



Request for Proposal (“RFP”)

UC26-13

Integrated Inmate Communications

&

Technology Services

Issued By:
Uintah County Purchasing
152 E 100 N
Vernal, UT 84078

Issue Date:	September 2, 2026
Closing Date:	September 18, 2026
Open Date:	September 23, 2026

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1. Intent

Uintah County, Utah (“County”), is soliciting written, sealed proposals from qualified, licensed, and experienced vendors to provide a fully integrated, comprehensive Inmate Technology System (ITS) and communications platform for the Uintah County Jail located in Vernal, Utah. The scope of this procurement includes the furnishing, installation, configuration, testing, operation, maintenance, training, and ongoing support of inmate telephones, secure wireless tablets, video visitation services, secure electronic messaging, digital mail scanning, automated voice information systems (IVR), and advanced investigative, monitoring, and reporting tools.

The County requires a single, unified communications platform to achieve maximum operational efficiency, minimize administrative overhead, and establish a single point of accountability for vendors. By consolidating all inmate communications under a centralized, secure database, the County aims to enhance security, facilitate comprehensive cross-media investigative analysis, and streamline regulatory compliance. The selected vendor shall provide a fully managed, turnkey solution operating at zero cost to Uintah County, assuming 100% operational and financial responsibility for the entire system lifecycle.

2. Uintah County Jail – Overview & Background

The Uintah County Jail is operated by the Uintah County Sheriff’s Office and is located at 641 E. 300 S., Vernal, Utah.

The secure facility contains approximately 392 beds and consists of 19 distinct housing units:

Housing Pods A through P: 24 beds per pod (Total: 384 beds)

Housing Medical: 6 beds

Housing Isolation: 2 beds

Housing Booking: 12 beds

The facility houses pretrial detainees, sentenced local inmates, and state-contracted inmates, with an average daily population (ADP) of 196 inmates for 2025. To support jail operations and ensure secure, monitored communication with family, friends, and legal counsel, the facility utilizes the following baseline infrastructure:

Inmate Telephones: A total of 35 wall-mounted inmate telephones (32 in the housing unit, 2 in booking, and 1 in isolation).

On-site Video Visitation & Kiosks: An on-site video visitation infrastructure consisting of 16 wall-mounted kiosk/tablet docking stations located in housing units, 1 mobile visitation machine dedicated to the Booking area, and 1 wall-mounted lobby kiosk dedicated for free public use.

Commissary and Inmate Accounting Software: The facility utilizes TEAM Solution as its exclusive commissary and inmate accounting platform, with which the proposed ITS must directly interface.

3. Procurement Process and Timetable

3.1 Procedure

The Procedure for the issuance of this RFP, evaluation of proposals, and selection of a vendor is as follows:

1. Interested entities will prepare and submit their proposals in accordance with the Procurement Timetable set out in Subsection 3.2.
2. The Purchasing Department will review all proposals to verify compliance with the minimum mandatory requirements. Proposals that meet these criteria will advance to the next stage of evaluation. Those that fail to meet any mandatory requirement will be deemed ineligible and will not proceed further.
3. An Evaluation Committee will review and score only the Technical Proposals. This phase, referred to as Part 1 of the technical evaluation, will be based solely on the written response to the scorable criteria outlined in the RFP.
4. Following the initial scoring of written proposals, the top three highest-ranked vendors will be invited to participate in oral presentations and interviews (Part 2 of the technical evaluation). These interviews are intended to clarify proposal content and assess the vendor's approach, communication, and overall alignment with County objectives. A separate *interview scorecard* will be used, with each question rated on a 0–5 scale. All question scores will be totaled to produce a single interview score for each vendor.
5. The final technical score for each vendor will consist of the combined total from Part 1 (written proposal) and Part 2 (interview). This combined score will be recorded on a single evaluation scorecard and used to determine the vendor's final ranking prior to any cost review or negotiations.
6. Following the completion of technical scoring, the Purchasing Office, in coordination with the assigned Project Manager and County Commissioner(s), will evaluate whether the top-ranked proposal's pricing and commission fee structure is advantageous to the County. If the highest-ranked vendor's cost/compensation proposal is acceptable, the County will proceed to contract negotiation. If pricing and commission fee structure is deemed not advantageous or does not align with the project budget, the County reserves the right to:
 - a. Attempt to negotiate pricing/cost-compensation structure with the top-ranked respondent; or
 - b. Disqualify the proposal on pricing/cost-compensation grounds and proceed to review the Cost/Compensation Proposal of the next-highest-ranked respondent; this process may continue until a suitable vendor is selected or the RFP is canceled.
 - c. The County reserves the right to make an award that is in the best interest of Uintah County, and issuance of this RFP does not guarantee a contract will be awarded.

3.2 Procurement Timetable

Below is the Procurement Timetable established for this RFP.

Procurement Timetable	
REQUIRED ACTIVITY	SCHEDULED DATE
Request for Proposal (RFP) issued	September 2, 2026
Closing Date for Receipt of Proposals All proposals must be submitted by the stated deadline. Late submissions will not be considered.	September 18, 2026 at 5:00 PM (MST)
Public Opening Proposals will be publicly opened to confirm receipt only; no evaluation or cost/compensation review will occur at that time.	September 23, 2026
Initial Evaluation – Minimum and Technical Review The Purchasing Department will review all submitted proposals as follows: • Minimum/Mandatory Requirements: Evaluated on a pass/fail basis. Proposals that do not meet all mandatory requirements will be deemed non-responsive and disqualified. The Evaluation Committee will review all submitted proposals as follows: • Technical Criteria (Written Proposal): All scorable criteria—excluding interviews—will be reviewed and scored based on the vendor’s written response packet. This includes experience, approach, qualifications, staffing, and value-added services. Note: Because this is a no-cost service model, pricing and compensation will not be reviewed or scored as a separate cost category. Instead, the vendor’s compensation structure and overall service framework will be evaluated as part of the technical criteria.	September 24-25, 2026 (Tentative Date – Subject to Change) September 28, 2026 - October 5, 2026 (Tentative Date – Subject to Change)
Shortlisting: Oral Presentation & Interview Based on the initial technical scores, the top three highest-ranked vendors will be invited to	October 8, 2026 (Tentative Date – Subject to Change)

participate in oral presentations and interviews. (See Section 6.3)	
Final Evaluation and Tabulation The Purchasing Department will compile final scores, incorporating both: • Written technical criteria scores • Interview/presentation scores: The final ranked list of vendors will be established based on the combined scores.	October 8-9, 2026 (Tentative Dates – Subject to Change)
Contract Negotiations The County will enter into negotiations with the selected vendor. If the County is unable to reach agreement on terms, pricing, or scope, it reserves the right to: • Discontinue negotiations and begin discussions with the next-highest vendor, or • Cancel the RFP process in its entirety.	October 12-30, 2026 (Tentative Dates – Subject to Change)
Contract Award If negotiations are successful, the finalized contract will be submitted for approval and award at a scheduled Uintah County Commission Meeting.	November 10, 2026 (Tentative Dates – Subject to Change)

4. Submission Deadline and Opening Date

To receive consideration and responses to this RFP, the County must receive the proposal **no later than 5:00 PM (Mountain Time) on September 18, 2026.**

Submission Method:

Proposals must be **mailed or hand-delivered** in a sealed envelope clearly labeled:

“Sealed Proposal – Integrated Inmate Communications & Technology Services”

Please ensure that the proposal is delivered to the following address:

Uintah County Clerk-Auditor’s Office
147 E Main (Second Floor)
Vernal, Ut 84078

Proposals will be **publicly opened during the Uintah County Commission Work Session on Wednesday, September 23, 2026**, in the Commission Conference Room, located at 152 E 100 N, Vernal, UT. This opening will confirm receipt only; no evaluation or cost/compensation review will occur at this stage.

5. Project Overview & Scope of Work

5.1. Project Overview & Term

Uintah County is soliciting proposals from qualified vendors to provide a comprehensive, fully integrated Inmate Technology System (ITS) and communications platform. The County has determined that procuring these services as a single, unified platform is in the best interest of facility operations, public safety, and security.

To ensure maximum operational efficiency and a single point of accountability, the County requires a fully bundled turnkey solution that must include:

1. **Inmate Telephone System:** Complete, tamper-proof voice hardware and network services.
2. **Secure Inmate Tablets:** Personal wireless tablet platforms providing self-help, educational tools, approved law library, and approved entertainment.
3. **Digital Mail Scanning & Delivery:** A secure, digital mailing service that scans physical mail and delivers it directly to inmate tablets, eliminating physical contraband.
4. **Supporting Services:** Video visitation (both onsite and remote), secure electronic messaging, automated information systems (IVR), and advanced investigative/monitoring tools.

Fully Vendor-Funded

All components of this bundled platform—including all required hardware, software, cabling, dedicated network infrastructure, data migration, staff training, installation, and 24/7/365 support—must be provided and maintained at zero cost to the County. The selected vendor shall assume 100% operational and financial responsibility for the entire lifecycle of the system.

Timeline

The Vendor must complete the installation of all hardware and software and have the system fully operational within 60 days following contract execution.

Contract Term

1. Initial Term: Three (3) years, commencing upon final system cutover.
2. Renewal Options: The County retains the exclusive option to renew the Agreement for up to two (2) additional one-year periods under the same terms and conditions, subject to County approval.

5.2. Detailed Scope of Work

1. Inmate Telephone System

The vendor shall furnish, install, configure, and maintain a new, robust, tamper-proof, and fully managed Inmate Telephone System (ITS). The telephone system shall support outgoing communications only:

- a. **Hardware and Distribution Baselines:** The vendor shall deploy a minimum baseline of 35 new, correctional-grade, wall-mounted, steel inmate telephones. The hardware shall be physically distributed throughout the facility, including the booking area, isolation area, and housing pods.

- b. **Inmate Calling and Communication Controls:** The system shall require inmates to input their unique Personal Identification Number (PIN) to initiate any call. Calling controls, including call limitations, call blocking, and fraud prevention procedures, shall be determined by the Uintah County Jail Personnel upon setup.
- c. **TEAM Solutions:** The telephone platform must achieve zero-cost, direct integration with the facility's inmate commissary system, TEAM Solutions, allowing inmates to fund calling balances seamlessly.

2. Secure Inmate Tablets

The vendor shall provide a modern, highly secure, and durable wireless tablet platform to serve as the central hub for inmate self-improvement, education, legal research, and approved entertainment.

- a. **Inventory and Spare Buffer:** The tablet platform must be sized to accommodate an operational baseline of 250 average daily population (ADP). The vendor shall supply a dedicated tablet device to every single incarcerated inmate. To prevent service gaps, the vendor must maintain a permanent, on-site surplus buffer of twenty percent (20%) of the total deployed tablet count, enabling immediate replacement of damaged or malfunctioning units without delay.
- b. **Tablet Hardware and Docking Infrastructure:** All tablets must be vendor-owned, correctional-grade, high-impact devices encased in tamper-resistant, shatterproof housings. The vendor must install high-capacity, secure wireless charging and docking stations inside every housing pod, sufficient to safely store and charge the entire tablet population assigned to that specific housing unit.
- c. **Educational and Rehabilitative Applications:** The tablet software must offer secure, restricted web links to local educational centers, specifically Uintah Basin Technical College (UBTech) and the Ashley Valley Education Center (AVEC). The platform must directly integrate with the Department of Corrections' free educational programs, GED materials, high school equivalency courses, cognitive-behavioral therapy modules, and vocational training apps at no cost to inmates or the County.
- d. **Self-Service, Commissary, and Administrative Tools:** The tablets must feature an inmate self-service application that allows inmates to view their account balances, submit formal grievances, submit medical requests, access the official inmate handbook, and place commissary orders directly through the **TEAM Solutions** integration. County staff must be equipped with secure administrative tools to upload customized facility documents and broadcast facility-wide or pod-specific push notifications (e.g., medical clinics, court call warnings).
- e. **Mobile Device Management (MDM) & Device Hardening:** To eliminate security vulnerabilities, prevent device "jailbreaking," and ensure full network isolation, all inmate tablets must be provisioned and managed through a centralized Mobile Device

Management (MDM) solution operating in strict "Kiosk Mode."

3. Digital Mail Scanning & Delivery

Uintah County requires a comprehensive digital mail scanning solution:

- a. **Standard Mail Processing Workflow:** All non-privileged, standard inmate physical mail must be directed to a secure scanning facility, where mail will be opened, inspected, and scanned for all incoming correspondence. The scanned digital mail must be uploaded securely to a database and delivered directly to the recipient inmate's assigned tablet. The vendor is solely responsible for the safe handling, storage, and ultimate destruction of the physical mail pieces at the facility.
- b. **Privileged Legal Mail Pathway & Exemption:** All physical legal and privileged mail is strictly exempt from the off-site scanning workflow to protect absolute attorney-client privilege. Physical legal mail must continue to be sent directly to the Uintah County Jail's physical address in Vernal, Utah. To facilitate secure, digital legal communication, the vendor must integrate Lightning Law (or an approved similar or equivalent digital legal platform) on all tablets. This platform must support confidential, remote video meetings and encrypted document review for incarcerated individuals and their legal counsel.

4. Supporting Services

- a. **Video Visitation System:**
 - i. The system must support both free, scheduled onsite video visitation and paid, remote off-site video visitation.
 - ii. Inmates shall conduct video visits using their tablets (docked or wireless) within the pod.
 - iii. The public must conduct onsite visits using the dedicated wall-mounted lobby kiosks.
 - iv. Onsite video visits shall be provided free of charge, with the County retaining the authority to cap onsite visits at a maximum of two (2) per inmate per week.
 - v. The vendor is strictly prohibited from limiting, throttling, or reducing the number of on-site video visitation time slots or lobby kiosks to artificially force users to purchase paid remote visits.
 - vi. Staff must have tools to live-monitor active visits, review visit recordings, and instantly terminate any session violating facility rules.
- b. **Secure Electronic Messaging (E-Messaging):**
 - i. The tablets must support secure, two-way digital e-messaging between inmates and pre-approved outside contacts.
 - ii. The vendor must provide a web-based administrative management portal enabling Uintah County Jail deputies and investigators to conduct pre-

delivery reviews, apply keyword alert flags, and establish customizable sender/receiver blocks.

c. Automated Information System:

- i. The vendor shall provide a hosted Interactive Voice Response (IVR) system available twenty-four (24) hours a day, seven (7) days a week.
- ii. The IVR must support a bilingual (English and Spanish) voice interface, touch-tone navigation, and advanced speech recognition.

d. Advanced Investigative, Monitoring & Reporting Tools:

- i. The system must automatically record all voice calls (in high-quality MP3 format) and all video visitation sessions (in high-quality MP4 format).
- ii. Vendors must securely archive all digital and mail data for a minimum of 12 months. The system must support exporting with complete indexing and quick search capability by inmate name, PIN, date, time, dialed number, and communication method.
- iii. The system must include advanced voice biometrics and continuous post-call speaker verification to confirm the identity of the inmate speaking.

5. General Systems & Operations Requirements

a. No-Cost Turnkey Financial Framework

- i. The entire integrated communications platform must be provided as a 100% vendor-funded, turnkey solution at zero cost to Uintah County.
- ii. The selected vendor shall assume sole financial and operational responsibility for all upfront and ongoing costs, including hardware, software licenses, network installation, data migration, structural modifications, weekly maintenance, and 24/7 technical support.
- iii. The vendor is prohibited from charging Uintah County or deducting from County commissions for any administrative overhead, billing disputes, fraudulent calls, or uncollectible end-user revenue. The vendor must absorb 100% of these financial liabilities.

b. Installation, Transition, and Database Migration

- i. The selected vendor must complete the physical installation, configuration, testing, database migration, and training, and have the entire system 100% operational within sixty (60) days of contract execution.
- ii. The vendor must deliver a comprehensive, step-by-step transition plan detailing how the integration from the current provider will be completed with less than 24 hours of downtime and less than 24 hours of disruption to secure jail communications.
- iii. The vendor shall execute a complete, secure data migration of 100% of the active database, including inmate profiles, active PINs, family pre-

paid accounts, historical communication metadata, and existing voice/video recordings, maintaining absolute data integrity.

- iv. Upon contract expiration or termination, the outgoing vendor must decommission and remove all vendor-owned equipment from the facility at no cost to the County and restore all building surfaces to their original, safe condition.

c. System Testing & Acceptance

The Vendor shall complete all required system testing prior to go-live to verify that the system functions as intended under expected operating conditions. Final system acceptance will be based on the successful operation of the complete system during the acceptance period, with no material defects, performance issues, or security failures. Any material deficiencies identified during the acceptance period shall be corrected by the Vendor at no additional cost before final acceptance is granted.

d. Equipment & Software Maintenance Support

- i. The vendor shall provide 24/7/365 continuous technical support and remote system diagnostics.
- ii. The vendor's field technician must conduct mandatory weekly on-site maintenance visits to inspect, test, and tune all deployed hardware and software, regardless of the status of active support tickets.
- iii. Software Platform Requirements: The Vendor shall provide and maintain all software, licenses, and system configurations required to operate the integrated platform. The solution shall include the necessary administrative tools, system functionality, and software updates to support reliable operation throughout the term of the Agreement.
- iv. The vendor must provide a multi-user, web-based IT Ticketing System that allows multiple authorized County staff from authorized county devices to simultaneously submit, track, and review support tickets.
- v. The Vendor shall provide a Service Level Agreement (SLA) or support plan that describes its processes for classifying service requests by severity, including critical, standard, and routine issues. The plan shall identify response and resolution objectives, escalation procedures, remote and on-site support capabilities, communication protocols, and processes for tracking, reporting, and resolving incidents to minimize disruption to system operations.
- vi. To support rapid hardware swap-outs, the vendor must maintain an on-site reserve inventory of spare parts, including a minimum of five percent (5%) of total deployed handsets and lobby kiosks, and twenty percent (20%) of total deployed tablet devices.

e. Infrastructure, Networking, and Security Controls

- i. The integrated platform must operate on a dedicated, physically separate Local Area Network (LAN). Use of or integration with Uintah County's administrative network or the County's general VPN is strictly prohibited to prevent data cross-contamination.
- ii. The vendor must procure, install, and pay for all separate, high-speed network circuits required to support the data and video visitation bandwidth loads.
- iii. All equipment and network entry points must feature commercial-grade surge and lightning protection. Following a power outage, the entire system must perform an automatic recovery (auto-recovery) to full operational status with all programmed inmate restrictions, PIN controls, and databases intact, requiring zero manual intervention by County staff.
- iv. The platform must utilize AES-256 encryption for all data at rest and TLS 1.3 cryptographic protocols for all data in transit.
- v. The system must remain fully compliant with the FBI's Criminal Justice Information Services (CJIS) security policy. Administrative portal access must enforce Multi-Factor Authentication (MFA) and provide detailed, tamper-proof role-based access audit logs.
- vi. Wireless Network Infrastructure & Security The Vendor shall design, install, and support a dedicated, secure wireless network within the facility to support the inmate tablet platform. To maintain facility integrity and data security, the wireless network must meet the following operational baselines:
 - A. Enterprise Hardware Standard: All wireless access points (WAPs) must be enterprise-grade equipment capable of centralized management, isolated service set identifiers (SSIDs), rogue device detection, and Wireless Intrusion Prevention Systems (WIPS). Consumer-grade or home-use routers are strictly prohibited.
 - B. Wireless Encryption & Access Control: The wireless network must utilize standard, secure encryption protocols (WPA2 or WPA3) and align with applicable FBI CJIS Security Policy mandates. To prevent unauthorized access, the Vendor must implement strict endpoint controls—either via Enterprise authentication (802.1X) or a robust combination of hidden SSIDs and MAC address whitelisting — ensuring only authorized Vendor tablets can connect.
 - C. RF Signal Containment: The Vendor must conduct a Radio Frequency (RF) site survey and directionally tune access points to ensure wireless signals do not bleed beyond the physical secure perimeter of the Uintah County Public Safety Complex building.

f. Comprehensive Training Plan

- i. The vendor must design and execute a comprehensive, on-site training program prior to the system go-live date.
- ii. Training must be customized to specific user roles to ensure operational proficiency:
 - Administrative & Investigator Training: Focuses on relationship link mapping, voice biometrics enrollment, report generation, keyword alerting, and custom tablet document uploading.
 - Correctional Officer Training: Focuses on tablet inventory management, basic system monitoring, IVR lookup, and instant session termination protocols.
 - IT Personnel Training: Focuses on network topology, basic troubleshooting, port configurations, and ticketing administration.
- iii. The vendor shall provide complete, hard-copy and digital system user reference manuals and quick-reference guides to all trained staff.
- iv. The vendor must provide annual onsite refresher training for all user roles, provide access to a secure, digital on-demand portal containing video modules for new-hire onboarding, and deliver targeted training at least 14 days prior to any major system or hardware upgrade.

g. Vendor Accountability & Subcontracting Restrictions

- i. The selected vendor shall serve as the single point of absolute operational and technical accountability for the entire system.
- ii. Subcontracting, outsourcing, assignment, or delegation of any material portion of the services, including network monitoring, software development, on-site maintenance, or customer service, is strictly prohibited without prior written approval from the County.
- iii. All critical software platforms and analytical suites must be wholly owned, developed, and maintained directly by the bidding vendor, ensuring continuous development, unless approved by the County.
- iv. The vendor is strictly prohibited from utilizing third-party beneficiary arrangements; the contract is solely for the benefit of Uintah County and the awarded vendor.

h. ADA Compliance

- i. Compliance with all applicable requirements of the Americans with Disabilities Act (ADA), as amended, is a material requirement of this solicitation and applies to the entire Scope of Work. The Contractor shall ensure that all equipment, software, communications services, tablets, telephones, mail services, customer support, documentation, and all other products and services provided under this Contract are fully accessible and compliant with applicable accessibility laws and standards. The Contractor shall provide reasonable accommodations and promptly

correct any accessibility deficiencies identified by the County at no additional cost.

6. Financials & Commissions

a. FCC Compliance

The selected vendor must maintain absolute, continuous compliance with all federal, state, and local regulatory mandates throughout the contract term.

b. Cost/Compensation Structure

The proposed Inmate Technology System (ITS) shall be provided as a 100% Vendor-Funded, Turnkey Solution, with no cost to Uintah County for implementation, equipment, software, maintenance, training, technical support, or ongoing operations. Compensation shall be derived solely from the approved end-user fee structure and the Vendor's proposed revenue-sharing model for ancillary services, in accordance with applicable regulations. Refer to **Section 6.4 – Cost/Compensation Structure** for complete pricing requirements, revenue-sharing provisions, and all Vendor financial obligations.

7. Data Migration, Security, and System Integrity

a. Transition and Seamless Database Migration

- i. To prevent communication blackouts that could compromise jail safety, the selected vendor must execute a highly secure, seamless data migration from the current provider.
- ii. The vendor's technical transition plan must ensure minimal (less than 24 hours) operational downtime during the system integration.
- iii. The migration must securely transfer 100% of the active database, including:
 - All active inmate profiles.
 - All registered, pre-approved family and friend telephone numbers, email contacts, and visitor accounts.
 - All active, pre-paid family balances, debit accounts, and trust balances, ensuring zero financial loss for end users.
 - All historical communication metadata, including call, message, and video session logs.
- iv. The migration plan must include documented technical rollback procedures to restore the previous system configuration in the event of an unexpected critical database error during integration.

b. County Data & Recording Ownership

- i. Uintah County retains exclusive ownership of all historical voice call recordings, video visitation recordings, eMessage transcripts, and communication metadata.

- ii. The vendor is strictly prohibited from proprietary locking, encrypting, or withholding County data.
- iii. Upon contract expiration, termination, or non-renewal, the vendor must convert 100% of the historical communications database (retained for the contract's duration) into standard, unencrypted media formats (MP3 for audio, MP4 for video).
- iv. The vendor must deliver these files to the County via a secure, shared network drive or physical storage media at no cost within thirty (30) days of contract termination.

c. Air-Gapped Network & Cyber Security

- i. The proposed ITS must operate on a dedicated, physically isolated Local Area Network (LAN). Use of or physical connection to Uintah County's administrative network, servers, or general VPN is strictly prohibited to maintain an absolute air-gapped security posture.
- ii. The vendor must document and submit a complete network port matrix, firewall protocol sheet, and secure remote access architecture for formal approval by County IT security officers prior to installation.
- iii. The platform must be compliant with the FBI's Criminal Justice Information Services (CJIS) security standards to safeguard sensitive investigative data.
- iv. The administrative management portal must utilize Multi-Factor Authentication (MFA) for all staff logins and enforce customizable, role-based access controls (RBAC) from county-issued devices. This ensures that jail deputies and investigators only access functions and communication logs they are explicitly authorized to view.
- v. Tamper-proof audit logs must record every administrative action, identifying the user, timestamp, and specific data accessed.

6. Evaluation of Submission

6.1 Mandatory Minimum Requirements

The Vendor's proposal **MUST** comply with the proposal submission requirements and format specified in **Attachment 2 – Proposal Submission Requirements**, including the required Title Page, Table of Contents, and Executive Summary. In addition, the Vendor **MUST** address each of the Mandatory Minimum Requirements listed below. Each requirement must be specifically addressed or clearly referenced in the submitted proposal to be eligible for consideration. Failure to comply with the submission requirements or address any Mandatory Minimum Requirement may result in the Vendor being deemed non-responsive and disqualified from further proposal evaluation.

1. Compliance with Proposal Submission Requirements

- a. The proposal must be organized and submitted in accordance with **Attachment 2**, including all required sections, content, and formatting.

2. **Project Approach & Implementation Plan**
 - a. Project approach and understanding
 - b. Project plan and implementation schedule
 - c. Training plan and schedule
 - d. Resources and County coordination
 - e. Subcontractors and partnerships
 - f. Scope of Work compliance
 - g. Reporting capabilities
3. **Cost Proposal/Compensation Structure**
 - a. No-cost-to-County model
 - b. Rates, fees, commissions, and revenue-sharing structure
 - c. Financial obligations and purchase options
4. **Company Qualifications**
 - a. Licensing and legal authority
 - b. Insurance
 - c. Certifications and manufacturer authorizations
 - d. Subcontractor qualifications
5. **Experience**
 - a. Minimum of two (2) comparable customers/projects completed within the last three years
6. **Required Forms**
 - a. Completed and signed Vendor Information Form (Attachment 1)

6.2 Technical (subjective criteria)

Each of the following bullet points will be evaluated and scored based on how well the proposal responds to each bullet point on a scale of 0-5 as technical criteria. Each bullet point must be thoroughly addressed to receive full points.

Category	Description	Points
Project Approach & Implementation Plan	Evaluation will be based on the quality and feasibility of the proposed approach, project plan, implementation methodology, deployment and transition schedule, training plan, and coordination with the County, including the Vendor's ability to maintain continuous operations with minimal interruption to existing services.	150 (15%)
Cost Proposal/ Compensation Structure	Evaluation will be based on the overall value of the proposed no-cost model, including billing and payment structures, end-user rates and fees, commission rates, revenue-sharing arrangements, and pricing for all proposed services, such as telephone, electronic messaging, tablets, video visitation, and entertainment services. Evaluation will also consider compliance with FCC regulations and applicable rulings, as well as the Vendor's ability to support applicable billing options, including direct billing, collect, prepaid, and debit-based models through an LEC or equivalent structure, based on gross revenue as defined in the RFP.	200 (20%)

Category	Description	Points
Company Qualifications	Evaluation will be based on vendor qualifications, licensing, certifications, insurance, and qualifications of subcontractors or partners.	100 (10%)
Experience	Evaluation will be based on the Vendor's relevant experience and successful completion of comparable deployments, particularly in correctional environments.	150 (15%)
Scope of Work Compliance & Demonstrated Ability:	Evaluation will be based on the Vendor's ability to meet the technical and operational requirements of the Scope of Work, the quality and suitability of the proposed system, and demonstrated performance of the proposed solution in comparable correctional environments. Consideration will be given to system reliability, functionality, and the Vendor's demonstrated ability to successfully implement and maintain the proposed solution.	250 (25%)
Oral Presentation and Interview	Oral Presentation and Interview (By Invitation Only) Top-ranked proposers will be invited to participate in an interview Each question will be scored on a 0–5 scale and combined into a single overall interview score, and added to the technical scoring. Evaluation will be based on communication, responsiveness, clarity, and ability to address County-specific priorities.	150 (15%)

The submission of all respondents will be compared and evaluated pursuant to the evaluation criteria set forth in this RFP, and a single respondent may be selected. This RFP does not commit Uintah County to select any respondent, award any work order, pay any costs incurred in preparing a response, or procure or contract for any services or supplies.

All proposals must be in reference to the terms and conditions stated in this RFP. The awarded proposal will be selected based on the County's determination of the top-scoring proposal and most advantageous proposal, presentation (if held), and completed reference checks.

The decision to request interviews/presentations is at the discretion of the County. The intent of the presentations, if held, will be to allow the County an opportunity to clarify and ask questions resulting from the initial evaluation. No new information may be brought forward. Presentations are not guaranteed; candidates are advised to fully respond to the RFP at the time of submission.

6.3 Oral Presentations and Interview

Based on the initial technical scores, the three (3) highest-ranked vendors will be invited to participate in oral presentations and interviews.

Each Vendor will be allotted sixty (60) minutes, structured as follows:

1. **20 minutes** – Vendor presentation and product demonstration.
2. **30 minutes** – Evaluation Committee questions.
3. **10 minutes** – Final discussion and Q&A.

A separate interview scorecard will be used to evaluate each Vendor. Each question will be scored on a **0–5 scale**, with individual scores totaled to determine the Vendor's overall interview score. The interview scores will be combined into a single overall interview score and added to the Vendor's

technical score, for a total of **1,000 available points**. The interview portion will account for **150 points (15%)** of the total 1,000 technical points.

Vendors must adhere to the allotted time and may not materially modify their submitted proposal during the presentation or interview.

6.4 Cost/Compensation Structure

Vendors must submit a comprehensive, itemized Cost and Revenue as outlined in the Procurement Timetable. The proposed financial model must completely align with the 100% Vendor-Funded, Turnkey System framework required by Uintah County.

1. Comprehensive End-User Pricing Structure

- a. Vendors must submit a complete, itemized schedule of all end-user rates, fees, and charges. This must include, but is not limited to:
- b. Inmate Telephone Calls: Per-minute calling rates (subject to the latest FCC and Public Utilities Commission mandates, including any applicable caps).
- c. Video Visitation: Rates for remote paid sessions utilizing inmate tablets, alongside confirmation that onsite lobby sessions remain free of charge.
- d. Electronic Messaging (E-Messaging): Per-message or package rates for secure two-way communication between inmates and approved outside contacts.
- e. Tablet Services & Digital Content: Itemized pricing for optional inmate-funded services, including premium entertainment, app access, e-books, and tablet rentals.

2. Revenue Sharing and Commission Structure

In accordance with federal regulations, commissions shall be paid to the County on inmate telephone calls. Vendors must instead outline a revenue-sharing model based on ancillary tablet services:

- a. Fixed Percentage of Gross Revenue: Vendors must offer a specified, fixed percentage of gross revenue payable to Uintah County derived from tablet services (entertainment, messaging, rentals, etc.).
- b. Calculation Methodology: Clearly detail the exact calculation method for commissions, explicitly stating any and all proposed deductions from Gross Revenue.
- c. Shortfall Invoicing Protection: Confirm that if monthly County commissions fall below the monthly cost of approved tablet/application services, the County will not be billed.
- d. Vendor Liability Acceptance: Explicitly state that the Vendor assumes 100% financial responsibility for billing disputes, fraudulent activities, and uncollectible revenue, and that these losses will not diminish the County's commission.

3. Value-Added & Complementary Services

Vendors must clearly list all standard, complementary services provided to the facility and inmates at zero cost. At a minimum, this list must confirm no-cost implementation for:

- a. The Automated Interactive Voice Response (IVR) information system.
- b. Ability to directly integrate with UBTech, Ashley Valley Education Center (AVEC), and DOC free educational programs.

- c. Free basic tablet applications (Inmate handbook, commissary ordering, grievance/medical requests, and religious materials).
- d. Lightning Law digital evidence (or similar or equivalent service) and remote attorney-client privilege software integrations.

4. Mandatory Financial Rule: Fully Vendor-Funded / Turnkey Solution

- a. All components of the proposed Inmate Technology System (ITS)—including infrastructure, hardware, software, networking, maintenance, data migration, training, and 24/7/365 technical support—must be provided at no cost to Uintah County.
- b. The Vendor shall be solely responsible for all upfront and ongoing operational costs. No costs related to system administration, software updates, background monitoring tools, or hardware maintenance shall be charged to, or deducted from, County revenues or commissions. Overage charges or hidden fees are strictly prohibited; all system costs must be entirely recovered through the pre-approved end-user revenue model.

7. Attachments

- **Attachment 1** – Vendor Information Form
- **Attachment 2** – Proposal Submission Requirements
- **Attachment 3** - 2024-2025 Telephone & Tablet Usage Data

8. Insurance Requirement

The successful vendor may be required to maintain, at their own expense, the following insurance coverage throughout the duration of the contract: Commercial General Liability, Workers' Compensation, Automobile Liability, and, if applicable, Professional Liability (Errors & Omissions). Prior to the commencement of any work, the successful vendor must provide certificates of insurance evidencing the required coverage.

9. Award

In accordance with Uintah County Code §4.04.090, the County will either award a proposal or will announce that no award will be made. There is no implicit or explicit guarantee that the project will proceed.

10. Terms and Conditions of the RFP

Disclosure. Upon award of the contract, all accepted proposals shall become **public records**, except for those elements **specifically identified by the Contractor** as business or trade secrets and clearly marked as "trade secret," "confidential," or "proprietary", upon submission of the RFP. Each element the Contractor wishes to withhold must be individually identified and marked. Blanket or non-specific designations (e.g., a general statement applying to the entire proposal) shall not be sufficient and will not bind the County.

Suppose an entire page contains only confidential material. In that case, the Contractor must clearly label the top and bottom of the page with the appropriate designation (e.g., "CONFIDENTIAL – CONTAINS TRADE SECRET"), along with a justification or reference to the applicable confidential content. The County reserves the right to determine the validity of any such designation. Furthermore, although the County and Contractor may argue that some information is protected and may contain trade secrets, courts may disagree and require disclosure of that information.

Although pricing and service components of the successful proposal will generally not be considered proprietary, specific components of that aggregate price may be considered protected. It is up to the Contractor who desires to withhold that information to designate such and explain why it should not be made public. Suppose disclosure is required under the Utah Government Records Access and Management Act (GRAMA) or any other applicable law. In that case, the County shall not be held liable for the release of such information, even if marked confidential.

Scope of Work Modifications: The County reserves the right to waive, modify, or approve reasonable deviations from the Scope of Work when such changes are determined to be in the County's best interest and do not adversely affect the project's overall objectives, required scope, or deliverables. All minimum mandatory requirements must be met and are not subject to modification. Any changes to preferred, requested, or other elements are subject to County review, a determination of reasonableness, and Purchasing approval.

Failure to Agree. If the County and the selected Contractor cannot reach a satisfactory agreement, the County reserves the right to terminate negotiations. In such an event, the County may initiate negotiations with the next highest-scoring RFP applicant or, at its discretion, issue a new request for proposals.

Right to Reject. The County reserves the right to reject any and all proposals. In addition, the County will not reimburse costs associated with the preparation or presentation of the proposals.

11. Questions & Inquiries

CONTACT INFORMATION

Gennie Bird, Purchasing & Grants
Uintah County
152 E 100 N
Vernal, UT 84078
gbird@uintah.utah.gov
435-781-5481

ATTACHMENT 1

Vendor Information Form

ATTACHMENT 2

Proposal Submission Requirements

ATTACHMENT 3

2024-2025 Telephone & Tablet Usage Data

Attachment 1: Vendor Information Form

Company Name: _____

Authorized Representative (Print Name): _____

Email: _____

Phone Number: _____

Title: _____

Signature: _____

Date: _____

Attachment 2: Proposal Submission Requirements

Proposals must be organized and submitted in accordance with the requirements outlined below. Vendors should clearly identify each section and provide all information requested. The proposal should follow the section order provided to facilitate review and evaluation.

1. Title Page

Include the following:

- Company name
- Address
- Phone number
- Email address
- Contact person
- Signature of an authorized representative acknowledging acceptance of the RFP requirements

2. Table of Contents

Provide section and page references for all proposal contents.

3. Executive Summary

Provide a concise overview of the proposal, including:

- Proposed solution and key features
- Understanding of the County's objectives
- Key benefits to Uintah County
- Any exceptions to the RFP requirements
- Any requests for protected or confidential information

4. Project Approach & Implementation Plan

The Vendor must provide a response demonstrating its understanding of the project, proposed approach, and ability to complete the installation and system transition with minimal disruption to existing jail operations and services. The response must include:

- **Project Approach:** Understanding of the project and proposed solution and approach.
- **Project Plan:** Proposed implementation schedule, deployment approach, installation methodology, and system transition plan.
- **Resources & Coordination:** Resources and information required from the County and proposed approach for coordination and communication with County staff.

- **Training Plan & Schedule:** Detailed training plan and schedule addressing all Scope of Work requirements, including onsite, role-based training for administrative staff, correctional officers, and IT personnel. Include training topics, delivery methods, and implementation timelines.
- **Subcontractors & Partnerships:** Identification of subcontractors, partners, or other third parties and a description of their roles and responsibilities.
- **Scope of Work Compliance:** Point-by-point response to all Scope of Work requirements.
- **Reporting Capabilities:** Sample reports demonstrating the proposed system's reporting capabilities and ability to meet the County's reporting requirements.

5. Cost Proposal/Compensation Structure

The summary must address:

- **No-Cost Model:** Confirmation that all system implementation, equipment, software, maintenance, training, support, and ongoing operating costs will be fully funded by the Vendor.
- **Rates & Fees:** Proposed end-user rates and fees for inmate telephone, video visitation, email, and other services.
- **Commission & Revenue Sharing:** Proposed commission percentages and revenue-sharing structure for applicable services.
- **Revenue Methodology:** Explanation of how revenue and commissions are calculated, including any applicable deductions.
- **Purchase Options:** Commission and purchase option information for all proposed inmate communication services and equipment.
- **Reporting & Auditing:** Description of commission reporting, financial transparency, and audit capabilities.
- **Billing & Collection:** Procedures for end-user services.
- **Regulatory Compliance:** Confirmation that all proposed rates, fees, commissions, and compensation arrangements comply with applicable federal, state, and local regulations.

Refer to **Section 6.4 – Cost/Compensation Structure** for complete pricing requirements, revenue-sharing provisions, and Vendor financial obligations.

6. Company Qualifications (Licensing & Insurance)

The Vendor must provide information demonstrating its qualifications and ability to perform the Scope of Work, including:

- **Company Background:** Company history, ownership, organizational structure, experience, and mission.

- **Licensing & Legal Authority:** Proof of legal authority to conduct business in the State of Utah.
- **Insurance:** A current Certificate of Insurance evidencing General Liability, Workers' Compensation, and Automobile Liability coverage.
- **Certifications & Authorizations:** Copies of required licenses, certifications, registrations, and manufacturer authorizations.
- **Subcontractors:** Identification of any subcontractors or partners, including their qualifications and respective scopes of work.

7. Experience

The Vendor must provide a list of at least two (2) prior customers or clients for which comparable work was completed within the last three years.

- Client/Customer Name
- Project Description
- Project Completion Date or Date of Work
- Current Contact Information

8. Required Form

Submit a completed and signed Vendor Information Form (Attachment 1).

9. Additional Information

The Vendor may include additional information or supporting materials that may assist the County in evaluating the proposal, including:

- Additional services or capabilities
- Product literature and brochures
- Sample reports
- Billing examples
- Commission calculation reports
- Other relevant supporting documentation

Additional information should be clearly identified and organized within this section.

Attachment 3: 2024-2025 Telephone & Tablet Usage Data

1. Financial Overview (Revenue & Commissions)

This table tracks total monthly revenue and commissions. Note that the second reporting period spans from January 2025 through November 2025.

Month	Revenue	Commission
March 2024	\$20,890.00	\$9,068.00
April 2024	\$18,380.00	\$8,838.00
May 2024	\$20,932.00	\$9,679.00
June 2024	\$19,677.00	\$8,838.00
July 2024	\$19,873.00	\$8,377.00
August 2024	\$23,240.00	\$10,173.00
September 2024	\$20,992.00	\$9,257.00
October 2024	\$21,849.00	\$9,726.00
November 2024	\$20,141.00	\$9,091.00
December 2024	\$25,445.00	\$10,233.00
January 2025	\$24,083.00	\$10,431.00
February 2025	\$20,393.00	\$9,267.00

Month	Revenue	Commission
March 2025	—	\$11,910.00
April 2025	—	\$11,186.00
May 2025	—	\$12,648.00
June 2025	—	\$12,819.00
July 2025	—	\$13,491.00
August 2025	—	\$14,327.00
September 2025	—	\$14,569.00
October 2025	—	\$15,985.00
November 2025	—	\$16,080.00
2024–25 Summary		
Total (Mar 24 - Feb 25)	\$255,895.00	\$112,978.00
Average (Mar 24 - Feb 25)	\$21,324.58	\$9,414.83
Average (Jan 25 - Nov 25)	—	\$12,973.91

2. Product Performance Metrics

This table combines monthly volume data across all products: Video Visitations (Remote vs. Attorney), eMessages, Tablet Media Activity (Games, Movies, Music, Newsstand, TV Shows), and Wall Phone Calls.

Month	Video: Remote	Video: Attorney	eMessages	Tablet: Games	Tablet: Movies	Tablet: Music	Tablet: News	Tablet: TV	Wall Phone Calls
Mar 2024	81	1	812	108	405	576	6	411	9,008
Apr 2024	22	1	772	98	290	322	7	419	8,817
May 2024	77	1	997	67	340	433	4	503	9,592
Jun 2024	93	0	992	72	348	381	6	407	8,452
Jul 2024	113	0	1,149	115	361	545	7	507	7,835
Aug 2024	157	—	1,593	92	393	638	6	515	9,719
Sep 2024	134	—	1,229	106	373	660	6	346	9,159
Oct 2024	135	—	1,405	102	355	515	8	510	9,718
Nov 2024	86	—	970	90	330	672	7	373	9,339
Dec 2024	141	—	1,837	158	586	1,027	8	701	9,642
Jan 2025	208	—	1,645	124	482	509	6	672	8,715
Feb 2025	126	—	1,108	121	346	381	4	271	7,938
Mar 2025	164	—	1,362	114	332	510	8	455	9,882

Month	Video: Remote	Video: Attorney	eMessages	Tablet: Games	Tablet: Movies	Tablet: Music	Tablet: News	Tablet: TV	Wall Phone Calls
Apr 2025	163	—	1,395	118	341	468	7	360	9,547
May 2025	162	—	1,571	135	407	519	6	441	10,430
Jun 2025	182	1	1,648	52	433	545	6	563	12,310
Jul 2025	175	3	2,026	92	513	494	5	557	12,354
Aug 2025	204	3	2,132	111	409	614	10	420	14,062
Sep 2025	273	4	2,258	155	448	720	12	389	14,643
Oct 2025	261	3	2,251	107	486	792	13	695	15,451
Nov 2025	246	1	2,075	94	548	679	9	676	15,428
Historical Averages									
Avg (Mar 24 - Feb 25)	101	0	1,137	104	384	555	6	470	9,098
Avg (Jan 25 - Nov 25)	197	3	1,770						