



Goodhue County Sheriff

REQUEST FOR PROPOSALS

INMATE COMMUNICATIONS SYSTEMS AND EQUIPMENT

Posted: June 18, 2025, 4 p.m. Central

Proposal deadline: July 11, 2025, 5 p.m. Central

Website: https://goodhuecountymn.gov/bid_notices/

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Goodhue County Sheriff's Office
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SECTION 1 Invitation to Bid

The Goodhue County (Minnesota) Sheriff's Office (GCSO) seeks proposals from qualified offerors for integrated inmate communication services (audio and video) and equipment (including individual inmate tablets and shared communications hardware as needed). Also included in this procurement is robust local management and monitoring system and licensed content for inmate tablets.

To be considered, responding firms must have the capacity to meet the scope and requirements as outlined in Section 4, submit a proposal that follows the format, content requirements, and submission instructions outlined in Section 5, and agree to the terms and conditions contained in Section 6.

It is to our mutual advantage for a vendor's proposals to be as thorough and detailed as possible so that the County may properly evaluate its capabilities to provide the required services. Any additional information, services, or refinement of work efforts that will assist in the completion of this initiative can be added to any submittal.

The RFP and related documents, including responses to questions and requests for clarification, can be downloaded from the Goodhue County website <https://goodhuecountymn.gov/Bids.aspx> under Inmate Communication Services Request for Proposals.

SECTION 2 Procurement Timeline & Project Schedule

18-Jun	RFP published
30-Jun	Questions due
1-Jul	Responses published
2-Jul	Amendments (if needed) published
11-Jul	Proposals due 5 p.m. Central
17-Jul	Finalist notified
22-Jul	Finalist demo/presentation
31-Jul	Contract complete
19-Aug	Board meeting, contract approved
25-Aug	Implementation begins
31-Oct	Implementation complete

SECTION 3 General Information

Background

Goodhue County, population 48,035, is located in southeast Minnesota. Farms and small towns dot the central and western part of the county. The county seat is Red Wing, population 16,756. The town is situated on the bank of the Mississippi which forms the county line and Minnesota's boundary with Wisconsin.

The Goodhue County Law Enforcement Center is in central Red Wing, and is home to the Goodhue County Sheriff's Office, Red Wing Police, and the Adult Detention Center (ADC).

The ADC's current average daily population is 47 inmates. In 2024, it was 52, with each inmate staying for an average of 22 days. The highest annual daily population average was in 2017 at 125 inmates. A total of 1,406 inmates were admitted to the ADC in 2024. The ADC has a capacity of 155 approved beds.

Current system

The current inmate telephone system is by Securus Technologies, and has been in place since the opening of the facility. It consists of 14 wall-mounted telephone sets divided between six inmate pods and the booking/holding area. (Table 1)

The current video visitation system is by Securus Technologies and consists of 13 wall-mounted stations with wired handsets. (Table 1) The visitor displays are mounted to the wall of a partitioned privacy cubicle.

Table 1 - Current Pod Configuration and Communication Equipment

Pod	Type	Supervision	Beds	Phone	Video
A	Female	Indirect	17	3	1
B	Special Needs	Indirect	8	1	1
C	Work Release	Indirect	15	2	1
D	Disciplinary Seg	Indirect	8	2	1
E	General Population	Direct	59	3	2
F	General Population	Direct	59	2	2
	Holding/booking	Direct	4	1	1
	Visitor area				4
Totals			170	14	13

SECTION 4 - Scope & Requirements

General requirements

The Contractor, with its own forces, or through County-approved joint ventures or subcontracts, shall perform all work described in this section.

We encourage contractors to suggest methods to improve efficiency and cut costs without sacrificing the required quality as dictated by the Minnesota Department of Corrections as they apply to the ADC.

GCSO expects to make a technological shift from wired and wall mounted devices to video and audio call services that are integrated with inmate tablets. Solutions may also include a mobile app or web app for use by those outside of the detention facility wishing to communicate with the inmate.

Some wired and wall-mounted hardware may still be the best and most practical solution; for example, the video device in the public visitation room may need to be secure to prevent theft or damage.

Respondents should recommend solutions that fit our needs. We welcome clarifying questions.

Except as otherwise noted as the responsibility of the County, the successful Vendor shall provide and pay for all supplies, equipment, materials, labor, and services necessary or incidental to the installation, maintenance, repair, replacement, and operation of the solution.

Integration

- **The tablets, telephone system and video visitation system must integrate with CIS jail management system and with Turnkey TEAM3 banking and commissary system.**
- Integration will be at no cost to the County.

Inmate Tablets & Charging Docks

- 60 tablets (50 ADP + 20 % spare), bulk chargers
- The County prefers the ability to adjust the spare ratio if there is a large, unexpected demand by the public for more devices, the vendor will accommodate additional devices at no additional expense.
- Adequate processor speed, memory and storage capacity to exceed minimum performance standards for use with video and voice communications.
- Secure and locked operating system to allow only permitted use.
- Tablet restricted access to entertainment and education content such as digital law library, games.
- Restricted E-Messaging / texting

Proposed Future Communication Equipment*

Pod	Type	Supervision	Beds	Phone	Video
A	Female	Indirect	17	3	1
B	Special Needs	Indirect	8	1	1
C	Work Release	Indirect	15	2	1
D	Disciplinary Seg	Indirect	8	2	1
E	General Population	Direct	59	3	2
F	General Population	Direct	59	2	2
	Holding/booking	Direct	4	1	1
	Visitor area				4
Totals			170	14	13

* Respondents should recommend equipment installations and software solutions that, in their estimation, best suit the needs of ADC inmates and the Goodhue County Sheriff's Office.

Inmate Telephone System Requirements

Inmate and visitor features/requirements

- Inmates can make outgoing calls on assigned tablet device.
- Outgoing calls will use numbers and caller ID provided by the vendor
- No incoming calls
- Inmates and outside persons can add minutes through vendor(s).
- Video Relay System (deaf and hard of hearing interpreter for video calls)

Robust local video visitation management

- Manage and adjust scheduled calling hours.
- Inmates can make free, non-recorded calls for privileged communications, such as conversations with an attorney.
- Ability to intervene and pause or end a telephone call.
- Ability to revoke and reinstate telephone privileges.
- Maintain a record of all inmate calls and parties involved.
- Ability for live silent monitoring of calls.
- All calls are recorded.
- Recordings are stored for a minimum of seven years
- Investigative tools for reviewing and retrieving recordings
- Free calls for newly arrested detainees

Inmate Video System Requirements

Inmate and visitor features/requirements

- Inmates can participate in video visits from assigned tablet device.
- Anyone from any device with internet access can schedule and participate in a visit with an inmate.
- On site visitors have access to video visit stations in public visiting room.
 - The County is open to the Vendor's suggestion on the number and type of public devices necessary for on-site visits based on facility and population.
- Video Relay System (deaf and hard of hearing interpreter for video calls)

Robust local video visitation management

- All visits are scheduled using integrated reservation system.
- Manage and adjust scheduled in-person visiting hours.
- Manage and adjust scheduled remote visiting hours. (Currently, any time the facility is not in lockdown.)
- On site visits are free, but subject to limits in duration and frequency.
- Inmates can schedule free, non-recorded visits for privileged communications, such as conversations with an attorney.
- All visits are time limited. (Currently 20 minutes.)
- Ability to intervene and pause or end a visit session.
- Ability to revoke and reinstate video visit privileges.
- Maintain a record of all inmate visits and parties involved.
- Ability for live silent monitoring of visit sessions.
- All video visits are recorded.
- Recordings are stored for a minimum of seven years
- Investigative tools for reviewing and retrieving recordings

Technical system uptime and maintenance

- The telephone and video visitation systems should perform with 99.5% or better uptime.
- The Vendor will provide all services, materials, equipment, and personnel to maintain its system components that are located off-site, including software and hardware, in full operating condition and keep it available for use in accordance with the provisions of the executed agreement.
- Routine maintenance, including but not limited to periodic inspections, tests and adjustments, shall be conducted at times mutually agreed to in advance. The vendor shall provide the County with a minimum of forty-eight (48) hour notice for non-service impacting maintenance and a minimum of seven (7) days' notice for planned service-impacting maintenance.
- Software releases, updates, and upgrades shall be provided by the Vendor as agreed to by the County at no additional charge. Vendors must warrant that no release, update or upgrade will have material adverse effect on the functionality or operability of the solution.

Support

- During the term of the executed agreement, the Vendor shall provide support seven (7) days per week. Said support should include direct phone support, email support or other channels as appropriate.
- For critical issues, responses will be within fifteen minutes of initial contact and resolution will be within two (2) hours of initial contact. Critical issues are defined as issues that affect the functionality of the service or data of the system, do not have a workaround and prevent County from conducting daily business processes.
- A technical system solution must be supported by a redundant backup site with seamless failover capabilities.

Termination

- In the event the service is terminated, in whole or part, during or at the completion of the agreement term, the Vendor shall pay all expenses associated directly or indirectly with the removal of the solution.

SECTION 5 Proposal Instructions and Evaluation

Contact

Prospective respondents should direct all communications regarding this RFP by email to the contact listed below. Respondents should not contact any other County employees regarding this RFP.

Cory Gagnon
Adult Detention Center Lieutenant
cory.gagnon@goodhuecountymn.gov

Questions and clarifications

Questions should be sent my email to the contact listed above. Questions will be answered as promptly as possible. If it is determined that all prospective respondents will benefit from the information requested and provided, the questions and response will be posted in the bid section of the Goodhue County website.
https://goodhuecountymn.gov/bid_notices/.

The last day for questions to be accepted/answered is June 30, 2025.

Submitting proposals

Proposals must be uploaded here: <https://request.co.goodhue.mn.us/filedrop/~usT8hD>

The deadline for submitting proposals is July 11, 2025, 5 p.m. Central

Proposal content

Except for the letter of transmittal, each section should be numbered as follows. The proposal and all associated documents should be collected into a single PDF with numbered pages.

1. Letter of Transmittal

A letter, signed by the authorized agent of the bidding firm should contain the following information:

- Description of the firm, including name, physical address, and corporate/legal status, name and contact information for a single point of contact, name of person with binding authority to enter into contracts.
- Statement of interest describing the bidder's understanding and interest in the project and capabilities to carry out the scope of work.

2. Bidder Qualifications

Please provide the following information. Goodhue County reserves the right to conduct investigation beyond the information requested below to determine bidder qualification and suitability.

- Describe the firm's history, financial resources, capabilities, and stability.
- Describe three projects similar in nature and size to Goodhue County implemented within the last five years.
- Provide a list of customers located in Minnesota, North Dakota, South Dakota, Iowa, and Wisconsin.
- Provide contact information for three references and describe your relationship with each.

3. Service Approach/Exception List

- Present the approach that will be taken to accomplish the scope and requirements set out in Section 4. Address each requirement or request.
- Describe capabilities/features of the proposed solution and support services provided that extend beyond the items identified in Section 4.
- If the proposed solution cannot satisfy any of the stated requirements or requests, each instance should be described in an Exceptions List with an explanation of why the requirement or request cannot be met.

4. Project Plan

- Provide a detailed project plan that outlines project phases/steps, and the duration of each in days.
- The project plan should contain specific dates for milestones to achieve a "go live" date for the new system of no later than November 1, 2025.
- Required inputs from Goodhue County should be clearly spelled out including time allowed for review in days and the maximum number of review cycles allowed to maintain project schedule.
- Plan should allow for removal of old hardware, installation of necessary infrastructure, integration with current systems, testing and training.

5. Financial Proposal

The County prefers a no-cost, commission-based telephone and video visitation service. However, all cost proposals will be reviewed for consideration.

The County expects fair and transparent financial proposals. While costs and commissions are important, rates paid by inmates and those who wish to communicate with them should be reasonable in order to ensure high quality service and fair prices passed on to inmates and the public, where applicable.

Commissions for the County should be based on net gross sales or revenue. The commission percentage by the type of service should be included in the financial proposal.

All costs and fees for the inmate and public should be included in the financial proposal.

6. Terms and Conditions

By submitting a proposal, the bidder acknowledges they have read and understand this RFP and agree to comply with the terms and conditions herein.

The RFP and the proposal will become the basis of a fixed-term contractual agreement for services. The bidder is welcome to provide a sample agreement for the purposes of expediting the contract negotiation and approval process. Goodhue County reserves the right to modify any provision of the RFP, proposal, or sample agreement in drafting a final Contract. Vendors should review all documents carefully before signing.

Evaluation of Proposals

Proposals will be evaluated by review committee using a common evaluation rubric that aligns closely with provisions set forth in this RFP.

Although economic issues will be considered in the award process, emphasis will also be placed upon the quality of the service offered, experience factors, the competency of the prospective vendor, and outside references.

In order to make a final vendor selection, the County may choose to narrow the field of prospective vendors to a list of finalists which will be invited to take part in a virtual interview and product demonstration. Approximate schedule for those interviews is spelled out in Section 2.

Section 6: Terms and Conditions

The Office of the Sheriff reserves the right to cancel this RFP and/or reject any or all proposals, to waive informalities in any proposal, to award any whole or part of a proposal, and to award to the Offeror whose proposal is, at the sole discretion of the Office of the Sheriff, determined to be in the best interest of the Office of the Sheriff.

Project evaluation and award will be accomplished in accordance with this RFP and including the price or value of the benefits offered the Office of the Sheriff in the proposal. When an award of a contract is made by the Sheriff and ADC Administrator, notification of such award will be presented to the Goodhue County Board of Commissioners for final review and approval.

No proposal may be withdrawn for a period of ninety (90) days unless the proposal is the subject of a clerical error. The submitter of the proposal must give the Office of the Sheriff notice of the request to withdraw within two (2) business days after the proposal due date.

Proposers are prohibited from making, and all GCSO employees are prohibited from accepting any offer of payment, discount, rebate, gift, offer of employment, intangible or other benefit, which may be interpreted as a means to influence the outcome of Proposal evaluation or the award of an Agreement.

All Vendors and Solutions proposed shall at all times comply with all applicable federal, state, and local licenses, permits, certificates, inspections, and documented standards, including, but not limited to:

- Annual Fire, Health, and DOC Inspections
- Minnesota Department of Corrections – Chapter 2911
- Minnesota Department of Health
- Minnesota Money Transmitter License
- Minnesota State Statutes
- Payment Card Industry (PCI) Compliance
- Goodhue County Jail Policies
- Goodhue County Policy on Gratuities