

PROCUREMENT NOTICE



INCARCERATED INDIVIDUAL TECHNOLOGY SERVICES (IITS)

WASHINGTON STATE DEPARTMENT OF CORRECTIONS

ISSUE DATE: JULY 19, 2019

RESPONSE DUE DATE: AUGUST 6, 2019

The Washington State Department of Corrections (“Department”) is seeking a qualified vendor to provide comprehensive Incarcerated Individual Technology Services (“IITS”) to incarcerated individuals and their friends and families. At a minimum this will include video visitation, phone service, entertainment (e.g. movies, music, and games), commissary services, money transfers, educational content, etc. Services may be provided through a variety of means including through tablets, phones, kiosks, and, for friends and family, remotely via computer or mobile device. The vendor will be expected to provide all related hardware for facility based services.

The vendor is also expected to provide goods and services to the Department that are incidental to the IITS services described above including intelligence and investigation capabilities and administrative functions. The Department anticipates that the operation and maintenance of the IITS solution, including the operation of the intelligence and investigation piece, customer service, and maintenance and repair of hardware will require dedicated vendor FTEs, a number of which may be stationed on Department property.

The vendor will not receive compensation from the Department for its services. Instead, the vendor will receive revenue from its Department operations and a significant portion of the vendor’s total gross revenue from those operations will be paid to the Department to fund its Offender Betterment Fund.

The selected vendor will be solely responsible for all products and services including those that may be provided by subcontractors. The vendor must also be the sole point of contact for repair, maintenance, and support requests.

The Department currently contracts with Value-Added Communications Inc. (VAC) for phone service and related equipment, and commissary ordering services. The Department also contracts with JPay for a variety of technology/media services including music, movies, email, e-books, fund deposits, video visitation, and media players.

Due to the complexity, importance, and sensitivity of the goods and services involved, the Department seeks only those vendors who have significant experience providing similar goods and services in a correctional environment and who understand the challenges posed by operating in such an environment.

Interested vendors must submit the following materials to the solicitation coordinator at docrfpresponse@doc.wa.gov by the solicitation due date identified in WEBS:

1. A list of past and current clients along with the goods and services provided to those clients.

Correctional clients should be specifically called out.

2. A list of correctional client references. Vendors may be asked to arrange Department staff visits to reference sites.
3. Descriptions of relevant goods and services available from the vendor. Vendor must also explain why the Department should select vendor's goods and services over those of its competitors.
4. Completion and submittal of Exhibit A, Vendor Profile Form, and Exhibit B, Vendor Certifications, each of which is attached to this WEBS posting.

Vendors presenting the best solution to the Department, incarcerants, and incarcerants' friends and family will, at the Department's discretion, be invited to participate in later stages of the procurement, which may include providing responses to Department requirements, oral presentation, product demonstrations, site visits, etc.

Contents of all responses must be consistent with all applicable Federal and Washington State laws, FCC rulings or orders, and Department policies while meeting each Facility or location's specific requirements and local measures to ensure the safety and security of staff, incarcerant victims, and the community.