

Washington County Sheriff's Office
750 South 5300 West
Hurricane, Utah 84737

REQUEST FOR PROPOSALS
PROPOSAL DUE DATE: 5:00 P.M. SEPTEMBER 16, 2014

Scope of Request

It is the intent of the Washington County to obtain proposals from qualified vendors for supplying, training and supporting software and services for inmate trust accounting services.

The County will select a single vendor awarding a contract for three (3) years and two optional one (1) year contract extensions with the awarded vendor.

The County reserves the right to reject any or all proposals, to waive technicalities and to make a selection and final award to the proposer as deemed to be in the best interest of the County as determined per the evaluation criteria below. The county further reserves the right to reject the proposal of any proposer who upon investigation is shown not in position to perform the requirements.

Evaluation Criteria

Washington County Sheriff's Office will review all proposals deemed responsive and will make an award. A thorough evaluation of each proposal and recommendation to award will be based on the following criteria:

Software features	35%
Price	30%
Service/Training Plan	10%
Experience	10%
Timeframe for installation	5%
Interoperability	10%

Submission Instructions

1. Proposers are required to submit one original of their proposal package which shall include all of the following:
 - a) Written response to each of the proposed specifications.
 - b) Initial cost for software, software installation, staff training.
 - c) Continuing annual costs for support and maintenance if applicable.
 - d) Software installation and staff training plan.

- e) Detailed information on interoperability with current WCSO JMS, telephone and cash kiosk vendors.
 - f) Detailed explanation of company experience and similar software deployments.
2. Proposals must be received by the Washington County Sheriff's Office not later than 5:00 P.M. September 16, 2014. Late proposals will not be accepted.
 3. Proposals must be submitted in a sealed envelope, plainly marked with PROPOSAL FOR INMATE TRUST ACCOUNTING SYSTEM. The County will not accept fax or email proposals. Proposals must be mailed or hand-delivered to the Washington County Sheriff's Office as follows:

PROPOSAL FOR INMATE TRUST ACCOUNTING SYSTEM
Washington County Sheriff's Office
750 S 5300 W
Hurricane, UT 84737

Proposer's Responsibilities

The proposer, by submitting a proposal represents that:

1. The proposer has read and understands the Request for Proposal and agrees to abide by the terms set forth herein;
2. This Request for Proposal will become an integral part of the resulting agreement;
3. The proposer is familiar with local conditions under which the awarded proposer, the services and products which the proposer has proposed to supply must perform. The proposer possesses the capabilities, resources and personnel necessary to provide efficient and successful service to the County;
4. The proposer has made all investigations and examinations necessary to ascertain conditions and requirements affecting the full performance of this Request for Proposals and to verify any representations made by the County upon which the proposer will rely. If the proposer receives an award, failure to have made such investigations and examinations will in no way relieve the proposer from its obligations to comply in every detail with all provisions and requirements of the resulting agreement, nor will a plea of ignorance of such conditions and requirements be accepted as a basis for any claim by the proposer for additional compensation or relief; and
5. The proposer shall be equipped with the normal tools of the trade and shall furnish all labors, tools and other items necessary for and incidental to executing and completing all required work.
6. To ensure specified performance of the proposed system, the County reserves the right to require a Proposer to demonstrate its system and any features specified in this RFP.

RFP Schedule

The following schedule will be observed to facilitate the RFP:

09/02/2014	RFP Published
09/16/2014	Responses to RFP due by 5:00 P.M.
09/17/2014	Open, review and score RFPs; notify vendors if demonstrations are required.
09/19/2014	Product demonstrations (if required).
09/22/2014	Announce successful proposal.

Contract

Upon award of the contract, the County shall provide a proposed contract to the successful proposer. Installation and implementation of the software system will not begin until the contract is approved by the County Commission.

Insurance

The successful proposer must maintain at all times during the term of the contract, and for a period of two years after the termination of either contract if policies are provided on a claims made basis, general liability insurance coverage, and contractual liability insurance coverage for all activities of the successful proposer and its subcontractors related to agreement, with limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate policy limit for each. The County shall be named as an additional insured on the general liability insurance certificate of insurance and successful proposer shall provide the County with certificates of insurance certifying all policies required by this section are secured as per these requirements. Any insurance that is required does not waive or limit the obligation to indemnify, defend and hold the County, its officers, agents or employees, harmless for a claim above that amount.

Worker's Compensation Insurance

The successful proposer shall possess and provide the County with certificates of insurance for Worker's Compensation Insurance with limits of not less than the Utah statutory limits.

Indemnification, Defense, and Hold Harmless Provision

The proposer shall indemnify, defend and hold the County, its officers, agents or employees, harmless for any and all claims, liability, loss, costs, damage or any other expenses which may accrue to or be incurred by as a result of injury or damage to any person or property occasioned by any intentional or negligent act or omission by the successful proposer, its officers, agents, or employees. This provision applies to any proposals submitted in response to this RFP, and any resulting contract. Any insurance that is required does not waive or limit the obligation to indemnify, defend and hold the County, its officers, agents or employees, harmless for a claim above that amount.

Patent Assurance, Indemnification, Defense and Hold Harmless Provision

The proposer asserts that any equipment, hardware or software proposed in this process do not infringe on any U.S. patent or copyright. The proposer shall indemnify, defend and hold the County, its officers, agents or employees, harmless against all claims that the equipment, hardware or software proposed or supplied infringe on other U.S. patents or copyrights and any liability, loss, costs, damages or any other expenses which may accrue to or be incurred by the County, its officers, agents or employees, because

of any such claims. This provision does not in any way limit the indemnification and hold harmless provision above.

Release

Excluding the performance obligations of any resulting contract, the proposer shall release the County, its officers, agents or employees, from any and all claims, liability, loss, costs, damages or any other expenses arising out of this RFP and any resulting contract.

Miscellaneous Requirements

The County will not be liable for any of the cost incurred in preparation and presentation of the proposer responses, or for any other portion of the RFP process.

Any materials submitted by the proposer that are considered “confidential” in nature must be clearly marked as such. While efforts will be made to restrict distribution of these documents, proposers must understand applicable laws and regulations concerning public documents may prohibit this intent. The County makes no representation that such confidential material will be withheld when requested through proper channels.

Headings

The headings contained in this RFP are for reference purposes only and shall not in any way affect the meaning or interpretation of this RFP or any resulting contract.

Governing Law and Venue

This RFP, submitted proposals or any resulting contracts shall be constructed under and governed by the laws of the State of Utah. Any suits arising out of or relating to this RFP, submitted proposals or any resulting contracts shall only be filed and resolved in the courts of the State of Utah.

Questions

All questions or requests for information shall be directed to Undersheriff Bart Bailey, via email at: bbailey@washeriff.net. No proposer is to discuss any aspect of this Request for Proposals with any other Washington County employee. This is to ensure that all prospective respondents have the same level of knowledge as well as insuring any additional information is made available to all proposers.

Software service environment

The Washington County Sheriff's Office (WCSO) houses up to 500 inmates. These inmates may be County inmates or State or Federal inmates housed by contract. Inmate funds are held in trust by Washington County to allow for inmate purchases of commissary, services and materials not directly provided by the County. Approximately 100 certified and civilian staff members may be required to perform transactions based on inmate needs or requests. The WCSO operates its own commissary services and is not currently seeking a commissary vendor. However, accounting systems that allow

tracking of inventory and sales of inmate commissary will be given additional consideration in Software Features scoring.

Software solution specifications

The WCSO is seeking an electronic inmate trust accounting system (system) to effectively manage inmate funds and financial transactions. In doing so the WCSO seeks to fulfill the following software specifications:

1. The system must be accessible to multiple concurrent users (at least 15) from multiple Windows 7 based workstations.
2. Browser based systems should be browser agnostic or should not require the individual installation of special software patches, the lowering of browser security or manual modification of default browser settings.
3. Browser based systems must run on modern browsers, i.e., IE 10+, Firefox 20+, Chrome 30+ or Safari 7+.
4. The system should provide Role Based Access Control (RBAC) for users and administrators.
5. The system data store may be hosted locally or remotely.
6. The system must provide for frequent (daily) backups, or if hosted remotely be backed up daily.
7. The system must allow only secure, encrypted access, i.e., SSL/TLS or similar.
8. The system must conform to accepted standard accounting methods.
9. The system must provide an audit log of user transactions.
10. The system must provide account reconciliation and account balancing functions/reports.
11. The system must allow for check printing from multiple workstations.
12. The system should interface with cash kiosk services by Telemate.
13. The system should allow inmate account balance information to be integrated with inmate kiosk systems provided by Telemate.
14. The system should allow for automatic debiting of inmate accounts based on pre-set percentages for outstanding inmate debits, i.e., restitution, child support.
15. The system should allow for identification and processing of unclaimed funds.
16. The system should allow for the management of WCSO commissary sales and inventory management.