORMATION
RFI #24-2012
INMATE COMMUNICATIONS SERVICES**

February 20, 2024

This is a **Request for Information (RFI)** and it is neither a Request for Bid (RFB) nor a Request for Proposal (RFP). This request is for information and planning purposes and shall not be construed as a solicitation or as any kind of obligation on the part of Sedgwick County. A solicitation for services has not been developed yet, so please do not request a copy of a solicitation at this time. This Request for Information (RFI) is intended to gain information from providers regarding the services described in this document. Providers may also be contacted to discuss their responses.

Any information collected through this RFI process may or may not be used in the future to develop a solicitation for proposals or bids. Providing a response to Sedgwick County does not in any way give an advantage to any particular provider.

Sedgwick County will not award a contract on the basis of responses nor otherwise pay for the preparation of any information submitted or the county's use of such information from this request. Sedgwick County will not critique responses and the RFI should not be used by interested parties to market their products/services. Proprietary information is not being solicited; however, if proprietary information is submitted it will be subject to open records statutes. Responses will be separated from and have no bearing on subsequent evaluations of proposals submitted in response to any resulting RFB or RFP process.

Firms interested in submitting an e-mail response should do so by or before **Tuesday, April 9, 2024 by 5:00 PM CST** to Lee Barrier at Lee.Barrier@sedgwick.gov. Late responses will not be accepted.

Sincerely,

Lee Barrier
Purchasing Agent

LB/ch

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I. About this Document

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II. Background

Sedgwick County, located in south-central Kansas, is one of the most populous of Kansas' 105 counties with a population estimated at more than 508,000 persons. It is the sixteenth largest in area, with 1,008 square miles, and reportedly has the second highest per capita wealth among Kansas' counties. Organizationally, the county is a Commission/Manager entity, employs nearly 2,800 persons, and hosts or provides a full range of municipal services, e.g. – public safety, public works, criminal justice, recreation, entertainment, cultural, human/social, and education.

Sedgwick County invites responses to this Request for Information from qualified, experienced firms who can provide reliable, cost-effective inmate communications service which meets or exceeds the requirements described in this RFI.

III. Project Objectives

Sedgwick County, Kansas (hereinafter referred to as "county") is seeking a firm or firms to provide Inmate Communications Service. The following objectives have been identified for this contract:

1. Acquire an Inmate Communications Service meeting the parameters, conditions and mandatory requirements presented in the document.
2. Establish contract pricing for maintenance, support and professional service hours with the vendor that has the best proven "track-record" in performance, service and customer satisfaction.
3. Acquire an Inmate Communications Service with the most advantageous overall cost to the county.

IV. Scope of Work

County requires a turnkey inmate calling solution which shall include, without limitation, collect, pre-paid collect, paperless debit interface with the commissary provider, international collect calling, free calling to specific services, video visitation service including an option for free on-site video visitation, inmate tablets, and electronic inmate request and grievance system. Vendor shall install and operate inmate phones, video visitation devices, and related equipment. Vendor shall install and operate inmate and visitation telephones and related equipment. Vendor shall, without cost to County, provide all wiring for the inmate phones and video visitation equipment, install the inmate phones and video visitation equipment and the related hardware and software specifically identified herein, to enable inmates at the Facilities to complete, without limitation, local, long distance and/or international collect, pre-paid collect, debit and free calls as well as visitation sessions from the Facilities.

Vendor shall supply details of Vendor's proposed ITS which shall include, but not be limited to: system version (if Proposer uses multiple ITS versions and/or releases), system design (centralized vs. premise-based), technical specifications, software applications, hardware architecture and networking capabilities.

Include a description, as well as visual aids, of the inmate phones and video visitation equipment, inmate tablets, electronic inmate request and grievance system, TDD units and cart/portable sets proposed for installation at the Facilities.

A. System Architecture and Design

1. System Diagram

Provide a diagram of the proposed system architecture. The diagram should include an overall representation of the servers, network, peripherals, workstations, mobiles, and interface points, as well as a representation of the system environments (Production, Test, Training, and Disaster Recovery).

2. Proposed Hardware Configuration

Provide a listing or description of hardware configuration(s) recommendations based on use experience.

3. Performance and Reliability

Describe any impact to systems (e.g. interference to normal operations, system shutdown) that will occur during server upgrades and/or expansions.

How will the Vendor ensure concurrent operation of all system components without degradation?

Describe the system response times that will be guaranteed during the lifetime of the system (both during original warranty period and lifetime support). This is specifically referring to the transaction times related to commands.

Describe how the Vendor will measure and ensure system performance over the lifetime of the system.

The County expects seven days a week, twenty-four-hour operation regarding the solution. Describe how the Vendor will guarantee 99.999% availability both initially and during the life of any license and maintenance contract.

What level of system availability is recommended for the solution?

Describe how the Vendor will guarantee this level of availability both initially and during the life of any license and maintenance contract?

4. System Failover and Restoration

Provide a detailed description of the proposed backup environment.

Do operations automatically failover to the backup environment in the event of a failure in the production environment? Describe any actions that must be taken by personnel to activate a backup environment.

How much time is required until operations commence in the backup environment when operations in the production environment fail?

What steps, degree of user intervention, and time is required to return operations to the primary environment?

5. Network Compatibility

What is the minimum actual network throughput and latency?

OR

Describe how the system will work in an environment of intermittent mobile computer connectivity.

What is the slowest wired network connection speed that is required to support the system?

What is the slowest wireless network connection speed that is required to support the system?

6. System Software Application and Utilities

Provide the name, company, and release level of any additional third-party software required to support the proposed solution.

7. System Backup

Describe the recommended approach for system backup.

How will the proposer's recommended backup process affect live operation?

Are all system functions (inquiry and update) available during backup? If not, explain the level of availability of system functions during backup and approximate time to perform backup.

Will the recommended approach enable full backup of the system?

Can the full backup be performed unattended?

Can full backup be scheduled to occur automatically?

Can the system perform incremental backup (i.e. only data/files updated since last backup)?

How long (estimated) will it take and what steps are involved to restore from a backup?

8. Data Conversion Plan

In this subsection, please provide a Conversion Plan and approach – Data from legacy systems must be converted to the new system. The Data Conversion Plan must describe the strategy, approach, processes and reference the appropriate specifications to convert data from the County's legacy systems to the new system.

9. Deployment/Implementation

In this subsection the Vendor must provide a detailed Deployment and Implementation plan which documents the activities that must be performed to deploy the application to the production environment and implement within the County. The plan must detail elements related to the critical activities that need to be performed prior to launch. The plan must contain the detailed installation procedures and consider the inter-application dependencies. The plan must include the step-by-step activities leading up to deployment as well as the post-deployment activities related to reporting and clean-up. Additionally, the plan must address the roles and responsibilities, Go/No-Go criteria and decision date, required resources, assumptions, and risks related to implementation and Go-live.

At a minimum, the deliverable must contain the following:

1. Deployment strategy and approach
2. Software installation procedures
3. Deployment/Conversion implementation detailed plan
4. Post deployment activities
5. Proposed scope, approach, schedule and team
6. Implementation phase entry and exit criteria
7. Implementation readiness approach (go/no-go criteria and checklist)

B. Project Management

Include the following information in this subsection: Describe the Vendor's approach to managing the implementation of the proposed system, addressing at a minimum the following components of project management:

1. Project communications
2. Schedule management
3. Issue management
4. Scope management
5. Risk management
6. Quality assurance

Statement of Work that breaks down the system implementation by tasks and delineates Vendor and the County's responsibilities within each task. Tasks should include configuration, testing and interface development and deployment. Address project management services including creating and maintaining a detailed deployment plan, along with a detailed task list.

Realistic and readable implementation project schedule that starts at contract signing. The schedule should describe tasks to be performed by the County as well as by the Vendor.

How will the Vendor help the County or other external customers who interface with the County information systems identify potential changes in business processes because of changes in application software?

C. Training

In this subsection the Vendor should describe how they would provide the following types of training programs, along with appropriate documentation:

A training program for County's project implementation team that includes the training necessary to understand the overall system architecture, interface configurations, data import/export capabilities, and workflow configuration options, etc.

A training program for application administrators that includes the training necessary to configure, tailor, monitor, and administer the technical and functional aspects of system.

A training solution to support the training of end-users in the functionality of the various proposed system modules. To support the training of end users, the County envisions the use of a "train-the-trainer" approach. However, it is requested that all end users receive individual training.

Post implementation training.

Multimedia presentations of training made available following actual training (e.g., PowerPoint presentations, videos, etc.).

A training program that accounts for end users on shift work and may not be available during normal training hours.

D. Cost of Work

All costs for each item referred to in the proposal must be identified in this subsection. While overall costs may be dependent on the County purchasing all components of the proposal costs should be broken out by system component and noted in the appropriate sectioned response.

Costs must be unbundled and separately listed. Proposals that do not detail specific costs will be considered non-responsive.

The Vendor shall bear the onus of any cost related errors.

All interface costs must be included. Note that the costs associated with interfaces shall include all costs associated with the development, testing, and deployment of the defined interface.

List all systems and applications for which the system currently has interfaces in place.

The County reserves the right to conduct negotiations with Vendors on pricing and payment terms.

Costs proposals should include the following components:

Implementation Costs – Describe and list all costs that would be associated with implementation of the system, including but not limited to the following:

1. Installation of Hardware/Software
2. System Integration
3. Project Management
4. Training
5. Data Conversion
6. Travel
7. Any other costs (please describe)

Optional Costs – Describe and list all optional cost items associated with the system.

Total One-Time Costs – Present a summary of all one-time costs for the system.

Recurring Costs – Provide a ten-year cost schedule that presents the annual cost for maintenance and service warranty. Include options to renew after ten years.

Payment Schedule – Provide a proposed payment schedule.

E. Architecture and IT Standards (Rev. 2.1.23)

If web based, preferably written in HTML 5, not requiring Java, Reader, or Flash needs (vulnerable 3rd party apps) - if any, always the latest version.

Vendor should provide a list of client requirements.

Vendor should indicate data requirements - data growth rate per year (database size, attachments, binaries, backup sizes, etc...). How does this impact costs and services?

Vendor should list client application deployment methods (please include how these applications will be updated).

Vendor should list any included backup and recovery capabilities, objectives and estimated timelines. Please include any known issues with backup and recovery systems on the market.

Vendor should provide secure connections to data and be compliant with any regulatory requirements such as HIPAA, CJIS, and PCI requirements.

Vendor should include interface diagram and security specifics.

If not answered in previous question please list authentication and security methods for access to the system and system data.

The software needs to be able to be supported on current technology standards and future / modern OS releases. Does this system stay up to date with modern software updates -- such as Windows OS or SQL versioning to the latest versions?

Vendor should list Server and Client resource requirements (CPU, Memory, and Disk Space)

Vendor should indicate server and application update practices (Include the answers to how to patch the application on the client and server).

Vendor should list network connection requirements.

If on premise, vendor should list system external interface requirements (Please include an interface diagram) – Is there any remote connection into the On-Premise system needed for support by the vendor?

If not addressed in previous response, vendor should list authentication and security methods for access to the system and system data.

Vendor should indicate backup methods recommended - any incompatibilities with backup systems on the market.

Software should be compatible with modern antivirus clients (list any needed exceptions or known problems).

For on premise solutions, Vendor should provide full instructions for configuring database connection strings.

For on premise solutions, Vendor should provide a list of supported and compatible database system versions.

The product should allow read only access to the system database or replicated database to facilitate the ability to bring data into SAP BI for ERP. In addition, the preference would also be to have access to the system's data dictionary/schema. This may not be required.

F. Project Status Reporting

Weekly written status reports shall be submitted to the Department Project Manager. These status reports should outline:

1. Overall summarization of the project progress;
2. Deliverables achieved;
3. Deliverables remaining, progress, and expected delivery on each; and
4. Issues and concerns affecting specific deliverables and the project schedule or any other aspect of the project.)

G. Acceptance Testing

The vendor will work with the department to create an acceptance testing plan. Both parties shall agree to the plan in writing and the plan must be completed prior to county acceptance of the solution.

H. Documentation

The vendor shall provide system documentation (written or electronic) to the department.

I. User Training

Describe any training to be provided by the Vendor:

1. Identify who and how many resources require training.
2. Identify the timing of the training.
3. Indicate if training is to be provided at the Department’s site or off site.
 - a. If on-site training is required indicate if the Vendor will be required to deliver training at multiple locations or at one central location.
4. Identify location of training facilities.
5. Describe the equipment and software to be provided at the training facility.
6. Identify any required content for training materials to be provided to trainees.
7. Identify any experience/skill requirements for the individual(s) delivering the training.)

J. Request for Information Timeline

The following dates are provided for information purposes and are subject to change without notice. Contact the Purchasing Department at (316) 660-7258 to confirm any and all dates.

Distribution of Request for Proposal to interested parties	February 13, 2024
Questions and Clarifications submitted in writing	February 27, 2024
Questions Answered	March 12, 2024
Request for Information due Date on or before	April 9, 2024

V. Required Response Content

Responses shall be submitted using the suggested format as follows:

Part A – Introduce Your Organization

Please tell us who you are and provide your contact information. Who owns your organization? What is your level of interest?

Part B – Capabilities and Experience

Does your organization have the appropriate experience and capabilities to address the county’s requirements?

Part C – Comments on the Scope of Work

Please provide details regarding all items listed and provide any additional information that would distinguish your organization in addressing the needs of the county in providing Inmate Communications Services.

Part D – Responses to the Following Questions

Please respond to the following questions and provide additional information pertinent to this RFI:

- What different approaches do you recommend besides what is listed in the Scope of Work that you have found to be effective?
- [Identify the data that you will report on a monthly, quarterly and annual basis to Sedgwick County to measure performance and outcomes.]
- Do you have suggestions that would allow the county to gain the most innovative Inmate Communications Services while minimizing the overall cost?
- What suggestions do you have that would make this a successful operation from purchasing Inmate Communications Services
- How would you attract and maintain customers utilizing your product?
- What product options would you provide?
- What is your approach to problem solving?
- Provide examples of agencies or customers currently using any referenced product.

SUBMITTALS are due **NO LATER THAN Tuesday, April 9, 2024 by 5:00 PM CST.**