

Washington County Sheriff's Office Purgatory Correctional Facility Request for Proposal (Inmate Phones)

GENERAL

Overview

It is the intent of Washington County Utah to obtain proposals from qualified Vendors who can provide full spectrum local and long distance inmate telephone service for the following Washington County facility:

Washington County Sheriff's Office
Purgatory Correctional Facility
750 S. 5300 W.
Hurricane, Utah 84737
517 Bed Facility / 430 Current Average Population

Any item not specifically mentioned, but necessary for the delivery and operation of the system shall be included in this proposal. These specifications and requirements should be in sufficient enough detail to secure proposals on comparable services.

The requirements listed herein should be met by all Vendor proposals. In instances where the proposal differs from these requirements, the Vendor shall note the difference and describe in detail how their proposal will meet the County's needs without including the specific requirement. Failure to meet these requirements may be cause for rejection of the Vendor's proposal at the County's discretion.

In addition to the inmate phone system, the County will be replacing it's existing inmate video visiting equipment. The Request for Proposal (RFP) related to the video visiting system is included as an addendum (Addendum 1) to this document. While not required in the RFP process, the County is also interested in other bonus services offered by the Vendors to include; inmate email, inmate cash account services, separate kiosks to be used by inmates to submit various requests including commissary orders, grievances etc. The County is not interested in changing it's current commissary program, which is self-run.

Participants in the RFP process may submit: a single proposal covering both the inmate phone and video visiting systems if both are offered by a single Vendor; two separate proposals if offered through two separate Vendors acting together, one offering inmate phone services and one offering inmate video visiting services; or two separate proposals if offered through two separate Vendors acting independently, one offering inmate phone services and one offering inmate video visiting services. Regardless of the option selected, Vendors should plan on giving separate presentations for each system.

Schedule

The schedule for this RFP process is as follows:

Mandatory Pre-Proposal Conference:	July 10/11, 2013
Start Date for Submission of Proposal Responses:	July 15, 2013
Proposal Response Deadline:	July 22, 2013
Proposal Presentations:	August 5/6/7, 2013
Contract Award:	On or about August 22, 2013
Installation and Cut-Over:	On or about September 27, 2013

Definitions and Terms

For the purposes of this RFP and other related discussions and correspondence, the term "PCF" refers to Purgatory Correctional Facility, "Staff" refers to the staff of the Washington County Sheriff's Office, "County" refers to Washington County Utah, "Vendor" refers to a provider of equipment and services, "System" will refer to the inmate telephone system or inmate video visiting system where appropriate, "Proposal" refers to Vendor responses to the RFP, "Friends and Families" (F&F) refers to the friends and families of the inmates.

Proposal Submission

Each Vendor must prepare a written response. Proposals shall be formatted consistent with the specific sections of the RFP and the requirement "R" identifier. Vendors must respond to all requirements and submit the following:

- A Letter of Transmittal
- Required Contact Information
- Required Insurance and Financial Documents
- Summaries Related to Requirements R01 - R97

One (1) original and one (1) copy of the Vendor proposal must be returned by mail or other carrier and received by the County no later than July 22, 2013.

The Letter of Transmittal must include a statement that identifies all materials and enclosures being forwarded in the proposal. The Letter of Transmittal must be signed by the person who is authorized to contractually commit the Vendor's organization.

Proposals not received by the due date will be automatically disqualified from consideration and sent back to the Vendor unopened. Each proposal shall be addressed and mailed as follows: "Inmate Telephone System and (or) Video Visiting System Proposal, Purgatory Correctional Facility, 750 S. 5300 W. Hurricane, Utah 84737" on the outside of the sealed package. The original proposal shall be clearly marked "ORIGINAL" and contain all original signatures. The copy shall be marked "COPY."

Proposal Expiration

The submitted proposal must remain valid through August 30, 2013.

Vendor Inquiries

If additions, deletions, modifications or clarifications to the RFP become necessary, the changes will be emailed to all Vendors. Nothing presented orally during Vendor inquiries will modify or alter the specifications or requirements of the RFP.

Each Vendor shall identify a single contact person who will be responsible for coordinating the efforts and personnel of their organization in this process. Information required shall include:

Name
Organization
Telephone Numbers
Address
Email address

Your point of contact at the County is as follows:

Lieutenant Perry Lambert
Desk 435.656.6659
Cell 435.632.6387
plambert@washeriff.org

Basis of Award

An inmate telephone system is a vital service to the County. In addition to the obvious need to provide phones services to the inmates, the County expects to benefit from the peripheral aspects of the system to include investigative tools, increased security, increased operational efficiency, and the other non-phone services offered by the Vendor.

The County prefers a Vendor that has a single point of contact for all matters related the contract, systems, installation, training, service, maintenance etc., particularly if subcontractors are involved.

The County expressly reserves the right, in its sole judgment, to accept or reject any or all proposals, with or without cause; to modify, alter, or waive any technicalities or provisions; and to accept the proposal which is determined to be the best overall offer. Therefore, in selecting a Vendor, the County will not rely exclusively on commission offering or any other single factor.

The contents of this solicitation and the Vendor's response, when submitted to and accepted by the County, shall become an integral part of any contract agreed upon between the Vendor and the County.

To ensure specified performance of the proposed system, the County reserves the right to require a Vendor to demonstrate it's system and any features specified in this RFP. If required, this will be done at the pre-proposal conference.

When a Vendor cannot conform to certain aspects of this request, it should offer reasons why, or alternate services and equipment that it does provide. Non-compliance with certain requirements is not necessarily grounds for disqualification, though the County reserves the right to disqualify on this basis if it desires.

Each proposal will be evaluated with regards to the following selection factors:

30% - Demonstrated ability to meet the technical requirements, based upon the Vendor's RFP responses and information provided by similar facilities in which the Vendor has their system installed. Other bonus services offered by the Vendor, and or the Vendor's ability to interact with providers that offer these other services, will be considered positively in this factor.

30% - The formula for determining the score awarded for cost shall be as follows: Financial offering including the overall commission rate paid to the County based on gross revenue, the rates and other charges to the inmate or party who accepts the charges, and the Vendor's overall ability to provide a good value.

30% - Vendor experience, level of the technology offered, level of account and maintenance support, and current customer references.

10% - Proposed project plan, the timeliness of it's implementation, the degree of service interruption, and the level of required involvement by the County, noting that excessive involvement by the County would be considered negatively in this factor.

Contract Term

The contract will be for a period of three (3) years. At the expiration of this contract, the County will have the option of continuing the phone services with the Vendor's company for a period of two (2) additional years in one-year increments if substantially the same or more favorable commission, rates, and services are offered by the Vendor. Each optional year will require the County's approval for renewal.

The contract may not continue or be renewed for any year after the first year of the multiyear contract if adequate funds are not appropriated or otherwise available to continue or renew the contract.

Termination

The obligation to provide further service under the terms of the resulting agreement may be terminated immediately by the County upon written notice in the event of material breach by the successful Vendor to perform in accordance with the terms hereof, or any contract resulting from this RFP. The County's failure to exercise the option to terminate the contract will not be considered a waiver of any present or future material breach. In the event that the County chooses to discontinue this contract either by termination or not extending the contract, the Vendor warrants that it will remove all its equipment from the facility without charge. Service and equipment will not be removed until another Vendor's system is in place or when approved by the County. The removal of equipment and discontinuation of service will occur during the implementation of the new system with minimal interruption of service to this facility. It will be necessary that the incumbent Vendor cooperate with the new Vendor during the implementation of the new system.

If either party defaults in the performance of any other obligation under this agreement, then the non-defaulting party shall give the defaulting party written notice of its default, setting forth with specificity in the nature of the default. If the defaulting party fails to cure its default within 30 days after receipt of the notice of default, then the non-defaulting party shall have the right to immediately terminate this agreement and pursue all other remedies available to the non-defaulting party, either at law or in equity.

Damage and Repair Liability

The County will have no liability to the Vendor for fraud, theft, vandalism, damage or loss of the Vendor's equipment inflicted by the inmates or the public. All costs associated with the repair will be the responsibility of the Vendor.

The Vendor warrants that all repairs will be made at it's expense. The Vendor shall make all reasonable efforts to ensure that the phone system in all cases is operational and repaired as quickly as possible.

Indemnification

The Vendor will be required to indemnify the County for any and all liability, loss, costs, damage or any other expenses which may accrue to or be incurred by the County as a result of injury or damage to any person or property occasioned by any intentional or negligent act or omission by the Vendor, its employees, agents, subcontractors or other related parties.

Installation and Disconnection

The Vendor will be responsible for all costs of installation or disconnection throughout the term of the contract.

The Vendor will be required to furnish and install equipment, dedicated lines, and any other item necessary to make the service fully functional. The incumbent Vendor will remove all equipment, dialers and or dedicated phone lines from the County facility without charge.

Current County Inmate Telephone System

Global Tel Link (GTL) is currently providing inmate telephone service to the County. The current number of inmate and public telephones is as follows:

- Inmate Phones / Central = 20
- Inmate Phones / Max = 24
- Inmate Phones / Booking = 4
- Inmate Phones / Mods = 4
- Public Use Coin Phones = 1

Note, inmate phones are located in each inmate housing section. Inmate visiting booths are located outside the housing sections in the main corridor. Friends and family visiting booths are located in the facility main lobby. Proposed inmate services kiosks would be located in the inmate housing sections for easy access by the inmates.

Mandatory Pre-proposal Conference

The purpose of the pre-proposal conference is to provide prospective Vendors with the opportunity to have their questions addressed. Due to the need for all Vendors to possess a complete understanding of the requirements of this solicitation, attendance at this conference is mandatory. A walk-through of the facility will be included in this conference.

Mandatory pre-proposal conference: Monday July 10 and 11, 2013 / 0900-1700 MST

Location: Purgatory Correctional Facility
750 S. 5300 W.
Hurricane, Utah 84737

Additional details to be released at a later time.

Discussions

Discussions may be conducted with offerors who submit proposals that the County determines to be reasonably susceptible of being selected for award, followed by an opportunity to make best and final offers. However, proposals may be accepted without discussions.

Miscellaneous Requirements

The County will not be liable for any of the cost incurred in preparation and presentation of the Vendor responses, or for any other portion of this process.

Any materials submitted by the Vendor that are considered confidential in nature must be clearly marked as such. Due to applicable laws and regulations concerning public documents, the County makes no representation that such material will be kept confidential.

Insurance

The successful Vendor shall possess and provide certificates of insurance for both Worker's Compensation Insurance with limits of not less than the Utah statutory limits, and General Liability Insurance coverage, with limits of not less than \$1,000,000. The County shall be named as an additional insured on the General Liability Insurance certificate of insurance. Any insurance that is required does not limit the Vendor's obligation to indemnify the County for a claim above that amount.

Financial Stability

Vendors shall provide the County with financial statements, including statements of operations, balance sheets, and statements of cash flows for the last two fiscal years.

QUALIFICATIONS AND EXPERIENCE, TECHNICAL REQUIREMENTS

Experience

R01 The Vendor shall demonstrate experience in providing inmate telecommunication service

to counties of similar size.

R02 The Vendor shall provide an overview of its firm, including years and nature of experience in the inmate telephone business.

References

R03 The Vendor shall provide five customer references of accounts similar in size and scope to the County.

Patent and Copyrights

R04 The Vendor asserts that to the Vendor's knowledge, the equipment and software proposed in this process, does not infringe on any U.S. patent or copyright.

R05 The Vendor shall hold harmless the County, its officers and employees, against all claims that the hardware or software actually supplied, infringe on other U.S. patents or copyrights.

R06 The Vendor shall provide on request, any patent information for equipment or software, applicable to the inmate telephone system.

General Requirements

Officer Focused

R07 The system shall be browser agnostic, supporting at a minimum IE>10, Fire Fox>20, Chrome and Opera. Java plugins must be based on the latest of the JUM releases, and built using accepted secure coding practices.

R08 The system shall not require individual adjustments to Windows roaming profiles.

R09 The system shall be a centralized, Web-Browser-based application, which is available securely from anywhere, at any time. The system interface to control the phones shall be intuitive.

R10 The system shall provide for staff access so that each only has access to functions he/she is authorized to use.

R11 The system interface shall be based on security level and be password protected with the ability to restrict authorization by IP address.

R12 The system shall allow call blocking of specific numbers.

Inmate Focused

R13 The system shall allow outgoing calls only.

R14 The system shall limit inmate calls to configurable minute increments. Configurations should apply to call duration, location, inmate account / PIN, or by telephone.

R15 The system should notify the inmate and called party of any limits in advance of the system terminating the call.

R16 The system shall include voice prompts in English and Spanish.

R17 The system should allow for limited free calls at the time of booking.

R18 The system should allow for a “first free minute” to set up new accounts.

R19 The system should allow for free local public defender calls.

R20 The system should allow for limited free calls to other official entities.

R21 The system shall allow for TTY / hearing impaired calling.

Friends and Family Focused

R22 The system shall provide active acceptance by the called party.

R23 The system shall provide proactive account set-up for called parties who are not able to accept collect calls.

R24 The system should notify the called party when they have reached a set balance of the site or personal credit limit.

R25 The system should identify the name of the facility and the inmate placing the call to the called party.

R26 The system shall permit the called party to block future calls from the facility.

Personal Identification Number (PIN)

R27 The system should utilize Personal Identification Numbers (PINs) for the inmates. Describe your system’s use of PINs.

R28 The system shall prevent assigning duplicate PINs, and not allow a PIN to be used by two inmates at the same time.

R29 The system shall allow for PINs to be at least six (6) digits in length.

Fraud Management

R30 An inmate phone system should have features which prevent fraud by the inmates and those they call. These features should include, but are not limited to three way call and chain dialing detection. An inmate phone system should also be voice biometric capable. Describe the features you offer related to fraud detection and management.

Investigative

R31 The Vendor system shall offer investigative software for law enforcement. The County

prefers that the Vendor investigation software be wholly owned by the Vendor and not use a third party contractor or vendor. If a third party Vendor is used, the County expects the primary contracted Vendor to see to all service needs related to the investigative tools package. Describe your system to include the following points.

The recording folders should allow recordings to be downloaded in the recording's native format as well as WAV and MP3 formats. At least one additional format should be offered that is non-proprietary. The recording folders should allow recordings to be downloaded as a compressed file. MP3 and WAV call recordings shall not require proprietary software or plug-ins to play.

The system should protect the recording from being purged when the client storage policy expires by allowing the investigators or other authorized staff to extend the expiration date of the associated call or download.

The investigation software should be completely integrated with the calling platform and not require the export and import of inmate call records, inmate account information, or called party billing name and address information related with the County.

The investigation software should be able to provide a way to import public phone records.

The investigation software should be able to provide a way to import data from cell phones, including contacts, emails, text messages, call records, and pictures.

The investigation software should be able to analyze data between multiple correctional facilities, so as not to limit the investigation to only the County.

The investigation software should be able to notify investigators when information is found related to any report or analysis previously configured.

The investigation software should provide investigators with the ability to share information with other investigators.

The investigation software should be able to allow investigators to schedule reports and analysis.

The system should identify called party billing name and address and include these called parties as entities in the investigation software.

The investigation software should be able to provide communication activity reporting.

The investigation software should be able to provide calling frequency and statistics.

The investigation software should be able to provide an inmate's contact listing.

The investigation software should be able to provide a contact listing for called party information.

The investigation software should be able to provide a way to import cell tower information obtained from public phone companies such as AT&T and Verizon.

The investigation software should be able to provide analysis based on sequence dialing.

The investigation software should be able to provide analysis based on chain dialing.

The investigation software should be able to identify gaps in inmate calling behaviors, which may be used to identify the possible existence of a contraband cell phone.

The investigation software should be able to identify concurrent phone usage.

The investigation software should be able to identify common contacts between inmates or people not incarcerated.

The investigation software should be able to identify linkages between multiple parties, whether those parties are inmates or F&F.

The investigation software should be able to show calling activity on an easy to view time line.

The investigation software should not only be able to accommodate the investigation of inmates, but also of called parties and organizations.

The investigation software should be able to show information on a map that allows investigators to add or remove information from the map as it may suite their investigation.

The investigation software should be able to identify changes in inmate contact phone numbers (contact swap).

The investigation software should be able to identify complex connections between inmates with multiple degrees of separation (two entity linkage analysis).

The investigation software should be able to create manual associations/linkages which can be analyzed in conjunction with jail communication records.

The system should allow department personnel to assign surveillance alerts by individual inmate PIN or dialed number. These alerts should include, but not be limited to, the following features:

- Alert to an investigator's cell phone or any direct dialed number;

- Allow real time listening of conversation in progress;

- Allow the ability to disconnect the call in progress;

- Allow barge-in and talk capabilities and return back to listen only mode;

- Allow investigators to assign and enter a PIN when alert call is received;

- Allow the ability to hide the alert from other authorized users that have access to

the system.

Call Monitoring and Recording

R32 The system shall maintain all call recordings centrally, near line or off line. Tape storage shall not be used.

R33 The stored call recordings should be maintained at the vendors central depository and remain uncompressed until the County's authorized personnel request them to be downloaded. All call recordings shall be stored online and available through the online user interface for at least 90 days.

R34 Facility personnel should be able to search call recordings by dialed number, date, time, inmate account, called person, or site name.

R35 Facility personnel should be able to simultaneously monitor live conversations while the system is recording.

R36 Facility personnel should be able to monitor, disconnect, and / or barge into a live call.

R37 The system should have the ability to have a selectable scan of all live calls in progress. The scanning feature should have the ability to enter a configurable time frequency in which the system will play active calls and rotate through active calls for the set amount of time for each call.

R38 The system should provide a call history through live monitoring to allow personnel to see recent activity for phone numbers and phones without navigating away from live monitoring.

R39 The call detail reporting module should provide access to billing name and address (BNA) when BNA is available.

Call Acceptance

R40 The system should not allow communication with the called party until the call has been accepted.

R41 The system should detect the difference between an accepted call, an answering machine, busy signal, or other telephone activity.

R42 The system should provide an option for the called party to request the rate of the call prior to acceptance.

R43 The called party should actively accept the call with the option to enable auto accept to designated numbers.

R44 Billing should not begin until the call has been accepted.

System Security

R45 The system should be programmed for auto shut-off at times designated by the County, and should be capable of being enabled by customer, site, phone group and inmate.

R46 County personnel should be able to manually shut down the system in case of emergency, and the system must be capable of being enabled by customer, site, phone group and/or telephone.

R47 The system should be protected by strong authentication to permit only authorized facility personnel access to the system.

R48 The system should have the capability to enable and disable any phone at the facility from any secured Internet capable computer. The system should have manual cut off switching in each control room as well.

R49 The system's user security should provide restrictive access by public and private IP address. Personnel logging in from an IP address not assigned will not be allowed to access the system remotely.

Reports

R50 The reports to the County should be fully integrated into the platform, be fully customizable, and contain a variety of call information to suit the County's needs.

R51 The system should be capable of providing web accessible real-time and historical reports which include, but are not limited to:

- Call activity Reports;

- Commission Reports;

- Facility Service Requests from any location, at any time;

- Frequently Dialed Number Reports;

- 3-Way Call Attempt Reports;

- Dialed Number by More Than One Inmate Reports;

- Call Volume by Phone Reports; and

- Service Ticket Reports.

R52 The system should be capable of providing other detailed reports which include, but are not limited to:

- Phone location originating call;

- Time of call;

- Telephone number called;

- Most frequently called numbers;

Length of call;

Identify numbers called from a specific telephone;

Identify telephone numbers called by a specific inmate;

Alarm number status; and

Alarm a telephone number and allow automatic recording of the call.

R53 The Vendor shall attach samples of their reports.

R54 The system should have the ability to export reports in comma separated formats.

R55 The Vendor shall supply monthly commission reports.

R56 The Vendor shall provide a secure access to all reports and calling activity within the facility via the internet/web.

R57 The Vendor shall provide a secure interface that will allow authorized personnel to view and track the status of all reports.

Service & Maintenance

R58 Describe how you will meet the requirement to provide a single point of contact for all issues related to the contract, systems, installation, training, service, maintenance etc. Descriptions should include the following points:

Response to major service outages. Major outage is defined as 30% or more of the functionality of the system. The County believes responses should come within two hours from the time the Vendor is notified.

Live domestic routine support to the County 24 hours a day, year round, for all issues and concerns.

Live domestic routine support to friends and families, 24 hours a day, year round, allowing them to set up accounts, make payments, access account information, and resolve issues.

Online routine support to friends and families including the ability to set up accounts, make payments, access account information, calculate call rates, and resolve issues.

Friends and families should have the ability to manage all services from one centralized web based portal.

The Vendor's website and user portal should be accessible and enhanced to support mobile devices such as cell phones and tablets.

The Vendor's website should allow friends and families to configure text and email low balance notifications.

Vendor's website should allow friends and families to subscribe to automatic payment services.

R59 Describe the maintenance and quality assurance programs for telephones to be installed.

R60 Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.

R61 System should have the capability for remote diagnostic to minimize facility visits by vendor. Describe your system diagnostic process and tools.

R62 The Vendor shall provide service policies and procedures as an attachment to this proposal.

R63 The Vendor shall provide a contact person who will be responsible for all ongoing account management and support. County would again prefer a single point of contact for all issues related to the contract.

Installation and Cut-Over

R64 The Vendor will provide inmate phones, a remote administration station, the automated inmate call control system and other proposed products and / or features with the installation to be completed within thirty (30) days after the contract is awarded.

R65 The Vendor shall submit a complete and detailed schedule of the time-frame required for installation, utility coordination, training, cut over and testing. The system shall be installed in an expert manner and under a time-frame designed to minimize disruption of the normal functioning of the facilities.

If the County's requirement of 30 days cannot be met, the Vendor shall propose an alternate installation schedule of events. Failure to state installation time in the proposal will obligate the Vendor to complete installation as required in the bid. An extended period of installation time may be considered when in the best interest of the County.

Any delay in the implementation of the Vendors' schedule that is caused by the County will increase the Vendor's time allowance to complete installation, but the Vendor shall submit a complete and detailed schedule of additional time required.

The risk of loss and / or damage to system equipment will be assumed by the Vendor during shipment, unloading, and installation.

The Vendor shall agree, in its response, to the County's right to require the replacement of any network service or system component whose failure to meet required performance levels during testing has risen to chronic problem level as determined by the County.

R66 The Vendor shall have a plan to provide planned technology upgrades. Please describe.

R67 The Vendor shall describe it's experience with implementing services detailed in this RFP.

Training

R68 The Vendor shall provide initial installation training to the County staff in system administration, operation, and reporting. Upgrade and refresher training shall also be required for the length of the contract, and at no cost to the County.

R69 The Vendor shall have the ability to provide initial and ongoing training through multiple options such as live training and Web-Casting integrated into the system.

R70 Describe your training program. Include a description of course(s) and any applicable documents.

Payment Options and Products

R71 The system shall allow automated operator collect calling.

R72 All prepaid calls should be subject to the same restrictions and features as standard inmate collect calls.

R73 The called party should be provided an option to request the cost of the call prior to accepting the charges.

R74 The system should allow inmate friends and families to set-up alternate billing methods directly with the Vendor. Two of the methods the County would like to see offered are:

A system that will allow inmate friends and families to set-up an account directly with the Vendor.

A system that allows customers to prepay for calls from the facility.

R75 Vendors should offer friends and families multiple points-of-sale to accept payments. Describe these options.

R76 Vendors should allow calls to cell phones and have an ability to establish accounts for such customers.

R77 Vendors shall apply friends and family, and inmate electronic deposits/payments to calling accounts in real-time upon receipt of payment.

R78 Vendors shall offer pre-paid products for friends and families, and inmates, and post-paid friends and family accounts.

R79 Vendors shall offer an inmate-owned debit calling account solution. Describe how your program works.

R80 Outline "all" Vendor convenience fees which are passed to friends and families. This includes fees on any products listed, and those not listed in this request.

Equipment

R81 The system shall be a turnkey telephone system and service.

R82 The Vendor shall provide non-coin, inmate telephones composed of durable equipment suitable for jail environments.

R83 The system shall be able to utilize current PCs that are available at the County without the need for additional PCs. The system must not require major changes or installations to the County's system.

R84 All Vendor equipment shall comply with FCC regulations.

R85 The proposed equipment and system shall be scalable to meet the County's growing needs.

R86 Vendor equipment shall include backup power in the event of temporary loss of commercial power.

R87 Describe your system's ability to allow authorized users access to system user utilities. What does your system allow, e.g. Mac and Tablet?

FEES, RATES AND COMMISSIONS

Fees and Rates

R88 The system should have the capability to inform the called party of the call cost prior to acceptance.

R89 The rates charged to users shall not exceed the tariffs as mandated by the Public Utilities Commission for all services. Please provide a copy of the rates that will be charged.

R90 The Vendor shall be responsible for the collection of charges for fraudulent or otherwise noncollectable calls. These charges shall not be passed on to the County.

R91 The Vendor shall be responsible for any and all billing disputes, claims, or liabilities that may arise in regards to its provisions of this contract.

R92 Vendor billing to called parties should include the Vendor information and a toll-free telephone number to resolve billing disputes.

R93 Billing charges begin at the time of the call connection when the calling party is connected to the called party and shall be terminated when either party hangs up. Network intercept recordings, busy signals, no answers, refusals of calls, answering machine pickups, etc. shall not be billed.

R94 Under no circumstances will the commission rate payable to the County be adjusted lower than the rate agreed to at contract award, nor will the County be obligated to renegotiate any portion of this contract as a result of an increase to the commission rate.

R95 The commission rate shall be based on gross billed revenue. The Vendor shall include a

detailed analysis as to how it defines gross revenue.

Commissions

R96 Provide information on the commission structure and include the following:

What is the percentage of commission you will pay the County? Failure to state proposed commission percentage will result in rejection of proposal.

Explain in detail the method used to calculate revenue to the County (e.g., gross revenue, adjusted gross revenue, net revenue).

State any applicable deductions from Gross Revenue before calculating the County's revenue (e.g., noncollectable calls, total calls, access lines charges, clearing house charges, RBOC, LIDB, etc.).

Describe the method of reporting the County's commission payment.

Provide samples of proposed reports.

Is there a charge for customized reports?

If yes, provide amounts.

Describe collection procedures.

What types of reports are available to the County to audit commission payments? Provide samples of reports.

The County requires detailed reports of placed, accepted, local and long distance calls.

Describe the procedure for handling noncollectable revenue.

Describe the procedure for billing.

Describe your billing process and who handles billing.

Will there be any handling fees charged to the County?

Are there any deductions from revenues?

Provide Vendor proposed calling rates for local, intraLATA, interLATA, and interstate calls.

OTHER SERVICES OFFERED

R97 While not "required" in this RFP process, the County is interested in other bonus services offered by the Vendors to include; integrated intelligence tools, automated information services,

inmate email, inmate cash account services and kiosks, other separate kiosks to be used by inmates in their housing units to submit various requests including commissary orders, grievances etc.

Note, the County is not interested in changing it's current commissary program, which is self-run.

Describe the other services that could be offered by the Vendor as part of a contract.