



Shelby County Tennessee

Mark H. Luttrell, Jr., Mayor

Request for Proposal Shelby County Government Purchasing Department

160 N. Main, Suite 550
Memphis, TN 38103

Issued: July 31, 2012

Due: September 28, 2012, no later than 3:00 P.M. (Central Standard Time)

RFP #13-007-04 Offender Management System (Shelby County Information Technology Services)

Shelby County Government is soliciting written proposals, on a competitive basis, from interested and qualified companies or professionals to provide Offender Management System for the Shelby County Correction Center and the Shelby County Jail. Information regarding this RFP is located on the County's website at www.shelbycountyttn.gov. At the top of the home page, click on the links "Department", "P" for the Purchasing Department and "Bids" to locate the name of the above-described RFP.

A mandatory pre-proposal conference to address your questions will be held at 2:00 P.M. (CST) on Wednesday, August 15, 2012 in Information Technology's Executive Conference Room, 160 N. Main, Suite 700, Memphis, TN 38103. All interested respondents are required to attend this meeting either in person or by teleconference. If you plan to attend, you must contact the Purchasing Department via email at deborah.cairncross@shelbycountyttn.gov to confirm your attendance with a representative's name, company and contact number. A confirmation email will be returned with specific information concerning the conference. Failure to attend this meeting will result in the rejection of your bid.

The proposal, as submitted, should include all estimated costs related to the services requested by the RFP specifications. If selected, your proposal will be the basis for negotiating a contract with Shelby County Government. Your proposal must be received in the Shelby County Purchasing Department **no later than 3:00 p.m. on Friday, September 28, 2012**. Proposals should be addressed to:

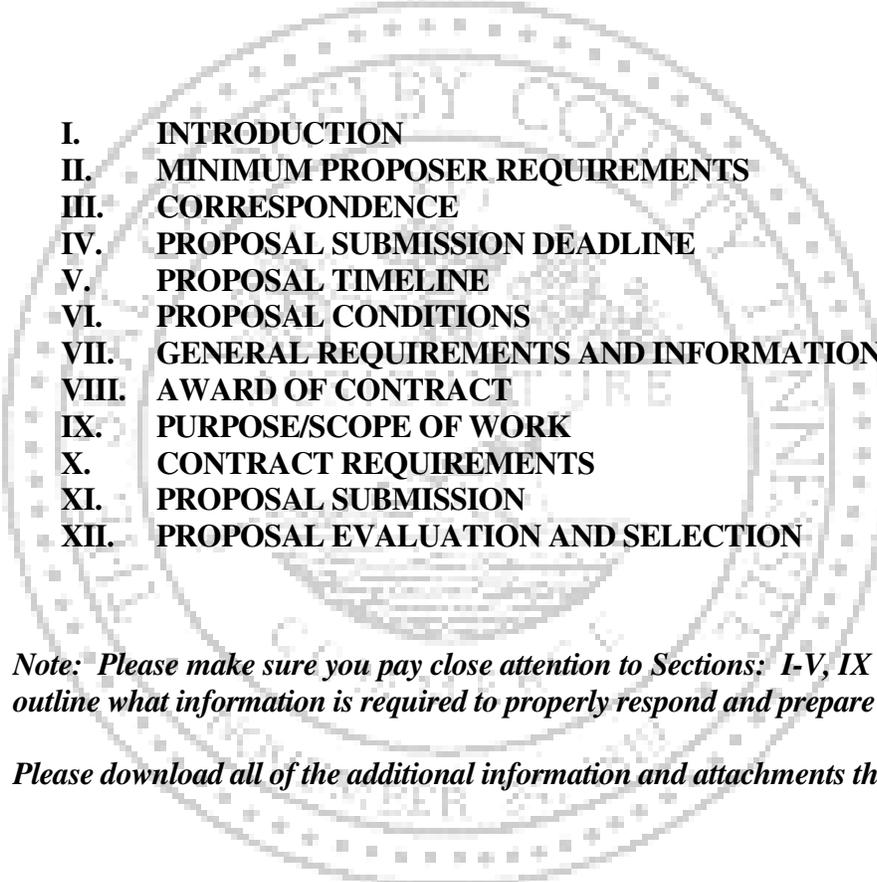
Debbie Cairncross, Buyer
Shelby County Government
Purchasing Department
160 N. Main St., Suite 550
Memphis, TN 38103

The package containing an original proposal (clearly identified as original), one (1) copy on CD and twelve (12) copies of your proposal must be sealed and marked with the proposer's name and "CONFIDENTIAL, OFFENDER MANAGEMENT SYSTEM , RFP #13-007-04" noted on the outside.

Sincerely,

Debbie Cairncross, Buyer
Shelby County Government
Purchasing Department

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Note: Please make sure you pay close attention to Sections: I-V, IX & XI. These sections will clearly outline what information is required to properly respond and prepare your RFP response.

Please download all of the additional information and attachments that accompany this RFP.

I. INTRODUCTION

Shelby County Government (the “County”) is seeking proposals from interested and qualified companies or professionals to provide and install an Offender Management System for the Shelby County Correction Center and the Shelby County Jail (the “Services”). This Request for Proposal (“RFP”) is being released to invite interested and qualified firms to prepare and submit proposals in accordance with instructions provided where one successful candidate will be selected and invited to enter into a contractual relationship with Shelby County for the Services outlined in this RFP. In this RFP, the terms Proposer and Provider are used interchangeably unless the context indicates otherwise.

II. MINIMUM PROPOSER REQUIREMENTS

All Proposers must:

1. Have a minimum of five (5) years experience performing the work described in the RFP.
2. Have a minimum of three (3) systems installed in other Jails and/or Prison Systems that are comparable in size to the proposed system.
3. Have sufficient, competent and skilled staff, with experience in performing the Services and be able to **pass a mandatory criminal background check before they are allowed entry onto the premises.**
4. Have all appropriate licenses and certification required in the State of Tennessee to perform the Services and procure all permits, pay all charges, taxes and fees.
5. **Apply** and **qualify** for a vendor number and Equal Opportunity Compliance (EOC) certification number through our EOC Administration (*see the details outlined in Section VII General Requirement/ e. Selection Criteria*) **prior to submitting your response.**
6. Attest that you adhere to all Title VI requirements and provide proof/documentation if necessary.
7. Independent contractors (sole proprietors) must adhere to State of Tennessee Public Chapter No. 436, known as the “Tennessee Lawful Employment Act” (effective date of 01/01/12). Proof and documentation of employment eligibility must be included with the proposal.
8. Attest that you adhere to the requirements of the “Living Wage Ordinance #328,” Section VI, Item I. (*A written statement of compliance must be provided with your response.*)
9. Provide proof of the minimum insurance requirements (**MANDATORY**, please review closely).
10. Provide a Bid Bond in the amount of 5% of the proposal; this bond must be submitted with your proposal.
11. The successful provider must submit a performance/labor material bond each in the amount of 100% of the amount of the contract.

Please Note: As a part of doing business with Shelby County, each individual, company or organization is required to obtain a vendor number and an “Equal Opportunity Compliance” certification number.

You can access the online application to receive the numbers indicated above at www.shelbycountyttn.gov. At the top of the home page, click on the links “Department”, “P” for the Purchasing Department and “Conducting Business with Shelby County”. The “Vendor Registration” link is at the bottom of the drop down box. Please download the application instructions and read thoroughly prior to accessing the application.

If you have any questions regarding the application, you may contact Purchasing at (901) 222-2250 or the EOC Administration at (901) 222-1100.

III. CORRESPONDENCE

All correspondence, proposals and questions concerning the RFP are to be submitted to:

**Debbie Cairncross, Buyer
Shelby County Government
160 N. Main St. Suite 550
Memphis, TN 38103**

Respondents requesting additional information or clarification are to contact Ms. Debbie Cairncross in writing at deborah.cairncross@shelbycountyttn.gov or at the address listed above. Questions should reference the sections of the RFP to which the questions pertain and all contact information for the person submitting the questions. ***IN ORDER TO PREVENT AN UNFAIR ADVANTAGE TO ANY RESPONDENT, VERBAL QUESTIONS WILL NOT BE ANSWERED. The deadline for submitting questions will be August 28, 2012 by 12:00 P.M. (CST).*** These guidelines for communication have been established to ensure a fair and equitable process for all respondents.

Note: All written questions submitted by the deadline indicated above will be answered and posted on the County’s website at www.shelbycountyttn.gov within 48 hours of the above cut-off date.

Please be aware that contact with any other personnel (other than the person clearly identified in this document) within Shelby County regarding this RFP may disqualify your company from further consideration.

IV. PROPOSAL SUBMISSION & DEADLINE

All proposals must be received at the address listed above no later than September 28, 2012 **at 3:00 P.M. (CST)**. Facsimile or e-mailed proposals will not be accepted since they do not contain original signatures. Postmarks will not be accepted in lieu of actual receipt. Late or incomplete proposals may not be opened and considered. Under no circumstances will this deadline be extended, regardless of weather conditions, transportation delays, or any other circumstance.

V. PROPOSAL TIMELINE

Shelby County reserves the right to modify this timeline at any time. If the due date for proposals is changed, all prospective proposers shall be notified.

Request for Proposals Released	Tuesday, July 31, 2012
Mandatory Pre-bid Conference	Wednesday, August 15, 2012 at 2:00 pm (CST)
Proposal Due Date	Friday, September 28, 2012 by 3:00 pm (CST)
Notification of finalists demonstrations	October 2012
Finalists demonstrations in Memphis	October/November 2012
Notification of Award	January 2013
Services to Commence	Immediately upon execution of the contract

A mandatory pre-proposal conference to address your questions will be held at 2:00 P.M. (CST) on Wednesday, August 15, 2012 in Information Technology's Executive Conference Room, 160 N. Main, Suite 700, Memphis, TN 38103. All interested respondents are required to attend this meeting either in person or by teleconference. If you plan to attend, you must contact the Purchasing Department via email at deborah.cairncross@shelbycountyttn.gov to confirm your attendance with a representative's name, company and contact number. A confirmation email will be returned with specific information concerning the conference. Failure to attend this meeting will result in the rejection of your bid

The County may reproduce any of the proposer's proposal and supporting documents for internal use or for any other purpose required by law.

VI. PROPOSAL CONDITIONS

A. Contingencies

This RFP does not commit the County to award a contract. The County reserves the right to accept or reject any or all proposals if the County determines it is in the best interest of the County to do so. The County will notify all proposers, in writing, if the County rejects all proposals.

B. Modifications

The County reserves the right to issue addenda or amendments to this RFP.

C. Proposal Submission

To be considered, all proposals must be submitted in the manner set forth in this RFP. It is the Proposer's responsibility to ensure that its proposals arrive on or before the specified time.

D. Incurred Costs

This RFP does not commit the County to pay any costs incurred in the preparation of a proposal in response to this RFP and proposers agree that all costs incurred in developing this RFP are the proposer's responsibility.

E. Final Authority

The final authority to award a contract rests solely with the Shelby County Purchasing Department.

F. Proposal Validity

Proposals submitted hereunder will be firm for at least **one year (360) calendar days** from the due date unless otherwise qualified. Equipment may be purchased in several stages due to the availability of funds.

G. Disclosure of Proposal Contents

The proposer understands and acknowledges that the County is a governmental entity subject to the laws of the State of Tennessee and that any reports, data or other information supplied to the County is subject to being disclosed as a public record in accordance with the laws of the State of Tennessee. All proposals and other materials submitted become the property of Shelby County Government.

H. LOSB

The County encourages the utilization of locally-owned small businesses as sources of subcontract work. The County notifies all respondents that all firms and/or individuals shall comply with the regulations relative to nondiscrimination in federally assisted programs of the Title VI of the Civil Rights Act of 1964, as amended.

LOCALLY OWNED SMALL BUSINESS PURCHASING PROGRAM RULES AND REGULATIONS:

- (i) The Administrator of Purchasing in conjunction with the Administrator of EOC shall identify certain goods and services required by the County to be set aside for special purchasing procedures for locally owned small businesses.
- (ii) Only certified locally owned small businesses will be allowed to submit competitive bids on the goods or services identified under paragraph (i) above.
- (iii) The Administrator of Purchasing shall, in conjunction with the Administrator of EOC, annually review the Shelby County Capital Improvement Program to determine those

projects with a construction cost of \$250,000 or more. Contracts amounting to at least ten (10%) of the construction costs of such project shall be awarded to locally owned small businesses as defined herein, except as set forth in sub-paragraph (vi) of this section, either as part of the conditions of the solicitation for general Providers bidding on these projects, or as separate bids issued by the County for subcontracts that may be assigned to general Providers.

(iv) After adhering to all other bidding and purchasing requirements of the County, not inconsistent with this part, if no bids are received from locally owned small businesses, then the County may solicit bids for the goods or services from all other sources.

(v) On all purchases and/or contracts entered into by the County, the Purchasing Administrator or his or her designee shall have the right to negotiate with any supplier of goods or services to the County for the inclusion of locally owned small business sub-Providers and/or suppliers in the contract award.

(vi) Failure by a supplier or Provider to include locally owned small business sub-Providers or suppliers in its bid or contract may be grounds for rejection of said bid or contract unless the supplier or Provider can show documented evidence of good cause why none were included.

(vii) Any locally owned small business awarded a contract or purchase order under this section shall not sublet, subcontract or assign any work or services awarded to it without the prior written consent of the Mayor or the Purchasing Administrator.

(viii) As to those purchases below the requirement for a formal bid solicitation (currently, under \$15,000) and not included in the locally owned small business set aside, the Administrator of Purchasing shall determine if any locally owned small business offers that product or service. If so, at least one such eligible locally owned small business should be included in the vendors contacted for an opportunity to bid, and the Administrator of Purchasing may, at his discretion, designate in a purchase order the purchase of such goods and services from the identified locally owned small business.

(ix) In those situations where a locally owned small business as defined herein, engages in open competitive bidding for County contracts, the Administrator of Purchasing shall provide for a preference for the locally owned small business where responsibility and quality are equal. Said preferences shall not exceed five percent (5%) of the lowest possible bidder meeting specifications. The preference shall be applied on a sliding scale in the following manner:

- a. A preference of up to five percent (5%) shall be allowed for contracts up to \$500,000.00;
- b. A preference of up to three and five-tenths percent (3.5%) shall be allowed for contracts up to \$750,000.00;

- c. A preference of two and one-half percent (2.5%) shall be allowed for contracts up to \$1,000,000.00;
 - d. A preference of two percent (2%) shall be allowed for contracts that exceed \$1,000,000.00.
- (x) For construction contracts over \$2,000,000.00, the Administrator of Purchasing shall provide for a preference of two percent (2%) to general Providers meeting the requirements of Section 1, Subparagraph B, if fifty percent (50%) or more of the total work comprising the bid has been or will be awarded to certified locally owned small businesses. The fifty percent (50%) subcontracting threshold must be met prior to contract execution.
- (xi) The Administrator of Purchasing may divide a single bid package for any purchase of goods and services into two or more smaller bid packages in any case that the Administrator of Purchasing reasonably believes that the smaller bid packages will result in a greater number of bids by locally owned small businesses.
- (xii) The Administrator of Purchasing, upon approval of the County Mayor, may establish special insurance and bonding requirements for certified locally owned small businesses so long as they are not in conflict with the laws of the State of Tennessee.
- (xiii) The Administrator of Purchasing, with the approval of the County Mayor, shall adopt and promulgate, and may from time to time, amend rules and regulations not inconsistent with the provisions of this ordinance, governing the purchase of goods and services from locally owned small business concerns to effectuate and implement the Locally Owned Small Business Purchasing Program within the intent of this ordinance.
- (xiv) The Administrator of EOC shall, in conjunction with the Administrator of Purchasing, provide a written quarterly report to the Mayor and Board of Commissioners which shall include a summary of the purchases selected for this program, a listing of the contracts awarded to locally owned small businesses for the period, and the dollar amounts of each such contract, and the percentage which such contracts bear to the total amount of purchases for the period.

I. Living Wage

Shelby County Government Ordinance #328 “Living Wages” is hereby incorporated into this Request for Proposal and any resulting contract. Please make sure that you review and apply the requirements of the ordinance to your proposal response. Failure to do so will result in disqualification from the review and award process. You may view and print the ordinance as a separate attachment for this RFP (***please do not forget to download ALL the additional attachments***).

VII. GENERAL REQUIREMENTS AND INFORMATION

A. Background

Shelby County Government seeks proposals from qualified firms to provide a single Offender Management System for the Shelby County Correction Center and the Shelby County Jail. Shelby County' desired solution will be Commercial-off-the-Shelf (COTS) solution.

The Shelby County Criminal Justice Coordinating Council (CJCC), chaired by then Sheriff Mark Luttrell and comprised of representatives from all the elected officials within the Shelby County Criminal Justice community, formed an IT Steering sub-Committee to explore the process of procuring a new, integrated criminal justice information system. Chaired by the Shelby County Criminal Justice Coordinator, this committee solicited a Technology Assessment from IJIS¹ (Integrated Justice Information Systems) and an Integrated Justice Information Assessment from the National Center for State Courts (NCSC)². Upon reviewing the recommendations of both agencies, Shelby County decided to pursue the purchase of an Integrated Criminal Justice Information System. The CJCC IT Steering sub-committee has since morphed into the iCJIS Executive Committee tasked with providing guidance and oversight to this project. The iCJIS Executive Committee directs the activities of the appointed iCJIS Project Director. The iCJIS Executive Committee Charter is included with this RFP as attachment A.

Shelby County, in Western Tennessee, has a population of slightly less than one million with approximately 68% of the population residing in the major municipality of Memphis and the remainder residing in six smaller municipalities plus in unincorporated areas of the County. The Sheriff has a statutory responsibility to operate the jail for the County and must, by law, accept all arrestees.

The Sheriff operates a main jail in downtown Memphis for male pre-trial detainees and a satellite jail for women and remanded juveniles referred to as Jail East. The downtown facility has a bed capacity of 2,813 with an average daily population of 2,401 for 2011. Jail East has a bed capacity of 382 and an average daily population of 277 for 2011. Combined, the Sheriff's Office has over 55,000 bookings a year. Both of these facilities currently utilize Tiburon's Jail Management System, deployed in 1996. Tiburon purchased this JMS system CorrLogic. Several other applications have been deployed in the Jail to fill gaps left by the current JMS. The expectation is that these applications will also be retired upon deployment of the new OMS. These include JICS (Jail Inmate Classification System), Grievances, Mugshot, Inmate Disciplinary, and Incident Tracking. JMSi is an inquiry only application for internal access. It queries both JMS and IMS. This functionality will be included in the scope of the new OMS.

The Shelby County Mayor's Office operates the Shelby County Correction Center. The Correction Center is a sentenced inmate facility, housing felons and misdemeanants sentenced to six years or less. It has a bed capacity of 3,534, an average daily population of 2,677 and about 8,400 bookings a year. The Correction Center currently has Tiburon's Inmate Management System, which was also purchased from CorrLogic and has been in use since 1999. The business process of the Jail and the Correction Center are so similar that they plan on utilizing a single Offender Management System, with certain functionality enabled for one facility and not for another.

Shelby County Information Technology Services (ITS) currently support both of these applications and the HP nonstop Tandems. ITS has about 77 employees and is a full service department, including telephones, help desk, networking, server support, application development and website maintenance. The current JMS/IMS/JSS systems are tightly integrated with a custom written interface. JSS is the custom developed Court Management System. Vendor support for JMS/IMS is now less than reliable and no money will be budgeted for enhancements for those systems. It would be difficult, and at an additional cost to replace one system without replacing all three systems at the same time. The new iCJIS will be integrated using a service Oriented Architecture solution. An Enterprise Service Bus solution (Info Hub) is included within the budget for this overall iCJIS project.

The new Offender Management System will not go live until all identified data exchanges with the new Court Case Management System and the new Public Defender Case Management System are completed. The new OMS, the Court Case Management System and the Public Defender CMS will be part of the Enterprise Service Bus solution (Info Hub) as well as integrated with Shelby County's current document management solution, OnBase.

B. Scope of Contract

The County wishes to engage in a contractual relationship with the best-qualified proposer selected through a competitive process that will work well with the County's personnel in the performance of the Services in a manner that is cost-effective and practical of which price is but one of the selection criteria.

C. Project Time Frame

The County anticipates awarding the initial contract term by January 2013. The contract will not be negotiated until the Offender Management System and the Court Case Management System vendors have been selected, which the County anticipates will occur in December 2012. The Provider must be prepared to begin immediately upon receipt of a Notice to Proceed. The contract will include the first year's maintenance and support with an option to renew for five (5) additional one (1) year periods beginning July through June, with the same terms and conditions and satisfactory performance of all criteria and subject to the availability of funds for each renewal period. The optional renewal periods will be upon mutual written consent of both parties.

D. Reservation of Rights

The County reserves the right, for any reason, to accept or reject any one or more proposals, to negotiate the term and specifications for the services provided, to modify any part of the RFP, or to issue a new RFP.

The County may at any reasonable time, at its expense, make an audit of the proposer's books relative to the Accounts.

E. Selection Criteria

Each proposal response will be evaluated on the criteria outlined in Section XII of this document. Each proposer should set out in its response to this RFP to clearly identify the qualifications of its company and each individual who will work on this project.

As part of the qualification process each vendor will be required to apply for an EOC # and provide workforce utilization information. Please contact the EOC Administration @ 901-222-1100 to obtain the necessary documents and to ask any questions that you may have regarding this information.

During the evaluation process, Shelby County Government reserves the right to consider the vendor's EOC rating in the evaluation.

F. Additional Information and References

Any additional information that would be helpful to the County in evaluating a proposal, including a list of current and former clients with a similar profile to Shelby County, should be submitted. At least three (3) former clients who have terminated in the last five (5) years should be included on this list.

G. Project Manager

The Proposer shall assign a project manager who has long term, successful experience on similar projects, of a similar size. The project manager, and his or her qualifications, shall be identified in the submittal of the RFP documents. The project manager shall be present for the presentation of the product demonstration and must remain assigned to Shelby County throughout the contract period. The Proposer shall guarantee that the Project Manager included in the proposal shall be assigned to this project throughout the project term, unless they are no longer employed by the Proposer. Replacement of the project manager, if necessary, must have equal qualifications to those of the project manager originally identified and will require written approval by Shelby County.

VIII. AWARD OF CONTRACT

Proposers are advised that the lowest cost proposal will not necessarily be awarded the contract, as the selection will be based upon qualification criteria as deemed by the County and as determined by the selection committee and the County Mayor.

IX. PURPOSE/SCOPE OF WORK

To select the best-qualified proposer (hereinafter referred to as “Provider”) and award a County-approved contract for professional services to perform the Services and to satisfactorily complete all activities associated with the Services.

Directions for Completing the Tables

- “Response Code” column: The Response Code column is broken down into three (3) columns; “T” for Included, “C” for Customization, “N” for Not Included. Place an “X” in the appropriate cell beside the requirement. Every requirement should have an “X” in one of the three (3) columns.
- “Estimated Hours to Customize” column: If customization is needed document the number of development hours.

A. General High Level Functional and Technical Requirements

This section describes some of the general and technical requirements that will be required of an Offender Management System (OMS).

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
O-01	The proposed solution should be designed to allow County Sheriffs Offices to collect, store, analyze, share and safeguard inmate information in an efficient and cost effective manner Vendor Response (written narrative here):				
O-02	The proposed solution must support virtualization, and include a Multi-Tier architecture: 1. Front End: Web-based using standard browser 2. Middleware such as IIS or Tomcat -- Distributed where required (e.g. multi-site facilities) 3. Database: must be ODBC-compliant relational database Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
O-03	<p>The proposed solution's data tier must include transaction-level backup and restoration.</p> <p>Vendor Response (written narrative here):</p>				
O-04	<p>The proposed solution must meet benchmarks established for user testing and acceptance phase. These benchmarks will include items such as:</p> <ul style="list-style-type: none"> • The number and types of defects that will be allowed for production, • Response time with a load of 500 concurrent users, and • Access time for users in the current environment. <p>Vendor Response (written narrative here):</p>				
O-05	<p>Hardware to be used with the proposed solution must be scalable to fit current and future needs of the Jail and the Correctional Center, and the vendor must supply the hardware specifications.</p> <p>Vendor Response (written narrative here):</p>				
O-06	<p>The proposed solution must support the importing of basic demographic information from external biometric identification databases.</p> <p>Vendor Response (written narrative here):</p>				
O-07	<p>The proposed solution must support/accommodate the incorporation of specific, existing interfaces currently utilized by the Jail and the Correctional Center.</p> <p>Vendor Response (written narrative here):</p>				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
O-08	<p>The proposed solution must include customizable workflows including the ability to modify a sequence of steps for capturing and presenting data within modules.</p> <p>Vendor Response (written narrative here):</p>				
O-09	<p>The proposed solution must provide a system-wide audit trail and must log the creation, modification and deletion of records to include, at a minimum, the following information:</p> <ol style="list-style-type: none"> 1. User ID 2. Station ID 3. Time stamp <p>Vendor Response (written narrative here):</p>				
O-10	<p>The proposed solution must provide for the archiving and retrieval of all inmate records.</p> <p>Vendor Response (written narrative here):</p>				
O-11	<p>The proposed solution must be ODBC Compliant. It is preferred that the proposed solution include integration with Crystal Reports or a similar tool for Ad-Hoc Reporting.</p> <p>Vendor Response (written narrative here):</p>				
O-12	<p>The proposed solution must provide the ability to add customized reports to be run at the user level.</p> <p>Vendor Response (written narrative here):</p>				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
O-13	The proposed solution must provide for the integration with Jail and Correctional Center email system. This is an optional requirement. Vendor Response (written narrative here):				
O-14	The proposed solution must support data exchange standards such as the National Information Exchange Model (NIEM) and an Service Oriented Architecture conforming to the Global Reference Architecture (GRA). Vendor Response (written narrative here):				
O-15	The proposed solution must provide a non-production training environment including the ability to periodically copy the production database to training database. The proposed solution must allow both production and training databases to be accessed simultaneously without cross linking or cross contamination. Vendor Response (written narrative here):				
O-16	The proposed solution must include a development database for testing of program changes. The proposed solution must allow both production and testing databases to be accessed simultaneously without cross linking or cross contamination. Vendor Response (written narrative here):				
O-17	The proposed solution must include spelling and grammar check. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
O-18	<p>The proposed solution must include training for all staff members and train the trainer sessions, coinciding with:</p> <ol style="list-style-type: none"> 1. Pre-implementation, 2. During implementation phases, and 3. Post-implementation. <p>In addition, the vendor can propose web based training delivery option to include onsite interactive sessions <u>and</u> recorded sessions to be replayed later by the end-users.</p> <p>Vendor Response (written narrative here):</p>				
O-19	<p>The successful vendor must provide a tiered-level of technical support up to and including 24 x 7 x 365.</p> <p>Vendor Response (written narrative here):</p>				
O-20	<p>The successful vendor must provide the data-dictionary, ER diagrams, and user manuals for the system. The vendor must provide updated documents with each OMS release/update.</p> <p>Vendor Response (written narrative here):</p>				
O-21	<p>The proposed solution must auto fill date/time entry fields but allow for manual date change. The solution must have the ability to display a calendar to select from to populate the date fields.</p> <p>Vendor Response (written narrative here):</p>				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
O-22	<p>The proposed solution must provide an on-line help option based on process and should be context sensitive. This help function must be integrated and include screen-shots.</p> <p>Vendor Response (written narrative here):</p>				
O-23	<p>The Offender Management System is a round-the-clock system (7 x 24 x 365) that must have reliability and high availability. The system may operate in a reduced capacity should an issue such as hardware failure occur. In such a case, no data is lost or corrupted and the user can perform all system functionality, albeit with slower response times. The Bidder must describe how their proposed solution and system configuration will meet the high availability requirement.</p> <p>Vendor Response (written narrative here):</p>				
O-24	<p>The proposed inmate management system must be easily managed through graphical user interfaces. The system must allow for secure remote administration as well as on-site administration. The administration functions must include at a minimum:</p> <ul style="list-style-type: none"> • user account and password management, • system security management, • system log review and maintenance, • system reports, • notification management, • software threshold parameter management, and • system and database backup initiation. <p>The system must maintain a historical record of all changes made to the system's components. It must ensure that system error and events for software, hardware, interfaces, operating system, and network are written to a system event log accessible and searchable</p>				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
	<p>by a system administrator. The system administrator must be able to easily monitor the system status directly or remotely.</p> <p>The system must have backup system that allows backup of the system and databases without interfering with inmate management operations, as well as restoration of the system and databases in the event of system or database failure.</p> <p>Vendor Response (written narrative here):</p>				
O-25	<p>The proposed solution should support the concept of queues which is a list of pending work items across multiple functions. This should be facility specific. A person with a specific responsibility in a Jail should be able to view only the queue for their functional at the Jail.</p> <p>Vendor Response (written narrative here):</p>				
O-26	<p>The proposed solution must provide the functionality to configure rules, locations, and other items based on a facility.</p> <p>Vendor Response (written narrative here):</p>				
O-27	<p>The proposed solution must enable the appropriate authorized personnel to view information across the Jail and the Correctional Center, if necessary.</p> <p>Vendor Response (written narrative here):</p>				
O-28	<p>The proposed solution must support an interface to the OnBase document management solution that allows documents such as the Arrest Ticket and other related documents to be viewed based on a specific booking number.</p> <p>Vendor Response (written narrative here):</p>				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
O-29	Data must be converted from legacy systems to the new CMS per the data retention guidelines documented by University of Tennessee's County Technology Assistance Services County Data Retention Guidelines, included as Attachment B. Vendor Response (written narrative here):				
O-30	The proposal shall specify any additional software, licensing or modifications needed to our existing environment. Vendor Response (written narrative here):				
O-31	The proposed solution must include inquiry only functionality from a web browser to replace the functionality of the existing JMSi application. Vendor Response (written narrative here):				
O-32	The proposal shall include all necessary server hardware for proposed solution as a separate cost. County reserves the right to purchase hardware from the proposer or purchase comparable hardware from another source. Vendor Response (written narrative here):				

B. Inmate Grievances

This section consists of requirements that support the Inmate Grievance process. It is anticipated that this process will be standardized across the Jail and the Correctional Center. The Grievance process begins with a grievance being filed by an inmate. A Grievance Coordinator collects the paper copies. Each grievance is reviewed to see whether it is grievable or non-grievable. If it is non-grievable, the grievance is recorded and a note is sent to the

inmate about the denial and the reason for denial. Grievable grievances are classified into the following categories:

- Line grievances,
- Emergency grievances,
- Medical grievances, and
- Confidential grievances.

The grievances are reviewed then forwarded to the appropriate department. The department has five days to respond. Once the response is received, it is reviewed and a decision made. This decision is then forwarded to the inmate.

The inmate has the ability to appeal the decision. This can only be done once. This appeal is then reviewed by the appropriate personnel and a decision taken. This final decision is then communicated to the inmate.

As part of this process, the inmate can only grieve a certain number of times in a given month and be identified as a Grievance Abuser when the number of grievances exceeds this number.

1. Application High Level Requirements

This section lists the high level requirements that support the grievance process.

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
IG-01	The proposed solution must provide the ability to create and track inmate grievances. Vendor Response (written narrative here):				
IG-02	The proposed solution must provide the ability to date stamp receipt of grievance for proper and timely processing. Vendor Response (written narrative here):				
IG-03	The proposed solution must provide the ability to accept data from an external kiosk, where an inmate can enter a grievance, to create the grievance in the OMS. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
IG-04	The proposed solution must provide the ability to query Grievance records to generate reports for statistical purposes. Vendor Response (written narrative here):				
IG-05	The proposed solution must provide the capability to limit the number of grievances created by an inmate over a specified period of time based on policy. Vendor Response (written narrative here):				
IG-06	The proposed solution must provide the capability to automatically identify the inmate as a Grievance Abuser if the number of grievances submitted by an inmate exceeds the limit within the specified time period. Vendor Response (written narrative here):				
IG-07	The proposed solution must provide the ability for the Grievance Coordinator to manually identify an inmate as a Grievance Abuser in the system or to remove the Grievance Abuser designation as required by management. Vendor Response (written narrative here):				
IG-08	The proposed solution must provide the capability to limit the number of grievances an inmate identified as a Grievance Abuser can submit in a given period. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
IG-09	The proposed solution must provide the capability to automatically reset the Grievance Abuser logic when an inmate is transferred from one facility to another. This means an identified Grievance abuser from the Jail will have a clean slate when they first arrive at the Correctional Center. Vendor Response (written narrative here):				
IG-10	The proposed solution must be able to document a grievance, a grievance response, an appeal and a decision on that appeal. Vendor Response (written narrative here):				
IG-11	The proposed solution must provide the ability for the inmate to withdraw an already filed grievance. Vendor Response (written narrative here):				
IG-12	The proposed solution must have the ability to generate a grievance package that would include all documentation associated with that grievance, including appeals, incident reports, etc. Vendor Response (written narrative here):				
IG-13	The proposed solution must have the ability to refer and track those grievances for inmates transferred to other jurisdictions. Vendor Response (written narrative here):				
IG-14	The proposed solution must have the ability to generate an Outcome Measure Report. (This is required for ACA, - reports: Incident, medical, grievance, disciplinary, etc.). Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
IG-15	The proposed solution must provide the ability to enable the Grievance Coordinator identify those grievances that are due from the appropriate departments based on departmental policies. Vendor Response (written narrative here):				
IG-16	The proposed solution must provide the ability to enable the Grievance Coordinator to get a reminder when the grievance responses are due to the inmate based on departmental policies. Vendor Response (written narrative here):				
IG-17	The proposed solution must provide the ability to configure the workflow to send notifications to the appropriate person when the grievance needs to be reviewed by that person. Vendor Response (written narrative here):				
IG-18	The proposed solution must provide the ability to enable the Grievance Coordinator or an authorized individual to perform trend analysis for grievances. This could be by grievance types, locations, grievable vs non grievable. Vendor Response (written narrative here):				
IG-19	The proposed solution must provide the ability to track grievances initiated by inmates that are not grievable to include tracking the response to the inmate. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
IG-20	<p>The proposed solution must provide the ability to enable the Grievance Coordinator to mark a Grievance as PREA related. The system must have the ability to enable individuals with the appropriate authority to unmark a previously PREA marked grievance.</p> <p>Vendor Response (written narrative here):</p>				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

The proposed solution must enable the Grievance Coordinator to:

- Identify the nature of the grievance from a list of options;
- Determine whether the grievance is against an Officer or not, and if so, identify the Officer; and
- Capture a description of the grievance.

The proposed solution must track the number of grievances filed over a specified period of time by an individual inmate and prohibit the filing of grievances by that inmate after the limit is reached.

The inmate should be able to enter a grievance into a Kiosk in the Housing or Work environment. If a kiosk is not available, the inmate should complete a paper Grievance Form.

a. General

1. Configure the business rules for number of grievances filed within a given period
2. Configure the notification rules to allow notifications to be sent
3. Configure the business rules to allow certain days for responses from the departments

b. Enter a Grievance

1. Enter the grievance in to the OMS system
2. Classify the grievance
3. Notify appropriate department

c. Enter a Non-grievable Grievance

1. Enter the grievance into the OMS system
2. Classify the grievance as non-grievable
3. Respond to the inmate
4. Record the inmate response
5. Print the response

d. Process the Grievance

1. Receive the response from the appropriate department
2. Review, edit and approve the response
3. Record the decision
4. Print the response

e. Designate a Grievance Abuser

1. Search inmate records for inmate
2. Designate the inmate as a Grievance Abuser
3. Review list of Grievance Abusers
4. Remove Grievance Abuser designation

f. Process Inmate Appeal

1. Record the inmate appeal
2. Notify the appropriate person
3. Inmate appeal reviewed and decision taken
4. Record the decision
5. Print the response

g. Grievance Search

1. Search for grievances based on multiple search parameters such as Grievance ID, Inmate Name, Grievance Types, Date Ranges, etc

h. Reports

1. Provide statistical reports on grievance trends, appeals, open grievances, closed grievances, etc.
2. Provide reports by Inmates.
3. List summary of grievances by inmate.
4. List summary of grievances by type.
5. List summary of grievances by unit.
6. List summary of grievances by Staff Name, position, and ID.
7. List summary of grievances weekly, monthly, and quarterly.

8. List summary of Grievance Abusers.
9. List summary of Non-grievable Grievances (“no merit”).
10. List summary report by grievance dispositions by facility.

C. Inmate Count

This section identifies the requirements that support the Count process. While the Count Room may perform additional activities, this section only focuses on the Count process. The primary objective of the Count process is to ensure that all inmates are accounted for periodically throughout the day. There are formal and informal counts that are carried out throughout the day. The midnight count is used to report census information to the Tennessee Department of Correction (TDOC).

During the Count, all inmate movement is frozen. Each area checks the inmates that are present against the roster. This is reported to the Count room. The Count Room reconciles the physical number present along with the inmates that are at different locations internal and external to the facility. The total number is then computed and matched against the expected total number of inmates. If the two numbers match, the Count is cleared and the inmate movement is allowed to resume. The Count Sheet is then printed, signed and then stored. Any discrepancy is investigated, resolved and upon resolution, the count is cleared.

1. Application High Level Requirements

This section lists the high level requirements that support the Count process.

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
IC-01	The proposed solution must integrate with the movement module to keep track of the inmate location. Vendor Response (written narrative here):				
IC-02	The proposed solution must provide the ability to enable an officer to check off the inmates present in a housing or work location (Count Location Area) during the count time. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
IC-03	The proposed solution must provide the ability to schedule and perform a count at multiple, predetermined times per day. Vendor Response (written narrative here):				
IC-04	The proposed solution must provide the ability to perform a count at any time required by the institution. Vendor Response (written narrative here):				
IC-05	The proposed solution must provide the ability to determine which locations in a facility are designated as Count Location Areas. Vendor Response (written narrative here):				
IC-06	The proposed solution must provide the ability to add/modify the Count Location Areas without needing to modify the OMS application. Vendor Response (written narrative here):				
IC-07	The proposed solution must provide a notification when the count is not reconciled. Vendor Response (written narrative here):				
IC-08	The proposed solution must provide a list of all inmates who remain in Shelby County custody when they are out of the facility at the time of the count and indicate where they are: Court, Hospital, Work Crew, etc. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
IC-09	The proposed solution must provide a list of inmates on the move and indicate the location they are moving to within the facility. Vendor Response (written narrative here):				
IC-10	The proposed solution must provide a list of inmates in any location within the facility. This list should consist of the inmate name, photograph and RNI number Vendor Response (written narrative here):				
IC-11	The proposed solution must have the ability to verify the count comparing the system vs. the officer's input. Vendor Response (written narrative here):				
IC-12	The proposed solution must have the ability to display the count verification results. Vendor Response (written narrative here):				
IC-13	The proposed solution must auto-fill the time/date fields for count entered and count cleared data fields. Vendor Response (written narrative here):				
IC-14	The proposed solution must record the name of appropriate person that authorized the count to be cleared as well as the date and time in each building and in the Count Room. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
IC-15	The proposed solution must provide the ability to produce historical reports regarding area and facility counts. Vendor Response (written narrative here):				
IC-16	The proposed solution must provide the ability to view historical counts based on date and facility. Vendor Response (written narrative here):				
IC-17	The proposed solution must provide the ability to freeze the housing or work area counts if a specified number of wrong counts are entered. This can only be cleared by a Supervisor. Vendor Response (written narrative here):				
IC-18	The proposed solution must provide the ability to enable an officer to view an inmate face sheet that includes the inmate's photograph. Vendor Response (written narrative here):				

2. Scenarios

It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. General

1. Configure count locations by facility
2. Configure count times by facility

b. Create a Count Location Area

1. Access count location area management

2. Enter new count location area information
3. Save new count location area

c. Modify a Count Location Area

1. Access count location area management
2. Enter count location area modifications
3. Save updated count location area

d. Process Count

1. Enable the Count Officer to enter count information for a specific area
2. Freeze the entry if the Count Officer enters incorrect information more than a specified number of times
3. The system to match the actual count with the expected count by area
4. System to identify those inmates that have gone to external destinations such as hospital, court, etc.
5. System to clear those areas where the actual count matches the expected count
6. Enable the Count Room to clear the count
7. Record the date and time of the count and the person that cleared the count and store it

e. Search

1. Ability to search a specific count sheet by date and count time and view it

f. Print

1. Ability to print Count Sheets

D. Inmate Property

This section describes the requirements that support the Inmate Property process. The inmate property is inventoried and recorded on forms. Any monetary property is currently entered into the Aramark system which houses the Inmate Accounting module.

Once the Inmate gets an R&I number the property is transferred to a black bag which has a bag number. This number is then recorded on a form. At the time of release, the property is handed over to the inmate. If the inmate does not take the property at that time for some reason, the property is stored for a specific time and then disposed.

Inmates that are transferred to the Correctional Center from the Jail sign a Property Release Report that documents the property that is being transferred. This process varies a little for female inmates that are being transferred from the Jail to the Correctional Center. Once the inmate is transferred, the property is brought to the Correctional Center, a Property Release Form is completed which also has the inmate's mailing address. The property is then mailed to that address. If there are any issues, the mailing address is updated and reposted.

The current intent of Shelby County is to continue to use the Aramark system to track inventory. However, Shelby County is interested in the capabilities of the proposed solution. The requirements identified below are optional.

1. Application High Level Requirements

This section describes the requirements that support the property process.

Req. #	Requirement	Response Code			Estimated Custom Hours
		I	C	N	
IP-01	The proposed solution must provide the ability to document the control of inmate property. Vendor Response (written narrative here):				
IP-02	The proposed solution must have the ability to record property collected from the inmate and issue a property receipt. Vendor Response (written narrative here):				
IP-03	The proposed solution must have the ability to record facility issued property. Vendor Response (written narrative here):				
IP-04	The proposed solution must have the ability to enable the association of a bag number with an inmate Vendor Response (written narrative here):				
IP-05	The proposed solution must have the ability to enable the facility to release the bag number when the inmate has taken back the property or the property is disposed. Vendor Response (written narrative here):				

Req. #	Requirement	Response Code			Estimated Custom Hours
		I	C	N	
IP-06	The proposed solution must have the ability to enable the facility to transfer the inmate's property to another facility (such as the Correctional Center) when the inmate is moved to that facility. Vendor Response (written narrative here):				
IP-07	The proposed solution must have the ability to document the return of inmate property. Vendor Response (written narrative here):				
IP-08	The proposed solution must have the ability to document the disposal of inmate property not returned upon release. Vendor Response (written narrative here):				
IP-09	The proposed solution must have the ability to generate reports. Vendor Response (written narrative here):				
IP-10	The proposed solution must facilitate management of property by different sites within the facility (e.g. pre-release). Vendor Response (written narrative here):				
IP-11	The proposed solution must enable the authorized personnel to review the contents of an inmate's property bag. Vendor Response (written narrative here):				
IP-12	The proposed solution must provide the ability to record the shipment of inmate property to the inmate's address. Vendor Response (written narrative here):				

Req. #	Requirement	Response Code			Estimated Custom Hours
		I	C	N	
IP-13	The proposed solution must provide the ability to print an additional release form if the property has been entered into the system as returned. Vendor Response (written narrative here):				
IP-14	The proposed solution must provide the ability to print labels for folders on demand. Vendor Response (written narrative here):				
IP-15	The proposed solution must provide the capability to record and track items such as Court Clothes provided to the inmate. Vendor Response (written narrative here):				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. General

1. Configure bag numbers by facility
2. Configure property storage areas by facility
3. Interface with the CORE system

b. Receive Inmate Property

1. Record inmate property
2. Record money collected from inmate
3. Assign the property to a bag number
4. Issue Property Receipt

c. Transfer Inmate Property

1. Transfer Inmate property to another facility

d. Dispose Inmate Property

1. Record disposal of Inmate property
2. Release bag into circulation

e. Search Inmate Property

1. Search for Inmate property information based in parameters such as Inmate name, Bag number

f. Generate Reports

1. Property receipts.
2. Money receipts for weekenders and walk-ins.
3. Property disposal log.
4. List summary of disposed property.
5. List summary of money receipts.
6. List summary of property receipts.
7. List summary of returned property after mailing property.

g. Print Labels – On Demand

1. Access inmate information
2. Print labels

E. Gang Unit

This section describes the high level requirements that support the Gang Unit at the Jail and the Correctional Center. The Gang unit is responsible for

- Validating gang members and their affiliations

The Gang Unit currently uses the TIAG system and will continue to use this system. This system will not be part of the new OMS. This system will always be a separate system due to reasons of confidentiality.

The OMS system will be used to look at inmate information during investigations.

1. Application High Level Requirements

This section describes the requirements that support the gang information process.

Req. #	Requirement	Response Code			Estimated Custom Hours
		I	C	N	
GU-01	The proposed solution must enable the Gang Unit Officers to receive a notification from the Intake function of a suspected gang member being processed. Vendor Response (written narrative here):				
GU-02	The proposed solution must enable the Gang Unit Officers to review all relevant inmate information in one place. This includes the photographs – facial and scars, marks, tattoos and piercings. Vendor Response (written narrative here):				
GU-03	The proposed solution must have the ability to enable the Gang Unit personnel to mark an incident as Gang related. Vendor Response (written narrative here):				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

- a. View Consolidated Inmate Information**
 1. View Consolidated Inmate information

- b. Mark Incident as Gang Related**
 1. Mark an incident as Gang Relate

c. View Notificaton from Intake

1. Access appropriate screen
2. View inmate information

F. Intake

This section describes the high level requirements that support the Intake process at the Jail and the Correctional Center. While the processes at the Jail and the Correctional Center are slightly different the primary activities conducted by both are:

- **Prior Information Search.** This is done to identify if the inmate has been in the facility previously so that the R&I number could be utilized.
- **R&I number creation.** This number is the person identification number that is created for a new inmate.
- **Judicial Commissioner approval.** This is done only at the Jail and at Jail East. This ensures that all papers are in order for the inmate to go through the Intake process.
- **Booking information.** Information such as inmate demographics, charges and other relevant information is collected from the inmate and recorded.
- **Fingerprinting.** This is done to confirm identity of the inmate. If a temporary R&I number is assigned, it is changed after the fingerprint verification process is completed.
- **Mug shot.** The inmate photos are captured.
- **Arm band printed.** The arm band is the mechanism for identifying the inmate during the inmate's stay in the facility.

The inmate goes through other processes such as Property, Medical and Mental Health screening. The requirements for these are documented in their own process.

The new OMS system would need to integrate tightly with the Mug Shot system. It is anticipated that this system would be manipulated within the OMS system. It is also anticipated that the Fingerprinting system will be sent information from the OMS system to avoid duplicate data entry of data captured in the OMS.

1. Application High Level Requirements

This section lists the high level requirements for:

- Intake;
- Photo Identification/Mug Shots;
- Fingerprint Identification; and
- Inmate Records/Front Desk/24 Hour Clerk.

a. Intake

Req. #	Requirement	Response Code			Estimated Hours to Customize
		I	C	N	
II-01	The proposed solution must have the ability to record Intake and Booking Information for every inmate admitted to the facility. Vendor Response (written narrative here):				
II-02	The proposed solution must provide the ability to generate and/or assign a new unique R&I Number for an inmate. The solution must also store and display the historical R&I Number. Vendor Response (written narrative here):				
II-03	The proposed solution must provide the ability to search the database for an inmate prior to assigning an R&I Number. Vendor Response (written narrative here):				
II-04	The proposed solution must provide a method to remove or combine R&I Numbers and any associated data as errors are detected. A history of such corrections must also be maintained. This number must be tied to the inmate name and any alias they may also have, legal or otherwise. Vendor Response (written narrative here):				
II-05	The proposed solution must provide the ability to generate a unique Booking Number for inmates with each new booking. Vendor Response (written narrative here):				
II-06	The system must be able to differentiate between different inmate types: sentence, pre-trial, male/female, etc. Vendor Response (written narrative here):				

Req. #	Requirement	Response Code			Estimated Hours to Customize
		I	C	N	
II-07	The proposed solution must provide the ability to locate any active or inactive inmate information based on established search criteria. Vendor Response (written narrative here):				
II-08	The proposed solution must provide the ability to do a partial or full copy of inmate information from a previous booking into the current booking. The proposed solution must maintain all previous booking information (e.g. photos, tattoos, classification, transportation, alerts, etc.). Vendor Response (written narrative here):				
II-09	The proposed solution must provide the ability to mark some fields as mandatory in the booking process. Mandatory fields are agency specific. Vendor Response (written narrative here):				
II-10	The proposed solution must provide the ability to pre-configure the booking process. This “navigator” would be used to select the booking screens that need to be accessed during the booking procedure in some particular order. Vendor Response (written narrative here):				
II-11	The proposed solution must provide the ability to record all identifying information that an inmate has previously used, such as names, social security numbers, or dates of birth. The system should allow for the selection of a primary identifier. (Ex: A primary identifier marks which of the listed DOBs is the primary DOB.) Vendor Response (written narrative here):				

Req. #	Requirement	Response Code			Estimated Hours to Customize
		I	C	N	
II-12	The proposed solution must provide the ability to enter, retrieve and compare data related to the inmate's Name and Biographical Information. Vendor Response (written narrative here):				
II-13	The proposed solution must provide the ability to enter, retrieve and compare data related to the inmate's Physical Characteristics. Vendor Response (written narrative here):				
II-14	The proposed solution must provide the ability to enter, retrieve and compare data related to the inmate's Personal Information. Vendor Response (written narrative here):				
II-15	The proposed solution must provide the ability to enter, retrieve and compare data related to the inmate's address information. Vendor Response (written narrative here):				
II-16	The proposed solution must provide the ability to enter, retrieve, and compare data related to the inmate's employment and education history. Vendor Response (written narrative here):				
II-17	The proposed solution must provide the ability to enter, retrieve and compare data related to the inmate's Family and Emergency Contact Information. Vendor Response (written narrative here):				

Req. #	Requirement	Response Code			Estimated Hours to Customize
		I	C	N	
II-18	The proposed solution must provide the ability to record and save the information that the inmate is a veteran of U. S. Military Service. The system must also support an interface with the Pre-Trial Court system to get this information electronically. Vendor Response (written narrative here):				
II-19	The proposed solution must provide the ability to record that the inmate is a registered sex offender. Vendor Response (written narrative here):				
II-20	The proposed solution must provide the ability to enter, retrieve and edit data related to the inmate's legal issues. Vendor Response (written narrative here):				
II-21	The proposed solution must provide the ability to enter the Arresting Agency for an inmate. Vendor Response (written narrative here):				
II-22	The proposed solution must provide the ability to document any enemies in the facility and show inmates claiming the inmate as an enemy. The proposed solution must provide the ability to show a level of assignment to the enemy situation. Vendor Response (written narrative here):				
II-23	The proposed solution must provide the ability to record any escapes, attempted escapes, or situations where an inmate aided in another inmate's escape or attempted escape. Vendor Response (written narrative here):				

Req. #	Requirement	Response Code			Estimated Hours to Customize
		I	C	N	
II-24	The proposed solution must provide the ability to enter data related to Security Threat Groups/Gangs. Vendor Response (written narrative here):				
II-25	The proposed solution must provide for a screening questionnaire covering predator/victim association and medical information. The solution must provide a flagging system to assist with housing/cell assignment. Vendor Response (written narrative here):				
II-26	The proposed solution must provide the ability to enter data related to staff assaults. Vendor Response (written narrative here):				
II-27	The proposed solution must provide the ability to document and photograph an inmate. Vendor Response (written narrative here):				
II-28	The proposed solution must provide the ability to document and photograph an inmate's scars, marks, tattoos and piercings. Vendor Response (written narrative here):				
II-29	The proposed solution must provide the ability to document a federal inmate's federal charges. Vendor Response (written narrative here):				

Req. #	Requirement	Response Code			Estimated Hours to Customize
		I	C	N	
II-30	<p>The proposed solution must ensure that new admissions update the facility count.</p> <p>Vendor Response (written narrative here):</p>				
II-31	<p>The proposed solution must provide the capability to enable appropriate staff with adequate security to merge duplicate RNI numbers.</p> <p>Vendor Response (written narrative here):</p>				
II-32	<p>The proposed solution must provide the capability to enable Shelby County to capture the time spent at each station during the intake process. This will include the start time when a specific inmate is accepted at a station such as Medical and the end time when the inmate has completed their medical intake process.</p> <p>Vendor Response (written narrative here):</p>				
II-33	<p>The proposed solution must provide the capability to review time spent at each intake station information based on each hour or by a specific inmate and create statistical and exception reports.</p> <p>Vendor Response (written narrative here):</p>				
II-34	<p>The proposed solution must provide the capability to capture the appropriate information on inmates who are classified as “weekenders”.</p> <p>Vendor Response (written narrative here):</p>				

Req. #	Requirement	Response Code			Estimated Hours to Customize
		I	C	N	
II-35	The proposed solution should provide the ability to Add New Charges to an inmate incarcerated at the Jail or SCCC without the need to re-book the inmate. Vendor Response (written narrative here):				

b. Photo Identification/Mugshots

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
II-36	The proposed solution must provide the ability to capture an inmate photo. This must include the front photo and profile photos. Vendor Response (written narrative here):				
II-37	The proposed solution must provide the ability to produce an identification card including wristbands and ID cards. Vendor Response (written narrative here):				
II-38	The proposed solution must provide the ability to capture and store multiple iterations of photographs to reference, including Intake and Release mug shots. Vendor Response (written narrative here):				
II-39	The proposed solution must provide the ability to capture and store photographs of inmate Scars, Marks, Tattoos, and Piercings. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
II-40	<p>The proposed solution must provide the ability to search for inmates by tattoos/ markings. For Example: The system must be able to search for the inmate by searching a tattoo description or by searching for a tattoo location on the body.</p> <p>Vendor Response (written narrative here):</p>				
II-41	<p>The proposed solution must provide the ability to capture a photo at a remote location and bring that photo back and load it into the system.</p> <p>Vendor Response (written narrative here):</p>				
II-42	<p>The proposed solution must provide the ability to generate a photo lineup of inmates for investigative purposes. The photo line up should have the option of selecting criteria for the selection of 6-8 inmates as well as the ability to print all targets on one sheet or 1 target/photo per sheet.</p> <p>Vendor Response (written narrative here):</p>				
II-43	<p>The proposed solution must provide the ability to take photos using a variety of equipment including USB cameras with mouse driven pan-tilt-zoom-center and flash configurations.</p> <p>Vendor Response (written narrative here):</p>				
II-44	<p>The proposed solution must be able to search on photo demographics such as skin color, hair, eyes, height, weight, facial hair, glasses.</p> <p>Vendor Response (written narrative here):</p>				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
II-45	The proposed solution must be able to display the inmates' photograph on all inmate information screens. Vendor Response (written narrative here):				

c. Finger Print Identification

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
II-46	The proposed solution must interface with Shelby County's AFIS system to enable information to be sent electronically to the AFIS system. Vendor Response (written narrative here):				

d. Inmate Records/Front Desk/24 Hour Clerk

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
II-47	The proposed solution must provide the ability to create an inmate identification card or armband. Vendor Response (written narrative here):				
II-48	The proposed solution must provide inmate Jail information to the Correctional Center electronically for all arriving inmates. Vendor Response (written narrative here):				

II-49	<p>The proposed solution should provide the retention of existing inmate history and enable the integration of new entries to the inmate history.</p> <p>Vendor Response (written narrative here):</p>				
II-50	<p>The proposed solution should provide the ability to link all individual bookings for the same inmate using the R&I#.</p> <p>Vendor Response (written narrative here):</p>				
II-51	<p>The proposed solution must provide the ability to compile and print the inmate's Shelby County Criminal History.</p> <p>Vendor Response (written narrative here):</p>				
II-52	<p>The proposed solution must provide the ability to compile and print the inmate's RAP Sheet.</p> <p>Vendor Response (written narrative here):</p>				
II-53	<p>The proposed solution must provide a record expungement process.</p> <p>Vendor Response (written narrative here):</p>				
II-54	<p>The proposed solution must provide the ability to hide expunged records with ability for Law Enforcement to view these records as required.</p> <p>Vendor Response (written narrative here):</p>				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current

business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. General

1. Configure workflow for the Intake area

b. Conduct Search for Prior Information

1. Search for prior inmate record

c. Capture Booking Information

1. Create a new R&I Number for an inmate
2. Link current booking to existing R&I Number
3. Create a new Booking number
4. Capture Booking Information for the inmate
5. Print labels for different file folders
6. Use of Booking Status dashboard

d. Capture Inmate Photos

1. Capture inmate photos
2. Capture inmates of Scars, Marks, Tattoos and Piercings

e. Merge Duplicate R&I Numbers

1. Identify a duplicate R&I Number
2. Select the previous R&I Number for that inmate as the master R&I Number
3. Merge the information from the duplicate R&I Number into the previous R&I Number

f. Workflow Tracking

1. Create intake stations
2. Process an inmate through intake
3. Display time spent at each station during the intake process

g. Compile and Print Inmate Information

1. Compile and Print Inmate Shelby County Criminal History
2. Compile and Print the Inmate RAP Sheet.

G. Programs/Religious Services

When implemented, the proposed solution must support the inmate programs process in both the Shelby County Jail and Correctional Center with the same approach. While there are some differences between the approaches at the Jail and the Correctional Center, the solution must enable the appropriate individuals to perform the following actions

1. Screen inmates for acceptance into programs
2. Utilize risk instruments and record the results of the assessments
3. Move inmates to the program housing areas (major programs only)
4. Assign them to various programs
5. Monitor their attendance and progression through each program
6. Monitor their completion of programs

1. Application High Level Requirements

This section describes the requirements that support the programs process.

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
PR-01	The proposed solution must provide the ability to create a list of inmates that have expressed an interest in programs. Vendor Response (written narrative here):				
PR-02	Once a decision is made and the date of movement finalized, the system must have the ability to send a notification to the appropriate movement and/or classification staff of the pending move. Vendor Response (written narrative here):				
PR-03	The proposed solution must have the ability to enable the program staff to conduct assessment tests and record the results of the assessment. Vendor Response (written narrative here):				
PR-04	The proposed solution must have the ability to interface with commercial off the shelf assesment tools. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
PR-05	The proposed solution must provide the ability to enable the program staff to create programs and program schedules. Vendor Response (written narrative here):				
PR-06	The proposed solution must provide the ability to enable the program staff to assign inmates to specific programs and schedules. Vendor Response (written narrative here):				
PR-07	The proposed solution must provide the ability to schedule the inmates for the duration of the program as soon as the inmate is assigned to a specific program. Vendor Response (written narrative here):				
PR-08	The proposed solution must provide the ability to enable the program staff to review the program participation history for a specific inmate. This capability should be filtered by current incarceration or all incarcerations and be filtered by facility. Vendor Response (written narrative here):				
PR-09	The proposed solution must provide access to risk assessment instruments as specified by the Tennessee DOC, including individual risk assessment factors, resultant overall risk rating, and custody rating or level of supervision recommendations and decisions. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
PR-10	<p>The proposed solution must provide the ability to enter an inmate into an appropriate wait list for a program (educational/vocational, rehabilitative, medical, skill development, and work) if that program is currently full.</p> <p>Vendor Response (written narrative here):</p>				
PR-11	<p>The proposed solution must provide the ability to create and modify program participant lists to ensure that inmates are not being double-booked into programs and other activities taking place at the same time.</p> <p>Vendor Response (written narrative here):</p>				
PR-12	<p>The proposed solution must provide the ability to record inmate program attendance.</p> <p>Vendor Response (written narrative here):</p>				
PR-13	<p>The proposed solution must provide the ability to record program participation notes regarding an inmate.</p> <p>Vendor Response (written narrative here):</p>				
PR-14	<p>The proposed solution must provide the ability to automatically detect an Enemy in the Facility scheduled in the programs area at the same time.</p> <p>Vendor Response (written narrative here):</p>				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
PR-15	The proposed solution must provide the ability to transition the inmate to the next phase of the program upon completion of one phase of a multi-phase program even if changing facilities. Vendor Response (written narrative here):				
PR-16	The proposed solution must provide mechanism for designated staff to cancel or suspend a program(s) at any time for a definite or indefinite period of time as deemed appropriate by management. Vendor Response (written narrative here):				
PR-17	The proposed solution must provide the ability to document dates assessed, program entry date, and end date Vendor Response (written narrative here):				
PR-18	The proposed solution must allow staff to input pre and post testing results in order to track progress. Vendor Response (written narrative here):				
PR-19	The proposed solution must provide the ability to track and award earned good time to those offenders who have been enrolled in a program. Vendor Response (written narrative here):				
PR-20	The proposed solution must have the ability to document/record participation in/at external treatment facilities. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
PR-21	The proposed solution must include system to create an alert when inmate fails to attend predefined number of scheduled programs and/or classes. Vendor Response (written narrative here):				
PR-22	The proposed solution must provide alerts/notifications to designated staff for disciplinary reports or program terminations. Vendor Response (written narrative here):				
PR-23	The proposed solution must include free text space for designated staff to enter a narrative. Vendor Response (written narrative here):				
PR-24	The proposed solution must provide the ability to assign a Case Manager or Counselor to each inmate based on pre defined rules such as Housing Location. Vendor Response (written narrative here):				
PR-25	The proposed solution must provide the ability for the Case Manager or Counselor to record notes about their interaction with each inmate. Vendor Response (written narrative here):				
PR-26	The proposed solution must provide the ability for the Case Manager, Counselor, and other staff to review the history of interactions with any specific inmate. Vendor Response (written narrative here):				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. General

1. Configure program areas

b. Assess Inmate for Programs

1. Conduct inmate review
2. Conduct inmate assessment and identify specific programs
3. Create Inmate Plan
4. Record Inmate Orientation

c. Program Enrollment

1. Enroll inmate in a program
2. Alert program staff if any Enemies exist in the program area
3. Create a wait list if program is full

d. Program Monitoring

1. View program roster by program, schedule, etc
2. Track program attendance
3. Track inmate progress
4. Record program completion
5. Remove inmate from program
6. Award good time for program participation

e. Program Creation

1. Create a new program and schedule
2. Delete/Deactivate/Suspend an existing program

f. Program View

1. View individual inmate program participation – current and historical
2. View Program Plan versus programs completed for a specific inmate
3. View historical program information

g. Program Reports

1. Program participation
2. Statistical reports about program trends, number of programs, inmates per program, etc.
- 3.

H. Agency Billing

This section contains the high level requirements to enable Shelby County to bill external agencies such as the General Sessions Court, TN Department of Corrections, City of Memphis and other federal and county agencies, for inmates that belong to these agencies that are housed in Shelby County.

A bill for each inmate that belongs to another agency is prepared every month and sent to the agency. This is then reconciled at the Shelby County and the agency responsible and finalized.

1. Application High Level Requirements

This section describes the requirements that support the Agency Billing process.

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
AB-01	The proposed solution must provide the ability to bill external agencies for inmates housed at either the Shelby County Jail or Correctional Center. Vendor Response (written narrative here):				
AB-02	The proposed solution must provide the ability to enable each facility to create an agency specific charge table so that they can record the charges for each agency. Vendor Response (written narrative here):				
AB-03	The proposed solution must provide the ability to generate an agency specific billing. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
AB-04	The proposed solution must provide the ability to create a electronic exchange that consist of the bills and supporting documentation that can be sent electronically to agencies that can receive them. Vendor Response (written narrative here):				
AB-05	The proposed solution must provide the ability to interface with TOMIS to receive the State Felony Report. Vendor Response (written narrative here):				
AB-06	The proposed solution must provide the ability to interface with the Court system to receive inmate conviction information. Vendor Response (written narrative here):				
AB-07	The proposed solution must provide the ability to bill the Shelby County Criminal Court and General Sessions Court for misdemeanants via electronic data exchange with the Court Management System. Vendor Response (written narrative here):				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. Billing for State of Tennessee Inmates

1. View list of inmates for the State of Tennessee
2. Create a bill that includes all inmates with the length of stay and the amount that corresponds to the approved billing rate for the State of Tennessee inmates
3. Interface with the TOMIS system to for the TDOC report
4. Create a final bill after the reconciliation with the TDOC report
5. Create the supporting documentation package for the billing report

b. Billing for other Agency Inmates

1. View list of inmates for the other Agencies
2. Create a bill that includes all inmates with the length of stay and the amount that corresponds to the approved billing rate for the Agency
3. Create the supporting documentation package for the billing report

c. Billing Shelby County Courts

1. View list of misdemeanor inmates from Shelby County Courts
2. Create a bill that includes all inmates with the length of stay and the amount that corresponds to the approved billing rate for Shelby County
3. Create the supporting documentation package for the billing report

I. Inmate Medical

This section includes the high level requirements that support the Medical process. The medical process consists of two components. These are Medical activities performed as part of the Intake process and On-going medical activities. The primary system that is used for documenting medical encounters and other associated activities is the NextGen system. The OMS will have bi-directional interfaces with the NextGen system to enable real-time movement of information between the two systems.

During the Intake process, any inmate with a prior medical alert must be identified and processed faster. As the inmates are being processed in Intake, the OMS system must send the information to the NextGen system in real time. It is proposed that all scheduling, screening and medical activities will be performed in the NextGen system. Any specific restrictions such as dietary, lower bunk, mental and medical health watches that are placed upon inmate must be sent to the OMS system where it can be viewed by the appropriate security staff.

As part of the on-going medical needs, sick calls requested by inmates where consultation with the doctor is required will be scheduled in NextGen. This schedule will be sent to the OMS system to update the scheduling component of the OMS system. Any restrictions placed upon the inmate will then be sent to the OMS where it can be viewed by the appropriate security staff.

1. Application High Level Requirements

This section describes the requirements that support the Inmate Medical process.

Req. #	Requirement	Response Code			Estimated Hours to Customize
		I	C	N	
IM-01	<p>The proposed solution must have the ability to provide a bi-directional interface with an external medical system (NextGen). Examples of some interfaces between the OMS and NextGen include</p> <p>From NextGen to OMS – medical medical restrictions, special diets, watches, segregation clearance, Keep on Person (KOP), medical orders, inmate appointments to name a few</p> <p>From OMS – NextGen – intake information, release information to name a few</p> <p>Vendor Response (written narrative here):</p>				
IM-02	<p>The proposed solution must provide the ability to notify users that a prior medical alert exists for an inmate that is a repeat offender.</p> <p>Vendor Response (written narrative here):</p>				
IM-03	<p>The proposed solution must provide for a questionnaire. This questionnaire should be customizable so that it can be used for different purposes.</p> <p>Vendor Response (written narrative here):</p>				
IM-04	<p>The proposed solution must provide the ability for these questionnaires to be modified without the need for programming.</p> <p>Vendor Response (written narrative here):</p>				

Req. #	Requirement	Response Code			Estimated Hours to Customize
		I	C	N	
IM-05	The proposed solution must provide the ability for staff with the appropriate security levels to view medical restrictions, watches and medical orders placed on an inmate. Vendor Response (written narrative here):				
IM-06	The proposed solution must provide the ability for staff to view KOPs for inmates to include medically approved equipment (i.e. crutches, braces, wheelchairs). Vendor Response (written narrative here):				
IM-07	The proposed solution must provide the ability to identify inmates with medical alerts as high priority in the intake medical screening queue. Vendor Response (written narrative here):				
IM-08	The proposed solution must provide the ability to display special medical notices on all inmate information screens to alert users to these special conditions. Vendor Response (written narrative here):				
IM-09	The proposed solution must provide the ability to enable the medical staff to view the following information: <ul style="list-style-type: none"> • Housing history • Current location including offsite appointments, court, hospital, etc. • Inmate schedule • Reports such as juveniles in facility, inmates over 50, inmates with special needs to name a few. Vendor Response (written narrative here):				

Req. #	Requirement	Response Code			Estimated Hours to Customize
		I	C	N	
IM-10	The proposed solution must provide the ability to ingest the medical appointment information and update the inmate's schedule . Vendor Response (written narrative here):				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. Medical Alerts

1. View prior medical alerts for the Inmate

b. Medical Restrictions and Orders

1. Allow staff with appropriate levels to view medical restrictions, KOPs and medical orders for inmates
2. Display medical alert on inmate information screen

J. Inmate Classification

This section discusses the high level requirements that support the Classification process at the Shelby County Jail and the Correctional Center. The purpose of the Classification process is to identify the proper custody and security levels so that the inmates can be housed properly. Classification begins with Initial Classification that is conducted at Intake. Once this is completed, Reclassification activities occur at predefined intervals based on the business rules of the facility. The exception to this is if there is an event that requires the inmate to be reclassified prior to the predefined reclassification schedule.

1. Application High Level Requirements

This section describes the requirements that support the Classification process.

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
CL-01	The proposed solution must provide the ability to classify or reclassify an offender based on the outcome of assessments and the special needs of the offender. Vendor Response (written narrative here):				
CL-02	The proposed solution must provide the ability to support an objective classification system with the ability to override. Vendor Response (written narrative here):				
CL-03	The proposed solution must provide the ability to integrate with an off the shelf classification tool. Vendor Response (written narrative here):				
CL-04	The proposed solution must provide the ability for authorized staff to override the classification. Vendor Response (written narrative here):				
CL-05	The proposed solution must provide the ability to automatically schedule a re-classification based on a pre-determined interval schedule, disciplinary action, program completion, or court action. There should be an ability to override these dates Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
CL-06	The proposed solution must provide a list of upcoming classifications required due to scheduled re-classification, program completion, or court action. Vendor Response (written narrative here):				
CL-07	The proposed solution must provide the ability for a Classification Officer to view prior inmate information required for classification activities without having to go to the different modules to look at information. Vendor Response (written narrative here):				
CL-08	The proposed solution must provide the ability to track the inmate's appeal of a classification result. Vendor Response (written narrative here):				
CL-09	The proposed solution must provide the ability to be configured to adapt to the various classification levels followed by the facility without the need for programming. Vendor Response (written narrative here):				
CL-10	The proposed solution must provide the ability to include the assessment for security level and for appropriate housing identification. Vendor Response (written narrative here):				
CL-11	The proposed solution must maintain a complete history of all classification activity on all inmates, across multiple bookings. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
CL-12	The proposed solution must provide the ability to generate a report of relevant classifications. Vendor Response (written narrative here):				
CL-13	The proposed solution must provide the ability to track checks for warrants and for the Sex Offender Registry. Vendor Response (written narrative here):				
CL-14	The proposed solution must provide the ability to track isolation days that the inmate has spent in segregation and to track any loss of sentence credits. The solution must automatically notify the appropriate staff when a specified number of isolation days have been reached. Vendor Response (written narrative here):				
CL-15	The proposed solution must provide the ability to support a data exchange with the PreTrial Services system so that the information collected during the PreTrial process can be electronically ingested into the OMS. Vendor Response (written narrative here):				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. General

1. Configure Classification levels

b. Conduct Initial Classification

1. View list of inmates for initial classification
2. Conduct initial classification
3. Override Classification level

c. Conduct Reclassification

1. View list of inmates for reclassification
2. Conduct reclassification
3. Modify a scheduled reclassification date

d. Classification Reports

1. List of inmates awaiting initial classification
2. List of inmates scheduled for reclassification.
3. Classification reports: monthly, quarterly and annually
4. List summary of classification overrides

K. Segregation

This section contains the high level requirements for the Segregation process within Shelby County. The proposed solution must support the ability to process inmates into and out of segregation both at the Jail and the Correctional Center. The Segregation Officer must be made aware of those inmates that are being sent for segregation. Once in the segregation unit, the inmate needs to be monitored on a daily basis in terms of the basic activities such as meals, shower and exercise.

1. Application High Level Requirements

This section describes the requirements that support the Segregation process.

Req. #	Requirement	Response Code			Estimated Custom Hours
		I	C	N	
SG-01	The proposed solution must provide the ability to enable the Segregation Unit and Classification staff to review a list of inmates that are being sent to the segregation unit. Vendor Response (written narrative here):				

Req. #	Requirement	Response Code			Estimated Custom Hours
		I	C	N	
SG-02	<p>The proposed solution must provide the ability to classify an inmate in segregation with a status to identify the reason that the inmate is in segregation. This can be "administrative segregation", "protective custody", "disciplinary detention", "pending investigation," and other categories.</p> <p>Vendor Response (written narrative here):</p>				
SG-03	<p>The proposed solution must provide the ability to classify different housing areas within the segregation unit based on the different statuses identified in SG-02.</p> <p>Vendor Response (written narrative here):</p>				
SG-04	<p>The proposed solution must provide the ability to record the date and time of visits to inmates by staff members.</p> <p>Vendor Response (written narrative here):</p>				
SG-05	<p>The proposed solution must provide the ability to record inmate activity on a daily basis such as showers, exercise, meals, etc.</p> <p>Vendor Response (written narrative here):</p>				
SG-06	<p>The proposed solution must provide the ability to log all incidents and any unusual occurrences or unusual inmate behaviors.</p> <p>Vendor Response (written narrative here):</p>				
SG-07	<p>The proposed solution must provide the ability to create a list of inmates coming up for review based on predefined rules and policies.</p> <p>Vendor Response (written narrative here):</p>				

Req. #	Requirement	Response Code			Estimated Custom Hours
		I	C	N	
SG-08	The proposed solution must provide the ability to create a discharge report of inmates about to complete segregation based on predefined rules and policies. Vendor Response (written narrative here):				
SG-09	The proposed solution must provide the ability to print review notices that can be sent to inmates. Vendor Response (written narrative here):				
SG-10	The proposed solution must provide the ability to create a “deny privilege report” including the privilege denied and who denied that privilege. This should be indicated on a prominent place so that it is easily visible to the officers. Vendor Response (written narrative here):				
SG-11	The proposed solution must provide the ability to use a wireless device to confirm security check on suicide cells and report observed inmate activity. Vendor Response (written narrative here):				
SG-12	The proposed solution’s wireless device used for suicide checks must be easily synced with PC OMS. Vendor Response (written narrative here):				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business

process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. Monitor Inmate in Segregation

1. View list of inmates assigned to segregation
2. Record inmate activities and unusual behaviors
3. Record suicidal inmate activities utilizing wireless device and sync with OMS
4. Record staff visits to inmates

b. Segregation Reports

1. Discharge report - Inmates received and discharged for Deadlock and Isolation.
2. Protective custody report – when they came in, when they are coming up for review.
3. List summary of the date and time of visits to inmates by staff members.
4. Forward-able report of any action to deny privilege(s) to an inmate.
5. List summary of all incidents and any unusual occurrences or behaviors.
6. List summary of in unit activity (e.g shower, meals, etc.).

L. Incident and Disciplinary

This section contains the high level requirements for the incident and disciplinary process within Shelby County. Also included are: Scenarios that must be demonstrated to Shelby County; Data Imports and Exports that support the requirements; Reports and Displays; and Business Rules that apply to the requirements.

When implemented, all incident and disciplinary activities required by the Shelby County Jail and Correctional Center will be managed by the proposed solution functionality standardized across the Shelby County Jail and Correctional Center. The purpose of the incident report is to record incidents that occur within the Shelby County facilities. An incident report becomes a disciplinary report when a disciplinary code is assigned. The disciplinary function then monitors inmate behavior and provides appropriate disciplinary action in response to infractions, violations, and other inmate behaviors.

Inmate behavior may require corrective action on one of two general levels depending on the behavior: sanctions for minor offenses and disciplinary reporting for major offenses. For an inmate who commits a minor infraction, a Pod officer may implement sanctions ranging from revoking privileges to temporary restriction of participation in Pod activities by confining the inmate to his/her cell. The use of sanctions is supported by an Incident Report. Discipline is training, punishment and/or sanctions, corrective measures taken to reverse negative behavior, intended to bring about order, compliance and personal responsibility. Use of the disciplinary

process is supported by a Disciplinary Report. Disciplinary Reports provide information enabling the staff to determine the appropriate response. Disciplinary infractions are classified as minor or major. The discipline process is structured and requires a disciplinary hearing and may result in the removal of an inmate from his current housing location and/or denial of privileges.

1. Application High Level Requirements

This section describes the requirements that support the collection of information for the incident and the disciplinary process.

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
DR-01	The proposed solution must provide the capability to track incident reports and disciplinary reports from initiation to final resolution. Vendor Response (written narrative here):				
DR-02	The proposed solution must provide for the recording of disciplinary report reviews and approvals. Vendor Response (written narrative here):				
DR-03	The proposed solution must have the ability to create an incident and a disciplinary report. Vendor Response (written narrative here):				
DR-04	The proposed solution must provide for the recording of incident report reviews and approvals. Vendor Response (written narrative here):				
DR-05	The proposed solution must provide the ability for staff to indicate that an incident report requires a disciplinary report. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
DR-06	The proposed solution must provide the ability to track the status of a disciplinary report. Vendor Response (written narrative here):				
DR-07	The proposed solution must provide notifications of required staff action related to a disciplinary report including a “daily docket” of required disciplinary actions. Vendor Response (written narrative here):				
DR-08	The proposed solution must provide access to view all previous disciplinary reports for an inmate. Vendor Response (written narrative here):				
DR-09	The proposed solution must have the ability to assign a level of severity to a disciplinary report. Vendor Response (written narrative here):				
DR-10	The proposed solution must provide the ability to modify an incident report until it is approved. Vendor Response (written narrative here):				
DR-11	The proposed solution must provide the ability to capture the inmate’s statement in response to a disciplinary report. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
DR-12	The proposed solution must provide the ability to query and generate reports based on disciplinary records. Vendor Response (written narrative here):				
DR-13	The proposed solution must provide the ability to link multiple disciplinary reports. Vendor Response (written narrative here):				
DR-14	The proposed solution must have the ability to enter sanctions. Vendor Response (written narrative here):				
DR-15	The proposed solution must support the capability to schedule disciplinary hearings. Vendor Response (written narrative here):				
DR-16	The proposed solution must have the ability to record the results of the hearings. Vendor Response (written narrative here):				
DR-17	The proposed solution must have the ability to print out various forms that support the disciplinary hearing process such as Notices, Approvals and Continuances. Vendor Response (written narrative here):				
DR-18	The proposed solution must provide the ability for the inmate to appeal a disciplinary report or disciplinary action. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
DR-19	The proposed solution must provide the ability to track the inmate's appeal of a disciplinary report or disciplinary action and automatically close the appeal period when policy time limit expires. Vendor Response (written narrative here):				
DR-20	The proposed solution must provide a daily automated summary of disciplinary actions to central records. Vendor Response (written narrative here):				
DR-21	The proposed solution must provide the ability to track inmates in disciplinary sanctions such as loss of time and "isolation". Vendor Response (written narrative here):				
DR-22	The proposed solution must provide the ability to search for disciplinary reports using multiple search parameters such as inmate name, date range, code of conduct to name a few. Vendor Response (written narrative here):				
DR-23	The proposed solution must provide the ability to search disciplinary data using an off the shelf reporting application. Vendor Response (written narrative here):				
DR-24	The proposed solution must provide the capability for the automatic tracking and calculation of inmate days in Administrative Segregation. Vendor Response (written narrative here):				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. Create Incident and Disciplinary Reports

1. Create an Incident Report
2. Create a Disciplinary Report
3. Record inmate statement
4. Record inmate appeal

b. Disciplinary Processes

1. View list of pending Disciplinary Reports
2. View Daily Docket of required disciplinary hearings
3. Process an inmate appeal
4. Assign sanction or discipline
5. Track inmate in "isolation"

c. Generate Reports

1. List of incidents reports.
2. List of disciplinary reports.
3. List of inmate appeals and results.
4. List of isolation inmates.
5. Deny privileges report
6. Daily/Monthly daily disciplinary reports.

M. Use of Force and Search Results

This section contains high level requirements to support the process used by the Response Teams (DRT and CERT) at the Jail and the Correctional Center. The response teams perform Security Operations and conduct Searches. The Response Team creates a Use of Force report after every incident that describes the incident that occurred. If chemical agents are utilized, that information is also documented. The Response Teams record detailed information about the chemical agent cans, who has the cans, the weight of the can before and after the incident. In addition to the this function, the Response Teams also conduct scheduled, unscheduled and random searches. These searches are carried out in cells and common areas. The results of the searches is also documented.

1. Application High Level Requirements

This section describes the requirements that support the Security Operations, Use of Force, and Search processes.

Req. #	Requirement	Response Code			Estimated Custom Hours
		I	C	N	
UF-01	The proposed solution must provide the ability to define the procedures and steps necessary to notify and document staff involvement in the Use of Force. Vendor Response (written narrative here):				
UF-02	The proposed solution must provide the ability to capture information/data to document the Use of Force and to document that the requirements for Use of Force were met. Vendor Response (written narrative here):				
UF-03	The proposed solution must have the ability to link the Use of Force report with any other related report (Disciplinary, Incident, etc.). Vendor Response (written narrative here):				
UF-04	The proposed solution must have the ability to document the use of Chemical agents. Vendor Response (written narrative here):				
UF-05	The proposed solution must provide the ability to query Use of Force data, specifically the use of Chemical agents. Vendor Response (written narrative here):				

Req. #	Requirement	Response Code			Estimated Custom Hours
		I	C	N	
UF-06	The proposed solution must provide the ability to track use of K-9 Unit. Vendor Response (written narrative here):				
UF-07	The proposed solution must provide the ability to document the search including: confirming search policies are being met; staff involved; type of search; and search results. Vendor Response (written narrative here):				
UF-08	The proposed solution must provide the ability to determine disposition of confiscated contraband, initiate Incident Reports, and initiate Disciplinary Reports. Vendor Response (written narrative here):				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

- a. **Create a Use of Force Report**
 1. Create a Use of Force Report

- b. **Document Results of a Search**
 1. Document the results of a search
 2. Document disposition of contraband

- c. **Generate Reports**
 1. Use of Force Reports by Officer and date range.

2. Chemical agent use report (i.e. officer who used agent, start and end weight, etc.)
3. List summary of issued chemical/non-chemical use of force equipment.
4. Search report based on Housing unit, cell, inmate name, or common area.
5. Search report based on periods of time.
6. K-9 search report.
7. Department of Justice Reports every 6 months.
8. Daily/Monthly daily activity reports.
9. Found Contraband not associated with an inmate

N. Visitation

This section describes the requirements for the visitation process within Shelby County Jail and Correctional Center including Contact Visits and Non-contact Visits. When implemented, the proposed solution must provide the ability to register visitors for contact visits, screen visitors for non-contact and contact visits, schedule visits, and document the visit. The proposed solution must also provide the ability to ban a visitor and to record visits refused by the inmate. The solution must support the visitation process by:

- Enabling visitor check in for each visit,
- Supporting visitation policy, and
- Providing visitation reporting.
- Providing the ability to register a visitor for an inmate,

1. Application High Level Requirements

This section describes the requirements that support the collection of information for the Contact and Non-contact visitation processes.

a. Contact Visitation

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
CV-01	The proposed solution must provide a visitation capability for a contact visit process. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
CV-02	The proposed solution must include the ability to capture visitor registration information and approve or deny visitor registration according to policy. Vendor Response (written narrative here):				
CV-03	The proposed solution must provide the ability to search for local warrants, national warrants, and Jail and Correctional Center records for disqualifying information for visitor registration and when a registered visitor arrives for a visit. Vendor Response (written narrative here):				
CV-04	The proposed solution must provide the ability for the facility to configure an approved visitation schedule and any facility specific visitation limitations without the need for programming. Vendor Response (written narrative here):				
CV-05	The proposed solution must include an alert feature for any inmate who is not available for visit due to segregation, no visits restriction, or restraining order. Vendor Response (written narrative here):				
CV-06	The proposed solution must provide the ability to alert staff when an Enemy in the Facility for this inmate is already in the visitation area. Vendor Response (written narrative here):				
CV-07	The proposed solution must provide the capability to record when a visit is refused by the inmate. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
CV-08	The proposed solution must include the ability to schedule inmate movement to/from the visiting area and the housing/work areas. Vendor Response (written narrative here):				
CV-09	The proposed solution must have the ability to capture visitor demographic data upon arrival for a visit. Vendor Response (written narrative here):				
CV-10	The proposed solution must have the ability to schedule an inmate for a visit according to policy once the visitor is logged in. Vendor Response (written narrative here):				
CV-11	The proposed solution must have the ability to print a “visitor pass” indicating visit date/time and booths/locations in the facility. Vendor Response (written narrative here):				
CV-12	The proposed solution must have the ability to ban a visitor from a contact visit and the ability to set an expiration date on the ban. Vendor Response (written narrative here):				
CV-13	The proposed solution must have the ability to record any unusual inmate behavior. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
CV-14	The proposed solution must have the ability to record visitor, inmate, and visit result information for research and reporting purposes. Vendor Response (written narrative here):				
CV-15	The proposed solution must have the ability to alert the visits officer that the maximum number of visitors for a specific inmate has been exceeded. This limit must be configurable and based on the facility policy Vendor Response (written narrative here):				

b. Non-contact Visitation

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
NV-01	The proposed solution must provide a visitation capability for non-contact visits. Vendor Response (written narrative here):				
NV-02	The proposed solution must include the ability to capture visitor information and approve or deny the visit, or ban the visitor according to policy, when a visitor arrives for a visit. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
NV-03	The proposed solution must provide the ability to search for local warrants, national warrants, and Jail and Correctional Center records for disqualifying information when a visitor arrives for a visit. Vendor Response (written narrative here):				
NV-04	The proposed solution must provide the ability for the facility to configure an approved visitation schedule and any facility specific visitation limitations without the need for programming. Vendor Response (written narrative here):				
NV-05	The proposed solution must include an alert feature for any inmate who is not available for visit due to segregation, no visits restriction, or restraining order. Vendor Response (written narrative here):				
NV-06	The proposed solution must provide the ability to alert staff when an Enemy in the Facility for this inmate is already in the visitation area or on the same floor. Vendor Response (written narrative here):				
NV-07	The proposed solution must provide the capability to record when a visit is refused by the inmate. Vendor Response (written narrative here):				
NV-08	The proposed solution must include the ability to schedule inmate movement to/from the visiting area and the housing/work areas. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
NV-09	The proposed solution must have the ability to provide available visitation booths/locations in the facility. Vendor Response (written narrative here):				
NV-10	The proposed solution must have the ability to print an “inmate pass” indicating visit date/time and booths/locations in the facility. Vendor Response (written narrative here):				
NV-11	The proposed solution must have the ability to schedule an inmate for a visit once the visitor is logged in. Vendor Response (written narrative here):				
NV-12	The proposed solution must have the ability to print a “visitor pass” indicating visit date/time and location in the facility. Vendor Response (written narrative here):				
NV-13	The proposed solution must have the ability to record any unusual inmate behavior. Vendor Response (written narrative here):				
NV-14	The proposed solution must have the ability to record visitor, inmate, and visit result information for research and reporting purposes. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
NV-15	The proposed solution must have the ability to accept a data exchange from a video visitation system. Vendor Response (written narrative here):				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. Screen visitors

1. Register a visitor
2. Screen an arriving visitor
3. Schedule an inmate Non-contact visit
4. Print an inmate pass
5. Schedule an inmate Contact visit
6. Print a visitor pass
7. Deny a visit
8. Ban a visitor
9. Refuse a visit
10. Record visit results

b. Generate Reports

1. Registered Visitor List .
2. Visitation records by inmate.
3. Visitation records by visitor.
4. Banned visitor list.
5. Visitation records by facility.
6. Daily/Monthly daily visitation reports.
7. List of incidents.
8. List of contraband detected and disposition.

O. Management Statistics

This section describes the requirements that support the creation of operational and management and statistical reports for the Jail and the Correction Center. When implemented, the proposed solution must provide information and statistics that can be used to manage the Jail and Correctional Center and used to report to stakeholders and government agencies. The proposed solution must provide information related to individual inmates, groups of inmates, individual facilities, or other activities that take place. The report writing application can be used to create “ad hoc” reports as needed. The solution must support the role of Jail Population Management Analyst by:

- Providing data to create population statistics
- Facilitating the distribution of population statistics to stakeholders in the Corrections community
- Supporting the data analysis to facilitate identification of potential problems or data anomalies
- Supporting jail process improvements through data gathering and analysis

1. Application High Level Requirements

This section describes the requirements that support the collection of information for the Management Reporting and Statistics processes.

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
MR-01	<p>The proposed solution must provide a method to create and submit Management Reports to support the management of the Shelby County Jail and Correctional Center.</p> <p>Vendor Response (written narrative here):</p>				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
MR-02	<p>The proposed solution must provide the ability to search the inmate records for reporting purposes based on: individual inmate attributes (age, sex, veteran status); group characteristics (male, female, new/recidivist); charge characteristics (charge description category, for example, DV, Burglary, Robbery etc.; sex related; felony; of misdemeanor); and incarceration parameters (housed at Jail, Weekender).</p> <p>Vendor Response (written narrative here):</p>				
MR-03	<p>The proposed solution must provide the ability to create and send Management Report(s) to a specific person or group electronically for review.</p> <p>Vendor Response (written narrative here):</p>				
MR-04	<p>The proposed solution must provide the ability to print Management Reports and other research output.</p> <p>Vendor Response (written narrative here):</p>				
MR-05	<p>The proposed solution must provide the ability to interface with Shelby County court systems to receive disposition information in real time to expedite inmate release process.</p> <p>Vendor Response (written narrative here):</p>				
MR-06	<p>The proposed solution must provide the ability to save and reuse ad hoc reports.</p> <p>Vendor Response (written narrative here):</p>				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
MR-07	The proposed solution must provide the ability to create and save the Management Report. Vendor Response (written narrative here):				
MR-08	The proposed solution must provide a climate report to view the results of selected operations for the facility. This report must show all selected processes in alpha/numeric and graphic representations. Vendor Response (written narrative here):				
MR-09	The proposed solution must provide a report that shows the census of the facility. Vendor Response (written narrative here):				
MR-10	The proposed solution must provide the ability to export the data, such as inmate count, in an Excel or .csv file format. Vendor Response (written narrative here):				
MR-11	The proposed solution must provide the ability to interface with the TCA to receive updates to charge codes. Vendor Response (written narrative here):				
MR-12	The proposed solution must provide the ability to produce a report that documents the movement of an inmate including booking, release and all scheduled movement while incarcerated. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
MR-13	The proposed solution must provide the ability to document the activities of the DRT and CERT units. Vendor Response (written narrative here):				
MR-14	The proposed solution must provide the ability to run ad hoc queries on the database using a commercial off the shelf report application. Vendor Response (written narrative here):				
MR-15	The proposed solution must provide the ability to accept a data exchange with external agencies, i.e., SSA, Child Support, VA, etc. Vendor Response (written narrative here):				
MR-16	The proposed solution must provide the following reports (<i>some of these reports may be referred to in other modules</i>): <ul style="list-style-type: none"> • Active Population List of all inmates • Agency Billing (for all billable inmate by agencies) • Approved Visitors • Barred Visitors • Booking Time Report • Cell History Report • Classifications Actions Pending for date range • Convicted Felon List • Count Summary by unit showing inmate category • Court trips for given date(s) • Day Report (admissions, movement, releases) • Demographic Report (by various selectable criteria) • Detainers Report • Discipline Reports for a given date range • Docket Report (all offenses per docket) • Education level per inmate (by level / unit) 				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
	<ul style="list-style-type: none"> • Enemy Report per inmate (active or inactive) First Time at Facility for given date range • Historical Count Reports by unit • Housing Location Report per inmate • Indigent Inmate Report • Inmate Count Report • Inmates with Children under Age 18 • New Commitment Report for date range • Release Report for date range • Restraining Orders Report • Scheduled Activities Report for given date(s) • Scheduled trips for given day • Sex Offender List • Special Needs per inmate (as per medical) • Veteran Report (counts and lists by service) <p>Vendor Response (written narrative here):</p>				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. Create a Report

1. Display a Census Report for today
2. Display a Report of Inmates Booked at a Facility
3. Display a trend report, for example “number of females in jail”
4. Display a Report of Inmate Programs
5. Display a Daily Report

b. Distribute a Report

1. Distribute a facility report
2. Distribute a population report
3. Export data in an Excel format
4. Export data in a .csv format

c. Demonstrate Data Search

1. Demonstrate a search based on facility characteristics
2. Demonstrate a search based on inmate characteristics

c. Generate ad hoc Reports

1. Population for gender, sex and race
2. Generate a report listing all incidents at a facility for a given time period.
3. Generate a report of Incidents for female inmates.
4. Daily/Monthly daily visitation reports.
5. List of incidents within a given time period.
6. List of contraband detected and disposition.
- 7.

P. Workline

This section contains the high level requirements for the inmate work process within Shelby County. Also included are: Scenarios that must be demonstrated to Shelby County; Data Imports and Exports that support the requirements; Reports and Displays; and Business Rules that apply to the requirements.

When implemented, the proposed solution will support the inmate work process which is a key element of the Shelby County Correctional Center inmate services. Inmates at the Correctional Center have the opportunity to perform four types of work while still in custody:

- Main Workline Inside (MWIN)
- Main Workline Outside (MWOUT)
- Program Workline Inside (PWIN)
- Program Workline Outside (PWOUT)

The current Workline unit receives requests for workers and creates a “Workline” for each job. When a new work program is created, the staff informs the Count Room and the TDOC. Inmates apply for work via inter-office mail. The staff reviews all applicants including the inmate’s Incident History, charges, and sentence information to select a candidate for work.

1. Application High Level Requirements

This section describes the requirements that support the collection of information for the Workline process.

Req#	Requirements	Response Code			Estimated Custom Hours
		I	C	N	
WL-01	The proposed solution must provide the ability to document and prioritize Internal/External Work Project Requests. Vendor Response (written narrative here):				
WL-02	The proposed solution must provide the ability to create and store Work programs. Vendor Response (written narrative here):				
WL-03	The proposed solution must provide the ability to schedule the Work program including programs that do not have a specified “end date”. Vendor Response (written narrative here):				
WL-04	The proposed solution should allow for the integration of a commercial off the shelf Work program application. Vendor Response (written narrative here):				
WL-05	The proposed solution must provide a list of work applicants for review and assignment. Vendor Response (written narrative here):				
WL-06	The proposed solution must provide access to inmate records for review and assignment to Work programs. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Custom Hours
		I	C	N	
WL-07	The proposed solution must provide the ability to assign an individual inmate or groups of inmates to a Work program (via a drop-down list or drag and drop). Vendor Response (written narrative here):				
WL-08	The proposed solution must provide a waiting list for a work assignment when the assignment is fully staffed. Vendor Response (written narrative here):				
WL-09	The proposed solution must provide the ability to flag inmates who do not meet work eligibiity criteria. Vendor Response (written narrative here):				
WL-10	The proposed solution must provide the ability to document an inmate's Work participation within a facility or outside of a facility. Vendor Response (written narrative here):				
WL-11	The proposed solution must provide the ability to record the workline supervisor. Vendor Response (written narrative here):				
WL-12	The proposed solution must integrate with Classification so that skilled and trained inmates are assigned to the most appropriate Work programs. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Custom Hours
		I	C	N	
WL-13	The proposed solution must have capability to produce a list of inmates with a selected skill set. Vendor Response (written narrative here):				
WL-14	The proposed solution must provide the ability to capture Work program coordinator phone and email contact information. Vendor Response (written narrative here):				
WL-15	The proposed solution must provide an automated manner to track any housing change required as a condition of Work participation. Vendor Response (written narrative here):				
WL-16	The proposed solution must provide the ability to access Work information using a commercial off the shelf report writing application. Vendor Response (written narrative here):				
WL-17	The proposed solution must provide an electronic scheduling system to include Work programs within a facility or outside of a facility Vendor Response (written narrative here):				
WL-18	The proposed solution must provide the ability to track inmate movement to Work programs. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Custom Hours
		I	C	N	
WL-19	The proposed solution must Interface with the functional area that computes an Inmate Pay and/or Good Time Calculation. Vendor Response (written narrative here):				
WL-20	The proposed solution must integrate Work programs and movement with the Count function. Vendor Response (written narrative here):				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. Create a Workline

1. View work program requests
2. Create, schedule, and assign correctional staff to a work program
3. Show inmates who reported for scheduled workline as "present"
4. Assign a workline supervisor

b. Screen and Assign Applicants

1. View work applicant list
2. View inmate information
3. Assign an inmate to a work program
4. View waiting list
5. Assign an inmate to a work program from the waiting list

c. Document Work Participation

1. Document work participation
2. Document work incident

d. Generate Reports

1. List of work applicants.
2. List of work programs.
3. Individual Work program status report.
4. Work program incidents report.
5. Work program rosters
6. Daily/Monthly daily work program reports
7. Show a historical work line report

Q. Transportation

This section contains the high level requirements for the Transportation process within Shelby County. Also included are: Scenarios that must be demonstrated to Shelby County; Data Imports and Exports that support the requirements; Reports and Displays; and Business Rules that apply to the requirements.

When implemented, all transportation required by the Shelby County Jail and Correctional Center will be managed by the proposed solution transportation function. The purpose of the Transportation function is to move inmates to activities and events that take place within the Justice environment and outside of the Justice environment in a secure and timely manner. The delivery of all inmates to Court in accordance with the docket is critical. Along with Court transportation, inmates are transported to Medical and Mental Health appointments or treatment during the day and on an emergency basis. All transportation is supported by documentation created in advance. Each trip is tracked using the Trip Accounting System. Inmates of the same security level are transported together. Admin segregation, Gang members, Special/High Profile inmates, mental are transported separately. Transportation also supports “Non-Custodial” transport, which requires a certificate of need faxed to Transportation.

1. Application High Level Requirements

This section describes the requirements that support the collection of information for the Transportation process.

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
TR-01	The proposed solution must provide the ability to interface with medical to receive inmate medical transportation requests electronically. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
TR-02	The proposed solution must provide a daily court transportation list electronically. Vendor Response (written narrative here):				
TR-03	The proposed solution must provide the ability for transportation staff to enter a trip requested by facility management into the transportation function. Vendor Response (written narrative here):				
TR-04	The proposed solution must provide the ability to provide a face sheet containing inmate information: mugshot, charges, alerts, demographic data, etc. Vendor Response (written narrative here):				
TR-05	The proposed solution must provide the ability for transportation staff to print the documents that need to be taken as part of the transportation trip. Vendor Response (written narrative here):				
TR-06	The proposed solution must provide the ability for the transportation staff to load inmates into a scheduled trip. Vendor Response (written narrative here):				
TR-07	The proposed solution must provide the ability to identify an Enemy in the Facility for an inmate scheduled for a trip in both the vehicle and the location. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
TR-08	<p>The proposed solution must provide the ability for the transportation staff to create incidents and major incidents for contraband and accidents respectively.</p> <p>Vendor Response (written narrative here):</p>				
TR-09	<p>The proposed solution must provide the ability to support non-inmate transportation. (This is an optional requirement.) This transportation is based on a written “certificate of need” that must be entered and approved prior to the transport.</p> <p>Vendor Response (written narrative here):</p>				
TR-10	<p>The proposed solution must provide the ability to print individual trip sheets for inmates. The trip sheet will include a picture of the inmate, demographic detail and trip information. The trip sheet should also include ‘Precautionary information” – STG, Medical, restraining order, “keep-away”).</p> <p>Vendor Response (written narrative here):</p>				
TR-11	<p>The proposed solution must provide the ability to produce a report on a monthly, quarterly and annual basis reporting how many non-inmates went from point A to Point B, what type of non-inmate and the sex of the transported non-inmate. This report should allow for a date parameter.</p> <p>Vendor Response (written narrative here):</p>				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. Create a Transportation Event

1. View transportation requests
2. Create, schedule, and assign driver to transportation event
3. Create, schedule, and assign driver to court transport
4. Create, schedule, and assign driver to medical transport
5. Print trip sheet

b. Create a Non-inmate Transportation Event

1. View transportation certificate of need
2. Complete required forms
3. Create, schedule, and assign driver to non-inmate transportation event
4. Create, schedule, and assign driver to court transport

c. Screen and Assign Applicants

1. View inmate list for transport
2. View inmate information
3. Assign an inmate to a vehicle
4. Print Face Sheet

d. Generate Reports

1. List of transportation events.
2. List of inmates transported.
3. List of transportation incidents.
4. Daily/Monthly daily transportation reports.

R. Release

This section contains the high level requirements for the release process within Shelby County. Also included are: Scenarios that must be demonstrated to Shelby County; Data Imports and Exports that support the requirements; Reports and Displays; and Business Rules that apply to the requirements.

When implemented, all inmate releases required by the Shelby County Jail and Correctional Center will be managed by the proposed solution release function standardized across the Shelby County Jail and Correctional Center.

The Jail has the responsibility to detain an inmate until the criteria are met for release from incarceration via: judicial process, bail, bond, transfer, or death. An inmate can be released to the street, released to another facility, released to another agency/jurisdiction. In the judicial process, the court could: issue a Court Order for release; remove charges; sentence the inmate to “time served”; or sentence the inmate to an extended period of incarceration. The inmate could also gain his release by Cash Bond or Surety Bond.

The Correctional Center has the responsibility to incarcerate convicted inmates until the inmate is eligible for release from incarceration due to: end of sentence, parole, probation, a judicial process, or death in the institution. Three types of inmates who are released at the end of their sentence are: misdemeanor offenders; State Felons; and Weekenders. Other inmates are released on Parole, Probation, or by a Court Order.

1. Application High Level Requirements

This section describes the requirements that support the collection of information for the release process.

Req#	Requirements	Response Code			Estimated Hour to Customize
		I	C	N	
RE-01	The proposed solution must have the ability to record information pertaining to the release of an inmate. Vendor Response (written narrative here):				
RE-02	The proposed solution must provide the ability to interface with the court system to receive court activity information in real time. Vendor Response (written narrative here):				
RE-03	The proposed solution must provide the ability to interface with the State system to receive notice of inmates about to complete their sentences. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hour to Customize
		I	C	N	
RE-04	The proposed solution must provide the ability to review inmate records as part of the release authorization process. Vendor Response (written narrative here):				
RE-05	The proposed solution must have the ability to incorporate a release checklist that is configurable by facility to ensure that all actions required by policy are completed prior to release. Vendor Response (written narrative here):				
RE-06	The proposed solution must have the ability to specify the release type. Vendor Response (written narrative here):				
RE-07	The proposed solution must provide the ability to record the user who authorized an inmate release and the user who physically released the inmate. Vendor Response (written narrative here):				
RE-08	The proposed solution must provide the ability to capture information regarding warrants checks or database searches conducted prior to an inmate's release. Vendor Response (written narrative here):				
RE-09	The proposed solution must provide the ability to cancel a release in case of error. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hour to Customize
		I	C	N	
RE-10	The proposed solution must integrate the processes of the release authorization and scheduling. Vendor Response (written narrative here):				
RE-11	The proposed solution must provide the ability to capture a mug shot as part of the release process. Vendor Response (written narrative here):				
RE-12	The proposed solution must support inmate transfers to other institutions or to other agencies. Vendor Response (written narrative here):				
RE-13	The proposed solution must provide the ability to record any Conditions of Release. Vendor Response (written narrative here):				
RE-14	The proposed solution must provide the ability to generate and print a "Discharge Card". Vendor Response (written narrative here):				
RE-15	The proposed solution must provide the ability to release weekenders at the end of the weekend without performing a final release. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hour to Customize
		I	C	N	
RE-16	<p>The proposed solution must provide the ability to perform a final release for an inmate with a weekend sentence.</p> <p>Vendor Response (written narrative here):</p>				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. Release Inmate

1. View State Report
2. Review inmate record
3. Enter Conditions of Release
4. Capture Mugshot
5. Release inmate
6. Print Discharge Card
7. Complete release checklist

b. Temp Release Inmate

1. Temp release an inmate serving weekend time
2. ReBook a temp released inmate for weekend time
3. Final release inmate serving weekend time

c. Generate Reports

1. List of State Inmates released
2. List of inmates released on Parole or Probation
3. Release checklist
4. Daily/Monthly release reports

S. Mail

This section contains the high level requirements for the mail process within Shelby County. Also included are: Scenarios that must be demonstrated to Shelby County; Data Imports and Exports that support the requirements; Reports and Displays; and Business Rules that apply to the requirements. When implemented, all inmate mail entering or leaving the Shelby County Jail and Correctional Center will be managed by the proposed solution mail function.

Incoming mail is received and reviewed. If the inmate's booking number and location is not provided, they must be verified. If the inmate is on mail restriction, mail is returned to sender. Prohibited items identified during inspection are documented manually and returned to the sender. The inmate is notified in writing and disciplined. Other incoming mail is only recorded if money is received. The enclosed monetary amount is deposited in the inmate's account in CORE (Aramark's Inmate Accounting System). The Gang Unit must be notified if an inmate receives mail from an individual with a restraining order. When an inmate receives certified and/or legal mail, information is entered into a log book. Legal mail is not inspected by staff, but the inmate must read such mail under supervision. The Gang Intelligence Unit is notified of legal mail received. Outgoing mail is not reviewed unless the item is legal in nature. Mail is stamped and sent on behalf of the inmate. Inmates are responsible for paying for outgoing certified mail only unless they are indigent.

The Aramark system currently captures the mail information. However, Shelby County is interested in the capabilities of the vendors responding to this RFP. For the purposes of this RFP, these requirements are optional.

1. Application High Level Requirements

This section describes the requirements that support the collection of information for the mail process.

Req. #	Requirement	Response Code			Estimated Hours to Customize
		I	C	N	
MA-01	The proposed solution must provide for the documentation of mail sent and received by an inmate. Vendor Response (written narrative here):				

Req. #	Requirement	Response Code			Estimated Hours to Customize
		I	C	N	
MA-02	<p>The proposed solution must provide the ability to log inmate mail related data and inmate correspondent related data as required by policy.</p> <p>Vendor Response (written narrative here):</p>				
MA-03	<p>The proposed solution must provide a visual alert to notify staff that an inmate has a restraining order(s) in effect from a person to prevent the inmate from sending mail to that person.</p> <p>Vendor Response (written narrative here):</p>				
MA-04	<p>The proposed solution must provide the ability to print notice(s) to concerned parties when mail is refused, stating the reason for refusal.</p> <p>Outgoing mail–Notice to be sent to inmate</p> <p>Incoming mail–Notice to be sent to inmate and sender</p> <p>Vendor Response (written narrative here):</p>				
MA-05	<p>The proposed solution must provide the ability to view/print reports of inmate mail activity.</p> <p>Vendor Response (written narrative here):</p>				
MA-06	<p>The proposed solution must have the ability to log all mail (incoming/outgoing) as required by policy. The system must allow for the flagging of contraband. The system must allow for the editing of a log entry to add contraband found.</p> <p>Vendor Response (written narrative here):</p>				

Req. #	Requirement	Response Code			Estimated Hours to Customize
		I	C	N	
MA-07	The proposed solution must link an inmate to mail addresses, and link addresses to inmate(s), to identify who is corresponding to multiple inmates. Vendor Response (written narrative here):				
MA-08	The proposed solution must have the ability to flag all incoming/outgoing mail for an inmate under investigation of gang related activities. Vendor Response (written narrative here):				
MA-09	The proposed solution must provide the ability to capture information on all incoming legal/certified mail and print receipts for legal, certified and/or registered mail according to policy. Vendor Response (written narrative here):				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. Review Incoming/Outgoing Mail

1. Review incoming mail
2. Record mail received with contraband
3. Review mail received for inmate on mail restriction
4. Refer mail to Gang Unit
5. Record legal mail incoming and outgoing
6. Review outgoing mail

b. Generate Reports

1. List of contraband received
2. List of inmates on mail restriction
3. List of inmates with restraining orders
4. Daily/Monthly daily mail reports.

T. Escapes/ Fugitives

This section contains the high level requirements for the fugitive and extradition processes within Shelby County. Also included are: Scenarios that must be demonstrated to Shelby County; Data Imports and Exports that support the requirements; Reports and Displays; and Business Rules that apply to the requirements.

When implemented, Shelby County will utilize the escape function. The solution must provide the ability to identify a person as a fugitive and capture the information supporting that status: warrant, detainer, court order, etc. The system must also identify the agency from which the person is a fugitive, including General Sessions and Criminal Court in Shelby County. Paper warrants are retained and must be removed from the physical file upon service. Warrants are sent back to the Court of origin to be removed from the system. The Fugitive Office enters the disposition of all warrants manually. The Fugitive Office accounts for all warrants and warrant activity in a monthly Warrant Activity Report. They also track all the fugitive arrest tickets received by the front desk.

Extradition identifies people wanted by external agencies (Outgoing Extradition) and creates paperwork for extradition including local medical information and court activity. When extradition paperwork is completed, they contact the other agency to take custody of the inmate. The office is also notified of inmates in custody elsewhere who are wanted in Shelby County (Incoming Extradition). The office works with the outside agency to plan pick up. Data from the trip is entered into the Trip Management System and may be used to charge the Bond Agency.

1. Application High Level Requirements

This section describes the requirements that support the collection of information for the fugitive and extradition processes.

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
FE-01	The proposed solution must provide the ability to document an inmate's status as a fugitive from Shelby County or from another agency (local, other county, state, or federal). Vendor Response (written narrative here):				
FE-02	The proposed solution must provide the ability for the fugitive staff to search inmate records within the Jail and Correctional Center. Vendor Response (written narrative here):				
FE-03	The proposed solution must provide the ability to provide to the fugitive staff information from the courts on new warrants and warrant status changes in a queue to initiate action and track warrant notes. Vendor Response (written narrative here):				
FE-04	The proposed solution must provide the ability to electronically capture, store, view, and remove warrant and detainer information. Vendor Response (written narrative here):				
FE-05	The proposed solution must provide the ability to verify that a warrant or detainer has been physically removed from the file and that the court has changed the status of the warrant or detainer from the OMS when that warrant has been served. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
FE-06	The proposed solution must provide the ability for the fugitive staff to view electronically the up-to-date status of a warrant and detainer. Vendor Response (written narrative here):				
FE-07	The proposed solution must provide the ability to print and transmit electronically warrant and detainer information. Vendor Response (written narrative here):				
FE-08	The proposed solutions must provide the ability to view and print inmate mugshots. Vendor Response (written narrative here):				
FE-09	The proposed solution must provide an electronic fugitives/warrants/detainer activity log to record related activities. Vendor Response (written narrative here):				
FE-10	The proposed solutions must provide the ability to record and view incoming extradition information. Vendor Response (written narrative here):				
FE-11	The proposed solutions must provide the ability to record and view outgoing extradition information. Vendor Response (written narrative here):				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. Review Warrant/Fugitive Information

1. Review warrant information
2. Verify warrant removed after service
3. Enter incoming fugitive information
4. Enter outgoing fugitive information

b. Generate Reports

1. List of outstanding warrants
2. List of warrants served
3. List of warrants removed by court
4. Summary of extradition activities
5. Daily/Monthly daily warrant and extradition reports.

U. Sentence Calculation

This section contains the high level requirements for the sentence calculation process within the Shelby County Jail. Also included are: Scenarios that must be demonstrated to Shelby County; Data Imports and Exports that support the requirements; Reports and Displays; and Business Rules that apply to the requirements.

When implemented, the proposed solution will support the calculation of allowable sentences for serving time at the Shelby County Jail.

1. Application High Level Requirements

This section describes the requirements that support the collection of information for the sentence calculation process used at the Shelby County Jail.

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
SE-01	The proposed solution must provide a standardized sentence calculation capability that would produce the same valid and reliable sentence result regardless of location based on the same conviction information. Vendor Response (written narrative here):				
SE-02	The proposed solution must provide the ability to record detailed sentence information. Vendor Response (written narrative here):				
SE-03	The proposed solution must provide the ability to interface with the Tennessee Department of Corrections to receive expected release dates for State Inmates and to transmit calculated sentences for State Inmates detained at the Jail. Vendor Response (written narrative here):				
SE-04	The proposed solution must provide the ability to calculate combined release dates with the ability to override the sentence as required by management. Vendor Response (written narrative here):				
SE-05	The proposed solution must provide the ability to incorporate both consecutive and concurrent sentences into the sentence calculation. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
SE-06	The proposed solution must provide the ability to override sentence calculation and capture approver information. Vendor Response (written narrative here):				
SE-07	The proposed solution must provide the ability to record Earned Good Time. Vendor Response (written narrative here):				
SE-08	The proposed solution must provide the ability to input Earned Good Time by authorized persons and provide an audit trail of the modifications and who made them and why. Vendor Response (written narrative here):				
SE-09	The proposed solution must provide the ability to record Parole Return Information. Vendor Response (written narrative here):				
SE-10	The proposed solution must have ability to enter information for a civil contempt. It must be able to store the end date and notify when the end date occurs (if inmate did not pay the fee/fine/contempt charge). Vendor Response (written narrative here):				
SE-11	The proposed solution must have ability to record sentence to ensure that the inmate is not released prior to the EOS without authorization. Vendor Response (written narrative here):				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. Calculate Sentence

1. Calculate sentence
2. Override calculation results and approve new sentence

b. Generate Reports

1. List of sentences calculated
2. List of sentence overrides
3. Daily/Monthly daily sentencing reports.

V. Inmate Movement

This section contains the high level requirements for the inmate movement within the Shelby County Jail and Correctional Center. Also included are: Scenarios that must be demonstrated to Shelby County; Data Imports and Exports that support the requirements; Reports and Displays; and Business Rules that apply to the requirements.

When implemented, the proposed solution must provide management over all inmate movement whether internal or external in both the Shelby County Jail and Correctional Center.

1. Application High Level Requirements

This section describes the requirements that support the the movement of inmates detained in the Shelby County Jail and Correctional Center.

Typical movement activities managed by the Pod officer include: Attorney visits; video visitation; religious services; medical services; mental health services; count; video arraignment; court scheduling; use of Law Library; and movement out of and back into the Pod. The Pod officer also has the responsibility to closely monitor and track the activities of high profile inmates. A typical scenario is when the Pod officer is notified of an Attorney visit. The Pod officer notifies the inmate, prepares a hall pass, and records the visit in the JMS in Inmate History. The Pod officer is notified that the inmate has a visitor and notifies the inmate. If the inmate accepts the visit, the Pod officer sends the inmate to the designated video visitation booth on the floor.

Monday through Friday, the Pod officer receives the court list which contains the inmate Name and the Court Division. The Pod officer will ensure that the inmate is ready to go to court and will book him out to court. When a Count is called, the Pod officer begins a formal count and visually confirms the inmates who are in the Pod and accounts for inmates who may have been moved to: Court, Medical, or Work.

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
MO-01	The proposed solution must have the ability to regulate inmate movement within the Shelby County Jail and the Shelby County Correctional Center. Vendor Response (written narrative here):				
MO-02	The proposed solution must provide for the real time recording of an inmate's departure or arrival at any number of user defined locations throughout the facility. Vendor Response (written narrative here):				
MO-03	The proposed solution must allow a facility to interface with a commercial off the shelf application for card reading or barcode scanning. Vendor Response (written narrative here):				
MO-04	The proposed solution must provide the ability to detect an Enemy in the Facility prior to the inmate moving to that location. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
MO-05	<p>The proposed solution must record, and maintain the history of, all movement of an inmate (inmate, date and time, location).</p> <p>Vendor Response (written narrative here):</p>				
MO-06	<p>The proposed solution must provide the ability to move a group of inmates and allow for exceptions to group.</p> <p>Vendor Response (written narrative here):</p>				
MO-07	<p>The proposed solution must allow for the time between when an inmate departs one location and arrives at the destination, known as “on the move” or “in transit”.</p> <p>Vendor Response (written narrative here):</p>				
MO-08	<p>The proposed solution must provide a notice to the arrival location for any inmate who is late in arriving.</p> <p>Vendor Response (written narrative here):</p>				
MO-09	<p>The proposed solution must provide the ability to print hall passes stating: departure location; destination location; and anticipated arrival time. This printing must be configurable by facility. The user must be able to turn off the print capability if required. The Hall Pass should be printed in a manner that displays the destination in a large font that is easily visible to the officer.</p> <p>Vendor Response (written narrative here):</p>				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
MO-10	The proposed solution shall provide the ability for the non-scheduled movement of inmates. Vendor Response (written narrative here):				
MO-11	The proposed solution must provide the ability for the facility to define all inmate locations and specify transit times from one location to another. Vendor Response (written narrative here):				
MO-12	The proposed solution must provide the ability to query inmate movement information. Vendor Response (written narrative here):				
MO13	The propose solution must ensure that the all movement is integrated with the count module to facilitate accurate system count of inmates at all locations. Vendor Response (written narrative here):				
MO-14	The proposed solution must provide the ability to produce, view and/or print reports to include schedules. Vendor Response (written narrative here):				
MO-15	The proposed solution must capture information about an inmate's appointments, scheduled inmate activities within the facility (programs, education, etc.), and external trips. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
MO-16	The proposed solution must provide the ability to display a complete list of scheduled activities by housing unit, inmate, date, destination, and/or activity type. Vendor Response (written narrative here):				
MO-17	The proposed solution must provide the ability to prioritize one activity over another. Example: a court trip vs. a GED class Vendor Response (written narrative here):				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. Schedule Inmate Movement

1. Schedule inmate movement to activity
2. Print Hall Pass
3. Move inmate to activity out of a housing unit
4. Arrive an inmate at an activity
5. Arrive a returning inmate into a housing unit
6. Display a Late Arriving Notice
7. View inmates at locations
8. View inmate movement history
9. Turn Off Hall Pass Printing

b. Generate Reports

1. List of scheduled movements
2. List of movements completed
3. Report of inmate movement history
4. List of Enemy in Facility
5. Daily/Monthly daily movements reports.

W. Security Operations

This section contains the high level requirements for the security operations function within the Shelby County Jail and Correctional Center. Also included are: Scenarios that must be demonstrated to Shelby County; Data Imports and Exports that support the requirements; Reports and Displays; and Business Rules that apply to the requirements.

The primary objective of the security operations is to schedule searches and shakedowns in accordance with the facility policy, review incidents that are classified in a specific category and create Serious Incident reports. The Security Operations staff also reviews and decides inmates appeals against the disciplinary sanctions.

1. Application High Level Requirements

This section describes the high level requirements that support the Security Operations process.

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
SO-01	The proposed solution must have the ability to enable the Security Operations staff to schedule cell, common area and inmate searches as per the facility policy. Vendor Response (written narrative here):				
SO-02	The proposed solution must have the ability to allow the Security Operations staff to schedule additional searches, if necessary. Vendor Response (written narrative here):				
SO-03	The proposed solution must have the ability to allow the Security Operations staff to record and view the results of all searches conducted by the units or the DRT/CERT teams. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
SO-04	<p>The proposed solution must have the ability to allow the Security Operations staff to view incidents that are classified in certain categories for example Use of Force, Inmate Assaults, etc).</p> <p>Vendor Response (written narrative here):</p>				
SO-05	<p>The proposed solution must have the ability to allow the Security Operations staff to create Incident packets for all incident type codes based on linking of incident reports which could be printed. (This is an optional requirement.)</p> <p>Vendor Response (written narrative here):</p>				
SO-06	<p>The proposed solution must have the ability to allow the Security Operations staff to view the inmate appeals that have been received against disciplinary sanctions for that inmate.</p> <p>Vendor Response (written narrative here):</p>				
SO-07	<p>The proposed solution must have the ability to allow the Security Operations staff to record their decision on inmate appeals against disciplinary sanctions.</p> <p>Vendor Response (written narrative here):</p>				
SO-08	<p>Generate statistical and trend analysis reports on an as required basis – weekly, monthly and annually</p> <p>Vendor Response (written narrative here):</p>				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. Schedule Searches and Shakedowns

1. Schedule searches and shakedowns
2. View list of areas searched
3. Review search results for areas searched

b. Create Serious Incident Reports

1. Review inmate housing history
2. Other housing reports

c. Record Disciplinary Appeal Decisions

1. View list of inmate appeals
2. Record decisions against inmate appeals

X. Inmate Housing

This section contains the high level requirements for the inmate housing function within the Shelby County Jail and Correctional Center. Also included are: Scenarios that must be demonstrated to Shelby County; Data Imports and Exports that support the requirements; Reports and Displays; and Business Rules that apply to the requirements.

The Housing function is performed by different entities in the Jail and the Correctional Center. In the Jail, the Classification entity performs the housing function. In the Correctional Center, the Count Room performs the Housing function. The primary objective of the housing function is to place the inmate in a specific unit based on the inmate's classification level.

1. Application High Level Requirements

This section describes the high level requirements that support the Inmate Housing process.

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
IH-01	<p>The proposed solution must provide the ability to locate any active or inactive inmate information based on classification or cell (e.g. HOC, JAL, MAX, MIN, MED or Cell 15). The naming of housing units shall be agency specific.</p> <p>Vendor Response (written narrative here):</p>				
IH-02	<p>The proposed solution must keep a complete history of every cell the inmate has been assigned to and their cell stay date and time, including the staff member who entered the change, reason and comments. This history is critical to medical investigations (e.g. an infectious disease situation) or criminal investigations (e.g. witness confirmation).</p> <p>Vendor Response (written narrative here):</p>				
IH-03	<p>The system must also keep history of housing changes for display. The system must track any changes that happen within, with the ability to note and display the reason for and comments regarding the change (e.g. Pod move, Cell change, D Report #)..</p> <p>Vendor Response (written narrative here):</p>				
IH-04	<p>The proposed solution must provide an alert if active enemies are housed together in the same unit while still allowing for it.</p> <p>Vendor Response (written narrative here):</p>				
IH-05	<p>The proposed solution must provide the ability to enter, track and review a cell inventory of standard items with the option to print a completed checklist for the inmate to sign.</p> <p>Vendor Response (written narrative here):</p>				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
IH-06	<p>The proposed solution must provide the ability to warn staff of situations relating to enemies, medical issues, co-mingling and/or overbooking. The system must allow staff to override the warning and provide the ability to record and report overrides.</p> <p>Vendor Response (written narrative here):</p>				
IH-07	<p>The proposed solution must ensure that the housing module ties in to the security module and provides an easy way to see/determine the special management status of inmates such as:</p> <ol style="list-style-type: none"> 1. Administrative Segregation 2. Isolation 3. Room restrictions 4. <p>Vendor Response (written narrative here):</p>				
IH-08	<p>The proposed solution must provide the ability to view and print housing history reports as follows:</p> <ol style="list-style-type: none"> 1. Inmate Housing History report showing every assignment and change, dates, reasons, comments and special management status over multiple bookings. 2. Inmate contact report showing every housing assignment and every other inmate the subject inmate was housed with over multiple bookings and/or date ranges. <p>Vendor Response (written narrative here):</p>				
IH-09	<p>The proposed solution must provide a process for designated staff to enter pending housing moves and generate a report listing all pending moves.</p> <p>Vendor Response (written narrative here):</p>				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
IH-10	The proposed solution must provide the ability to report on any cell activity for a proposed range of dates. This also may include adjacent cells or entire areas. Vendor Response (written narrative here):				
IH-11	The proposed solution must provide the ability to view the status of a pod or a cell. Vendor Response (written narrative here):				
IH-12	The proposed solution must be able to recommend housing assignments based upon availability of cells and crossed referenced with information from Classification, Medical. This is an optional requirement. Vendor Response (written narrative here):				
IH-13	The proposed solution must provide the ability to assign an inmate to new housing assignment in current unit or another unit. Vendor Response (written narrative here):				
IH-14	The proposed solution must have the ability to 'overbook' a bed or move inmates to a temporary location during assignment Vendor Response (written narrative here):				
IH-15	The proposed solution must have the ability to enable Shelby County personnel to add additional facilities, pods and cells without the need for OMS customization or enhancement. Vendor Response (written narrative here):				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. House an Inmate

1. Assign and move the inmate to a new housing unit
2. Move the inmate within a unit
3. Move the inmate to a new pod/unit
4. Notify of enmies in facility/unit
5. View the status of a Pod
6. View the status of a Cell

b. Inmate History

1. Review inmate housing history
2. Other housing reports

Y. Work Release

This section contains the high level requirements for the work release function within the Shelby County Correctional Center. Also included are: Scenarios that must be demonstrated to Shelby County; Data Imports and Exports that support the requirements; Reports and Displays; and Business Rules that apply to the requirements.

The work release function is performed by the Correctional Center. The primary objective of the work release function is to place the inmate in an appropriate work assignment based on the inmate's education, skills, classification level, and a match with the employer's requirements.

1. Application High Level Requirements

This section describes the high level requirements that support the Work Release process.

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
WR-01	The proposed solution must provide the ability to allow the user to review a list of inmates classified at Level 1, 2, or 3, based on initial classification or re-classification who have been incarcerated at the SCCC for 30 days or more. Vendor Response (written narrative here):				
WR-02	The proposed solution must provide the ability to receive Work Release Assignments via data transfer from Court Case Management System. Vendor Response (written narrative here):				
WR-03	The proposed solution must provide the ability to capture an inmate Application for Work Release. Vendor Response (written narrative here):				
WR-04	The proposed solution must provide the ability to review all inmate Work Release Applications received from multiple sources. Vendor Response (written narrative here):				
WR-05	The proposed solution must provide the ability to capture response and disposition for inmate Work Release Application. Vendor Response (written narrative here):				
WR-06	The proposed solution must provide the ability to interface with TOMIS to determine sentence information including Sentence End Date for the Inmate. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
WR-07	The proposed solution must provide the ability for the user to populate a Work Release Checklist that is used to review and approve an inmate for the Work Release program. Vendor Response (written narrative here):				
WR-08	The proposed solution must provide the ability to view any Alerts for the inmate including: Suicidal, Drug Offense, Violent Offender, etc. that may disqualify an inmate for Work Release. Vendor Response (written narrative here):				
WR-09	The proposed solution must provide the ability to review inmate OMS records including education, skills, previous employment, and program participation. Vendor Response (written narrative here):				
WR-10	The proposed solution must provide the ability to record drug screening results. Vendor Response (written narrative here):				
WR-11	The proposed solution must provide the ability to review Inmate History for Incident and Disciplinary Reports. Vendor Response (written narrative here):				
WR-12	The proposed solution must provide the ability to schedule an inmate for a Work Release Review Board. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
WR-13	The proposed solution must provide the ability to record the results of the Work Release Review Board, including any conditions set by the board. Vendor Response (written narrative here):				
WR-14	The proposed solution must provide the ability to assign an inmate to a Pre-work Release Orientation. Vendor Response (written narrative here):				
WR-15	The proposed solution must provide the ability to record the Date and Staff ID for Pre-work Release Orientation for an inmate. Vendor Response (written narrative here):				
WR-16	The proposed solution must provide the ability to record Employer information, including: Organization Name; Employer Contact Information; Employer Worker Criteria; and Work Requirements. This ability should include the modification and removal of Employers and Employer information. Vendor Response (written narrative here):				
WR-17	The proposed solution must provide the ability to generate a “Contract with Employer”. This document should be both electronic and printable forms. Vendor Response (written narrative here):				
WR-18	The proposed solution must provide the ability to assign an Inmate to a Work Release program. Vendor Response (written narrative here):				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
WR-19	<p>The proposed solution must provide the ability to remove an Inmate from a Work Release program and record: Removal Reason; Removal Date; and Staff who approved removal. This would include any appeal by the inmate and the outcome of the appeal.</p> <p>Vendor Response (written narrative here):</p>				
WR-20	<p>The proposed solution must provide the ability to create weekly Inmate Room & Board and Transportation Charges form and transmit that information to Inmate Accounting electronically.</p> <p>Vendor Response (written narrative here):</p>				
WR-21	<p>The proposed solution must provide the ability to create a “Daily Sign Out Sheet” and transmit that information to the Transportation Department electronically.</p> <p>Vendor Response (written narrative here):</p>				
WR-22	<p>The proposed solution must provide the ability to record Counselor checks on inmate.</p> <p>Vendor Response (written narrative here):</p>				
WR-23	<p>The proposed solution must provide the ability to record events during an inmate’s participation in a Work Release Program, including: Completion, Removal, Release, Incidents, etc.</p> <p>Vendor Response (written narrative here):</p>				
WR-24	<p>The proposed solution must provide the ability to update the count function based on movement in and out of the facility.</p> <p>Vendor Response (written narrative here):</p>				

Req#	Requirements	Response Code			Estimated Hours to Customize
		I	C	N	
WR-25	<p>The proposed solution must provide the ability to provide a Work Release display of all inmates on Work Release, including: Inmate Name, Inmate R&I#, Housing Location, and Work Release Assignment (including facility scheduled Time Out/Time In and actual Time Out/Time In).</p> <p>Vendor Response (written narrative here):</p>				

2. Scenarios

This section describes the scenarios that the selected vendor finalists must complete for observation by Shelby County. It is recognized that the Vendor's offender management system will not yet have been configured to work for Shelby County. Using the business process documentation that is available as a guide, demonstrate the following capabilities in a manner that best represents current business practices in Shelby County. Evaluators will take into consideration the fact that these demonstrations may vary from local processes.

a. Review an Inmate for Work Release Assignment

1. Review inmate application
2. Review Inmate records
3. Assign inmate to work release program

b. Create an Employer for Work Release Assignment

1. Gather Employer Information
2. Create Employer Record
3. Modify/Delete an Employer Record

c. Conduct Work Release Review Board

1. Create checklist
2. Record results
3. Record appeals/disposition

d. Record Work Release Inmate Information

1. Record Orientation
2. Record Counselor Checks
3. Record Completion
4. Record Incidents
5. Record Removal

e. Create Work Release Forms

1. Daily Sign Out Sheet
2. Create Employer Contract
3. Create Room & Board and Transportation Charges Form

3. Data Imports/Exports

This section describes the data that should be fed into Work Release and the information from work release to other functions.

a. Data Import

1. Court Ordered Work Release from Court Case Management System
2. TOMIS sentence data.

b. Data Export

1. Work Release Inmate Data to Count
2. Daily Sign Out Sheet to Transportation
3. Inmate Room & Board and Transportation data to Inmate Accounting

X. CONTRACT REQUIREMENTS

The successful Proposer will be expected to enter into a contract incorporating the following terms and conditions, and such additional terms and conditions standard to services of this type.

A. General Requirements

1. Control. All services by the Provider will be performed in a manner satisfactory to the County, and in accordance with the generally accepted business practices and procedures of the County.
2. Provider's Personnel. The Provider certifies that it presently has adequate qualified personnel to perform all services required under this Contract. The Provider will supervise all work under this Contract. The Provider further certifies that all of its employees assigned to serve the County have such knowledge and experience as required to perform the duties assigned to them. Any employee of the Provider who, in the opinion of the County, is incompetent, or whose conduct becomes detrimental to the work, shall immediately be removed from association with services under this Contract.
3. Independent Status.
 - a. Nothing in this Contract shall be deemed to represent that the Provider, or any of the Provider's employees or agents, are the agents, representatives, or

employees of the County. The Provider shall be an independent Provider over the details and means for performing its obligations under this Contract. Anything in this Contract which may appear to give the County the right to direct the Provider as to the details of the performance of its obligations under this Contract or to exercise a measure of control over the Provider is solely for purposes of compliance with local, state and federal regulations and means that the Provider shall follow the desires of the County only as to the intended results of the scope of this Contract.

- b. It is further expressly agreed and understood by the Provider that neither it nor its employees or agents are entitled to any benefits which normally accrue to employees of the County; that the Provider has been retained by the County to perform the services specified herein (not hired) and that the remuneration specified herein is considered fees for services performed (not wages) and that invoices submitted to the County by the Provider for services performed shall be on the Provider's letterhead.

4. Termination Or Abandonment.

- a. It shall be cause for the immediate termination of this Contract if, after its execution, the County determines that either:
 - i. The Provider or any of its principals, partners or corporate officers, if a corporation, including the corporation itself, has pled nolo contendere, or has pled or been found guilty of a criminal violation, whether state or federal, involving, but not limited to, governmental sales or purchases, including but not limited to the rigging of bids, price fixing, or any other collusive and illegal activity pertaining to bidding and governmental contracting.
 - ii. The Provider has subcontracted, assigned, delegated, or transferred its rights, obligations or interests under this Contract without the County's consent or approval.
 - iii. The Provider has filed bankruptcy, become insolvent or made an assignment for the benefit of creditors, or a receiver, or similar officer is appointed to take charge of all or part of Provider's assets.
- b. The County may terminate the Contract upon five (5) days written notice by the County or its authorized agent to the Provider for the Provider's failure to provide the services specified under this Contract.
- c. This Contract may be terminated by either party by giving thirty (30) days written notice to the other before the effective date of termination. In the event of such termination, the Provider shall be entitled to receive just and equitable compensation for any satisfactory work performed as of the termination date;

however, the Provider shall not be reimbursed for any anticipatory profits that have not been earned as of the date of termination.

- d. All work accomplished by the Provider prior to the date of such termination shall be recorded and tangible work documents shall be transferred to and become the sole property of the County prior to payment for services rendered.
- e. Notwithstanding the above, the Provider shall not be relieved of liability to the County for damages sustained by the County by virtue of any breach of the Contract by the Provider and the County may withhold any payments to the Provider for the purpose of setoff until such time as the exact amount of damages due the County from the Provider is determined.

5. Subcontracting, Assignment Or Transfer. Any subcontracting, assignment, delegation or transfer of all or part of the rights, responsibilities, or interest of either party to this Contract is prohibited unless by written consent of the other party. No subcontracting, assignment, delegation or transfer shall relieve the Provider from performance of its duties under this contract. The County shall not be responsible for the fulfillment of the Provider's obligations to its transferors or sub-Providers. Upon the request of the other party, the subcontracting, assigning, delegating or transferring party shall provide all documents evidencing the assignment.

6. Conflict Of Interest. The Provider covenants that it has no public or private interest and shall not acquire, directly or indirectly, any interest which would conflict in any manner with the performance of its services. The Provider warrants that no part of the total contract amount provided herein shall be paid directly or indirectly to any officer or employee of the County as wages, compensation, or gifts in exchange for acting as officer, agent, employee, sub-Provider to the Provider in connection with any work contemplated or performed relative to this Contract.

7. Covenant Against Contingent Fees. The Provider warrants that it has not employed or retained any company or person other than a bona fide employee working solely for the Provider, to solicit or secure this Contract, and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for the Provider any fee, commission, percentage, brokerage fee, gift, or any other consideration contingent upon or resulting from the award or making of this Contract. For breach or violation of this warranty, the County will have the right to recover the full amount of such fee, commission, percentage, brokerage fee, gift, or other consideration.

8. Employment of County Workers.

- a. The Provider shall not engage, on a full or part-time or other basis during the

period of the Contract, any professional or technical personnel who are in the current employment of the County.

- b. Notwithstanding the foregoing, no prior County official or employee may be employed by or receive compensation, wages or benefits from the Provider for a period of one (1) year from employment separation from the County if during the period of employment with the County the employee or official had any direct or indirect involvement with the Provider's services or operations provided to the County.

- 9. Arbitration. Any dispute concerning a question of fact in connection with the work not disposed of by agreement between the Provider and the County will be referred to the Shelby County Contract Administrator or his/her duly authorized representative, whose decision regarding same will be final.

10. General Compliance With Laws.

- a. If required, the Provider shall certify that it is qualified and duly licensed to do business in the State of Tennessee and that it will take such action as, from time to time, may be necessary to remain so qualified and it shall obtain, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Contract.

- b. The Provider shall, at all times, observe and comply with all federal, state, and local laws, ordinances, and regulations in any manner affecting the conduct of the work. The preceding shall include, but is not limited to, compliance with all Equal Employment Opportunity laws, the Fair Labor Standards Act, Occupational Safety and Health Administration (OSHA) requirements and the Americans with Disabilities Act (ADA) requirements.

- c. This Contract will be interpreted in accordance with the laws of the State of Tennessee. By execution of this Contract the Provider agrees that all actions, whether sounding in contract or in tort, relating to the validity, construction, interpretation and enforcement of this Contract will be instituted and litigated in the courts of the State of Tennessee, located in Shelby County, Tennessee, and in no other. In accordance herewith, the parties to this Contract submit to the jurisdiction of the courts of the State of Tennessee located in Shelby County, Tennessee.

- 11. Nondiscrimination. The Provider hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Provider on the grounds of handicap and/or disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Tennessee State

constitutional, or statutory law. The Provider shall upon request show proof of such nondiscrimination, and shall post in conspicuous places available to all employees and applicants notices of nondiscrimination.

12. Entire Agreement. This Contract contains the entire Contract of the parties and there are no other promises or conditions in any other Contract whether oral or written. This Contract supersedes any prior written or oral Contracts between the parties.
13. Amendment. This Contract may be modified or amended, only if the amendment is made in writing and is signed by both parties.
14. Severability. If any provision of this Contract is held to be unlawful, invalid or unenforceable under any present or future laws, such provision shall be fully severable; and this Contract shall then be construed and enforced as if such unlawful, invalid or unenforceable provision had not been a part hereof. The remaining provisions of this Contract shall remain in full force and effect and shall not be affected by such unlawful, invalid or unenforceable provision or by its severance here from. Furthermore, in lieu of such unlawful, invalid, or unenforceable provision, there shall be added automatically as a part of this Contract a provision as similar in terms to such unlawful, invalid or unenforceable provision as may be possible, and be legal, valid and enforceable.
15. No Waiver Of Contractual Right. No waiver of any term, condition, default, or breach of this Contract, or of any document executed pursuant hereto, shall be effective unless in writing and executed by the party making such waiver; and no such waiver shall operate as a waiver of either (a) such term, condition, default, or breach on any other occasion or (b) any other term, condition, default, or breach of this Contract or of such document. No delay or failure to enforce any provision in this Contract or in any document executed pursuant hereto shall operate as a waiver of such provision or any other provision herein or in any document related hereto. The enforcement by any party of any right or remedy it may have under this Contract or applicable law shall not be deemed an election of remedies or otherwise prevent such party from enforcement of one or more other remedies at any time.
16. Matters To Be Disregarded. The titles of the several sections, subsections, and paragraphs set forth in this contract are inserted for convenience of reference only and shall be disregarded in construing or interpreting any of the provisions of this Contract.
17. Subject To Funding. This Contract is subject to annual appropriations of funds by the Shelby County Government. In the event sufficient funds for this Contract are not appropriated by Shelby County Government for any of its fiscal period during the term hereof, then this Contract will be terminated. In the event of such termination, the Provider shall be entitled to receive just and equitable compensation for any satisfactory work performed as of the termination date.

18. Travel Expenses. All travel expenses payable under this Contract shall be in accordance with the County Travel Policy and Procedures. This includes advance written travel authorizations, submission of travel claims, documentation requirements, and reimbursement rates. The County will make no travel advances.

19. Incorporation Of Other Documents.

a. The Provider shall provide services pursuant to this Contract in accordance with the terms and conditions set forth within the Shelby County Request for Proposals/Bids, as well as, the Response of the Provider thereto, all of which are maintained on file within the Shelby County Purchasing Department and incorporated herein by reference.

b. It is understood and agreed between the parties that in the event of a variance between the terms and conditions of this Contract and any amendment thereto and the terms and conditions contained either within the Request for Proposals/Bids or the Response thereto, the terms and conditions of this Contract as well as any amendment shall take precedence and control the relationship and understanding of the parties.

20. Contracting With Locally Owned Small Businesses. The Provider shall take affirmative action to utilized Locally Owned Small Businesses when possible as sources of supplies, equipment, construction and services.

21. Incorporation Of Whereas Clauses. The foregoing whereas clauses are hereby incorporated into this Contract and made a part hereof.

22. Waiver Of Proprietary Interest. Notwithstanding anything to the contrary contained herein or within any other document supplied to the County by the Provider, the Provider understands and acknowledges that the County is a governmental entity subject to the laws of the State of Tennessee and that any report, data or other information supplied to the County by the Provider due to services performed pursuant to this Contract is subject to being disclosed as a public record in accordance with the laws of the State of Tennessee.

23. Organization Status And Authority.

a. The Provider represents and warrants that it is a corporation, limited liability company, partnership, or other entity duly organized, validly existing and in good standing under the laws of the State of Tennessee; it has the power and authority to own its properties and assets and is duly qualified to carry on its business in every jurisdiction wherein such qualification is necessary.

- b. The execution, delivery and performance of this Contract by the Provider has been duly authorized by all requisite action and will not violate any provision of law, any order of any court or other agency of government, the organizational documents of the Provider, any provision of any indenture, agreement or other instrument to which the Provider is a party, or by which the Provider's respective properties or assets are bound, or be in conflict with, result in a breach of, or constitute (with due notice or lapse of time or both) a default under any such indenture, agreement or other instrument, or result in the creation or imposition of any lien, charge or encumbrance of any nature whatsoever upon any of the properties or assets.
24. Warranty. The Provider warrants to the County that all Services shall be performed in accordance with acceptable standards in the industry applicable to the Services. The Provider shall correct, at its sole cost and expense, any work reasonably deemed to be unsatisfactory by the County. The Provider warrants to the County that all Services shall be in strict compliance with the terms of this Contract, and all applicable governmental laws, rules and regulations.
25. Rights in Data. The County shall become the owner, and the Provider shall be required to grant to the County, or its successors, a perpetual, non-exclusive, non-transferable, royalty-free right, in the County's name, to use any deliverables provided by the Provider under this Contract, regardless of whether they are proprietary to the Provider or to any third parties.
26. Source Code. The Provider, at no additional cost to Shelby County, shall place the entire set of source code for the proposed solution with an authorized escrow agent. Setting aside the software in an escrow account provides Shelby County a method of obtaining the software in the event the Provider ceases to market and support the proposed software. The Provider shall provide all information to Shelby County relevant to placing the software with an authorized escrow agent, ensuring the most recent version of the software is in escrow within 10 working days of issuance of a new major or minor release of the solution.

B. Indemnification and Insurance Requirements

1. Responsibilities For Claims And Liabilities.

- a. The Provider shall indemnify, defend, save and hold harmless the County, and its elected officials, officers, employees, agents, assigns, and instrumentalities from and against any and all claims, liabilities, losses or damages—including but not limited to Title VII and 42 USC 1983 prohibited acts arising out of or resulting from any conduct; whether actions or omissions; whether intentional, unintentional, or negligent; whether legal or illegal; or otherwise that occur in connection with, or in breach of, this Contract or in the performance of the duties

hereunder, whether performed by the Provider, its sub-Providers, agents, employees or assigns. This indemnification shall survive the termination or conclusion of this Contract.

- b. The Provider expressly understands and agrees that any insurance protection required by this Contract or otherwise provided by the Provider shall in no way limit the responsibility to indemnify, defend, save and hold harmless the County or its elected officials, officers, employees, agents, assigns, and instrumentalities as herein provided.
- c. The County has no obligation to provide legal counsel or defense to the Provider or its sub-Providers in the event that a suit, claim, or action of any character is brought by any person not party to this Contract against the Provider as a result of or relating to obligations under this Contract.
- d. Except as expressly provided herein, the County has no obligation for the payment of any judgment or the settlement of any claims against the Provider as a result of or relating to obligations under this Contract.
- e. The Provider shall immediately notify the County, c/o Shelby County Government, Contracts Administration, 160 N. Main Street, Suite 550, Memphis, TN 38103, of any claim or suit made or filed against the Provider or its sub-Providers regarding any matter resulting from or relating to Provider's obligations under this Contract and will cooperate, assist and consult with the County in the defense or investigation thereof.
- f. The Provider shall immediately notify the County, c/o Shelby County Government, Contracts Administration, 160 N. Main Street, Suite 550, Memphis, TN 38103, of cancellation or changes in any of the insurance coverage required.

2. Insurance Requirements. The Provider will provide evidence of the following insurance coverage:

PROFESSIONAL SERVICES/PROVIDER PROJECTS MORE THAN \$1,000,000

Minimum Limits of Insurance

Provider shall maintain coverage with limits of no less than:

- 1) *Commercial General Liability Insurance* \$1,000,000 limit per occurrence bodily injury and property damage/\$1,000,000 personal and advertising injury/\$2,000,000 General Aggregate/\$2,000,000 Products-Completed Operations Aggregate. Shelby County Government, its elected officials,

appointees, employees and members of boards, agencies, and commissions shall be named as additional insureds. The insurance shall include coverage for the following:

- a) Premises/Operations
 - b) Products/Completed Operations
 - c) Contractual
 - d) Independent Providers
 - e) Broad Form Property Damage, if applicable
 - f) Personal Injury and Advertising Liability
 - g) Cyber Liability – minimum limit of \$300,000
- 2) *Business Automobile Liability Insurance* - \$1,000,000 each accident for property damage and personal injury. Coverage is to be provided on all:
- a) Owned/Leased Autos
 - b) Non-owned Autos
 - c) Hired Autos
- 3) *Workers Compensation and Employers' Liability Insurance* – Including coverage for sole proprietors, partners, and officers, regardless of requirement by Tennessee State Statute. Policy is to be specifically endorsed to include these individuals for coverage. Employers Liability Coverage is \$1,000,000 per accident. Provider/Provider waives its right of subrogation against Shelby County for any and all workers' compensation claims.
- 4) *Professional Liability/Errors & Omissions Insurance* – minimum of \$1,000,000 per claim or occurrence/\$3,000,000 annual aggregate.
- 5) *Employee Dishonesty* – minimum limit of \$50,000 per employee, including Third Party coverage.

All policies will provide for thirty (30) days written notice to Shelby County of cancellation of coverage provided. Ten (10) days notice is applicable to non-payment of premium. If the insurer is not required by the policy terms and conditions to provide written notice of cancellation to Shelby County, the Provider/Provider will provide immediate notice to Shelby County.

All insurance policies maintained by the Provider/Provider shall provide that insurance as applying to Shelby County shall be primary and non-contributing irrespective of such insurance or self-insurance as Shelby County may maintain in its own name and on its own behalf.

C. Right to Monitor and Audit

Access To Records. During all phases of the work and services to be provided hereunder the Provider agrees to permit duly authorized agents and employees of the County to enter the Provider's offices for the purpose of inspections, reviews and audits during normal working hours. Reviews may also be accomplished at meetings that are arranged at mutually agreeable times and places. The Provider will maintain all books, documents, papers, accounting records, and other evidence pertaining to the fee paid under this Contract and make such materials available at their offices at all reasonable times during the period of this Contract and for three (3) years from the date of payment under this Contract for inspection by the County or by any other governmental entity or agency participating in the funding of this Contract, or any authorized agents thereof; copies of said records to be furnished if requested.

XI. PROPOSAL SUBMISSION

A. General

1. All interested and qualified proposers are invited to submit a proposal for consideration. Submission of a proposal indicates that the proposer has read and understands this entire RFP, including all attachments, exhibits, schedules, and addenda (as applicable) and all concerns regarding this RFP have been satisfied.
2. Proposals must be submitted in the format described below. Proposals are to be prepared in such a way as to provide a straightforward, concise description of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc. are neither necessary nor desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.
3. Proposals must be complete in all respects as required in this section. A proposal may not be considered if it is conditional or incomplete.
4. **Hard copy proposals must be received by no later than 3:00 pm (CST) on September 28, 2012, at Shelby County Government Purchasing Department, 160 N. Main St., Suite 550, Memphis, TN 38103.**
5. The proposer agrees to provide the County with any additional information it deems necessary to accurately determine their ability to perform the services proposed. Furthermore, submission of this proposal constitutes permission by this organization for the County to verify all information contained in the proposal. Failure to comply with any request for additional information may disqualify the organization from further consideration. Such additional information may include evidence of financial ability to perform.

B. Proposal Presentation

1. One (1) original proposal (clearly identified as original), one (1) copy on CD and twelve (12) copies of the proposal are required. Cost proposals must be provided in Microsoft Excel format on the CD.
2. The package containing the original and copies must be sealed and marked with the proposer's name and "**CONFIDENTIAL, OFFENDER MANAGEMENT SYSTEM, RFP #13-007-04**" with due date and time indicated.
3. Proposals must be typed. Erasures and "white-out" are not permitted. Mistakes may be crossed out, and corrections may be typed adjacent and initialed in ink by the person signing the proposal. Please identify all attachments, literature and samples, etc., with your firm name and our RFP number.
4. Proposals must be verified before submission as they cannot be withdrawn or corrected after being opened. The County will not be responsible for errors or omissions on the part of the proposers in preparing their proposals. A responsible officer or employee must sign the proposal. Tennessee sales tax shall not be included in the Provider's proposal.

C. PROPOSAL FORMAT

Response to this RFP must be in the form of a proposal package that must be submitted in the following format: The Proposal Response Sheet (***required document***) should be the first page of your written response.

1. Cover Page – Submit on letterhead stationery, signed by a duly authorized officer, employee, or agent of the organization/firm.
2. Comprehensive Response (Minimum Requirements and Services Required)
 - a. Address all services and requirements outlined in Section II – Minimum Requirements and Section IX – Services Required/Scope of Work.
 - b. Outline how respondent can meet or exceed the minimum requirements.
 - c. Detail how the respondent is qualified to provide the services required.
 - d. Describe, in detail, the approach for accomplishing the services (include a time schedule for completion of each element).
 - e. Complete the matrix of Application Capabilities in Section IX.

3. Cost and Fees

- a. Provide the applicable itemized costs and any commissions included in the proposal for the Services for each element in the scope of work (this includes a break-down of the cost proposed for any sub-Provider working in conjunction with your organization on the project), using the following format:

OMS Proposal Price Summary

1. OMS Software Licensing for 500 Concurrent Users
2. Server Specifications
 - Production Server
 - Training Server
 - Server hosting a read-only version of the database
3. Additional 3rd Party Software
4. Project Management
5. Consulting & Implementation Assistance
6. Installation: Site Preparation, System Integration and Test, Acceptance Test
7. Training
8. Data Conversion from Legacy OMS
9. Reports
 - 40 simple reports
 - 20 medium complexity reports
 - 20 complex reports
10. Data and Content Imports/Exports
11. Warranty (state the period of the warranty)
12. Maintenance and Support Year 1
13. Maintenance and Support Year 2
14. Maintenance and Support Year 3
15. Maintenance and Support Year 4
16. Maintenance and Support Year 5
17. Other one-time or recurring costs

- b. Explain any assumptions or constraints in your price proposal to perform the services.
- c. Explain any additional charges or fees in the proposal.
- d. Adhere to the requirements of the “Living Wage Ordinance #328”, Section VI, Item I.

4. Experience of the Respondent.

A sufficient description of the experience and knowledge base of the proposer to show the proposer's capabilities should be included in the proposal. At a minimum, the description of the experience and knowledge base of the proposer included in the proposal should include, but not necessarily be limited to, the following:

- a. A brief description of the history and mission of the proposer, including the proposer's background and mission statement, the length of time the proposer has been in business, a description of the proposer's organizational structure and a description of the proposer's customer make-up;
- b. A statement of how long the proposer has provided services similar to the Services requested herein;
- c. A general description of the proposer's experience and background in providing services similar to the Services requested herein; and
- d. Any other relevant information about the experience and knowledge base of the proposer which is deemed to be material.
- e. Resume of each employee engaged in the Services, including the role of each and an overview of their previous experience with similar projects.

5. References

References of the proposer, including at least three (3) other clients for whom the proposer has provided services similar to the Services (with preference given to clients comparable to Shelby County Government) and, for each such reference, the business name, the identification of a contact person, the title of the contact person and a telephone number.

6. Additional Information

- a. A description of any other resources available to the proposer that will be useful in providing the Services.
- b. A description of the methods used by the proposer to measure the satisfaction of its client.
- c. Any other relevant information about the capabilities of the proposer deemed to be material.

XII. PROPOSAL EVALUATION AND SELECTION

A. Evaluation Process

1. Initial Review – All proposals will be initially evaluated to determine if they meet the following minimum requirements:
 - a. The proposal must be complete, in the required format, and be in compliance with all the requirements of the RFP.
 - b. Proposers must meet the Minimum Proposer Requirements outlined in Section II of this RFP.
2. Technical Review – Proposals meeting the above requirements will be evaluated on the basis of the following criteria:
 - a. Each proposal will be reviewed by a special Ad-Hoc Committee which may elect to schedule a personal presentation and interview with one or more of the proposers.
 - b. All proposals submitted in response to this RFP will be evaluated based on the following criteria:
 - i. Qualifications and experience of specific personnel assigned to this project;
 - ii. Quality and responsiveness of the proposal and the ability to present a clear understanding of the nature and scope of the project;
 - iii. Project methodology;
 - iv. Previous experience in performing similar Services;
 - v. Proposed cost to Shelby County Government;
 - vi. Other services available to Shelby County Government above and beyond the Services required.
3. Product Demonstration.

Shelby County Government reserves the right to interview, or to require an oral presentation from, any respondent for clarification of information set forth in the proposer's response. In this regard, at the discretion of the evaluation committee, some or all proposers who submit a proposal in response to this RFP may be asked to submit to an interview or give a product demonstration of their respective proposals to the

evaluation committee. If so, this is not to be a presentation restating the proposal, but rather an in-depth analysis of certain qualifications of the proposer. The interview or oral presentation, if utilized, is intended to provide an opportunity for the proposer to clarify or elaborate on its qualifications without restating the proposal. The product demonstration is to be a fact finding and explanation session only and is not to be used to negotiate any terms of the contract. If required, the time and location of such interview or product demonstration will be scheduled by the Administrator of Purchasing or his designee. Product Demonstrations are strictly an option of Shelby County Government or its evaluation committee and, consequently, may or may not be conducted. All travel expenses to and from the product demonstration shall be the responsibility of the proposer.

Each finalist will be required to provide a two-day demonstration of the proposed product in Memphis, during the established demonstration period (see the procurement schedule in Section 1). The schedule will provide time for the finalists to demonstrate the capabilities of each component of their solution. Finalists will be expected to follow the script provided in the Offender Management System Scenarios set forth in section IX, and each finalist will be required to show how each scenario would be addressed using its proposed solution. It is recognized that the vendor system will not yet be configured to work in Shelby County, and this will be taken into account during the demonstrations. Demonstration of any substitute applications/version (e.g., while the proposed application/version is being developed) will negatively affect the score assigned to the finalist.

4. Selection will be based on determination of which proposal best meets the needs of the County and the requirements of this RFP.

Shelby County Government reserves the right to consider the vendor's EOC rating in all evaluations.

B. CONTRACT AWARD

Contract(s) will be awarded based on a competitive selection of proposals received. The proposers are advised that the lowest cost proposal will not necessarily be awarded the Contract, as the selection will be based upon qualification criteria as deemed by the County and as determined by the selection committee and the County Mayor. The proposals submitted will be evaluated by the County. All decisions are made at the discretion of the County.

The contents of the proposal of the successful proposer will become contractual obligations and failure to accept these obligations in a contractual agreement may result in cancellation of the award.

The County reserves the right to negotiate any portions of the successful proposer's fees and scope of work or utilize their own resources for such work.