

Gordon County Video Visitation System (Specifications)

Overview

The Gordon County Sheriff's Office and Judicial Complex is seeking Request for Proposals for a new IP based Video Visitation system to replace the current analog system.

The system will need to address 16 public stations and 26 inmate stations. The vendor must reuse the existing metal enclosures. Each metal enclosure will have a Cat5e drop and a dual 110 VAC receptacle provided by Gordon County. The dimensions of these enclosures are:

- Metal Box: 18" wide, 24 $\frac{3}{4}$ " tall, and 9" deep
- The screen opening is 13 $\frac{7}{8}$ " wide, and 14 $\frac{1}{2}$ " tall

Gordon County will provide the following equipment and material:

- Cat5e wiring
- Servers built to spec
- Cisco 48 port switch or 2 24 port switches
- APC Smart UPC

A pre-bid meeting will be required for any potential vendors.

The following pages list specifications for new IP based Video Visitation System:

System Specifications

- The system shall be completely TCP/IP meaning that all audio and video signals and software commands are transmitted over a TCP/IP data network. Systems utilizing analog video/audio transmission are not acceptable.
- The video visitation system shall be a distributed IP system utilizing standard network hardware infrastructure for transmission of audio and video over a dedicated LAN. It shall allow complete interconnectivity of any inmate station to any visitor station or arraignment station over the LAN or WAN.
- The system must use the existing metal enclosures.
- Provide integration with the facilities Jail Management System (JMS) if desired by owner. The system must be able to conduct scheduling of visits in advance without JMS integration allowing the facility to manage their own database of visitors and inmates.
- The video visitation system shall communicate and transmit all encoded audio and video over a common 802.3 Ethernet network, utilizing industry standard switching equipment (provided by the facility) and network protocols.
- The management software shall reside on a central server (provided by the facility) and allow multiple simultaneous client work stations (provided by the facility) to connect and manage sessions.
- Encoders and Decoders shall be distributed (located at each station in the existing metal enclosures) and shall digitize and compress audio and video from each station into a data stream. Encoders and Decoders shall utilize the H.264 compression algorithm. No exceptions.
- Each station shall require only 1 Category Cat5e network cable and a maximum of two receptacles for 120 VAC or 1 two conductor 12 gauge cable for low voltage power.
- The system server shall accomplish all operational management. The server is accessed by client workstations with proper permissions through a standard internet browser or client software. The system must have the capability for different user logins with permissions granted by the administrator.
- Administrative management shall be accomplished through the advanced functions in the software, accessed by an administrator level login.
- The system shall allow any workstation on the facility network or private fiber with a standard web browser or client software to be a management workstation.
- The login level shall govern access to system features. Any workstation shall allow an authorized user to Monitor audio and video of any session, break in and talk, record, and otherwise manage the system without any additional hardware required. An additional codec shall not be required to accomplish any monitoring.

- The system shall include the capability of recording visitation sessions. The encoded stream of audio and video shall be saved to a recording server (provided by the facility) as defined in the system setup menu. The storage server shall be separate from the management server.
- Recorded files shall be automatically stamped with a unique session ID that includes the Inmate station id, the visitor station id and the date. This unique session id shall correspond to the session ID stored in the system log.
- The system shall allow authorized users to search for recordings based on inmate name, inmate ID #, visitor name, Visitor ID# or session date.
- The system must include the following storage options for recording:
 - FIFO – (First In First Out) the system will fill all listed drives and then automatically record over the oldest recordings when the last storage drive capacity has been exceeded.
 - Stop when full – the system will record until the storage server is at 90% capacity and then display a warning.
 - Buffer and archive – the system records to one drive only and then performs nightly back up to the remaining listed logical drives.
 - The software must minimally support RAID 0, 1, and 5 storage configurations.
- The system software shall support up to 100 Inmate stations and 100 Visitor stations with proper network architecture.
- The system should allow for or have the capability to have a three way video conference call.
- Addition of stations shall be seamless and shall require only a software license upgrade and the needed physical equipment.
- The system shall be capable of connecting local stations to remote stations with proper network configuration over a WAN, VPN or the Internet through a secure gateway.
- The system shall provide full matrix functionality. It shall allow users to connect any inmate station to any visitor station. Systems that utilize one-to-one (static) connections from inmate stations to visitor stations are not acceptable.

- The software shall include the ability to generate pre defined and custom reports. Pre defined reports include a list of all visitations for the day, session history, and system usage. The software shall also allow users to generate custom reports from the following categories:
 - The software shall include an event log that logs the date, time, initiating user and initiating IP address for the following events:
 - Operator log in
 - Operator log off
 - User monitoring session
 - User sending OSD text message to inmate / visitor
 - Session start
 - Session end
 - Session pause
 - Session restart
 - Session Recording saved to client
- The system shall allow users to schedule sessions for up to six (6) months in advance.
- The software shall include a “quick connect” page that displays stations in a graphic format. Users may create a session by selecting the inmate station icon, and then selecting the visitor station icon and clicking “Connect”. Quick Connect shall not require the entry of inmate or user data. Quick Connect must allow recording. This feature must be compatible with a touch screen for ease of use.
- The software must allow the assignment of facility specific station names to each inmate and visitor station.
- The software shall allow users to pause, restart or terminate active sessions on an individual, group or global basis.
- The software must allow administrators set the following recording parameters:
 - All sessions recorded by default (but may be manually unselected)
 - All sessions not recorded by default (but may be manually selected)
 - Force recording on all sessions (except Clergy, Legal or Medical)
- Session data such as time, date, inmate name, visitor name, session duration, and session ID shall be stored in a log that can be accessed, searched, archived and exported.
- The software shall support granular permissions. System administrators may assign rights to any user on a page by page basis. The software must allow administrators to create access groups with definable permissions. Users may then be assigned to the access group and inherit the permissions of the group.
- The software should have the capability to integrate with Microsoft Active Directory for client login authentication.
- The software must automatically check to verify that the inmate has not exceeded his or her maximum number of visits for the week. The software

must only display / allow scheduling of the preapproved visitors for that inmate.

- System shall provide OSD (On screen display) functionality and display a countdown timer in the lower left corner of the screen that indicates the time remaining for inmate and visitor in one minute increments. The station name shall be displayed on the screen to identify the station.
- The software shall allow an Administrator to define a default session duration. The software shall automatically assign the default session duration for all sessions but must allow the user to change the session duration on a session-by-session basis.
- All equipment shall be factory tested prior to delivery to the jobsite.
- All software licenses shall be transferred to the Owner at completion of the project. This shall include but not be limited to all original installation disks, software manuals, equipment manuals, etc.; all project specific application software shall be transferred at the end of warranty period.
- System must include a three-year software warranty with included updates and upgrades. System must include one-year warranty on all hardware.
- Gordon County would like to have a live monitoring feed for the first appearance bond hearing in the jail reception area.
- Gordon County would like for the recording portion of this proposal to be listed as an option.
- Gordon County ask for a reasonable response time from the chosen vendor with 24 hours for non-emergency (single station issues) and for 6 hours for emergencies (system down).
- Gordon County requires extensive training for all shifts as well as for support staff and IT staff.
- Gordon County requires for each company to also include an optional service maintenance contract.
- Gordon County requires a mandatory pre bid meeting for all potential vendors to see the facility and to have a Q&A session. This meeting would take place at the Gordon County Jail, date and time TBD