## 1.0 GENERAL INFORMATION

### 1.1 Introduction and Background

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal for RFID Inmate Tracking System to be implemented at Twin Falls County.

### 1.2 Scope of the Project

Twin Falls County is seeking proposals for RFID Inmate Tracking System. RFID Inmate Tracking Systems has been determined to meet the agency's needs in automating key operational workflows, tasks, and detention reporting requirements as mandated by detention standards, including, but not limited to: tracking inmate movements via passive, high-frequency RFID wristbands (or RFID Cards), and mobile devices and/or fixed RFID readers; logging cell checks and security checks via fixed RFID Tags, automating headcounts, inmate activity logging, and more. All electronic log entries must record inmate name, booking number, officer ID, and date/time. Electronically captured data cannot be edited, deleted, or altered in any way.

RFID Inmate Tracking System must:

    a.) Interface with Twin Falls County's existing Jail Management and Medical System;

    b.) An ultra-rugged device.

    c.) Use high-frequency tags that can be tamper-mounted and are shatter-proof, tamper-proof, non-hardwired units and/or RFID Wristbands (or RFID cards);

    d.) Use Cloud-based software accessible through standard Web browsers.

Detention deputies in Twin Falls County currently use a combination of manual, paper-based logs and electronic manual systems to record operational tasks and activities. Because staff is currently dependent upon a high-level of manual data collection and communication processes, command staff and supervisors have poor or limited visibility into daily inmate management responsibilities, such as knowing if inmates have made certain requests; or if inmates have been offered specific services, such as meals, recreation, medications, etc., in addition to logging and tracking movements to and from certain locations within or outside the facility. Line deputies are also not able to electronically validate proof-of-presence and notate observable behaviors or actions on inmates during bed checks and routine security rounds.

A fully automated RFID inmate management system can significantly increase staff productivity and safety, while strengthening the security of Twin Falls County's operations.

## 2.0 Evaluation Criteria

The proposals will be reviewed by Twin Falls County Staff using the following criteria:

1. General requirements

    a. Experience and capabilities in providing similar services to those required (Sections 3.1 - 3.3)

    b. Proposer references (Section 3.4)

2. Technical Requirements

      a.   Hardware Requirements (Section 4.3)

      b.   General System Requirements (Section 4.3)

      c.   Software Requirements (Section 4.4)

      d.   Hard Tag™ Requirements (Section 4.5)

      e.   Software Requirements (Section 4.6)

      f.   Reporting requirements (Section 4.7)

3.   Support Requirements (Section 5.2 & 5.3)

4.   Cost

## 3.0 GENERAL PROPOSAL REQUIREMENTS

### 3.1 Introduction

Provide an overview/history of the firm.

### 3.2 Organization Capabilities

A.     Describe the firm's experience and capabilities in providing similar services to those required. Be specific and identify projects, dates, and results.

B.     Describe the availability of assigned personnel to provide service in an efficient and timely manner with respect to the scale and peripheral hardware as well as software support services.

C.     Identify from what location your firm will provide services to the agency.

### 3.3 Proposer References

Proposers must include in their RFPs a list of organizations, including points of contact (name, address, and telephone number), which can be used as references for work performed in the area of service required. Selected organizations may be contacted to determine the quality of work performed and personnel assigned to the project. The results of the references will be provided to the evaluation team and used in evaluating the written proposals.

### 3.4 Mandatory Requirements

The following general requirements are mandatory:

A.  RFID (radio frequency identification) technology must be supported, specifically high-frequency RFID wristbands, and/or RFID Cards;

B.  RFID Inmate Tracking System must interface with Twin Falls County's Jail Management and Medical systems so that inmate demographics, housing assignments, mugshots, inmate restrictions, and keep separates are automatically shared with the RFID system up-to-the-minute.

C. RFID Inmate Tracking System, an ultra-rugged device that is waterproof, dustproof, and shock proof and must support Wi-Fi, and include hot-swappable, high-capacity, lithium-ion batteries, as well as docking cradle to charge and spare battery simultaneously.

D. RFID Inmate Tracking System must use web-based software accessible via standard Web browsers, and be powered by Microsoft SQL Server Reporting Services.

E. RFID Inmate Tracking System must use a mobile application.

## 4.0    TECHNICAL REQUIREMENTS

### 4.1    Overview

Twin Falls County seeking proposals for RFID Inmate Tracking System. RFID Inmate Tracking System has been determined to meet the agency's needs in automating key operational workflows, tasks, and detention reporting requirements as mandated by detention standards, including, but not limited to: tracking inmate movements via high-frequency RFID wristbands and mobile and/or fixed RFID readers, logging cell checks and security checks via fixed RFID Tags, automating headcounts, and more. All electronic log entries must record inmate name, booking number, officer ID, and date/time. Electronically captured data cannot be edited, deleted, or altered in any way.

RFID Inmate Tracking System must:

    a.) Interface with Twin Falls County's existing Jail Management and medical System;

    b.) Use an ultra-rugged device;

    c.) Use high-frequency (radio frequency identification) Tags that can be tamper-mounted and are shatter-proof, tamper-proof, non-hardwired units and/or RFID Wristbands;

    d.) Use Web-based software accessible through standard Web browsers.

### 4.2    Technical Specifications

RFID Inmate Tracking System is a radio-frequency identification (RFID)-based Inmate Management System that uses rugged devices, non-hardwired tags, RFID wristbands (or RFID Cards), and optionally fixed RFID readers. The system has a Web-based software application accessible via standard Web browsers, such as Chrome, Firefox, or Internet Explorer, and a mobile application.

The system must interface with Twin Falls County's existing Jail Management and Medical System.

### 4.3    General System Requirements

The proposed system must:

    1. Support a real-time or near real-time interface with jail/offender management system to share inmate demographics information and housing assignments.

    2. Use an ultra-rugged device that are durable and suitable for use in a detention environment. The device must meet at least military standard for drops, vibration, humidity, altitude, and extreme temperatures. The ultra-rugged device must include a docking cradle with two spare, hot-swappable batteries.

      **i.** Ultra-rugged device must support Wi-Fi and an embedded high-resolution camera.

3. Use RFID tags that are high-frequency

4. Support digital, touch-screen incident codes that can be customized by system administrators and used by end users to collect inmate observations and other activities.

5. Enable users to create a unique PIN to authenticate login privileges or login via RFID fob or ID card.

6. Support Web browsers, such as Chrome, Firefox, or I.E.

## 4.4    Ultra-Rugged Device Requirements

Ultra-rugged device must:

1. Twelve (12) Devices that use a currently supported technology

2. Wi-Fi

3. Synchronize data via secure HTTPS connection

4. Be waterproof and dustproof

5. Carry a three-year premium care warranty with accident protection coverage

6. Include a docking cradle with built-in Ethernet, and simultaneously charge the device and a spare battery simultaneously.

7. Include at least two lithium ion batteries.

## 4.5    RFID Tag Requirements

RFID Tags must:

1. Support and be high-frequency RFID tags

2. Have a lifetime guarantee against malfunction or defects

3. Contain a unique identification number (UID) that cannot be duplicated or altered

4. Support secure mounting

5. Be enclosed in a tamper-proof, shatter-proof unit

6. Have the ability to auto identify inmates by name when scanned

## 4.6    Software System Requirements

The software system must:

1. Support Web browsers, such as Chrome, Firefox, or I.E.

2. Be password protected;

3. Allow system administrators to create an unlimited number of touch-screen incident codes

4.  Support offender-level documentation where log entries positively identify inmate(s) by name and housing assignment;

5.  Generate offender-level reports that identify inmate(s) by name and booking number;

6.  Support the ability to log meals, movements, recreation, headcounts, medications, supply passes, and bed checks by inmate name, officer ID, and time/date;

7.  Automatically distinguish (visually) between log entries created by RFID scan versus those manually recorded without an RFID scan or "read";

8.  Include, a real-time module that tracks system usage to display the date, time, and location of completed security rounds, as well as display the actual amount of time remaining until the next security round is due, and support various audible and visual alerts, as well as system notifications based on the amount of time remaining and if a security round is late;

9.  Be securely accessible via an Internet-accessible PC and protected by a 128-bit SSL;

10. Include a "Dashboard" or dynamic on-screen report that can identify completed and missed checks by inmate name up-to-the-minute;

11. Support integration (one-way or two-way) with the JMS;

12. Support Web-based remote technical support

13. Allow system administrators to fully customize end user privileges by module;

14. Allow users to freehand log entries by inmate name and support up to 5,000 characters;

15. Support a training database for optional training and/or new hire practice;

16. Support electronic signature captures; and

17. Support wristbands

## 4.7    Reporting Requirements

The system must support these reporting capabilities:

-   Use Microsoft SQL Server Reporting Services (SSRS);

-   Export data into multiple file formats, such as PDF, Excel, HTML, and XML to be printed and/or saved to a local area network;

-   Automatically generate and send reports via email to select recipients; and

-   Filter reports by date, time, housing unit, inmate name, booking number, and officer ID. Report offering must include:

    o   Inmate Activity
    o   Housing Activity
    o   Round Compliance
    o   Meals Passed
    o   Recreation

- o Indigent Supply Pass
- o Movement
- o Population
- o Suicide/ Medical Confinement
- o Medication Pass
- o Incident
- o Officer Activity

## 5.0     SPECIAL CONTRACT TERMS AND CONDITIONS

### 5.1     Maintenance

Contractor agrees to make available maintenance services for the software to meet the agency's on-going performance requirement for as long as the agency utilizes the software.  Such services will be available at the prices contained in Contractor's response to the agency's solicitation document.

### 5.2     Training and Installation

Successful bidder will provide, at no cost;

- o Technical/Customer service support offered by phone at least 8 hours a day.
- o Technical/Customer service support offered by email 24/7.

All training must be satisfactory to the agency.

Vendors can submit other levels of training/installation fees however they must submit a detailed explanation of all services available for installation and training. This would be in addition to the level of service requested above.  Any fees involved in these additional services must be detailed out as well. The agency has the right at any time to use or not to use any additional services provided under this section.

| Hardware Requirements: | | |
|---|---|---|
| Technical Specifications | Comply | Does not comply |
| **12 Mobile Device Units** | | |
| Waterproof, dustproof, shockproof (Military Standard) | | |
| high-resolution camera | | |
| Two-high capacity lithium ion batteries that are hot swappable | | |
| Native RFID/NFC support | | |
| 3-year premium care warranty with accident protection coverage | | |
| Docking cradle (Ethernet or non-Ethernet versions) available to charge device and spare battery simultaneously | | |
| Wi-Fi | | |
| **Mobile Application** | | |
| Patented touchscreen technology | | |
| Support customizable modules that can be renamed with workflow rules that are definable by system administrators. | | |
| Support PIN and/or RFID fob, ID Card login. | | |
| application must support touch-screen navigation, voice to text, and capture images and video. | | |
| Receives notifications from Compliance Monitor to communicate security round performance | | |
| Download mugshots, keep separates, and inmate restrictions | | |
| **RFID Tags** | | |
| High Frequency | | |
| Location identification should be unique and cannot be duplicated | | |
| Correctional environment suitability | | |
| RFID Tags cannot be hardwired | | |
| Secure mounting support | | |

## Software & System Requirements:

| Basic Requirements | Comply | Does not comply |
|---|---|---|
| The system must support a wide range of standard web browsers | | |
| The system must interface with the JMS and medical systems. | | |
| The system must receive and display inmate restrictions. | | |
| The system must receive and display keep separate violations. | | |
| The system must receive and display mugshots. | | |
| The system must be password protected, allowing system administrators the capability of defining user privileges by module | | |
| The system must display security round performance data in real-time from any device, including tablets, monitors, and Smart TVs, and trigger email notifications and system notifications. | | |
| The system must support the ability to log meals, recreation, headcounts, medications, supply passes, and bed checks, while simultaneously recording: inmate name, booking number, officer ID, event/log entry description, date, time, and location | | |
| The system must allow users to create freehand log entries by inmate name and support up to 5,000 characters. | | |
| The system must include a "Dashboard" or dynamic on-screen report that can identify completed and missed checks by inmate name up-to-the-minute. | | |
| Include Web-based, 24x7 self-service support resources that include help documentation, searchable knowledgebase articles, user forums, and the ability to request online technical support via LogMeln. | | |
| The system must support electronic signature captures on the mobile computer. | | |
| The system must support wireless wristbands that use ISO 15693. | | |
| | | |

## Reporting Requirements:

| | Comply | Does not comply |
|---|---|---|
| Should include automated generation of periodic reports. | | |
| Reports should be saved to a shared network drive for access by others. | | |
| Reports should be available in Microsoft Excel or Adobe PDF format. | | |
| must include at a minimum: Inmate Log, Medication History , Medication Audit, Facility Event Log , Recreation, Meal, Security Check (Compliance), Inmate Count , Inmate Out of Cell , Inmate Indigent Supply, Facility Checks, System Usage | | |

| Data Extraction: | | |
|---|---|---|
| Ability to schedule automatic report generation | | |
| Ability to extract data in various file formats: | | |
|     a. Microsoft Excel | | |
|     b. HTML | | |
|     c. Adobe Acrobat | | |
|     d. XML | | |
| Ability to email reports | | |

| **Special Contract Requirements:** | | |
|---|---|---|
| **Fixes, Upgrades and Future Software Options:** | | |
| Fixes per section 5.2 | | |
| Upgrades and Enhancements per section 5.2 | | |
| | | |

**References**: Provide at least five (5) references required for consideration.

| | |
|---|---|
| **Contact Name & Title** | |
| **Agency Name** | |
| **Phone Number** | |
| **Email Address** | |
| **What JMS/OMS is presently used in the integration?** | |
| **Length of System Use and/or Go-Live Date** | |

| | |
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| **Length of System Use and/or Go-Live Date** | |

**Cost of additional Installation and Training**

(Vendors must submit a detailed explanation of all services available for installation and training. Vendors may offer multiple levels of installation and training):

$_____

**Cost of Annual Maintenance** (System Renewal Fee)

$_____