



COUNTY OF TWIN FALLS

REQUEST FOR INFORMATION (RFI)

INMATE PHONE/TABLET SERVICES AND EQUIPMENT

Issued By:

BOARD OF COUNTY COMMISSIONERS

Submit Information Packages to:

**Board of County Commissioners
630 Addison Ave W, 2nd Floor
P.O. Box 126
Twin Falls, Idaho 83303
Telephone: (208) 736-4068
Fax: (208) 736-4176
commiss@tfco.org**

Information Packages must be received by 5:00 p.m., Wednesday, November 22, 2023

**Return in a sealed envelope marked:
"Information for Inmate Phone/Tablet Services and Equipment"**

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I. INTRODUCTION

A. General Purpose

The Twin Falls County, Idaho, Board of Commissioners and the Twin Falls County Sheriff's Office hereby request information from qualified vendors with expertise in providing integrated Inmate Communication Systems. At a minimum, the County is interested in exploring options and technology that provide inmate telephone, video visitation and messaging services with tablet and kiosk options, as well as constitutional monitoring capability and searchable recordkeeping. Automated operator, collect, pre-paid, local, domestic, and international call capabilities should be provided, as well as payment systems, call blocking/flagging, and investigative features. Systems also capable of providing educational and religious applications, as well as commissary and inmate requests "kite" capability, are of interest.

This Request for Information ("RFI") is intended to serve as an informal research tool by which the County hopes to gather information and perspective that may inform a potential contract – at no County expense – with a qualified vendor to provide Inmate Communication Systems for the Jail.

This RFI is issued for planning purposes. In no event will the Responses to this RFI impose any obligation on Twin Falls County.

B. Background

Twin Falls County is located in Southern Idaho, and is part of the Twin Falls Metropolitan Statistical Area. The County is largely agricultural, and has a current population of approximately 90,046 persons, a figure that has almost doubled since 1990. Current projections assert that the population may again nearly double over the coming 20 years.

The County's primary government operation, including the present jail facility and future expansion, is housed at the Twin Falls County Courthouse Campus, located in the City of Twin Falls at 504 Gooding Street North, Twin Falls, Idaho 83301.

The County jail currently consists of one facility that will need service: the James R Munn Adult Detention facility (completed in 1989). The Average daily population of the facility is approximately 300 with a capacity of approximately 254. In addition, the future facility is located on the Wright Ave. Campus, housing an average daily population of 100 with a capacity of 150.

C. Legal Framework

This RFI, and any potential contract associated with the provision of Inmate Communication Systems, are exempt by Idaho law from competitive procurement processes. In no event will the County expend funding for the installation and operation of an Inmate Communication System.

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D. Current Status

See Attachment 2, the current County contract and its amendments with Telmate, LLC.

E. Goal

The County's fiscal year begins on October 1 and runs through September 30 of the following calendar year. Contracts with service vendors can be expected to align with these dates. In the event the County elects to contract with a different vendor for the upcoming fiscal year, it will require seamless transition, with inmates experiencing no disruption to communication access and visitation.

The County requests information about systems and technology that will provide high-quality:

- basic inmate phone service;
- video visitation service;
- access to free educational and religious apps, as well as paid media stream/downloads, and commissary; and
- customer service to inmates, inmate contacts, and County staff.
- mail scanning

The County is interested in maximizing its commission on Inmate Communication Systems while ensuring that the rates charged to inmates by the vendor comply with federally mandated caps. The County wishes to ensure constitutionally sufficient communication services are available to inmates, and has found that reliable telecommunication and commissary services are a valuable inmate management tool that can help facilitate re-entry into the local community.

F. Contact

This project is being directed by:

Twin Falls County Sheriff's Office
Jail Commander Captain Douglas Hughes
Address: P.O. Box 306, Twin Falls, Idaho 83303
504 Gooding Street North, Twin Falls, Idaho 83301
Email: dhughes@tfco.org
Phone: (208) 735-4303

With the exception of official public written communication as described below, respondents are prohibited from receiving any advice or discussing any aspect relating to this RFI with any person employed by or affiliated with Twin Falls County.

II. RFI PROCESS

A. Calendar of Events

The following is a schedule of events concerning this RFI: (Note: Unless specifically provided otherwise, all events will take place in the Commissioners' Meeting Room on the 2nd floor of the County West Building, 630 Addison Ave W Twin Falls, Idaho 83301.)

1. Approval of Distribution of RFI 10:00 a.m., Monday, November 6, 2023
2. Publication of Legal Notice Thursday, November 9, 2023
3. Questions/Clarifications Due 5:00 p.m., Thursday, November 16, 2023
4. Addendum No. 1 10:00 a.m., Monday, November 20, 2023
5. Information Packages Due 5:00 p.m., Wednesday, November 22, 2023
6. Information Packages Opened..... 10:00 a.m., Monday, November 27, 2023
7. Review Process Begins..... after 10:00 a.m., Monday, November 27, 2023

B. Time

All references to the hours of a day shall refer to Twin Falls, Idaho time.

C. Question/Clarification Process

Questions or clarifications to the RFI must be submitted in writing and received by Clerk of the Board of County Commissioners via U.S. Mail at P.O. Box 126 Twin Falls, Idaho 83303 or via email at commis@tfco.org no later than **5:00 p.m. on Thursday, November 16, 2023**. All clarifications and answers will be addressed as a written addendum.

D. Procedure and Response Contents

Information packages submitted pursuant to this RFI must be received by the office of the Board of County Commissioners, County West building, P.O. Box 126 Twin Falls, Idaho 83303 no later than **5:00 p.m. on Wednesday, November 22, 2023**. Three (3) paper copies of the information package and at least one (1) digital copy must be supplied at the time of submission.

Each Information Package must include the Respondent Information Sheet (affixed hereto as part of Attachment 1) and be signed by the person or persons legally authorized to do so. The framework of the response (as listed in Attachment 1) should include an introductory cover letter, table of contents, firm overview, list of similar projects with contact information, and the Respondent's statement of approach/presentation of potential solution, terms, or process in a narrative form, supplemented by such information or exhibits as the Respondent deems appropriate.

The statement of approach should provide information about (1) system functionality, (2) technical architecture, as well as (3) product support and maintenance.

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E. Respondent's Costs

Costs for preparing and presenting Information Packages are entirely the responsibility of the Respondent and shall not be charged to the County. Submittal of an Information Package does not create any right or expectation.

III. REVIEW PROCESS

The County may request additional information or request online or in-person presentation from some Respondents.

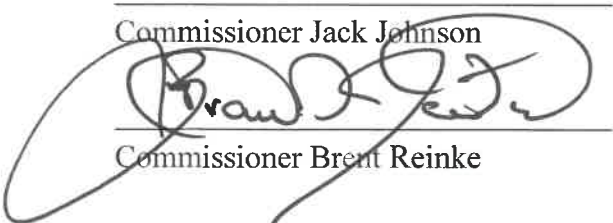
IV. CONCLUSION

Thank you for your interest in this important project.

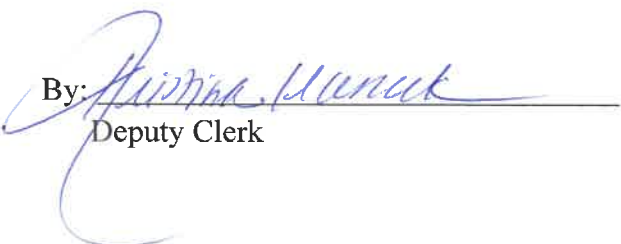
This RFI is issued this 6th day of November, 2023.

TWIN FALLS COUNTY BOARD OF COMMISSIONERS

 ✓ Motion Carried Unanimously
 Motion Carried/Split Vote Below
 Motion Defeated/Split Vote Below

	Yes	No	Did Not Vote
 Commissioner Don Hall	<u> ✓ </u>	<u> </u>	<u> </u>
<u> </u> Commissioner Jack Johnson	<u> </u>	<u> </u>	<u> X </u>
 Commissioner Brent Reinke	<u> X </u>	<u> </u>	<u> </u>

ATTEST: Kristina Glascock, CLERK

By: 
Deputy Clerk

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ATTACHMENT NO. 1
**TWIN FALLS COUNTY INMATE PHONE/TABLET
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I. Respondent Information Form:

Company Name: _____

Address: _____ City/State/Zip Code: _____

Email: _____ Phone: _____

Fax: _____

Authorized Representative / Title (Please Print Name and Title below):

On behalf of the above-identified firm, I understand that all costs associated with preparing and presenting this Information Package are entirely the responsibility of the Respondent and shall not be charged to the County, and that submittal of an Information Package does not create any right or expectation of contract or future remuneration.

Representative Signature: _____

II. Suggested Framework for Information Packages:

- a. Introductory cover letter;
- b. Table of Contents;
- c. Firm overview;
- d. List of similar projects with contact information; and
- e. Statement of approach/presentation of potential solution, terms, or process in a narrative form. The statement of approach should provide information about (1) system functionality, (2) technical architecture, as well as (3) product support and maintenance and may be supplemented by such information or exhibits as the Respondent deems appropriate.