



Office of the County Purchasing Agent

COLLIN COUNTY, TEXAS

ADDENDUM No. ONE (1)

RFP No. 02359-09

REQUEST FOR PROPOSAL

FOR

INMATE TELEPHONE EQUIPMENT & SERVICES

DATE: MARCH 5, 2009

NOTICE TO ALL PROSPECTIVE PROPOSERS:

PLEASE MAKE THE FOLLOWING CHANGES TO THE REQUEST FOR PROPOSAL:

SEE ATTACHED FOR PRE-PROPOSAL NOTES, QUESTIONS & ANSWERS

SEE ATTACHED FOR CONTRACT REVENUE FOR FY 2007 & FY 2008

SEE ATTACHED FOR ADDITIONAL SPECIFICATION REQUIREMENTS FOR TRANSCRIPTION AND TRANSLATION INTEGRATION

ITEM 5.10.2 DELETE "PERSON TO PERSON"

Item 5.10.57 add "with future growth to include Arabic and Chinese"

DELETE SECTION 5.10.88 AND REPLACE WITH THE FOLLOWING:

The County is looking for vendors that can provide Voice Biometric Technology. The County would like technology that can meet the specifications described below.

The Voice Biometric Technology to be provided should verify an offenders identity by cross matching the offender voice with the offender PIN for a two step verification process and added security of the offender telephones. The ITS should validate the offender identity before allowing them to place a call. The system shall validate their voice multiple time during enrollment,

as well as when placing a call, so as to not only go off the offender name recording as their voice, may also validate their voice against them saying their facility or any other message as determined by the department.

The system should allow authorized officers the capability to listen to the offender voice print, reset the voice print to allow the offender to re-enroll into the system, and enable / disable voice biometrics by offender, telephone, group of telephones, phone number, a specific facility, or the entire department. The system should also provide specific analytical report for voice biometrics to provide detail on which sites have been enable or disabled, which offenders are current enrolled in the voice biometric system, which offenders are enabled or disabled, which phones are configured to be enabled or disabled, as well as groups of phones and phone numbers. The system should also provide reports to show the failure and success percentages for each offender to indicate whether or not the enrollment should be reset for an offender who might have a high failure rate. This report must show the last failed and last successful verification attempt.

The voice biometrics system should also be equipped to recognize certain types of fraud, such as blowing into the phone to register into the system. This type of activity shall be detected and not allowed through the system. The system should indicate to the offender that this action is not allowed and to try again up to 3 times and to speak their real name.

ALL OTHER TERMS AND CONDITIONS OF THE PROPOSAL AND SPECIFICATIONS REMAIN THE SAME.

SINCERELY,
FRANKLIN YBARBO
PURCHASING AGENT

SEH

**Pre-Proposal Conference
Inmate Telephone and Equipment
10:00 a.m., March 2, 2009**

Introduction

RFP is similar to the one we had 5 years ago with some changes. Added the Voice Biometrics, the County wants to track identity of callers throughout the call for investigative purposes.

Spanish Translation integration – the ability to connect to this software.

See Schedule B – page 37, Collin County is looking for vendors to provide their best offer and then provide additional offers, looking at reducing the cost to the families, Collin County is concerned about citizens being gouged.

For the investigative side the County would like to see the following

- Ease of Investigation
- Ease of retrieving files
- Ease of listening and downloading phone calls.

Questions and Answer:

- 1) What is name of software being used for the transcription and translation? Vendor is Applications Technology (Apptek). Software is MediaSphere.
- 2) Is the County pushing pins from AS 400? Yes the inmate LE number is the PIN number. The LE number is a unique number given to each inmate. This number is not given out consecutively. If a person has been an inmate before they will be given the same LE number.
- 3) Can you supply call detail for one (1) full year?

Call Type	Months	Call Duration (minutes)	Call Count
Interlata InterState	12	98,918	10,002
Interlata IntraState	12	94,935	8,638
Intralata IntraState	12	862,678	80,997
Local In State	12	399,051	38,462

4) Can you provide call cost?

CALL TYPE	COLLECT			PREPAID	
	<u>Surcharge</u>	<u>First Minute</u>	<u>Additional Minute</u>	<u>First Minute</u>	<u>Additional Minute</u>
Local	\$4.10			\$0.50	\$0.50
Intralata/Intrastate	\$4.10	\$0.10 - \$0.33/min	\$0.08 - \$0.33/min	\$0.50	\$0.50
Interlata/Intrastate	\$3.00	\$0.2975 - \$0.33/min	\$.2625 - \$0.4025/min	\$0.50	\$.50
Interlata/Interstate	\$3.95	\$0.89	\$0.89	\$0.50	\$0.50
International	Pre-Paid Only				
Commission Rate	<u>53.6 %</u>			<u>30 %</u>	

- 5) Are performance bonds and payment bonds required? No
- 6) Do you use pre-paid cards? No we do not use pre-paid cards. Current vendor provides a number where people can call and set up a pre-paid account for the inmate. The County is not interested in providing debit cards/pre-paid cards to inmates.
- 7) Was there a signing bonus on this last contract? No
- 8) How many beds in the facility? 1298
- 9) Does the county use Officer check-in with phones? Not currently using this function
- 10) Free calls, please explain? The County is required during the 1st 4 hours of incarceration to provide a phone call to each person. The County accommodates these calls using administrative phones not connected to the inmate phone system.
- 11) Booking phones are included in the phone count.
- 12) What is your Average Daily Population? 900 with a projection of 1,000 during the summer months.
- 13) What are the languages currently being accommodated? English and Spanish
- 14) Item 5.10.2 – remove person to person calling form specifications.
- 15) What is length of handsets? Special Housing Unit (SHU) = 13 inches, All others 32 inches.
- 16) Are bidders who submit in hard copy paper form, required to also submit in electronic format via BidSync, or is BidSync optional if hard copy paper form submitted? Vendors can chose to submit in BidSync or hard copy they are not required to do both.
- 17) Would the County please confirm that we should submit one original and 6 copies of our hard copy? In the pre-bid we did say 6 copies but will require one original and eight (8) hard copies if submitting manually.
- 18) Is the Jail Management System (or booking system) an internal software product? If not, which Vendor provides the Jail Management System? Collin County is

currently using a legacy AS400 system, but we expect to convert to the Tyler, Odyssey Jail Management System in March 2010.

- 19) Which Vendor provides Commissary or is this provided internally by Jail? LoneStar is our Commissary vendor.
- 20) Do the facilities have visitation phones? If so, how many and are these included in the RFP? If not, do the facilities plan to add these in the near future? The facility does have visitation phones and they are not part of this contract.
- 21) Who is the incumbent inmate telephone service provider? Evercom, Securus
- 22) By what date would Collin County like to have the installation of the new system completed? Contract is effective October 1, 2009, phones should be installed by this date.
- 23) Must the affidavit of Compliance be notarized, or is an authorized signature sufficient? Only an authorized signature is required.
- 24) Provide locations of the phones. See Attachment A.

Attendee List:

Company

Name

Inmate Communications

Dave Crawford

Value Added Communications

Eric Hoffman

Value Added Communications

Keith Eismann

Embarq Corporation

Jeanne Waters

IC Solutions

Suzanne Haffner

Securus Technologies

Heather White

Securus Technologies

Sara Sullivan

Secures Technologies

Michael Rodgers

Synergy Telecom Service

John Crawford

Teletrust Inc.

Troy Lee

Teletrust Inc.

Lee Thornton

Consolidated Communications

Susan Montague

GTL

Rick Ferguson

GTL

Craig Chapman

Infinity Networks

Maurice Mascorro

PCS

Joe Garbe

Eslite Networks

Cel Ololo

Sara Hoglund

Collin County

Michalyn Rains

Collin County

Sheriff Box

Collin County

Randy Clark

Collin County

Michael Anderson

Collin County

Bill Bilyeu

Collin County

Larry Smart

Collin County

Jeff Brownrigg

Collin County

Chuck Ruckel

Collin County

Albert Juarez

Collin County

ATTACHMENT A

INMATE PHONES

1A	18	in cell
1A	4	dayroom
1B	6	
1C	6	
1D	6	
40		

3A	6	
3B	6	dayroom
3B	2	SHU
3C	6	
3D	6	
26		

4A	4	
4B	4	
4C	4	
4D	4	
16		

5A	18	in cell
5A	5	dayroom
5B	4	
5C	4	
5D	4	
35		

Min.	
Sec.	
A	3
B	3
C	3
D	3
12	

Infirmary	1	
Traffic		
Cop	2	handicap
Book-In	5	
8		

JAIL TOTAL 137

Juvenile	12
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TOTAL 149

* in cell means, Special Housing Unit (SHU)

Contract Revenue

Fiscal Year 2007

October	2006	\$ 39,149.12
November	2006	\$ 36,569.52
December	2006	\$ 36,783.58
January	2007	\$ 36,008.70
February	2007	\$ 36,580.53
March	2007	\$ 37,232.79
April	2007	\$ 34,459.52
May	2007	\$ 38,523.05
June	2007	\$ 36,255.70
July	2007	\$ 36,281.97
August	2007	\$ 32,882.50
September	2007	\$ 32,150.97
		\$432,877.95

Fiscal Year 2008

October	2007	\$ 36,047.69
November	2007	\$ 38,780.87
December	2007	\$ 38,172.24
January	2008	\$ 36,244.37
February	2008	\$ 38,051.00
March	2008	\$ 38,832.08
April	2008	\$ 36,861.70
May	2008	\$ 41,439.54
June	2008	\$ 37,548.41
July	2008	\$ 39,589.82
August	2008	\$ 37,961.84
September	2008	\$ 36,552.46
		\$456,082.02

ADDITIONAL SPECIFICATIONS TO BE ADDED TO PROPOSAL

Through our Homeland Security Department, Collin County has purchased a transcription and translation software program. The following requirements will be incorporated into the specifications.

Transcription and Translation Requirements

- 5.10.89 All recordings shall be captured at the telephone switch or voice over IP to ensure highest quality recording.
- 5.10.90 All recordings must be captured as either uncompressed (preferable) or using MPEG4 or GSM compression
- 5.10.91 All stored telephone recordings on the Inmate Telephone System must be accessible via network by the North Central Texas Fusion System

Current 5.10.57

Automated operator services provided by the Inmate Telephone System must provide for a maximum of ten (10) languages. At a minimum, these language options include English and Spanish.

Revise 5.10.57 to read

Automated operator services provided by the Inmate Telephone System must provide for a maximum of ten (10) languages. At a minimum, these language options include English and Spanish with future growth to include Arabic and Chinese.