

Collier County Sheriff's Office



RFP #14-001

Inmate Video Visitation System

Release date: December 6, 2013

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PURCHASING DEPARTMENT

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PROPOSAL DUE DATE, TIME AND DELIVERY LOCATION:

- January 29, 2014
- BY 2:00:00 P.M. EST
- Collier County Sheriff's Office
Purchasing Department
2885 County Barn Road
Naples, FL 34112

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1. INTRODUCTION

This Request for Proposal (RFP) is to award a qualified firm offering a web-based inmate video visitation system for the Collier County Sheriff's Office ("CCSO") correctional facilities for both on-site and remote video visitation. The proposed system shall perform in accordance with the Scope of Work and it must be in compliance and meet all local, state and Federal laws, guidelines, standards, and regulations. Proposals must offer state-of-the art technology and equipment that provides the highest level of support and customer service to meet CCSO's needs.

The proposed system will be at no cost to CCSO and the Successful Proposer shall be responsible for all equipment, installation, training, connectivity, maintenance costs, storage, and technical support. This will be a revenue generating system for CCSO's Corrections Inmate Welfare Fund.

A. RFP Schedule of Events

Important Note: The table below lists the activities relevant to this RFP process. CCSO reserves the right to change the dates and it is the responsibility of the Proposers to check the CCSO website periodically to review the RFP schedule for changes. If changes do occur, addenda/addendum shall be posted to the website.

Event	Time	Date
RFP released	N/A	December 6, 2013
Legal Notice Ad-Published: Naples Daily News	N/A	December 8, 2013 December 15, 2013
Proposer's Questions Deadline	05:00:00 P.M. EST	December 20, 2013
Mandatory Registration for Site visit & Pre-Proposal Conference	05:00:00 P.M. EST`	January 10, 2014
Mandatory Site Visit & Pre-Proposal Conference	10:00:00 A.M. EST	January 15, 2014
Proposal Due	02:00:00 P.M. EST	January 29, 2014
Proposal Public Bid Opening	02:30:00 P.M. EST	January 29, 2014
Evaluators Review Begins	N/A	February 3, 2014
Evaluators Review Ends	N/A	February 12, 2014
Contract Award Announcement	N/A	February 14, 2014
Contract Start	N/A	March 3, 2014

Note: RFP schedule changes and/or amendments for this solicitation will be issued addenda/addendum and shall be posted to our website at: www.colliersheriff.org, the "How do I" tab or at the link provided below:

<http://www2.colliersheriff.org/aboutus/purchasing/rfp1.asp>

B. Contact Information

- i. Please use the provided CCSO Purchasing Department contact information for all correspondence listed in this section.

All correspondence shall be directed to

Jennifer Espinosa and Melissa Pearson
Collier County Sheriff's Office
Purchasing Department
2885 County Barn Road
Naples, FL 34112

Direct: 239/252-9040

Fax: 239/252-9099

Email: purchasing@colliersheriff.org

- ii. Proposers shall not communicate with any members of the CCSO during the RFP process unless authorized by the Purchasing Department.
- iii. Proposers who fail to communicate through the Purchasing Department and solicit or lobby information during this RFP process either directly or indirectly from CCSO members or other sources may result in proposal rejection and disqualification.

C. RFP Questions

All questions for this RFP must be emailed to purchasing@colliersheriff.org. Telephoned or faxed questions shall not be accepted or considered. Proposers shall make reference to the question they are asking by providing the section number and title name, paragraph number (if applicable), and page number. CCSO shall respond to the questions at the mandatory pre-proposal conference. Following the conference questions and responses will be posted on the CCSO website:

<http://www2.colliersheriff.org/aboutus/purchasing/rfp1.asp>

D. RFP Questions Deadline

The deadline to submit questions shall be December 20, 2013 by 5:00:00 P.M. EST

E. Mandatory Registration for Site Visit & Pre-Proposal Conference

Registration is mandatory to attend the site visit and pre-proposal conference. You must email purchasing@colliersheriff.org and provide employees names and contact information that will be in attendance. Each firm is authorized two (2) representatives. The deadline to register is January 10, 2014 by 5:00:00 P.M.

F. Mandatory Site Visit and Pre-proposal Conference

All interested proposers must attend the mandatory site visit and pre-proposal conference on January 15, 2014 at 10:00:00 A.M. EST in order to submit a proposal. The site visit will begin promptly 10:00:00 A.M. and all interested parties will meet at the Naples Jail Center lobby located at 3347 Tamiami Trail East, Naples, FL 34112. Following the site visit will be the pre-proposal conference in the NJC Muster room.

G. Proposal Submission Format

1. Any Proposer failing to respond in the following manner may be declared non-responsive:
 - A. Proposer shall provide a proposal, typed or computer generated, in English, clearly responding to all specifications, requirements, criteria and questions outlined in the RFP and detail any exception from this request.

2. Proposer shall submit hardcopies and one electronic copy as follows:

- One (1) original
- Five (5) exact copies
- One (1) electronic format
- Each binder must be sealed inside separate opaque packages and marked as "Original" and "Copy."
- Package addressed to:

Collier County Sheriff's Office
RFP #14-001 Inmate Video Visitation System
Attn: Purchasing Department
2885 County Barn Road
Naples, FL 34112

3. Proposers must submit proposals in three-ring binders in the following order and format. Tabbed dividers shall separate each section, and the tabs must have typed labels identifying each tabbed section. It is mandatory that all proposals be presented in the following format. Failure to do may result in the proposal being declared non-responsive.

Tab A. Transmittal letter

1. Name and address of Proposer.
2. Point of contacts names, titles, telephone numbers, and email addresses for the scope of work response, commission proposal response, and contractual.
3. A typed name with the original signature and the title of the person who has the level of authority and authorized to commit the organization to the proposal. Proposal not signed by an authorized officer of the Proposer's organization will be eliminated.
4. A statement that the proposal is indeed in response to this request for "RFP #14-001 Inmate Video Visitation System"
5. All proposals submitted shall state in the letter this is an irrevocable offer by the Proposer for 120 business days from the date of submission.

Tab B. Qualification and project experience

Shall submit professional qualification resumes of the individual(s) that will be assigned to the project. You must also include the organization's relevant project experience and background information, logistical capabilities, and other pertinent supporting data.

- Tab C. Executive Summary
Shall provide a summarization to the understanding of the RFP'S Scope of Work for the Inmate Video Visitation System project and it must provide how the organization's solution addresses the requirements provided in the RFP.
- Tab D. Scope of Work (SOW)
Proposer shall agree and/or make exception for each corresponding component of the Scope of Work (SOW) and the Proposer must provide an explanation addressing each SOW component with their proposed solution.
- Tab E. Project cost itemized list
Proposing organization shall include an itemized breakdown detailing all the costs associated with this project that the Proposing organization is providing to CCSO at no cost.
- Tab F. Gantt chart
Proposer shall provide a detailed schedule from the project start to completion with duration timeline of all tasks.
- Tab G. Network Infrastructure Security
Proposer shall include a detailed document providing a clear understanding of the network infrastructure security of the proposed system to include but not limited to data confidentiality, data integrity, system compromise, cloud or hosted server storage security, network connection controls, and visitor access.
- Tab H. Network Infrastructure Security Diagram
Proposer shall provide a detailed diagram depicting Internet connection architecture and the security for the proposed system.
- Tab I. Exceptions to Specifications (Attachment – 14 a)
Proposers taking exception to any part or section of this request shall indicate such exceptions on a separate sheet entitled "EXCEPTIONS TO SPECIFICATIONS". A full explanation to an alternative must be provided outlining the benefit over the listed specification(s). Failure to indicate any exceptions to the RFP shall be interpreted as the proposer's intent to fully comply with the specifications as written.
- Tab J. Certificate of Insurance Questionnaire (Attachment – 14b)
Include certificate of insurance coverage's required by this request or fill in questionnaire affirming that all coverage's and policies are in force or will be in force prior to contract commencement date. Certificate of Insurance shall be presented to the Purchasing Department naming CCSO as the "Additional Insured."
- Tab K. Drug Free Workplace Policy or Certificate (Attachment – 14c)
Must maintain it is a drug-free workplace and provide a policy or certificate.

- Tab L. Unauthorized Alien (Attachment – 14d)
Notarized statement that the Proposer does not employ unauthorized aliens in accordance with Section 274A (e) of the Immigration Nationality Act (8 U.S.C. 1324a), as required in Section 3.0.1.G.
- Tab M. Equal Rights Act Statement (Attachment-14e)
Certifying that the proposer's is in accordance with the provisions of Title VII of the 1968 Equal Rights Act as amended by the Equal Employment Opportunity Act of 1972 and Executive Order 11914, the Proposer does not discriminate on the basis of race, color, sex, religion, national origin or disability in its employment practices.
- Tab N. References (Attachment – 14f)
Must provide three (3) governmental correctional facility references confirming Proposer's proven ability providing similar services as requested in this solicitation.
- Tab O. Public Entity Crime Form (Attachment – 14g)
Sworn statement Pursuant to Section 287.133(3)(a)F.S. on Entity Crimes
- Tab P. Addendum (if applicable) (Attachment – 14h)
1. Any changes to the schedule of events or the solicitation shall be posted to the CCSO website in an Addenda/Addendum. It shall be the Proposer's responsibility to check the CCSO website periodically and prior to proposal submission.
 2. Any addenda/addendum posted to the website must be printed, acknowledged and included in the Proposer's proposal placed in Tab P.
- H. Proposal Submission Due Date
Proposals shall be received at the Purchasing Department of the Collier County Sheriff's Office located at 2885 County Barn Road, Naples, Florida 34112 by 2:00:00 P.M. EST on January 29, 2014. Proposal received after the deadline shall not be considered and they will be returned unopened to the return address on the package. Proposers shall be solely responsible for the timely delivery of their proposal regardless of the delivery method used.
- I. RFP Public Bid Opening
The RFP Public Bid Opening shall be at the Collier County Sheriff's Office, Purchasing Department, Conference Room, at 2885 County Barn Road, Naples, FL 34112 on January 29, 2014 at 2:30 P.M. EST to reveal the Proposers whom submitted proposals by the advertised deadline. The proposals will then be submitted to the evaluation team members for independent review and scoring.

2. EVALUATION

- A. Proposals are subjectively evaluated and scored for completeness and the Proposer's capabilities to meet and/or exceed the requirements in the request.

- B. All proposal(s) shall be scored and an award made to the responsive and responsible proposer whose proposal is determined to be the most professionally and technically responsive and not necessarily to the lowest priced proposal.
- C. CCSO reserves the right to negotiate further terms and conditions, including price, with the highest ranked proposer at the end of the evaluation process. If CCSO is unable to reach a mutually beneficial agreement with the first selected proposer, CCSO reserves the right to enter into negotiations with the next highest ranked proposer and continue the process until an agreement is reached. Proposers are cautioned to provide their best offer initially. Prior to negotiations with the highest ranked proposer, proposers providing additional information requested by CCSO shall not submit in their response any information that will alter or change the terms and conditions of their original proposal.

1. Evaluation

- a. Proposals shall be initially reviewed that they are responsive and responsible and that they comply with the RFP submission format and qualifications.
- i. Failure to meet the initial review requirements may cause the proposal to be rejected and eliminated for further review by the evaluation members.
- b. Evaluation members shall independently review and subjectively score each proposal received in response to this request.
- c. At no time shall the scoring members meet or jointly discuss any of the proposals received in response to this request with the exception of any oral presentation requested of the Proposers by the Purchasing Department or attendance at a Protest Hearing should a protest be lodged by one or more unsuccessful proposers.
- d. During the evaluation process CCSO may request from the Proposer's representative to answer questions regarding their proposal.
- e. Evaluation members shall not disclose any information derived from one proposal to any other proposer.
- f. Proposal evaluations and the contract award announcement are based on the following criteria and scoring weight.

2. Evaluation Point Assessment

DESCRIPTION	WEIGHT
Qualification & Project Experience	10%
Executive Summary	5%
Scope of Work (SOW)	45%
Gantt Chart	5%
Network Infrastructure Security	5%
Commissions	30%

3. PROPOSER QUALIFICATIONS & DISQUALIFICATIONS

A. Qualifications:

1. The Proposer shall be a reputable, qualified, firm that is fully experienced in providing inmate web-based video visitation system. The Proposer shall submit a detailed resumes with the professional qualifications of the individual(s) that will be assigned to the project. In addition, a document depicting the organization's relevant project experience, similar in nature to the RFP, logistical capabilities and other pertinent supporting data.
2. The Proposer shall have web-based video visitation system installed, functioning and operational in a minimum of five (5) correctional facilities.
3. The Proposer must have a minimum of five (5) years' experience with proven abilities and financial resources to deliver a web-based inmate video visitation system.
4. The Proposer must submit a fully responsive and responsible proposal.
5. The Proposer must provide references with the organization names, addresses, telephone numbers and contact names of three (3) governmental correctional facilities where similar services have been successfully installed and are fully functioning.
6. If the Proposer is an organization it must maintain a drug-free workplace policy or certificate and said document must include pre-employment and random drug screening of all employees. The Proposer shall certify at the time of submission of their proposal that such a program is in place and functioning. The Sheriff's Office reserves the right to periodically request, during the term of the contract, proof that the drug-free workplace is being conscientiously applied.
7. In accordance with Section 287.133(3)(a), Florida Statutes, prospective bidders must complete the attached notarized statement pursuant to Section 287.133(3)(a), Florida Statutes, On Public Entity Crimes concerning convictions of the proposer for public entity crimes and return it with their proposal.
8. Proposer must not employ unauthorized aliens in accordance with the provisions of Section 274A (e) of the Immigration and Nationality Act (8 U.S.C. 1324a).
9. In accordance with the provisions of Title VII of the 1968 Civil Rights Act as amended by the Equal Employment Opportunity Act of 1972 and Executive Order 11914, the Proposer in its employment practices shall not discriminate on the basis of race, color, sex, religion, age, national origin or disability.
10. CCSO Jail Administration shall conduct a background screening on all contract employees accessing CCSO buildings, properties, databases, or documents of the Sheriff. If required,

Proposer shall comply with the mandated background screening for those employees, technicians, and/or contractors and sub-contractors.

B. Disqualifications:

1. Any of the following reasons may be considered as sufficient cause for disqualification of a proposer and the rejection of his/her proposal or proposals:
 - a. More than one proposal for the same provision of services from an individual, firm or corporation under the same or different name.
 - b. Evidence that the Proposer has a financial interest in the firm of another Proposer for the provision of the same services.
 - c. Evidence of collusion among proposers. Participants in such collusion shall receive no recognition as proposers for the provision of any services until such participant has been reinstated as a qualified proposer or a period of five years whichever is greater.
 - d. Default under a previous contract for the provision of services or products to CCSO.
2. Failure of the Proposer to disclose at the time of submission of his/her proposal that any member of the CCSO or an immediate family member of a member of the CCSO has more than five percent (5%) interest in the submitting organization.
3. Proposer has been debarred or suspended from participation in the State of Florida's term contract program or SPURS System.
4. Employment of unauthorized aliens in violation of Section 274A(e) of the Immigration and Nationality Act (8 U.S.C. 1324a).
5. Evidence that the Proposer discriminates in its employment practices in violation of Title VII of the 1968 Civil Rights Act as amended by the Equal Opportunity Employment Act of 1972 and Executive Order 11914.
6. Failure of the Proposer to respond as outlined in Proposal Submission Response and Scope of Work (SOW) format may disqualify them from the evaluation process and deem the proposal non-responsive.

4. CONTRACT AWARD

- A. It is the desire of the Sheriff that all of the services in this request be provided by a single vendor; however, if it is determined to be in the best interests of the CCSO and the Citizens of Collier County then the contract, in whole or parts, may be awarded to multiple vendors.

- B. The award shall be made to the responsive and responsible proposer whose proposal is determined to be the most professionally and technically responsive and demonstrates the best capability to fulfill the requirements as specified in the request and not necessarily to the lowest priced proposal. The selection process may include a request for additional information. The Sheriff's decision is final.
- C. The Sheriff reserves the right to reject any and all, or parts of any and all proposals; re-advertise this request; postpone or cancel, at any time, this request for Proposal process; or waive any irregularities in this Request for Proposal or in the proposal(s) received as a result of this request.
- D. The determination of the criteria and process whereby proposals are evaluated, the decision as to who shall receive the contract award, or whether or not an award shall ever be made as a result of this request, shall be at the sole discretion of the Sheriff.
- E. If a sealed proposal contains information that a proposer does not wish disclosed to the public, or used for any purpose other than the evaluation of this offer, all such information must be submitted with indications on each page that the material is "Proprietary", "Confidential" or a "Trade Secret".
- F. All information contained in the proposal shall remain confidential throughout the duration of the evaluation process. However, in accordance with Chapter 119, Florida Statutes and other pertinent laws of the State of Florida, once an award is made to a successful proposer, all information, in all received proposals shall be available for public review.
- G. Proposers shall provide any and all statements in their sealed proposals that they desire to be included in a final contract for supplying and a web based video visitation system. Any exceptions to any terms and conditions may be made and shall be subject to negotiation. However, the inability to contractually guarantee any statement or specification may result in future elimination.

5. PROTEST

- A. Protest of an award must be filed 10 business days from the date of the award announcement notification by 5:00:00 P.M. EST. Protest shall be filed with the Collier County Sheriff's Office, Purchasing Department Manager, and the following shall be included:
 - Name, address, and telephone number of protester
 - Solicitation number of RFP/ITB
 - A detailed statement enumerating sections of the proposal and/or the evaluation process that the protestor considers being flawed or unfair.
 - Protestor or its representative's original signature
- B. Protest review and action shall be considered final with no further formalities being considered.

- C. Proposer's failure to follow the bid protest guidelines and timeline of 10 business days shall constitute a waiver of the Proposer's right to protest and any resultant claim.

6. TERMS AND CONDITIONS

- A. Definitions: For the purpose of this article only, the following terms have the meaning indicated.

1. Request for Proposal (RFP). A solicitation document issued by a procurement office requesting proposals from potential vendors for goods and/or services. Various factors are evaluated for best value with price not being the primary evaluation factor.
2. CCSO means the Collier County Sheriff's Office, its correctional facilities, its divisions, substations, agencies, officials, officers and employees.
3. Proposer means contractor, vendor, and its officers, agents, representatives, and employees.
4. Successful Proposer means contractor or vendor awarded the contract.

- B. Liabilities

1. Indemnification: Successful Proposer shall indemnify the CCSO against liability for any suits, actions, or claims of any character arising from or relating to the Successful Proposer's performance under the awarded contract.
 - a. The CCSO has no obligation to provide legal counsel or legal defense to the Successful Proposer in the event that a suit, claim, or action of any character is brought by any person not party to the awarded contract against the Successful Proposer as a result of or relating to the Successful Proposer's obligations under the awarded contract.
 - b. The CCSO has no obligation for the payment of any judgment or the settlement of any claims made against the Successful Proposer as a result of or relating to the Successful Proposer's obligations under the awarded contract.
 - c. The Successful Proposer shall give immediate notice to the Sheriff or his designated representative of any claim or suit made or filed against the Successful Proposer or any matter pertaining to the awarded contract.
 - d. The Successful Proposer shall cooperate, assist and consult with the CCSO in any claim, suit or action made or filed against the CCSO or Collier County as a result of or relating to the Successful Proposer's obligations under the awarded contract.
2. OSHA Compliance: The Successful Proposer expressly agrees that it shall be solely responsible for supervising its employees, that it shall comply with all rules, regulations,

orders, standards, and interpretations promulgated pursuant to the OSHA Act of 1970, including but not limited to training, recordkeeping, providing personal protective equipment, lockout/tagout procedures, material safety data sheets and labeling as required by the Right to Know Standards, 29 CFR 1910.1200.

3. Independent Contractor: The CCSO shall expressly acknowledge that the Successful Proposer is an independent contractor, and nothing in their Agreement is intended nor shall it be construed to create an agency relationship, and employer/employee relationship, a joint venture relationship, or any other relationship allowing CCSO to exercise control or discretion over the manner or method by which the Successful Proposer performs their obligations under their Agreement.
4. Personnel: The Successful Proposer certifies that it has, or shall secure at its own expense, all personnel required in performing the services under the awarded contract. Such personnel shall not be employees or have any contractual relationship with CCSO.
 - a. All of the services required hereunder shall be performed by the Successful Proposer or under its supervision and all personnel engaged in the work shall be fully qualified to perform such services.
5. Litigation Costs: All of the Successful Proposer's litigation costs including reasonable attorney fees, arising from disputes under the awarded contract shall be paid by the Successful Proposer.
6. Confidentiality of Information: The Successful Proposer shall agree that all CCSO files, records and electronic communications pertaining to the Successful Proposer's obligations under the awarded contract, are the exclusive property of CCSO and all information contained therein is confidential and is not to be discussed, copied, published or disseminated to any individual or organization outside of CCSO without the written approval of CCSO.
7. Venue: The CCSO and the Successful Proposer shall agree that the awarded contract shall be a Florida contract to be performed in Florida, and further that any litigation arising thereunder shall be brought and completed in Collier County, Florida and other pertinent Florida courts, and further that neither party shall seek to remove such litigation from Circuit Courts or Appellate Courts of the State of Florida by application of conflict of laws or any other removal process.
8. Assignment: Neither the awarded contract nor any of the Successful Proposer's obligations hereunder shall be transferred by the Successful Proposer in whole or part without the expressed written permission of CCSO.
9. Disclaimer: Due care and diligence has been exercised in the preparation of this Request for Proposal, and all information contained herein is believed to be substantially correct.

Neither the CCSO nor its representatives shall be responsible for any error or omission in this request, nor for the failure on the part of the proposer to determine the full extent of the exposure.

C. Insurance

1. The Successful Proposer shall provide a certificate of insurance indicating that the following insurance requirements are in force at the time of contract start date:
 - a) Workers Compensation: Statutory benefits with minimum employer's liability of \$100,000 each accident.
 - b) General Liability: The Successful Proposer shall warrant that it and all of its employees shall have general liability insurance coverage with minimum limits of \$1,000,000 per occurrence and \$2,000,000 in aggregate annually naming the CCSO as additionally insured.
 - c) Automobile Liability: Liability insurance covering all owned and hired vehicles used in connection with the Successful Proposer's obligations under the awarded contract, of not less than \$500,000 combined single limit per occurrence.
2. The Successful Proposer shall be solely responsible for the payment for required coverage's and the payment of any deductibles required by said policies.
3. Any cancellation, reduction in value or lapse of insurance coverage shall be considered a material breach of the awarded contract.
4. The Successful Proposer shall be responsible in providing valid certificates of insurance with the requirements outlined above to CCSO throughout the duration of the contract term.

7. ADJUSTMENTS/MODIFICATIONS/AMENDMENTS

1. Should the Collier County Sheriff's Office and the Successful Proposer mutually agree to a change in the scope of the program during the contract term, a mutually agreed to price adjustment shall be allowed.
2. Changes in contractual provisions of services to be furnished under the contract may be made only in writing and must be approved mutually by an agent of the Successful Proposer and the Sheriff's Office.
3. The Successful Proposer shall give full attention to the faithful execution of the contract, shall keep the contract under his control, and shall not by power of attorney or otherwise assign the contract to any other party without prior written approval of the Sheriff.

4. Should laws change requiring additional services or significant changes in costs, the Successful Proposer and the Collier County Sheriff's Office shall negotiate an equitable price adjustment.
5. During the term of the awarded contract, the Successful Proposer shall furnish all of the services specified in the Request for Proposal.
6. The Successful Proposer understands and agrees that the awarded contract is a requirements contract and the Collier County Sheriff's Office shall have no responsibility or obligation to the Successful Proposer in providing contractor's services.
7. All notices and requests by the Sheriff's Office or the Successful Proposer shall be in writing and shall be delivered by certified mail, return receipt requested, to the correct address of the parties to the contract. Either party may change its address by giving notice of the new address to the other party.

8. SCOPE OF WORK (SOW)

Overview & Background:

- I. CCSO requests each proposer to submit a proposal for a no cost web-based inmate video visitation system to include all internal and external connectivity, hardware, software, on-site or online training, software upgrades, technical service, cloud based or hosted server storage, technical support, and maintenance fees.
- II. The Collier County Sheriff's Office has two (2) correctional facilities, the Naples Jail Center (NJC) located at 3347 Tamiami Trail East, Naples, FL 34112 and the Immokalee Jail Center (IJC) located at 302 Stockade Road, Immokalee, FL 34142.
- III. Both locations currently offer on-site lobby video visitation. NJC has 1,112 beds and the current Average Daily Population (ADP) is 905 and IJC has 192 beds.
- IV. On-site lobby visitation is open seven (7) days a week. Visitation operational hours are open to the public from noon – 4:00 p.m. and 5:00 p.m. – 9:00 p.m. Inmates are authorized two (2) visits per week up to one (1) hour for each visit with no more than three (3) visitors at a time.
- V. Strike Industries installed the current software and equipment. CCSO owns the equipment and it will be replaced with the Successful Proposer's equipment.
- VI. Each Proposer shall provide a detailed narrative for each category listed in the Scope Of Work.

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- VII. Below is a breakdown of housing units, number of beds, and the current number of video terminals in each jail center. Inmates are housed according to classification.

Naples Jail Center (NJC)

Housing Units	# of beds	# video terminal	Housing Units	# of beds	# video terminal
2A	24	2	7A	20	2
2B	28	2	7B	28	2
2C	52	3	7C	52	3
3A	12	1	21A	80	4
3B	12	1	21B	52	4
3C	28	2	22A	80	4
3D	52	3	22B	80	4
4A	52	3	30A	20	2
4B	52	3	31A	80	4
5A	48	3	31B	64	4
*5B	24	1	32A	72	4
5C	24	2	32B	72	4
6A	52	3	*MEDICAL HU	26	2
6B	52	3	TOTALS	1238	75

* INDICATES PORTABLE UNITS = 3 TOTAL

Immokalee Jail Center (IJC)

Housing Units	# of beds	# video terminal
A	64	4
B	64	4
C	64	4
*SEG 1	8	1
SEG 2	8	0
TOTALS	208	13

* INDICATES PORTABLE UNIT = 1 TOTAL

A. Hardware

1. Non-proprietary inmate video visitation terminals for housing units shall be:
 - a. Correctional facility grade, tamper-proof steel enclosure and hardware
 - b. Correctional facility grade, tamper-proof plastic handset with armor enforced cords
 - c. Shatterproof window for video display monitor with integrated camera
 - d. Assembled from non-proprietary components
 - e. Waterproof
 - f. No exposed visible wires or cables
 - g. Ventilation holes must be located in the rear of the unit for proper cooling
 - h. Free of external hinges
 - i. Terminal powered by 110 VAC
 - j. Provide options for powering on and off units

2. Non-proprietary visitor video visitation touchscreen terminals with affixed handsets interfaced with audio and video equipment for the lobby visitation centers.
3. Explain in detail all the networking equipment.
4. Explain in detail all the cabling and connectivity.
5. Proposer shall provide for both facilities, the quantity of each on-site visitation center kiosks and terminals, and the quantity of inmate housing units kiosks and visitation terminals based on each housing unit and number of beds.

B. Software & Functionality

1. Web-based Software that does not require software to be downloaded to a computer in order to conduct a video visit.
2. Browser based software via a standard Internet browser such as Internet Explorer, Google Chrome, Apple Safari, and Mozilla Fire Fox.
3. Voice biometrics technology associated to a PIN or unique identifier number, and voice verification throughout the duration of the visit.
4. All visits must be encrypted, on-site and remote.
5. Shall integrate with CCSO's Jail Management System (JMS) – WINGS.
6. System or CCSO facility to perform visitor security background verification check prior to authorizing visitation.
7. Family, Friends, and Public's automated registration to create an account, edit account information, make payments using credit card, debit card, and cash.
8. Automated visit scheduling and cancellations based on inmate status in JMS-WINGS (i.e. housing unit relocation, or release, or disciplinary action)
9. System must be capable of High Definition (HD) video streaming up to 30 frames per second.
10. User friendly
11. Bilingual (English and Spanish at minimum). Proposer to provide all other languages that are available.
12. Graphical User Interface (GUI) using images and text to allow the site visitor to interact with functions of the web page.
13. Inmate housing unit terminals to display all pending visits
14. Ability to display various forms of media on the monitor.
15. Notifications
 - a. Notify CCSO facility if a lobby or housing unit visitor station is offline
 - b. Visit cancellation notifications via email to facility, home-user, and inmate.
 - c. Disclaimer notifying inmate and visitor that visits are subject to monitoring and/or recording (English and Spanish).
16. Countdown clock
 - a. Visible on-screen clock alerting visitors of visit time remaining.
17. Real-time monitoring of live video visits
 - a. Staff's ability to cancel and reactivate live visit
 - b. Re-assign visit terminals
18. Recording video visits
 - a. Must be encrypted for all visit recordings.
 - b. Ability for all visits to be recorded with automatic retrieval and playback video sessions.

- c. Ability to deselect specific visits such as “professional” visits from being recorded.
 - d. Ability to monitor all visits from both on-site and remote locations.
 - e. All recordings must have the ability to assign unique identifiers to both inmates and visitors to retrieve all information associated with that visitor, unique ID number, and inmate.
 - f. All recordings must assign a visit identifier number to identify the inmate, person visiting, date, visit start, visit end, and visit duration.
 - g. All recordings shall have customizable searches for investigative purposes.
 - h. Ability to export recorded visits onto media storage device or file download by authorized level of authority.
 - i. All recordings shall be CCSO confidential and CCSO shall have the exclusive rights of all recordings and content thereof.
 - j. Ability to store video visitation recordings on its Cloud-based or hosted servers for the duration of the contract plus one year at no cost.
 - k. Ability to run audits on recordings that have been altered.
 - l. Digital files for all recordings.
 - m. Recordings shall be available for use using standard non-proprietary application(s).
 - n. Accessibility of recordings via web portal
 - o. Recordings shall have archiving capabilities
 - p. Ability to download and/or extract digital data from the database
19. Audit Trail for all system activity to include but not limited to:
- a. Staff log in / log off
 - b. Event log that captures visitor name, inmate name, visit date and duration.
 - c. Visitor sending screen text message to inmate/visitor
 - d. Visitor that scheduled/modified/cancelled a visit
 - e. Visit start time, visit paused, restart, end time, and call duration
 - f. Recordings accessed by staff
 - g. Recordings exported or copied by staff
 - h. Staff that performed “live monitoring”
 - i. Reports requested by staff member
 - j. Visitor IP addresses
20. Automated Scheduling and Calendar Module
- a. A defined and user friendly scheduling visit process for inmate, professional, or public visits.
 - b. System must recognize the availability of visitor terminals and inmate kiosk for scheduling visits for the date and time requested.
 - c. System must be interfaced with CCSO JMS (Wings) for visitor scheduling inmate availability.
 - d. System to automatically block scheduling access to visitor terminals or inmate kiosks that have scheduled visits.
 - e. CCSO mandated accreditation criteria for visitor scheduling must be incorporated within the scheduling system. Prior to scheduling a visit, all visitors are required to present government issued photo identification and they must complete a

visitation form that includes visitor full name, visitor address, visitor telephone number, inmate's name visiting, and the visitor's relationship to the inmate.

C. Levels of Authority

1. Permission based that allows CCSO authorized administrative staff to assign levels of authority to access certain privileges for the following:
 - a. Blind monitor all video visit sessions simultaneously.
 - b. Ability to reset all visit durations that will automatically expire after the designated time.
 - c. User authorities for read-only users to view scheduled visits, download and copy recorded visits, blind monitor visits, initiate and end visit session at will, cancel visits, move visitors from one scheduled visit terminal to another terminal,
 - d. Intervene and pause, stop, and cancel a visit when rules and guidelines are not adhered too.
 - e. Visitor terminal reassignment
 - f. Customizable restrictions
 - i. Visitors visits with certain inmates
 - ii. Minor visits
 - iii. Visits from other inmates
 - iv. Visiting at the same time as other inmates

D. No-charge visits

1. Each inmate shall be authorized two (2) on-site public visits per week up to one (1) hour in duration for each visit with no more than three (3) visitors at a time.
2. On-site professional visitors (CCSO authorized)
3. Remote professional visitors (CCSO authorized)

E. Payments

1. Shall have an automated system for all financial transactions for processing visit scheduling fees (on-site or remote video visits), credits (re-scheduled visits, facility lockdown, or other), and refunds (inmate release).
 - i. The proposed financial automation system must have the ability to deduct the free on-site visit quota and calculate charges during the visit scheduling.
2. Automated financial data reporting of all video visitation visits including cancelled, disconnected and terminated visits.
3. CCSO shall have access via web to view all financial documents (revenue/commission documents, visitor payments, and so forth)
4. Successful Proposer to issue monthly commission payment to CCSO.

F. Technical Support Services

1. Successful Proposers to provide live technical support 24 hours a day, 7 days a week, 365 days a year at no cost to CCSO.
2. Four hour service technician response time for all hardware related issues.

G. Training

1. Successful Proposer shall provide on-site or online training to CCSO at no cost throughout the duration of the contract.

H. Installation

1. Installation hours for service technicians shall be Monday – Friday from 7:00 a.m. to 3:30 p.m.
2. Successful Proposer’s technicians, sub-contractors, and employee personnel that require access to the correctional facilities will be mandated to undergo background checks through Jail Administration. Upon CCSO approval for facility access, CCSO will issue a Contractor ID card, which must be displayed at all times in or around the facility, and a mandated Correctional Officer escort will be provided.
3. Set-Up & Testing
 - i. Software
 - ii. Equipment
 - iii. Interface to JMS – Wings
4. Successful Proposer must install equipment that offers minimal disruption to the facility’s daily operations with minimal interruption to visitation.
5. Mandated background checks shall be processed through Jail Administration for all technicians, contractors, sub-contractors, and personnel entering the jail facilities for this project.
6. Parking garage is available for parking
7. Loading dock availability to load and unload equipment and tools
8. Storage availability for tools and equipment in Jail Services section.

I. Storage

1. Cloud based or hosted server secured storage.
2. Explain all storage security features
3. Provide quantity of redundant servers and performance details.

J. Technical Requirements

1. The system must be a complete TCP/IP suite
2. TCP/IP Ethernet for transmission between terminals, visitors, and servers.
3. Kiosks or terminals shall be connected over a minimum of 100 Mbps dedicated Ethernet network.
4. Visitor terminals shall be accessed to the video visitation via Local Area Network (LAN) or broadband Internet connection.

K. Connectivity

1. Proposer shall be responsible for all internal and external connections associated costs. There will be no cost to CCSO for connectivity.

L. Charges/Rates

1. Provide a visitor rate breakdown
 - a. On-site visitor rate after the no-charge visits outlined in section 8.D.1.a have been utilized.
 - b. Remote visitor per rate charges (per minute or block)

M. Commission

1. Commission offer to CCSO providing breakdown for the following:
 - a. Provide CCSO's percentage of gross commission
 - b. Monthly electronic revenue/commission reporting
 - c. Monthly payments to CCSO
 - d. Uncollected revenues or bad debt – please explain if CCSO will be responsible.

9. CONTRACT TERMINATION

1. Unless otherwise mutually agreed by both parties, the awarded contract shall be terminated on September 30, 2018.
2. Termination for Cause: The Collier County Sheriff's Office may terminate the awarded contract at any time that the Successful Proposer fails to carry out its provisions or to make substantial progress under the terms specified in the contract.
 - a. The Collier County Sheriff's Office shall provide the Successful Proposer with 15 business day's notice of conditions endangering performance. If after such notice the Successful Proposer fails to remedy the condition contained in the notice, the Collier County Sheriff's Office shall issue an order to stop work immediately.
 - b. The Collier County Sheriff's Office shall be obligated to reimburse the Successful Proposer only for those services rendered prior to the date of notice of termination, less any liquidation damages that may be assessed for non-performance.
3. Termination by Mutual Agreement: With the mutual agreement of both parties upon receipt and acceptance of not less than 15 business days written notice, the awarded contract may be terminated on an agreed date prior to the end of the contract period without penalty to either party.
4. Termination for Special Situations: Either party may terminate the awarded contract immediately following 15 business days written notification to the other documenting the occurrence of any of the following:
 - a. In the event there is a change in the Office of Sheriff due to an election, resignation or death and the Sheriff-elect makes the decision not to continue the awarded contract.
 - b. The Successful Proposer or any of its principals are debarred, suspended, proposed for debarment or declared ineligible to participate in the State of Florida SPURS System under the provisions of Section 287.133(3)(a), Florida Statutes or pursuant to Rule 60A-1.006 F.A.C.

- c. Insolvency, bankruptcy or receivership of the Successful Proposer.

10. CONTRACT TERM

1. The awarded contract shall begin on February 14, 2014 and end on September 30, 2018.
2. Renewal options may be offered with two (2) additional, two (2) year terms.

11. COMMISSION PAYMENT

1. Contractor shall pay CCSO Commission payment on an agreed date each month
2. Payment shall be addressed to:

Collier County Sheriff's Office
 Naples Jail Center
 Attn: Corrections Finance
 3347 Tamiami Trail East
 Naples, FL 34112

12. PROHIBITION OF GIFTS TO CCSO EMPLOYEES

1. No organization or individual shall offer or give, either directly or indirectly, any favor, gift, loan, fee, service or other item of value to any CCSO employee, as set forth in Chapter 112, Part III, Florida Statutes. Violation of this provision may result in one or more of the following consequences:
 - a. Prohibition by the individual, firm, and/or any employee of the firm from contact with CCSO staff for a specified period of time;
 - b. Prohibition by the individual and/or firm from doing business with the CCSO for a specified period of time, including but not limited to: submitting bids, RFP, and/or quotes;
 - c. Immediate termination of any contract held by the individual and/or firm for cause.

13. OFFER EXTENDED TO OTHER GOVERNMENTAL ENTITIES

1. CCSO encourages and agrees that the Successful Proposer extend pricing and terms and conditions of this solicitation or resultant contract to other governmental entities at the discretion of the Successful Proposer.

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14. ATTACHMENTS

a. Exceptions	22
b. Certificate of Insurance Questionnaire.....	23
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14a. Exceptions to the Scope of Work

Date: _____

Business Name: _____
*Print Business Name*By: _____
Company Official Printed Name & Title

Note: Contractor shall list all “Exceptions to the Scope of Work.” The bidder must include alternative proposals to all exceptions noted. Failure to note any exceptions will signify the bidder’s agreement to comply with the Scope of Work as requested in this ITB/RFP.

Check one that applies to this ITB/RFP below:

Contractor has **NO** “Exceptions” to the ITB/RFP and complies with the Scope of Work.

OR

Contractor **has** “Exceptions” to the ITB/RFP and they are listed below:

Exceptions – bidder to attach documents. All exceptions must be clearly identified by section then subsection.

14b. Certificate of Insurance Questionnaire

Date: _____

Insurance certificates shall be submitted by the awarded contractor to CCSO Purchasing Department before the contract commencement date. CCSO will be named the "Additional Insured" on the certificates.

Mandated Coverage's:

Worker's Compensation Insurance at statutory limits, including employer's liability coverage at minimum limits of per occurrence:

- \$100,00 each accident
- \$100,00 by disease per occurrence
- \$500,000 aggregate by disease

Commercial Automobile Liability Insurance – Minimum combined single limits of:

- \$500,000 per occurrence for bodily injury and property damage, including owned, non-owned and hired car coverage.

General Liability Insurance covering all employees with minimum limits of:

- \$500,000 per occurrence
- \$1,000,000 aggregate annually

I affirm that _____ meets or exceeds the
Print Company Name

insurance requirements as stated above. I understand I must provide insurance certificates

five business days prior to contract commencement. I certify our business meets or exceeds

the coverage's that CCSO mandates.

Company representative name: _____

Signature: _____

14c. Drug-Free Workplace

If the Proposer is an organization it must maintain a drug-free workplace policy or certificate and said document must include pre-employment and random drug screening of all employees. The Proposer shall certify at the time of submission of their proposal that such a program is in place and functioning. The Sheriff's Office reserves the right to periodically request, during the term of the contract, proof that the drug-free workplace is being conscientiously applied.

Date: _____

Organization Name: _____

Organization Representative's Name: _____

Organization Representative's Title: _____

Please select below the type of drug-free workplace that has been established by the organization.

MUST ATTACH A CURRENT COPY OF THE SELECTED ITEM:

DRUG-FREE WORKPLACE CERTIFICATE

and/or

DRUG-FREE WORKPLACE POLICY

14d. Unauthorized Alien Statement

Statement that the Contractor does not employ unauthorized aliens in accordance with section 274A (e) of the Immigration and Nationality Act (8 U.S.C. 1324a).

Unauthorized Alien Statement

This statement certifies _____ does not employ
Print Company Name
unauthorized aliens in accordance with Section 274(e) of the Immigration and Nationality Act (8 U.S.C. 1324a).

Our company has employees of employment interest complete Form I-9, Employment Eligibility Verification supplied by the Department of Homeland Security, U.S. Citizenship and Immigration Services prior to employment.

Signed By: _____

Print Name: _____

Print Title: _____

Date: _____

Sworn to an subscribed before me this _____ day of _____, 19_____

Personally known _____

OR produced identification _____
(Type of identification)

Notary Public - State of _____

My commission expires _____
(Printed typed or stamped commissioned name of notary public)

14e. Equal Rights Act Statement

Date: _____

By signing the statement below, I affirm our organization is in accordance with the provisions of Title VII of the 1968 Civil Rights Act as amended by the Equal Employment Opportunity Act of 1972 and Executive Order 11914, the Proposer in its employment practices shall not discriminate on the basis of race, color, sex, religion, age, national origin or disability.

Organization's name: _____

Organization's representative name and title: _____

Organization's representative signature: _____

Our organization provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws.

Our organization complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Our organization expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of our organization's employees to perform their expected job duties is absolutely not tolerated.

14f. REFERENCES

Date: _____

Business Name: _____
*Print Business Name*By: _____
*Company Official Printed Name & Title***Note: Provide three (3) governmental correctional facility references where similar services were provided as stated in the RFP's Scope of Work that have been installed and are fully functioning.****REFERENCE #1 GOVERNMENTAL**

COMPANY NAME: _____

ADDRESS: _____

CONTACT NAME: _____

CONTACT PHONE NUMBER: _____

CONTACT EMAIL: _____

REFERENCE #2 GOVERNMENTAL

COMPANY NAME: _____

ADDRESS: _____

CONTACT NAME: _____

CONTACT PHONE NUMBER: _____

CONTACT EMAIL: _____

REFERENCE #3 GOVERNMENTAL

COMPANY NAME: _____

ADDRESS: _____

CONTACT NAME: _____

CONTACT PHONE NUMBER: _____

CONTACT EMAIL: _____

14g. PUBLIC ENTITY CRIME FORM

**SWORN STATEMENT PURSUANT TO SECTION 287.133(3)(a),
FLORIDA STATUTES, ON ENTITY CRIMES**

1. This sworn statement is submitted to _____
(print name of the public entity)
- by _____
(print individual's name and title signing form)
- for _____
(print name of entity submitting sworn statement)
- whose business address is _____
- and (if applicable) its Federal Employer Identification Number (FEIN) is _____ If the entity has
no FEIN, include the Social Security Number of the Individual signing this sworn statement: _____.

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), **Florida Statutes**, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision or any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), **Florida Statutes**, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
4. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), **Florida Statutes**, means:
- a. A predecessor or successor of a person convicted of a public entity crime; or
 - b. An entity under the control any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
 - c. I understand that a "person" as defined in Paragraph 287.133(1)(e), **Florida Statutes**, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
 - d. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. **(place an X below for the statement that applies.)**

_____ Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. **(attach a copy of the final order)**

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT HIS FORM IS VALID THOROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES FOR CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

(Company Official signature)

Sworn to an subscribed before me this _____ day of _____, 19_____

Personally known _____

OR produced identification _____
(Type of identification)

Notary Public - State of _____

My commission expires _____
(Printed typed or stamped commissioned name of notary public)

14h. ADDENDA/ADDENDUM

The following addenda/addendum was issued by Collier County Sheriff's Office for RFP/ITB# _____.

Addendum # _____

Addendum # _____

Addendum # _____

Addendum # _____

Addendum # _____

By signing below, I acknowledge I have reviewed the issued posted addenda/addendum from the Collier County Sheriff's Office website and it has been included in the proposal submission as requested in the RFP/ITB.

Date: _____

Company name: _____

Company official name: _____

Signature: _____