

**GULF COUNTY BOARD OF COUNTY COMMISSIONERS
REQUEST FOR QUALIFICATIONS
RFQ #: 1213-11**

INMATE TELEPHONE SERVICE

GULF COUNTY hereby gives notice of the opportunity to submit a response to this Request for Qualifications ("RFQ") for inmate telephone service at the GULF COUNTY DETENTION FACILITY. **GULF COUNTY must receive RFQ responses no later than May 17 2013 at 4:30 pm EST ("Response Due Date").**

One (1) original and six (6) hard copies of the proposal must be delivered to Gulf County Clerk of Court, 1000 Cecil G. Costin Sr., Blvd., Room 148, Port St. Joe, FL 32456, **on or before May 17, 2013, at 4:30 p.m. local time.** Bids will be opened on May 20, 2013 at 10:00 a.m. local time at the same location.

The outside of Vendor's RFQ response must be marked INMATE TELEPHONE RFQ. **All proposals failing to meet the due date and time will be returned to the Vendor unopened.** Fax or email copies are not acceptable.

Questions to this RFQ may be directed to Lynn Lanier, Gulf County BOCC, (850) 229-6106, or via e-mail at llanier@gulfcounty-fl.gov. All questions must be submitted by May 8, 2013 and all answers will be disseminated by May 9, 2013. Please check the website at www.gulfcounty-fl.gov for any addendums which will be posted NLT May 9, 2013 at 5:00 p.m., E.T.

/s/ Tan Smiley
Chairman
Gulf County Board of County Commissioners

/s/ Rebecca Norris, Clerk

Date: May 2 & 9, 2013
Ad #: 2013-60
Bill: Gulf County Detention Facility
Place in Legals

GULF COUNTY BOARD OF COUNTY COMMISSIONERS
RFQ #: 1213-11

INMATE TELEPHONE SERVICE
SPECIFICATIONS

GULF COUNTY hereby gives notice of the opportunity to submit a response to this Request for Proposal ("RFQ") for inmate telephone service at the GULF COUNTY DETENTION FACILITY. **GULF COUNTY must receive RFQ responses no later than May 17 2013 at 4:30 pm EST ("Response Due Date")**. Failure to meet the due date and time shall be cause for rejection. **GULF COUNTY will make the selection of the Vendor deemed most beneficial to the county.**

A complete response for each section and numbered condition of the RFQ must be provided by Vendor. If Vendor is in full compliance with the section or numbered condition, the appropriate response is, "Read, agreed and will comply." Otherwise, Vendor's response should state, "Read and do not comply." Any exceptions to this RFQ, where Vendor's response is "Read and do not comply", must be addressed in an Exceptions Addendum to Vendor's RFQ response.

Certain sections or numbered conditions request an explanation or description of the service or feature. Vendors are encouraged to provide 'brief, plain language' descriptions of the feature or service. Elaborate or excessive detail is not required.

In evaluating each proposal, GULF COUNTY will consider the following evaluation criteria:

1. Equipment and Security Features

Compliance with Station Equipment Specifications, Hardware and Telephone Equipment, Monitoring and Recording, Validation, Three-Way Call Detection, PIN Application, Pre-Paid and/or Debit Application, Additional Features/Services Offered, etc.

2. Service

Include: Implementation Plan, Repairs/Maintenance, Customer Service, Technical Support, Training, Reliability, Options Available to the End-User, etc.

3. Local, Regional, State and Client Considerations

Client List, Industry Experience, Compliance with Regulatory and State Requirements, etc.

4. Financial Offering

Calling Rates, Commission Offer, Financial Incentive, MAG

One (1) original and six (6) hard copies of the proposal must be delivered to Gulf County Clerk of Court, 1000 Cecil G. Costin Sr., Blvd., Port St. Joe, FL 32456, on or before May 17, 2013.

Following the evaluation of the RFQ proposals, GULF COUNTY may choose the Vendor which, in its opinion, made the best proposal. This may not necessarily be the Vendor which makes the highest commission offer. A contract will be awarded to that Vendor. GULF COUNTY reserves the right to reject any or all proposals.

GULF COUNTY reserves the right to withdraw the RFQ in whole or in part, at any time and for any reason. Submission of a proposal confers no rights upon the Vendor nor obligates GULF

COUNTY in any manner. GULF COUNTY reserves the right to award no Agreement and to solicit additional offers at a later date.

Trade secrets must be clearly marked and identified as such. All such trade secrets will be subject to such disclosure as is required by the Florida Public Information (Open Records) Act. The Vendor agrees at its expense to protect GULF COUNTY from claims involving infringement of patents or copyrights. GULF COUNTY reserves the right to adopt or use for its benefit, any concept, plan, or idea contained in any response. GULF COUNTY also reserves the right to inspect the Vendor's Agreements with its suppliers before making an award for the purpose of ascertaining whether the Vendor has the necessary operational systems in place for performing this Agreement. GULF COUNTY may also consult with clients of the Vendor during the evaluation of proposals. Such consultation is intended to assist GULF COUNTY in making an Agreement award, which is most advantageous to GULF COUNTY. No proposal shall be marked "Proprietary", "Confidential", or in any other way to prohibit public record requirements.

The inmate telephone services are to be provided in compliance with all applicable state and federal standards relating to inmate telephone service in correctional facilities.

The outside of Vendor's RFQ response must be marked INMATE TELEPHONE RFQ. **All proposals failing to meet the due date and time will be returned to the Vendor unopened.** Fax or email copies are not acceptable.

Schedule of Events

Release of the RFQ	May 2, 2013
Deadline for Written Questions from Vendors Regarding the RFQ.	May 8, 2013
Dissemination of Written Questions and Answers	May 9, 2013
Deadline for Proposals	May 17, 2013
Tentative Notification of Award	May 28, 2013
Tentative Completion Date for Installation	July 1, 2013

Vendor RFQ proposals/submissions must include the following:

1. A brief history detailing the capabilities and level of service that the Vendor can provide.
2. Three (3) references where Vendor provides equipment and services similar to the equipment under consideration in this RFQ. Include the name of the facilities, address and telephone number, plus the name of a contact person and title. GULF COUNTY may contact the references at any time during the RFQ evaluation period.
3. Documentation that the Vendor is certified to do business in the State of Florida.
4. Demonstration that all necessary requirements of the Public Service Commission and the FCC are met.
5. The total number of entities, in the last three (3) years, that have notified Vendor in writing that there were additional commissions owed for any reason. Provide names

and addresses of the entities and the status of resolution to these issues. A response indicating the information is proprietary is unacceptable.

6. Detail of the proposed Inmate Telephone System (hereinafter referred to as "ITS"). This detail shall include, but not be limited to the system version (if Vendor uses multiple ITS versions and/or releases), system design, technical specifications, software applications, hardware architecture and networking capabilities. **Vendors shall also include a description as well as a visual aid of the inmate telephone sets, enclosures and/or pedestals proposed for installation at the Facility.**
7. The on-site response time, method and level of service for the Facility. Detail your ability to handle an emergency and provide an escalation plan.
8. The number of certified technicians directly employed by your company and/or will be subcontracted and their proximity to the Facility.

> Vendor must have personnel to handle end-user requests:

9. Describe procedures for handling end-user complaints.
10. Describe procedures for handling refund requests.
11. Describe procedures for the blocking of requested telephone numbers.
12. State what company and/or call center, if not your own, will provide these services and the location of the call center that will be used to support end-user requests.
13. Describe the process for customer service inquiries and hours of live operator availability.

> Describe your validation process.

14. Please include whether your validation is done real-time or by batch.
15. Please specify Vendor's process for unblocking a phone number which was originally restricted for non-payment, to include the timeframe for removing the restriction once the payment posts with the LEC.

I. General Requirements

The Vendor shall furnish, install and maintain telephones for use by inmates at the Facilities operated by GULF COUNTY AS FOLLOWS. The Vendor shall provide all telephone services to the inmates utilizing the Vendor's ITS in accordance with those requirements and provisions set forth in this section.

- A. The Vendor shall notify **GULF COUNTY** of any new software upgrades within thirty (30) days of the introduction of the new software into the market by Vendor. Vendor shall upgrade the ITS with new software versions and new hardware as required by GULF COUNTY at no cost to GULF COUNTY.
- B. The Vendor shall comply with all applicable laws, rules, regulations, and orders of any authorized agency, commission, unit of the federal government, state, county, or municipal government at no cost to GULF COUNTY. The Vendor shall be authorized by the appropriate governing body and/or regulatory agency to be an Inmate Telephone Service Provider.

- C. Any subcontracts for the products/services described herein shall include appropriate provisions and contractual obligations to ensure the successful fulfillment of all contractual obligations agreed to by the Vendor and GULF COUNTY and to ensure that GULF COUNTY is indemnified, saved, and held harmless from and against any and all claims of damage, loss, and cost (including attorney fees) of any kind related to a subcontractor in those matters described in the Agreement.
- D. Vendor expressly understands and agrees that it assumes and is solely responsible for all legal and financial responsibilities related to the execution of a subcontract. The Vendor agrees that utilization of a subcontractor to provide any of the products/services in the Agreement shall in no way relieve the Vendor of the responsibility for providing the products/services as described and set forth herein. Vendor shall identify any subcontractors used by the Vendor.

II. Initial and Ongoing Installations

- A. For each installation, the Vendor shall submit an implementation plan which shall include an installation schedule. Any initial installations must be completed within sixty (60) days **of the date GULF COUNTY awards the Facilities to the Vendor**. This implementation plan will become a part of the Agreement and must be followed.
- B. The Vendor agrees to obtain GULF COUNTY's written permission before proceeding with any work that requires cutting into or through girders, beams, concrete or tile floors, partitions or ceilings, or any work that may impair fireproofing or moisture proofing, or potentially cause any structural damage. GULF COUNTY does not anticipate that such work will be required for the installation of the ITS.
- C. The Vendor agrees to assume responsibility for installation of the equipment in accordance with the specifications contained in the manufacturer's installation instructions.
- D. Use of existing or in-place conduit, raceways, cable ways, cable, inside wiring, telephone set mountings, switches, terminal boxes, and terminals within the Facilities are at the risk of the Vendor. **No exposed wiring will be permitted.** Ownership of any wiring or conduit placed under this Agreement by the Vendor becomes GULF COUNTY's property upon termination and/or expiration of the Agreement.
- E. The Vendor agrees that if any cabling work is required as part of any installation, all new cables shall be used and marked clearly and legibly at both ends, and must meet all applicable EIA/TIA wiring standards for commercial buildings.
- F. The Vendor shall install additional telephones and monitoring and recording equipment as needed at no cost to GULF COUNTY. This includes expansion to the existing Facilities and any newly constructed Facility. This shall be done throughout the Agreement term and all subsequent renewal terms.
- G. The Vendor shall provide and install adequate surge and lightening protection equipment on all lines used for the ITS. Vendor shall be responsible for maintaining, replacing or upgrading the surge and lightening protection at no cost to GULF COUNTY.

- H. Installation of all telephones and related equipment shall be accomplished during normal business hours at the Facilities or as otherwise specified by the Administrator.
- I. The Vendor shall clean up and remove all debris and packaging materials resulting from work performed.
- J. The Vendor shall restore to original condition any damage to GULF COUNTY's property caused by maintenance or installation personnel associated with the Vendor, including repairs to walls, ceilings, etc.
- K. The Vendor agrees to install, repair and maintain all Vendor provided equipment and lines, including but not limited to any wiring or cable work required from the demarc throughout the Facilities at no cost to GULF COUNTY. All Vendor-provided equipment, installation, maintenance and repair costs as well as all costs or losses due to vandalism shall be the total responsibility of the Vendor.
- L. Upon completion of the initial installation and any ongoing installations, Vendor must provide GULF COUNTY with a list of telephone numbers, equipment specifications and locations of each unit.
- M. Vendor must indicate any environmental conditions required for the proposed call processing equipment.
- N. Vendor must indicate the physical size of any call processing equipment to be installed at the Facilities.

III. Station Equipment Specifications

- A. The ITS shall be capable of providing all operational features and system requirements applicable to all calls placed through the system, including local, long distance, and international calling.
- B. Each call, having been identified as being placed through the Vendor's ITS, shall be delivered to the called party as a collect call, debit and/or pre-paid call, if the debit and/or pre-paid application is in effect and chosen as the means to place the call.
- C. Telephone station equipment shall be powered by the telephone line and require no additional power source. A power source will be available at the demarcation location.
- D. Vendor agrees to install the quantity of telephones, enclosures and/or pedestals required by GULF COUNTY as outlined in **Attachment A**. The cord length for the telephones shall be 18".
- E. The ITS shall comply with all Federal Communication and/or Utility Commissions regulations. The inmate telephone sets shall be stainless steel and shall be sturdy, non-coin, vandal resistant and steel armored. In addition, the telephone sets shall be composed of durable, tamper-free equipment suitable for a correctional/detention environment. The telephones must contain no removable parts.

- F. The Vendor shall provide a sufficient number of telephone/trunk lines to the ITS to allow inmates the opportunity to place calls 99.5% of the time.
- G. The Vendor shall provide telephone reception quality at least equal to the toll quality offered to the general public and shall meet telecommunication industry standards for service quality. A minimum of twenty (20%) percent of the telephone sets must be of the “amplified” or volume controlled sort. The Vendor shall accept GULF COUNTY’s decision regarding whether the reception quality meets industry quality standards.
- H. Call acceptance by the called party shall be accomplished for all collect, debit and pre-paid calls through caller confirmation (positive acceptance). Voice recognition is not an acceptable method for positive call acceptance. The ITS shall be able to recognize and distinguish standard or irregular busy signals, standard or irregular ringing signals, answering machines, cellular telephones, pagers, operator intercepts, quick disconnects, chain dialing, no voice from called party, etc. Vendor shall provide information on how the proposed ITS will meet this requirement.
- I. The ITS shall monitor the switch hook of the inmate telephones and if the switch hook is depressed at any time, the call will be disconnected or an internal dial tone should be activated to prevent fraud. Vendor must assume all responsibility for fraud.
- J. During the call set up process, the ITS shall provide a pre-recorded announcement identifying:
1. That the call is coming from a specific inmate at the Facility.
 2. That the call “may be monitored and recorded.”
- K. The ITS shall provide a recording at the beginning of all collect calls clearly identifying the call as a collect call to the called party. This recording must **be free of any toll charges.**
- L. Vendor must indicate how much time is allowed for the inmate to record his/her name when placing a call and how many times the system will play the message to the called party prior to termination. The ITS shall have the capability to configure the time allowed for the inmate to record his/her name.
- M. The ITS shall process calls on a selective bilingual basis: English and Spanish. The inmate must be able to select the preferred language utilizing a simple code. Vendor shall indicate whether the called party will be able to select the preferred language for call prompts.
- N. Written dialing instructions in both English and Spanish must be permanently and prominently displayed on or near each inmate telephone.
- O. The Vendor shall subscribe to the LEC Line Information Screening Data Base (LIDB). The Vendor shall query this database for each inmate call and process only those calls which do not have Billed Number Screening (BNS). The Vendor must assume all responsibilities for the cost and the accuracy of validation.
- P. The ITS shall provide a recording back to the inmate which details why a call was not completed. Please provide a list of the available recordings.

- Q.** Vendor shall have the capability to establish an informant line. Calls to the informant line shall be free and shall be routed via the ITS to a destination designated by GULF COUNTY
- R.** Vendor shall indicate whether the ITS can be configured to allow the inmate to remain muted while being able to hear the call progress (ex: ringing on the line, voicemail pick-up, etc.)
- S.** The ITS shall have the capability to program a specific speed dial code to selected numbers as determined by GULF COUNTY.
- T.** Vendor shall provide information on any additional technology or optional features that may be of interest to GULF COUNTY (i.e. Biometrics, Inmate Email, reverse look-up, lobby kiosk, commissary ordering via the ITS, etc.) Please be sure to provide detailed information on the functionalities as well as a complete description of the features and applications proposed. Also, detail any cost associated with the additional technology or optional features offered/proposed.
- U.** Vendor must indicate how calls to rotary telephones are handled to ensure completion of all calls.
- V.** Vendor must specify how international calls are processed and whether international **collect** calls can be completed via the proposed ITS.
- W.** Vendor must specify the process for completing those calls that would normally be blocked because of CLEC, cell phones and unbillable issues. Vendor shall also identify the percentage of calls on an average basis that do not pass validation because of CLEC, cell phones and unbillable issues.
- X.** The ITS shall, upon request by GULF COUNTY , provide specific information for tracking inmate calling activities and calling patterns by individual telephone numbers. The following reports shall be available for monitoring and billing purposes:
 - 1.** Monitoring reports that can be provided or sorted by any or all of the following criteria:
 - a.** Daily statistical reports;
 - b.** Facility name;
 - c.** Originating number;
 - d.** Terminating number;
 - e.** Date of call;
 - f.** Time of day;
 - g.** Length of call;
 - h.** Type of call;
 - i.** PIN number;
 - j.** Frequently called numbers (for all numbers called more than 5 times in one day);
 - k.** Common numbers called (for all numbers called by more than one inmate);
 - l.** Originating station;
 - m.** Bill type; and
 - n.** Calls not passing validation.

2. Billing reports that can be provided or sorted by any or all of the following criteria:
 - a. Call detail report;
 - b. Amount charged per call;
 - c. Gross revenue;
 - d. Daily statistics;
 - e. Monthly statistics;
 - f. Called party/number accepting report;
 - g. Fraud/velocity report;
 - h. Separate facility totals and statistics;
 - i. All Facility totals and statistics;
 - j. Total calls;
 - k. Calls by date;
 - l. Pre-paid card report;
 - m. Debit usage report;
 - n. Bill and call type distribution;
 - o. Time of day;
 - p. Length of a call; and
 - q. Calls being denied by validation
 - r. Inmate debit purchase report per facility
 - s. Inmate debit purchase report for all facilities
 - t. Adjustment/refund report by facility
 - u. Adjustment/refund report for all facilities

- Y. The ITS shall also provide the capability to customize reports in a form mutually agreed upon by GULF COUNTY and Vendor.

- Z. The system platform CDRs shall be stored in a minimum of three (3) locations to avoid any possibility of call detail records being lost.

- AA. The ITS shall store all call detail records, including all attempted and completed calls for a minimum period of one (1) year. GULF COUNTY shall have access to all call detail records from all workstations and remote access computers, based on the user's access level.

- BB. The ITS shall have the capability to perform remote diagnostics to the ITS to determine if a problem is with the telephone unit or with the telephone line. Remote diagnostic tests shall be, at a maximum, run one time each day on each telephone.

- CC. The ITS shall be TCP/IP compatible and allow multiple operators simultaneous access while maintaining adequate security to prevent unauthorized use and access.

- DD. The Vendor shall provide accommodations necessary to comply with Americans with Disabilities Act (ADA) requirements including, but not limited to, providing telephones which are accessible to persons in wheelchairs and providing systems that are compatible with Telephone Devices for the Deaf (TDD).
 1. Vendor shall provide the number of TDD telephones as specified in **Attachment A**.
 2. Vendor must indicate how the TDD telephones work with the proposed ITS.

- EE. The ITS must offer the called party an option to receive a rate quote during the call set-up process. The ITS must repeat the options to the called party a minimum of two (2) times during the initial call process.

IV. Security Features

- A. The ITS shall prohibit direct-dialed calls of any type.
- B. The ITS shall prohibit access to a line operator for any type of calls.
- C. The ITS shall prohibit access to "411" information service.
- D. The ITS shall prohibit access to 800 and 900 type services.
- E. The ITS shall prohibit access to multiple long distance carriers via 950, 800 and 10 10-XXX numbers.
- F. The ITS must be able to be shutdown quickly and selectively. **GULF COUNTY** must be able to shutdown the ITS by cut-off switches at several locations including, but not limited to:
 - 1. At demarcation location
 - 2. By central control
 - 3. By select housing units
- G. The ITS shall be capable of taking an individual station out of service without affecting other stations or units.
- H. The ITS shall prevent any inmate telephone from receiving any incoming calls. The Vendor shall work with the local exchange carriers (LECs) to ensure such control. Vendor shall provide a detailed explanation regarding the information which is displayed on the called party's caller ID each time a call from the Facility is placed (ex: "unknown number," B-1 ANI, etc.).
- I. The ITS shall have a fraud prevention feature. This feature will randomly interject pre-recorded announcements throughout the duration of the conversation.
- J. The ITS, upon detection of a three way call (call forwarding and conference calls, etc.), shall have the capability to flag and/or terminate the call immediately. Three-way calls shall be flagged in the call detail records as "three-way call."
 - 1. Please indicate whether the ITS plays a message to the inmate and/or the called party prior to terminating the call.
 - 2. Please specify the method used by the Vendor to detect three-way calls.
- K. The ITS shall have the capability of answer detection.
- L. The ITS shall be capable of denying certain telephone numbers from inmate dialing.
- M. The ITS shall be capable of allowing calls to specified numbers at specified times during the day.
- N. The ITS shall be capable of limiting the length of a call, providing the dial tone at certain times of the day and allowing a maximum number of minutes or seconds per inmate, per month. The current call time limit is fifteen (15) minutes.

- O. In all circumstances, the ITS shall limit the inmate to a single call request. The ITS shall always require the inmate to disconnect the call in progress and initiate another call.

I. Compensation

- A. Vendor shall pay commissions calculated on all Gross Revenues generated by and through the ITS including collect, debit and pre-paid inmate calls placed from the inmate telephone equipment located at the Facilities. Gross revenues are generated by completed calls (see description of a completed call). Any additional fees to be added to the called party's bill or paid by the called party (including those associated with establishing/funding pre-paid collect accounts) for inmate telephone calls from the Facilities must be approved by GULF COUNTY prior to implementation.
- B. Any charges/fees added to the called party's bill without the express written consent of the GULF COUNTY shall carry a fine of three hundred and fifty dollars (\$350.00) per day from the date the additional charges/fees were first added through the date the charges/fees were discontinued. Additionally, Vendor shall refund each called party for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued. **The additional fees/charges will be commissioned at the proposed commission rate.**
- C. Gross Revenue includes, but is not limited to, all Local, Intrastate, Intrastate, Interstate, and International revenues and any and all additional charges and fees generated by completion of all collect, debit, and pre-paid calls from Vendor's inmate telephones.
- D. Pre-paid calls include, but are not limited to, those calls completed by using a pre-paid card as well as all calls which have been pre-paid by any person or entity and by any method of payment.
- E. Vendor shall pay commission on the Gross Revenues before any deductions are made for unbillable calls, bad debt, uncollectible calls, fraudulent calls, LEC adjustments, or any other Vendor expenses.
- F. A collect call is deemed to be complete and commission due when the called party accepts the call regardless if the Vendor can bill or collect the revenue on the collect call. A debit call is deemed to be complete and commission due when a connection is made between the inmate and the called party even if such connection is established by automated machine pick-up. A pre-paid call is deemed to be complete and commission due when a connection is made between the inmate and the called party, whether such connection be established by positive acceptance or by live or automated (i.e. answering machine) pick-up
- G. Commission for debit calls shall be based upon total Gross Revenues, as specified above, generated from debit call purchases.
- H. Calls to telephone numbers that appear on the free call list supplied by GULF COUNTY shall not generate revenue for Vendor and shall not be commissionable to GULF COUNTY. Only those numbers designated by GULF COUNTY on the free call list shall be marked as "Free" in the ITS.
- I. Vendor shall, at its own option, include a financial incentive offer in addition to the commission proposal shown in **Attachment B**.
- J. The Vendor shall, at its option, propose a minimum annual guarantee commission ("MAG") in **Attachment B**.

II. Rate Requirements

- A. The Vendor shall submit a request in writing to receive approval from GULF COUNTY for any calling rate increases and/or decreases for inmate telephone calls **before any new calling rates are implemented**. GULF COUNTY will respond in writing to Vendor's request. Should Vendor decrease the calling rates without the express written approval of GULF COUNTY, the Vendor shall be responsible for paying commissions on the Gross Revenue as determined by applying the calling rates prior to the unapproved change. Should Vendor increase the calling rates without the express written approval of GULF COUNTY, Vendor must issue credits to all customers that are overcharged. A list of the issued credits shall be provided to GULF COUNTY as documentation. No commission refund shall be due from GULF COUNTY to Vendor for unapproved rate increases.
- B. The Vendor shall implement any rate adjustments requested by GULF COUNTY within ten (10) days of said request, subject to regulatory approval.
- C. The Vendor shall detail any and all charges and fees that will be assessed for all collect, debit and pre-paid inmate telephone calls.
- D. Vendor shall clearly list all fees and charges assessed for setting up pre-paid accounts and any amounts assessed for adding funds to existing accounts.
- E. Additional charges and fees must be specifically designated within Vendor's rate proposal submitted in **Attachment B**.

III. Turn Key Solution

GULF COUNTY requires Vendor to have the capability to provide a turnkey solution including collect, debit and pre-paid collect calling.

V. Monitoring and Recording Requirements

- A. The ITS shall allow GULF COUNTY staff at the Administrative Office to remotely monitor live conversations and to access call recordings for all facilities.
- B. The ITS shall be capable of permitting full monitoring and recording of all calls from any telephone within the Facility unless there are restrictions that prohibit the recording and monitoring of certain calls such as attorney-client restrictions. The ITS shall have the capability to exclude those calls.
- C. The ITS shall comprehensively record all calls. At a minimum, the Facility shall have the capability of playing back a recorded call. All call recordings shall be stored online for a minimum period of 180 days and shall be stored offline for a period of two (2) years. The Vendor shall be responsible for supplying all backup disks/CDs/media for the storage of call recordings at no cost to GULF COUNTY throughout the life of the Agreement and any renewal terms.
- D. The monitoring and recording of calls shall be selectively programmable by one or all of the following:
 - 1. Inmate Telephone;
 - 2. Housing Unit;
 - 3. Start and Stop Time and Date of Call;
 - 4. Called Number

- E.** The ITS shall be capable of showing real time call activity. This activity shall be detailed by date of call, start time of call, stop time of call, originating telephone station number and called number.
- F.** GULF COUNTY does not require workstations under this RFQ. Access to the ITS shall be completely web-based. Vendor shall provide a detailed description for how access to the ITS can be accomplished. Vendor will be required to provide a workstation and printer for the on- site administrator.
- G.** The ITS shall have the capability of automatically calling and alerting investigators and offering live monitoring of calls. Please include detailed information on the ITS alert application: at a minimum, the types of alerts available (cell phone, pager, SMS text, email, etc.), and whether a security PIN for accessing the real-time call is required.
- H.** The ITS shall provide for simultaneous playback of recorded calls and continuous recording of live conversations. It is mandatory that the playback of any selected channel must be accomplished while continuing to record all input channels.
- I.** The ITS shall provide for continuous on-line diagnostics and continuous supervision, as well as local remote offline system control access for advanced programming and diagnostics. Access to the built-in advanced diagnostics and program control shall be accessible via modem by service center personnel and shall provide failure reports, service history and other diagnostics.
- J.** The ITS shall provide the capability to copy the conversations onto a compact disc (CD) or other storage device in audio or MP3/data format with tamper free capabilities. The storage device shall be provided by the Vendor and located with the recording equipment in the area designated by GULF COUNTY. The storage device shall produce transfer recordings with virtually no loss in quality and shall be capable of placing an audio time and visual date stamp within the recording. The storage device shall have a monitor amplifier and speaker so that the Investigator may confirm accurate transfers of the recorded information.
- K.** Time and date entries for each recorded conversation shall be displayed on a per channel basis. The ITS shall display all conversations in chronological order to facilitate research and playback.
- L.** At the request of GULF COUNTY, Vendor shall provide remote access to the ITS at no cost. The provision of remote access shall allow GULF COUNTY the same features and functionalities, permitted by the user's level of access.
- M.** The Vendor shall provide an uninterrupted power supply source to ensure there is no loss of recordings or real time call data in the event of a power failure.

VI. Pre-Paid / Debit Application

- A.** The pre-paid and/or debit application shall work with the ITS provided.
- B.** The pre-paid and/or debit application shall allow for pre-payment to a specific inmate's account by an inmate or member of inmate's PAN/approved depositor list.

- C. The ITS shall provide the inmate with the balance of their debit and/or pre-paid account at the time of the call. The ITS shall provide the called party with the balance of their pre-paid collect account at the time of the call.
- D. The pre-paid and/or debit application shall allow international calls.
- E. The pre-paid and/or debit application shall have the capability to terminate a debit account and issue a refund in a manner specified by GULF COUNTY. Please describe Vendor's process for meeting this requirement. Under no circumstances will the Vendor be allowed to keep any money deposited in a debit account or in a pre-paid collect account upon termination of the Agreement between GULF COUNTY and Vendor. All monies shall be returned to the individual inmate or end-user at the termination of the account or six (6) months of no activity, whichever comes first.
- F. The pre-paid and/or debit calling rates may be lower than the collect calling rates.

VII. Training

- A. Vendor shall provide training to GULF COUNTY's staff at the location where the equipment is installed. Additional training shall be provided to new staff assigned at no cost to GULF COUNTY. Training manuals shall be provided to GULF COUNTY's staff at all training meetings and will become the property of GULF COUNTY.
- B. Informational pamphlets shall be available for inmates relative to the applicable features and functionalities of the ITS, when requested by GULF COUNTY.

VIII. Transition

- A. The Vendor shall work with GULF COUNTY, and the incumbent Vendor to ensure an orderly transition of services and responsibilities under the Agreement and to ensure the continuity of the services required by GULF COUNTY.
- B. Upon expiration, termination, or cancellation of the Agreement, the Vendor shall cooperate in an orderly transfer of responsibilities and/or the continuity of the services required under the terms of the Agreement to an organization designated by GULF COUNTY. The Vendor shall provide and/or perform any or all of the following responsibilities:
 1. The Vendor acknowledges that the call records, call recordings, documentation, reports, data, etc., contained in the ITS are the property of GULF COUNTY. The call detail records, call recordings, documentation, reports, data, etc. shall be provided to GULF COUNTY by Vendor in a workable, software-compatible format at no cost to GULF COUNTY upon expiration and/or cancellation of the Agreement.
 2. The Vendor shall discontinue providing service or accepting new assignments under the terms of the Agreement, on the date specified by GULF COUNTY. The Vendor agrees to continue providing all of the services in accordance with the terms and conditions, requirements and specifications of the Agreement for a period not to exceed ninety (90) calendar days after the expiration, termination or cancellation date. Commissions will be due and payable by Vendor to **GULF COUNTY** at the compensation rate provided in the Agreement until collect, debit and/or pre-paid calls are no longer handled by Vendor.

- C. All ITS inside wiring shall become the property of GULF COUNTY at the conclusion of the Agreement. The Vendor agrees to remove its equipment at the conclusion of the Agreement in a manner that will allow the reuse of that wire distribution.

IX. General Maintenance

- A. The Vendor shall provide the necessary labor, parts, materials, and transportation to maintain all proposed telephones in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the Agreement. No charge shall be made to GULF COUNTY for maintenance of the ITS.
- B. The Vendor shall maintain all cable related to the ITS, whether reused or newly installed.
- C. The Vendor shall respond to repair requests from GULF COUNTY by arriving at the site promptly after reasonable notice has been given on a twenty-four (24) hours a day, seven (7) days a week basis, 365 days a year.
- D. The Vendor must exhibit to GULF COUNTY a best effort approach to completion of the repairs or replacement during the first twenty-four (24) hours following notification of a problem. GULF COUNTY shall be notified of progress and or delays in progress until there is resolution of the problem. Vendor shall notify GULF COUNTY any time a technician will be dispatched to the Facility.
- E. GULF COUNTY may cancel the Agreement with Vendor if Vendor has not cured a service problem within ten (10) days of the Vendor receiving notice of the problem from GULF COUNTY.
- F. A complete list of contractors/subcontractors, managers, administrators, technicians, etc. must be provided to GULF COUNTY. This includes a complete list of business, cellular and beeper numbers; the Vendor's management home and emergency telephone numbers must also be furnished. Vendor shall provide a copy of your current repair procedure policy for both normal maintenance and emergency outages.
- G. Either party shall report to the other party any misuse, destruction, damage, vandalism, liability, etc. to the ITS. Vendor will assume liability for any and all such damages. In addition, Vendor shall ensure that all inmate telephones are operable and maintained at an acceptable level at all times.
- H. All issues surrounding the ITS service shall be reported by Vendor to GULF COUNTY promptly.

ATTACHMENT A

<u>Facility Specifications:</u>	Facility address 1000 Cecil G. Costin Sr. Blvd Port St. Joe, FL
Average Daily Population (ADP):	20
Number of Beds:	110
Call Time Limit:	15 minutes
Inmate Telephones Required:	11
Pedestals/Enclosures Required:	0
Portable/Cart Phones Required:	0
TDD Units Required:	0
Coin Pay Telephones Required:	0

Average Monthly Statistics for All Facilities (Based on 12 Months of Data)

CALL TYPE	COLLECT		PRE-PAID COLLECT		DEBIT	
	# Calls	# Minutes	# Calls	# Minutes	# Calls	# Minutes
Local	56	254	2,798	37,315	1,731	22,614
Intralata	102	615	2,847	27,516	2,784	17,982
Interlata	40	381	674	7,808	80	571
Interstate	19	144	149	1,172	194	1,407
Mexico	0	0	0	0	1	5

ATTACHMENT B

RATES AND COMMISSIONS

Please provide a commission offer for the current rates listed below. Vendor may propose an additional commission offer and alternative calling rates as Option #2. GULF COUNTY is open to alternative calling rates, but wishes to maintain the current calling rate structure currently in place.

Vendor must detail all additional charges and fees that will be assessed for all collect, debit and pre-paid inmate telephone calls as well as the set up fees, depositing fees and refund fees associated with pre-paid collect accounts. Vendor may attach additional tables if Vendor chooses to provide optional or additional commission and calling rate options past those allowed below. Failure to complete Attachment B may cause Vendor's proposal to be rejected.

PROPOSED COMMISSION & RATES

CALL TYPE	COLLECT		PRE-PAID COLLECT		DEBIT	
	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute
Local						
Intralata						
Interlata						
Interstate						
Mexico						
Collect Billing Fees						
Pre-Paid Collect Fees (including transaction, set-up, and/or refund fees)						
Commission Rate:	%		%		%	

Financial Incentive: \$ _____

MAG Payment: \$ _____