



MILWAUKEE COUNTY

REQUEST FOR INFORMATION MILWAUKEE COUNTY, WISCONSIN

DEPARTMENT: MILWAUKEE COUNTY SHERIFF'S OFFICE

RFI #: RFI-2022-002

RFI TITLE: MILWAUKEE COUNTY JAIL IN-PERSON VISITATION FEASIBILITY ANALYSIS

ISSUE DATE: JULY 15, 2022

CLOSE DATE: AUGUST 5, 2022

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1. INTRODUCTION

1.1 Request

Milwaukee County, through its Office of the Sheriff (“MCSO”), wishes to engage a technical consultant skilled and knowledgeable in correctional construction, safety, and security to perform a feasibility analysis resulting in a master planning document of necessary steps and actions that would be needed to return the Milwaukee County Jail’s outdated and currently unused visitation areas to full functionality for in-person visitation. In addition to analyzing the spaces and recommending needed updates, changes, and considerations, the consultant should engage the Milwaukee County community in the decision-making process and ensure that the wants and needs of our incarcerated residents and their friends and families are taken into consideration.

Today, no funding is allocated for the purpose of performing the feasibility analysis. This RFI seeks to provide interested potential consultants with information about the scope of the project and to obtain information regarding the potential costs of the analysis in order to advise the MCSO and the Milwaukee County Board of Supervisors in allocating funds. Once funds are allocated, the County intends to issue an RFP for the feasibility analysis.

1.2 Purpose of RFI

The RFI method is not a competitive solicitation method and does not satisfy the requirement for competitive solicitation.

The RFI is an information gathering tool. Information gathered may be used by the County to develop a competitive solicitation. This RFI does not constitute an Invitation for Bid, Request for Proposal, or Informal Request for Bid or Proposal, and is not a commitment by Milwaukee County to enter into any contract or relationship with any responding Supplier.

The County will review all responses received. Potential Suppliers are not required to respond to an RFI. If a Supplier declines to participate in the RFI process, that Supplier is not prohibited from participation in any competitive solicitation that may result from the RFI. Providing a response to the RFI does not give any advantages to any responding Supplier.

Milwaukee County will not award a contract based upon responses to this RFI, nor will it pay any Supplier for the preparation of any information submitted. The County will not score or critique responses. Interested parties should not use the RFI to market products or services. Proprietary information is not requested.

If the County issues a solicitation for services, that procurement will be conducted in accordance with Milwaukee County’s procurement rules and guidelines. Any competitive solicitation issued will be issued separately and responses to the RFI will have no bearing on the evaluation of any proposals submitted in response to any resulting formal RFP or bid process.

1.3 Definition of Terms

Any special terms or words used in this RFI are defined in this Section. Terms or words not defined in this Section should be read according to their dictionary definitions and/or common meanings. The County reserves the right to identify additional special words or terms separately in one or more attachments to this RFI.

Accessible or Accessibility means a facility, vehicle, or service that meets the standards issued under the Americans with Disabilities Act (ADA).

Milwaukee County ("County") means Milwaukee County, a municipal body corporate located in the State of Wisconsin, and all of its Divisions and Departments. For purposes of this RFI, the County is represented by its Department of Administrative Services, Procurement Division, and its Office of the Sheriff.

MCJ means the Milwaukee County Jail located at 949 N. 9th Street in Milwaukee, WI. The MCJ, or Jail, houses approximately 945 non-sentenced (pre-trial and intake) residents and is approximately 460,081 square feet. It is the primary intake facility.

MCSO means the Milwaukee County Sheriff's Office headed by the elected County Sheriff, and all of its divisions and employees.

Supplier(s) means any organization or individual interested in doing business with Milwaukee County or providing response or comment to this Request for Information.

1.4 Background

Prior to 2002, the Milwaukee County Jail facility was equipped for and provided in-person visits for residents housed at the Jail. Visitation areas are located in the center of the building, providing between 2 and 5 visiting booths for each pod. Prior to video visitation, these pods utilized intercom or telephone audio to allow visitors to communicate with loved ones through security glass.

In 2002, a study of security at the MCJ recommended video calling as a method of enhancing security. As video and teleconferencing technologies continued to advance, the MCSO turned its focus to video visitation in an effort to increase visitation access for those families who were not able to physically visit at the jail facility. Video visitation was first implemented in the Jail in 2004 through capital project WC021. At this point, in person visitation ended at the Jail facility and the public-facing areas of the MCJ were closed. A video-visitation area was established on the ground floor of the MCJ which allowed those families without reliable access to internet or technology services to visit their loved ones using visitation stations supplied by the County and its vendor partners. Under this system and prior to COVID-19, the public could go to the MCJ to video call a resident, or remotely video call from anywhere in the world for a fee.

In 2019, the Milwaukee County Executive recognized that racial equity was a primary determinant of health outcomes in our county. Today, the County's vision is that **by achieving racial equity, Milwaukee is the healthiest county in Wisconsin**. This new vision raised additional awareness of the impact of incarceration on our community and on those experiencing incarceration and their families and friends. Our strategic focus areas, creating intentional inclusion, bridging the gap, and investing in equity, pushed us to reconsider the impacts of video visitation on inclusion and equity.

In January of 2022, the County approved a contract with ICSolutions that increased access to video visitation, electronic messaging, and calling. Concurrently, Milwaukee County also approved in File No. 21-763 (Exhibit A) a commitment to reduce or eliminate the cost of video calling services for those detained in Milwaukee County facilities and authorized the issuance of a request for information to precede a Request for Proposals "to help provide the technological infrastructure to efficiently provide free or ultra-low-cost video and voice calls." The County's leadership and County Board of Supervisors expressed concern that digital forms of communication, while allowing convenience especially over distance, are not equal to genuine live interpersonal contact with friends and family, which may decrease rates of recidivism, obtaining and maintaining employment, and maintain or improve interpersonal relationships.

2. SCOPE OF WORK

2.1 Legislative Request

On March 10, 2022, the Board of Supervisors issued Resolution 22-432 (attached as Exhibit B), which stated, in part:

BE IT RESOLVED, the Milwaukee County Board of Supervisors hereby declares it is the stated policy of Milwaukee County, to restore in-person visitation at the House of Correction and County Jail/Criminal Justice Facility (CJF) to preserve human dignity; and

BE IT FURTHER RESOLVED, the Milwaukee County Board of Supervisors hereby requests the Superintendent, House of Correction, and Office of the Sheriff investigate and report back to the Board no later than the September 2022 meeting cycle to provide:

- *Operational and fiscal estimates and potential grant sources relating to the requirements of resumption of in-person visitation at the House of Correction and Jail/CJF*
- *The potential operational benefits of in-person visitation*
- *What neighboring jurisdictions, peer institutions across the United States, and neighboring metropolitan areas are doing relating to visitation and video calling generally and in response to COVID-19.*

This RFI is issued pursuant to Resolution 22-432. The MCSO seeks a consultant to analyze the in-person visitation spaces, which have been unused since 2002, and provide recommendations on the cost and feasibility of restoring in-person visitation to the Jail. As part of this analysis, the consultant should create intentional community inclusion, especially of individuals experiencing incarceration and their friends and families. It is vital to the success of any analysis that the needs of individuals experiencing incarceration and their friends and families is performed with meaningful participation by the served groups, in the interest of creating intentional inclusion and advancing equity.

Because Resolution 22-432 did not allocate any funding for a feasibility analysis, the goal of this RFI is to determine interested Suppliers and understand the potential costs of a contract for the analysis. This information will be provided to the Board of Supervisors at the follow-up report requested in September of 2022. Based on information provided, the MCSO believes funds will be allocated that will permit the County to issue an RFP for a feasibility analysis contract.

2.2 Included Spaces, Expectations

The consultant must review all current video visitation and in-person visitation areas at the MCJ. The MCJ includes four housing units, with 2-5 visiting stations for each unit. There are four separate floors that include non-secure areas for public visitation. These areas are located in the center of the MCJ building on floors 3-6. Floorplans for the non-secure areas are provided as Exhibit C. Today, many of the former in-person visiting booths have been converted to video visitation stations.

The County expects that the consultant will review all potential aspects of the non-secure areas, including, but not limited to:

- General deferred maintenance concerns (i.e., paint, flooring, lighting, heating/cooling, COVID-19 concerns, ceiling, and systems security)
- Accessibility and functionality (ADA compliance, health and safety issues, security issues)
- Security assessment (necessary updates to ensure health and safety of residents and visitors, security glass, movement concerns, emergency planning, exits and pathing, needed staff)
- Technology assessments (needed updates to technology systems such as cameras, communications equipment, etc.)
- Current functionality and impact (impact to current video visitation stations, construction needs, wiring issues, or modifications that may require disruptions to current service)

The consultant is responsible for establishing a project plan and timeline for the analysis, including community outreach, and will collaborate with County staff to identify individuals and departments who will act as subject matter experts and advisors. The consultant will interview and obtain information from subject matter experts and advisors to ensure it has a complete picture of any dependencies or cross-functional needs.

2.3 Project Management & Reporting

The consultant is expected to provide project management and oversight, and to report on the progress of the project to stakeholders including, but not limited to, the Milwaukee County Sheriff's Office, the Milwaukee

County Board of Supervisors, Procurement, and Community Business Development Partners. Reporting may be required on a set schedule (for example, weekly, monthly, or quarterly) or on a deliverables-based schedule.

Regardless of any other reporting, the consultant will be required to present its findings in a final written report that provides, at a minimum:

- A statement of the project's charter and goals
- An explanation of the methodologies used to collect and analyze supporting data
- An overview of the discoveries made, including strengths and weaknesses of the space
- An assessment of the overall feasibility of returning to in-person visiting
- An assessment of the current state of accessibility, functionality, security, and technology issues
- An assessment of community needs, including information gathered from community engagement efforts
- The consultant's recommendations for next steps to achieve in-person visiting, including any costs that the County may incur to enact those steps
- Any risks, dependencies, or other concerns that were not treated in the consultant's analysis, and the reasons they were not treated

3. REQUESTED INFORMATION

Please submit information using the RFI Questionnaire in Bonfire. The questions below will be repeated in the RFI Questionnaire. Please also submit a quote document, including a Letter of Interest. There is no length requirement or limitation for the quote document.

The goal of the RFI process is an open, thoughtful, and collaborative discussion with the Supplier community regarding the cost, time, and effort needed to conduct a feasibility analysis to assess the return of in-person visitation to the Milwaukee County Jail. Suppliers are strongly encouraged to identify strengths and weaknesses in the Scope of Work, comment on potential problems, and provide alternative ideas.

3.1 Introduction

This section should include a contact person's name, email, and phone number, as well as the Supplier's business name, address, and phone number. Please provide a Letter of Interest.

3.2 Supplier Qualifications and Experience

This section should briefly introduce your organization and describe your qualifications and experience. Areas of interest to the County include, but are not limited to:

1. Your entity's size and capacity.
2. Your history and any connection you may have to the Milwaukee County community.
3. How you make operational decisions, such as determining which contracts to bid on and how you determine pricing or rates for your services.
4. Your market share and understanding of the local market for your services.

5. Your thoughts on this project, if any, and whether or not you would bid if offered the opportunity.
6. Any unique information about your organization you feel sets you apart.

3.3 Costs

This section should provide an estimated cost, or cost range, that your organization reasonably believes reflects what you might charge for the Scope of Work identified in this RFI. This information is particularly important to the County as it will be used to request funding for the project from the Milwaukee County Board of Supervisors prior to the release of any RFP.

In addition to your costs, please explain:

1. How would you propose to structure the costs to Milwaukee County for the requested services? Why?
2. What factors would make this venture profitable to you?
3. What potential market factors, changes, or concerns would reduce your interest in bidding on this opportunity, or cause you to no-bid?
4. Do you see any particular areas of concern that would increase your costs? If so, what are they? Do you have recommendations for improving the Scope of Work to limit cost increases?

3.4 Comments, Critiques, and Questions

The goal of the project is a feasibility analysis that will examine the costs, risks, benefits, and necessary steps the County must take to return to in-person visiting through a community-based, collaborative effort that offers a benefit to community members, incarcerated individuals, and Milwaukee County. The County welcomes Suppliers' comments on the program and any critiques or concerns Suppliers may have. Please use this section to identify areas of weakness or strength in the Scope of Work, provide market detail or data that may have an impact on the County's planning process, and share other thoughts based on your organization's expertise that may add value to the process of developing an RFP for these services.

3.5 Additional Information

Any additional information not specifically requested, but which you think would be valuable to the County, may be submitted here.

4. ADDITIONAL REQUESTS

The County may, at its discretion, ask one or more parties to provide additional information and/or meet with the County to further discuss their submitted information.

5. INSTRUCTIONS TO SUPPLIERS

By submitting a response to this RFI, the Supplier acknowledges that it has read and agrees to comply with the information and instructions provided in this RFI document.

5.1 Preparing a Response

Please prepare a response that is accurate, concise, and uses plain language in a manner that is easily understandable by non-technical personnel. Please clearly label attachments to enable readers to easily organize and navigate the response documents.

When preparing a response, you are encouraged to supply creative concepts and solutions and to provide feedback, comment, and suggest opportunities that may be of interest to the County based on your understanding of the program and service goals in the Scope of Work. Responses should also consider public health, human needs, and equity as part of the project plan.

Responses should be subject-matter specific and should not include unnecessary advertisements, sales materials, general media, or other information that does not add substance to your response.

5.2 Submission Instructions

Milwaukee County uses Bonfire to advertise and accept solicitation responses digitally. Please submit questions and responses to this RFI using the Bonfire Portal.

Please submit:

1. A brief proposal document or Letter of Interest.
2. A complete response to the RFI Questionnaire requested in Bonfire.
3. A Quote or Estimated Cost document.
4. Any additional information or data you wish to provide.

The Portal may be accessed by clicking this link:

[Milwaukee County - Milwaukee County Jail In-Person Visiting Feasibility Analysis \(bonfirehub.com\)](https://bonfirehub.com)

5.3 Questions

Please submit questions or requests for clarification regarding this RFI using the Bonfire Portal. Questions should cite the RFI title, number, page, section, and paragraph where possible. Please be as clear and as specific as possible when asking a question or requesting clarification. **Responses to all questions and inquiries received by the County will be posted on the RFI's Project Board on the Bonfire website.**

5.4 Costs for Preparing Responses

Please prepare your response simply and economically. Avoid the use of elaborate promotional materials beyond what is sufficient to provide a complete presentation of your solution, comments, and suggestions. Suppliers are



responsible for the cost for developing the response to and participating in the RFI process. **The County cannot provide reimbursement for Supplier costs related to RFI responses.**

6. RFI PROCESS & ADMINISTRATION

6.1 RFI Administration & Contact Information

The Milwaukee County Department of Administrative Services, Procurement Division is responsible for the oversight and management of solicitations released by Milwaukee County Departments. A procurement officer is assigned as RFI Administrator for each RFI issued. The RFI Administrator is the sole point of contact for this RFI. The procurement officer assigned as RFI Administrator for this solicitation is:

Tony MacLellan, CPPB, NIGP-CPP
 Manager – Contracts
 Department of Administrative Services, Procurement Division
 633 W. Wisconsin Avenue, Suite 901, Room 945
 Milwaukee, WI 53203

Phone: 414-278-4129
Email: Lael.MacLellan@milwaukeecountywi.gov

6.2 RFI Schedule

The following schedule is based upon the best available knowledge as of the date this RFI is issued. The County may, at its discretion, delay or shift the schedule of this RFI as appropriate. Any changes made to the RFI schedule will be publicly posted through the Bonfire Portal prior to the closing date of this RFI.

Schedule		
Description	Date	Time
RFI Issued	July 15, 2022	4:00 PM CST
RFI Conference (<i>Microsoft Teams</i>)	July 28, 2022	2 – 3 PM CST
RFI Closes	August 5, 2022	4:00 PM CST

6.3 County's Right to Amend or Cancel

Milwaukee County reserves the right to amend or cancel this RFI at any time and for any reason, if amendment or cancellation is in the best interest of the County. If it is necessary to clarify, revise, or cancel this RFI, amendments will be posted to the RFI's Project Board on the Bonfire Portal. It is the responsibility of Suppliers to check the Bonfire Portal regularly for any amendments prior to the RFI's closing date and time.

6.4 Americans with Disabilities Act and Reasonable Accommodations

If a Supplier or any employee or representative of a Supplier needs accommodations, the Supplier should contact the RFI Administrator as soon as possible to discuss reasonable accommodations. DAS-Procurement will provide

reasonable accommodations, including provision of informational material in an alternative format, for individuals with disabilities.

6.5 COVID-19 Accommodations

Milwaukee County acknowledges that limitations on travel and in-person meetings exist as a result of the COVID-19 pandemic. The County intends to hold meetings or events related to this RFI via electronic medium for the purposes of maintaining appropriate social distancing measures in accordance with the CDC and State of WI guidelines and orders.

6.6 Commitment to Ensuring Racial Equity in Milwaukee County

In 2019, the Milwaukee County Executive signed a resolution declaring racism a public health crisis in Milwaukee County and established a vision for the County to become the healthiest County in Wisconsin through the achievement of racial equity. In support of this vision, the County requests that vendor partners agree to collaborate with the County in achieving racial equity for our constituents and commit to improving racial equity within Milwaukee County. Suppliers are encouraged to demonstrate the ways in which they can contribute to this vision in their responses.

6.7 Disclosure of Information and Compliance with Wisconsin Open Records Laws

Solicitation opportunities will be publicly advertised as required by law and County ordinance.

Milwaukee County is required by law to respond to all Freedom of Information Act ("FOIA") and Wisconsin Public Records Law ("Open Records") requests. In submitting information, data, comments, or reactions to this RFI, Suppliers acknowledge that such information constitutes a "record" for purposes of Wis. Stat. §19.21, *et. seq.*, and that such information is subject to Open Records requests.

Suppliers are advised that in complying FOIA and Open Records requests, the County presumes the right "of complete public access, consistent with the conduct of government business." Denial of access is considered contrary to the public interest and will only be denied in exceptional instances.

Records are closed or confidential only if specifically stated in law. **This RFI is not a competitive solicitation and Suppliers are not required to disclose confidential, proprietary, or trade secret information in response to the RFI.**

Suppliers may make written requests to hold confidential any trade secrets or other proprietary data contained in a response to this RFI. Suppliers must clearly identify the material considered confidential and must explain why the data is confidential. If Milwaukee County receives a request for public information, the Procurement Division, in consultation with the Office of Corporation Counsel, shall determine whether the information is an exception to Wisconsin Public Records Law and the information shall be processed accordingly.

7. EXHIBITS

Exhibit	Contents
A	Milwaukee County Board of Supervisors File No. 21-763
B	Milwaukee County Board of Supervisors Resolution 22-432
C	MCJ Floorplans – Public Access Visiting Areas