

Solicitation 03191-12

Inmate Pay Telephones



Collin County

Bid 03191-12 Inmate Pay Telephones

Bid Number	03191-12
Bid Title	Inmate Pay Telephones
Bid Start Date	In Held
Bid End Date	Jul 5, 2012 2:00:00 PM CDT
Question & Answer End Date	Jun 29, 2012 5:00:00 PM CDT
Bid Contact	Sara Hoglund CPPB Contract Administrator Purchasing Department 972-548-4104 shoglund@co.collin.tx.us
Contract Duration	One Time Purchase
Contract Renewal	Not Applicable
Prices Good for	30 days
Pre-Bid Conference	Jun 20, 2012 2:00:00 PM CDT Attendance is optional Location: A pre-proposal conference has been scheduled for Wednesday, June 20, 2012 at 2:00 p.m. at the Collin County Sheriff's Office (meet in lobby), 4300 Community Avenue, McKinney, Texas 75071. All prospective offerors are requested to have a representative present. It is the offeror's responsibility to review the site and documents to gain a full understanding of the requirements of the RFP.
Standard Disclaimer	<p>***Note to Bidders/Offerors~The following standard disclaimer applies to Invitation to Bid (IFB), Competitive Sealed Proposal (CSP), and Request for Proposal (RFP) ONLY, not applicable to Request for Qualifications (RFQ) or Request for Information (RFI).***</p> <p>Mailing Address: Collin County Purchasing 2300 Bloomdale Rd., Ste 3160 McKinney, TX 75071</p> <p>Prices bid/proposed shall only be considered if they are provided in the appropriate space (s) on the Collin County bid form(s). For consideration, any additions or deductions to the bid/proposal prices offered must be shown under the exceptions section of the bid/proposal in the case of electronic submittal, ONLY in the case of a hard copy submittal will an additional attachment be allowed. Extraneous numbers, prices, comments, etc. or bidder/offeror generated documents appearing elsewhere on the bid or as an additional attachment shall be deemed to have no effect on the prices offered in the designated locations.</p> <p>All delivery and freight charges (F.O.B. inside delivery at Collin County designated locations) are to be included as part of the bid/quote/proposal price. All components required to render the item complete, installed and operational shall be included in the total bid/quote/proposal price. Collin County will pay no additional freight/delivery/installation/setup fees.</p>
Bid Comments	Collin County's intent of this Request For Proposal (RFP) and resulting contract is to provide offerors with sufficient information to prepare a proposal for Inmate Pay/Coinless Telephone Service for Collin County. This service shall include all installation and maintenance for support of this entire service. It shall be a coinless collect call system. Collin County has an inmate population of approximately 1000 inmates housed at the Justice Center and Minimum Security sites. A maximum of ninety-six (96) juveniles are housed at the John R. Roach Juvenile Detention Center. Currently Collin County has one-hundred twenty-five (125) coinless/pay telephones at the Justice Center facility, twelve (12) coinless/pay telephones at the Minimum Security Facility, and twelve (12) coinless/pay telephones at the Juvenile Detention Center.

Item Response Form

Item **03191-12--01-01 - Complete Attachment B - Proposed Pricing and Commission**

Quantity **1 each**

Prices are not requested for this item.

Delivery Location **Collin County**

Collin County- See P.O.

See P.O. for Delivery Location

2300 Bloomdale Rd.

Ste. 3160

McKinney TX 75071

Qty 1

Description

Complete Attachment B - Proposed Pricing and Commission



COLLIN COUNTY, TEXAS TERMS AND CONDITIONS

1.0 GENERAL INSTRUCTIONS

1.0.1 Definitions

1.0.1.1 Bidder/Quoter/Offeror: refers to submitter.

1.0.1.2 Vendor/Contractor/Provider: refers to a Successful Bidder/Quoter/Contractor/Service Provider.

1.0.1.3 Submittal: refers to those documents required to be submitted to Collin County, by a Bidder/Quoter/Offeror.

1.0.1.4 IFB: refers to Invitation For Bid.

1.0.1.5 RFQ: refers to Request For Qualifications

1.0.1.6 RFP: refers to Request For Proposal.

1.0.1.7 RFI: refers to Request For Information.

1.0.1.8 CSP: refers to Competitive Sealed Proposal

1.0.1.9 Quotation: refers to Request for Quotation

1.1 If Bidder/Quoter/Offeror do not wish to submit an offer at this time, please submit a No Bid Form.

1.2 Awards shall be made not more than ninety (90) days after the time set for opening of submittals.

1.3 Collin County is always conscious and extremely appreciative of your time and effort in preparing your submittal.

1.4 Collin County exclusively uses BidSync for the notification and dissemination of all solicitations. The receipt of solicitations through any other company may result in your receipt of incomplete specifications and/or addendums which could ultimately render your bid non-compliant. Collin County accepts no responsibility for the receipt and/or notification of solicitations through any other company.

1.5 A bid/quote/submittal may not be withdrawn or canceled by the bidder/quoter/offeror prior to the ninety-first (91st) day following public opening of submittals and only prior to award.

1.6 It is understood that Collin County, Texas reserves the right to accept or reject any and/or all Bids/Quotes/Proposals/Submittals for any or all products and/or services covered in an Invitation For Bid (IFB), Request For Qualifications (RFQ), Request For Proposal (RFP), Request For Information (RFI), Competitive Sealed Proposal (CSP), and Quotation, and to waive informalities or defects in submittals or to accept such submittals as it shall deem to be in the best interest of Collin County.

1.7 All IFB's, RFP's, CSP's, RFQ's, and RFI's submitted in hard copy paper form shall be submitted in a sealed envelope, plainly marked on the outside with the IFB/RFP/RFQ/RFI/CSP/Quotation number and name. A hard copy paper form submittal shall be manually signed in ink by a person having the authority to bind the firm in a contract. Submittals shall be mailed or hand delivered to the Collin County Purchasing Department.

1.8 No oral, telegraphic or telephonic submittals will be accepted. IFB's, RFP's, RFQ's, CSP's, and RFI's, may be submitted in electronic format via **BidSync**.

1.9 All Invitation For Bids (IFB), Request For Proposals (RFP), Request For Qualifications (RFQ), Competitive Sealed Proposals (CSP), and Request For Information (RFI), submitted electronically via **BidSync** shall remain locked until official date and time of opening as stated in the Special Terms and Conditions of the IFB, RFP, RFQ, CSP, and/or RFI.

1.10 Time/date stamp clock in Collin County Purchasing Department shall be the official time of receipt for all Invitation For Bids (IFB), Request For Proposals (RFP), Request For Qualifications (RFQ), Competitive Sealed Proposals (CSP), Request For Information (RFI), submitted in hard copy paper form. IFB's, RFP's, RFQ's, CSP's, RFI's, received in County Purchasing Department after submission deadline shall be considered void and unacceptable. Absolutely no late submittals will be considered. Collin County accepts no responsibility for technical difficulties related to electronic submittals.

1.11 For hard copy paper form submittals, any alterations made prior to opening date and time must be initialed by the signer of the IFB/RFQ/RFP/CSP/RFI/, guaranteeing authenticity. Submittals cannot be altered or amended after submission deadline.

1.12 Collin County is by statute exempt from the State Sales Tax and Federal Excise Tax; therefore, the prices submitted shall not include taxes.

1.13 Any interpretations, corrections and/or changes to an Invitation For Bid/Request For Qualifications/Request For Proposal/Request for Information/Competitive Sealed Proposal, and related Specifications or extensions to the opening/receipt date will be made by addenda to the respective document by the Collin County Purchasing Department. Questions and/or clarification requests must be submitted no later than seven (7) days prior to the opening/receipt date. Those received at a later date may not be addressed prior to the public opening. Sole authority to authorize addenda shall be vested in Collin County Purchasing Agent as entrusted by the Collin County Commissioners' Court. Addenda may be transmitted electronically via **BidSync**, by facsimile, E-mail transmission or mailed via the US Postal Service.

1.13.1 Addenda will be transmitted to all that are known to have received a copy of the IFB/RFQ/RFP/RFI/CSP and related Specifications. However, it shall be the sole responsibility of the Bidder/Quoter/Offeror to verify issuance/non-issuance of addenda and to check all avenues of document availability (i.e. **BidSync** at www.bidsync.com, telephoning Purchasing Department directly, etc.) prior to opening/receipt date and time to insure Bidder/Quoter/Offeror's receipt of any addenda issued. Bidder/Quoter/Offeror shall acknowledge receipt of all addenda.

1.14 All materials and services shall be subject to Collin County approval.

1.15 Collin County reserves the right to make award in whole or in part as it deems to be in the best interest of the County.

1.16 The Bidder/Quoter/Offeror shall comply with Commissioners' Court Order No. 96-680-10-28, Establishment of Guidelines & Restrictions Regarding the Acceptance of Gifts by County Officials & County

Employees.

1.17 Any reference to model/make and/or manufacturer used in specifications is for descriptive purposes only. Products/materials of like quality will be considered.

1.18 Bidders/Quoters/Offerors taking exception to the specifications shall do so at their own risk. By offering substitutions, Bidder/Quoter/Offeror shall state these exceptions in the section provided in the IFB/RFQ/RFP/CSP/Quotation or by attachment. Exception/substitution, if accepted, must meet or exceed specifications stated therein. Collin County reserves the right to accept or reject any and/or all of the exception(s)/substitution(s) deemed to be in the best interest of the County.

1.19 Minimum Standards for Responsible Prospective Bidders/Quoters/Offerors: A prospective Bidder/Quoter/Offeror must meet the following minimum requirements:

- 1.19.1 have adequate financial resources, or the ability to obtain such resources as required;
- 1.19.2 be able to comply with the required or proposed delivery/completion schedule;
- 1.19.3 have a satisfactory record of performance;
- 1.19.4 have a satisfactory record of integrity and ethics;
- 1.19.5 be otherwise qualified and eligible to receive an award.

Collin County may request documentation and other information sufficient to determine Bidder's/Quoter's/Offeror's ability to meet these minimum standards listed above.

1.20 Vendor shall bear any/all costs associated with it's preparation of an RFI/IFB/RFQ/RFP/CSP/Quotation submittal.

1.21 Public Information Act: Collin County is governed by the Texas Public Information Act, Chapter 552 of the Texas Government Code. All information submitted by prospective bidders during the bidding process is subject to release under the Act.

1.22 The Bidder/Quoter/Offeror shall comply with Commissioners' Court Order No. 2004-167-03-11, County Logo Policy.

1.23 Interlocal Agreement: Successful bidder agrees to extend prices and terms to all entities that has entered into or will enter into joint purchasing interlocal cooperation agreements with Collin County.

1.24 Bid Openings: All bids submitted will be read at the county's regularly scheduled bid opening for the designated project. However, the reading of a bid at bid opening should be not construed as a comment on the responsiveness of such bid or as any indication that the county accepts such bid as responsive.

The county will make a determination as to the responsiveness of bids submitted based upon compliance with all applicable laws, Collin County Purchasing Guidelines, and project documents, including but not limited to the project specifications and contract documents. The county will notify the successful bidder upon award of the contract and, according to state law; all bids received will be available for inspection at that time.

2.0 TERMS OF CONTRACT

2.1 A bid/quote/proposal, when properly accepted by Collin County, shall constitute a contract equally binding between the Vendor/Contractor/Provider and Collin County. No different or additional terms will become part of this contract with the exception of an Amendment and/or a Change Order.

2.2 No oral statement of any person shall modify or otherwise change, or affect the terms, conditions or specifications stated in the resulting contract. All Amendments and/or Change Orders to the contract will be made in writing by Collin County Purchasing Agent.

2.3 No public official shall have interest in the contract, in accordance with Vernon's Texas Codes Annotated, Local Government Code Title 5, Subtitle C, Chapter 171.

2.4 The Vendor/Contractor/Provider shall comply with Commissioners' Court Order No. 96-680-10-28, Establishment of Guidelines & Restrictions Regarding the Acceptance of Gifts by County Officials & County Employees.

2.5 Design, strength, quality of materials and workmanship must conform to the highest standards of manufacturing and engineering practice.

2.6 Bids/Quotes/Proposals must comply with all federal, state, county and local laws concerning the type(s) of product(s)/service(s)/equipment/project(s) contracted for, and the fulfillment of all ADA (Americans with Disabilities Act) requirements.

2.7 All products must be new and unused, unless otherwise specified, in first-class condition and of current manufacture. Obsolete products, including products or any parts not compatible with existing hardware/software configurations will not be accepted.

2.8 Vendor/Contractor/Provider shall provide any and all notices as may be required under the Drug-Free Work Place Act of 1988, 28 CFR Part 67, Subpart F, to its employees and all sub-contractors to insure that Collin County maintains a drug-free work place.

2.9 Vendor/Contractor/Provider shall defend, indemnify and save harmless Collin County and all its officers, agents and employees and all entities, their officers, agents and employees who are participating in this contract from all suits, claims, actions, damages (including personal injury and or property damages), or demands of any character, name and description, (including attorneys' fees, expenses and other defense costs of any nature) brought for or on account of any injuries or damages received or sustained by any person, persons, or property on account of Vendor/Contractor/Provider's breach of the contract arising from an award, and/or any negligent act, error, omission or fault of the Vendor/Contractor/Provider, or of any agent, employee, subcontractor or supplier of Vendor/Contractor/Provider in the execution of, or performance under, any contract which may result from an award. Vendor/Contractor/Provider shall pay in full any judgment with costs, including attorneys' fees and expenses which are rendered against Collin County and/or participating entities arising out of such breach, act, error, omission and/or fault.

2.10 If a contract, resulting from a Collin County IFB, RFP, RFQ, CSP, Quotation is for the execution of a public work, the following shall apply:

2.10.1 In accordance with V.T.C.A. 2253.021, a governmental agency that makes a public work contract with a prime contractor shall require the contractor, before beginning work, to execute to the governmental entity a Payment Bond if the contract is in excess of \$25,000.00. Such bond shall be in the amount of the contract payable to the governmental entity and must be executed by a corporate surety in accordance with Section 1, Chapter 87, Acts of the 56th Legislature, Regular Session, 1959 (Article 7.19-1 Vernon's Texas Insurance Code).

2.10.2 In accordance with V.T.C.A. 2253.021, a governmental agency that makes a public work contract with a prime contractor shall require the contractor, before beginning work, to execute to the governmental entity a Performance Bond if the contract is in excess of \$100,000.00. Such bond shall be in the amount of the contract payable to the governmental entity and must be executed by a corporate surety in accordance with Section 1, Chapter 87, Acts of the 56th Legislature, Regular Session, 1959 (Article 7.19-1 Vernon's Texas Insurance Code).

- 2.11 Purchase Order(s) shall be generated by Collin County to the vendor. Collin County will not be responsible for any orders placed/delivered without a valid purchase order number.
- 2.12 The contract shall remain in effect until any of the following occurs: delivery of product(s) and/or completion and acceptance by Collin County of product(s) and/or service(s), contract expires or is terminated by either party with thirty (30) days written notice prior to cancellation and notice must state therein the reasons for such cancellation. Collin County reserves the right to terminate the contract immediately in the event the Vendor/Contractor/Provider fails to meet delivery or completion schedules, or otherwise perform in accordance with the specifications. Breach of contract or default authorizes the County to purchase elsewhere and charge the full increase in cost and handling to the defaulting Vendor/Contractor/Provider.
- 2.13 Collin County Purchasing Department shall serve as Contract Administrator or shall supervise agents designated by Collin County.
- 2.14 All delivery and freight charges (FOB Inside delivery at Collin County designated locations) are to be included as part of the bid/quote/proposal price. All components required to render the item complete, installed and operational shall be included in the total bid/quote/proposal price. Collin County will pay no additional freight/delivery/installation/setup fees.
- 2.15 Vendor/Contractor/Provider shall notify the Purchasing Department immediately if delivery/completion schedule cannot be met. If delay is foreseen, the Vendor/Contractor/Provider shall give written notice to the Purchasing Agent. The County has the right to extend delivery/completion time if reason appears valid.
- 2.16 The title and risk of loss of the product(s) shall not pass to Collin County until Collin County actually receives and takes possession of the product(s) at the point or points of delivery. Collin County shall generate a purchase order(s) to the Vendor/Contractor/Provider and the purchase order number must appear on all itemized invoices.
- 2.17 Invoices shall be mailed directly to the Collin County Auditor's Office, 2300 Bloomdale Road, Suite 3100, McKinney, Texas 75071. All invoices shall show:
- 2.17.1 Collin County Purchase Order Number;
 - 2.17.2 Vendor's/Contractor's/Provider's Name, Address and Tax Identification Number;
 - 2.17.3 Detailed breakdown of all charges for the product(s) and/or service(s) including applicable time frames.
- 2.18 Payment will be made in accordance with V.T.C.A., Government Code, Title 10, Subtitle F, Chapter 2251.
- 2.19 All warranties shall be stated as required in the Uniform Commercial Code.
- 2.20 The Vendor/Contractor/Provider and Collin County agree that both parties have all rights, duties, and remedies available as stated in the Uniform Commercial Code.
- 2.21 The Vendor/Contractor/Provider agree to protect Collin County from any claims involving infringements of patents and/or copyrights.
- 2.22 The contract will be governed by the laws of the State of Texas. Should any portion of the contract be in conflict with the laws of the State of Texas, the State laws shall invalidate only that portion. The remaining portion of the contract shall remain in effect. The contract is performable in Collin County, Texas.
- 2.23 The Vendor/Contractor/Provider shall not sell, assign, transfer or convey the contract, in whole or in part, without the prior written approval from Collin County.

2.24 The apparent silence of any part of the specification as to any detail or to the apparent omission from it of a detailed description concerning any point, shall be regarded as meaning that only the best commercial practices are to prevail. All interpretations of the specification shall be made on the basis of this statement.

2.25 Vendor/Contractor/Provider shall not fraudulently advertise, publish or otherwise make reference to the existence of a contract between Collin County and Vendor/Contractor/Provider for purposes of solicitation. As exception, Vendor/Contractor/Provider may refer to Collin County as an evaluating reference for purposes of establishing a contract with other entities.

2.26 The Vendor/Contractor/Provider understands, acknowledges and agrees that if the Vendor/Contractor/Provider subcontracts with a third party for services and/or material, the primary Vendor/Contractor/Provider (awardee) accepts responsibility for full and prompt payment to the third party. Any dispute between the primary Vendor/Contractor/Provider and the third party, including any payment dispute, will be promptly remedied by the primary vendor. Failure to promptly render a remedy or to make prompt payment to the third party (subcontractor) may result in the withholding of funds from the primary Vendor/Contractor/Provider by Collin County for any payments owed to the third party.

2.27 Vendor/Contractor/Provider shall provide Collin County with diagnostic access tools at no additional cost to Collin County, for all Electrical and Mechanical systems, components, etc., procured through this contract.

2.28 Criminal History Background Check: If required, ALL individuals may be subject to a criminal history background check performed by the Collin County's Sheriff's Office prior to access being granted to Collin County. Upon request, Vendor/Contractor/Provider shall provide list of individuals to Collin County Purchasing Department within five (5) working days.

2.29 Non-Disclosure Agreement: Where applicable, vendor shall be required to sign a non-disclosure agreement acknowledging that all information to be furnished is in all respects confidential in nature, other than information which is in the public domain through other means and that any disclosure or use of same by vendor, except as provided in the contract/agreement, may cause serious harm or damage to Collin County. Therefore, Vendor agrees that Vendor will not use the information furnished for any purpose other than that stated in contract/agreement, and agrees that Vendor will not either directly or indirectly by agent, employee, or representative disclose this information, either in whole or in part, to any third party, except on a need to know basis for the purpose of evaluating any possible transaction. This agreement shall be binding upon Collin County and Vendor, and upon the directors, officers, employees and agents of each.

2.30 Vendors/Contractors/Providers must be in compliance with the Immigration and Reform Act of 1986 and all employees specific to this solicitation must be legally eligible to work in the United States of America.

2.31 Certification of Eligibility: This provision applies if the anticipated Contract exceeds \$100,000.00 and as it relates to the expenditure of federal grant funds. By submitting a bid or proposal in response to this solicitation, the Bidder/Quoter/Offeror certifies that at the time of submission, he/she is not on the Federal Government's list of suspended, ineligible, or debarred contractors. In the event of placement on the list between the time of bid/proposal submission and time of award, the Bidder/Quoter/Offeror will notify the Collin County Purchasing Agent. Failure to do so may result in terminating this contract for default.

2.32 Notice to Vendors/Contractors/Providers delivering goods or performing services within the Collin County Detention Facility: The Collin County Detention Facility houses persons who have been charged with and/or convicted of serious criminal offenses. When entering the Detention Facility, you could: (1) hear obscene or graphic language; (2) view partially clothed male inmates; (3) be subjected to verbal abuse or taunting; (4) risk physical altercations or physical contact, which could be minimal or possibly serious; (5) be exposed to communicable or infectious diseases; (6) be temporarily detained or prevented from immediately leaving the Detention Facility in the case of an emergency or "lockdown"; and (7) subjected to a search of your person or property. While the Collin County Sheriff's Office takes every reasonable precaution to protect the safety of visitors to the Detention Facility, because of the inherently dangerous nature of a Detention Facility and the type of the persons incarcerated therein, please be advised of the possibility of such situations exist and you should carefully consider such risks when entering the Detention Facility. By entering the Collin County Detention

Facility, you acknowledge that you are aware of such potential risks and willingly and knowingly choose to enter the Collin County Detention Facility.

2.33 Delays and Extensions of Time when applicable:

2.33.1 If the Vendor/Contractor/Provider is delayed at any time in the commence or progress of the Work by an act or neglect of the Owner or Architect/Engineer, or of an employee of either, or of a separate contractor employed by the Owner, or by changes ordered in the Work, or by labor disputes, fire, unusual delay in deliveries, unavoidable casualties or other causes beyond the Vendor/Contractor/Provider's control, or by delay authorized by the Owner pending mediation and arbitration, or by other causes which the Owner or Architect/Engineer determines may justify delay, then the Contract Time shall be extended by Change Order for such reasonable time as the Owner/Architect may determine.

2.33.2 If adverse weather conditions are the basis for a Claim for additional time, such Claim shall be documented by data substantiating that weather conditions were abnormal for the period of time and could not have been reasonably anticipated, and that the weather conditions had an adverse effect on the scheduled construction.

NOTE: All other terms and conditions (i.e. Insurance Requirements, Bond Requirements, etc.) shall be stated in the individual IFB/RFQ/RFP/RFI/CSP/Quotation Solicitation documents as Special Terms, Conditions and Specifications.

3.0 INSURANCE REQUIREMENTS

3.1 Before commencing work, the vendor shall be required, at its own expense, to furnish the Collin County Purchasing Agent with certified copies of all insurance certificate(s) indicating the coverage to remain in force throughout the term of this contract.

3.1.1 Commercial General Liability insurance at minimum combined single limits of (\$500,000 per-occurrence and \$1,000,000 general aggregate) for bodily injury and property damage, which coverage shall include products/completed operations, independent contractors, and contractual liability each at \$500,000 per occurrence. Coverage must be written on an occurrence form.

3.1.2 Workers Compensation insurance at statutory limits, including employers liability coverage at minimum limits. In addition to these, the contractor must meet each stipulation below as required by the Texas Workers Compensation Commission; (Note: If you have questions concerning these requirements, you are instructed to contact the TWCC at (512)440-3789).

3.1.2.1 Definitions: Certificate of coverage ("certificate"); A copy of a certificate of authority of self-insure issued by the commission, or a coverage agreement (TWCC-81, TWCC-82, TWCC-83, OR TWCC-84), showing statutory workers compensation insurance coverage for the person's or entity's employees providing services on a project, for the duration of the project.

Duration of the project includes the time from the beginning of the work on the project until the contractor's/person's work on the project has been completed and accepted by the governmental entity.

Persons providing services on the project ("subcontractor" in 406.096) includes all persons or entities performing all or part of the services the contractor has undertaken to perform on the project, regardless of whether that person has employees. This includes, without limitation, independent contractors, subcontractors, leasing companies, motor carriers, owner-operators, employees of any such entity, or employees of any entity which furnishes persons to provide services on the project. "Services" include, without limitation, providing, hauling, or delivering equipment or materials, or providing labor, transportation, or other service related to a project. "Services" does not include activities unrelated to the project, such as food/beverage vendors, office supply deliveries, and delivery of portable toilets.

3.1.2.2 The contractor shall provide coverage, based on proper reporting of classification codes and payroll amounts and filing of any coverage agreements, which meets the statutory requirements of Texas Labor Code, Section 401.011(44) for all employees of the contractor providing services on the project, for the duration of the project.

3.1.2.3 The Contractor must provide a certificate of coverage to the governmental entity prior to being awarded the contract.

3.1.2.4 If the coverage period shown on the contractor's current certificate of coverage ends during the duration of the project, the contractor must, prior to the end of the coverage period, file a new certificate of coverage with the governmental entity showing that coverage has been extended.

3.1.2.5 The contractor shall obtain from each person providing services on a project, and provide to the governmental entity:

3.1.2.5.1 A certificate of coverage, prior to that person beginning work on the project, so the governmental entity will have on file certificates of coverage showing coverage for all persons providing services on the project; and

3.1.2.5.2 no later than seven days after receipt by the contractor, a new certificate of coverage showing extension of coverage, if the coverage period shown on the current certificate of coverage ends during the duration of the project.

3.1.2.6 The contractor shall retain all required certificates of coverage for the duration of the project and for one year thereafter.

3.1.2.7 The contractor shall notify the governmental entity in writing by certified mail or personal delivery, within 10 days after the contractor knew or should have known, of any change that materially affects the provision of coverage of any person providing services on the project.

3.1.2.8 The contractor shall post on each project site a notice, in the text, form and manner prescribed by the Texas Workers Compensation Commission, informing all persons providing services on the project that they are required to be covered, and stating how a person may verify coverage and report lack of coverage.

3.1.2.9 The contractor shall contractually require each person with whom it contracts to provide services on a project, to:

3.1.2.9.1 provide coverage, based on proper reporting of classification codes and payroll amounts and filing of any coverage agreements, which meets the statutory requirements of Texas Labor Code, Section 401.011(44) for all of its employees providing services on the project, for the duration of the project;

3.1.2.9.2 provide to the contractor, prior to that person beginning work on the project, a certificate of coverage showing that coverage is being provided for all employees of the person providing services on the project, for the duration of the project;

3.1.2.9.3 provide the contractor, prior to the end of the coverage period, a new certificate of coverage showing extension of coverage, if the coverage period shown on the current certificate of coverage ends during the duration of the project;

3.1.2.9.4 obtain from each other person with whom it contracts, and provide to the contractor:

3.1.2.9.4.1 a certificate of coverage, prior to the other person beginning work on the project; and

3.1.2.9.4.2 a new certificate of coverage showing extension of coverage, prior to the end of the coverage period, if the coverage period shown on the current certificate of coverage ends during the duration of the project;

3.1.2.9.5 retain all required certificates of coverage on file for the duration of the project and for one year thereafter;

3.1.2.9.6 notify the governmental entity in writing by certified mail or personal delivery, within 10 days after the person knew or should have known, of any change that materially affects the provision of coverage of any person providing services on the project; and

3.1.2.9.7 contractually require each person with whom it contracts, to perform as required by paragraphs 3.1.2.1 through 3.1.2.7, with the certificates of coverage to be provided to the person for whom they are providing services.

3.1.2.10 By signing this contract or providing or causing to be provided a certificate of coverage, the contractor is representing to the governmental entity that all employees of the contractor who will provide services on the project will be covered by workers compensation coverage for the duration of the project, that the coverage will be based on proper reporting of classification codes and payroll amounts, and that all coverage agreements will be filed with the appropriate insurance carrier or, in the case of a self-insured, with the commission's Division of Self-Insurance Regulation. Providing false or misleading information may subject the contractor to administrative penalties, criminal penalties, civil penalties, or other civil actions.

3.1.2.11 The contractor's failure to comply with any of these provisions is a breach of contract by the contractor which entitles the governmental entity to declare the contract void if the contractor does not remedy the breach within ten days after receipt of notice of breach from the governmental entity.

3.1.3 Commercial Automobile Liability insurance shall be no less than \$500,000 combined single limits per accident for bodily injury and property damage, including owned, non-owned, and hired vehicle coverage.

3.2 The required limits may be satisfied by any combination of primary, excess or umbrella liability insurances, provided the primary policy complies with the above requirements and the excess umbrella is following form. The vendor may maintain reasonable and customary deductibles, subject to approval by Collin County.

3.3 With reference to the foregoing insurance requirement, the vendor shall endorse applicable insurance policies as follows:

- 3.3.1 A waiver of subrogation in favor of Collin County, its officials, employees, volunteers and officers shall be contained in the workers compensation coverage.
- 3.3.2 The vendor's insurance coverage shall name Collin County as additional insured under the General Liability policy.
- 3.3.3 All insurance policies shall be endorsed to require the insurer to immediately notify Collin County of any decrease in the insurance coverage limits.
- 3.3.4 All insurance policies shall be endorsed to the effect that Collin County will receive at least thirty (30) days notice prior to cancellation, non-renewal or termination of the policy.
- 3.3.5 All copies of Certificates of Insurance shall reference the project/contract number.
- 3.4 All insurance shall be purchased from an insurance company that meets the following requirements:
- 3.4.1 A financial rating of B+VI or better as assigned by the BEST Rating Company or equivalent.
- 3.5 Certificates of Insurance shall be prepared and executed by the insurance company or its authorized agent, and shall contain provisions representing and warranting the following:
- 3.5.1 Sets forth all endorsements and insurance coverages according to requirements and instructions contained herein.
- 3.5.2 Sets forth the notice of cancellation or termination to Collin County.

4.0 EVALUATION CRITERIA AND FACTORS

4.1 The award of the contract shall be made to the responsible offeror whose proposal is determined to be the lowest evaluated offer resulting from negotiation, taking into consideration the relative importance of price and other factors set forth in the Request For Proposals in accordance with Vernon's Texas Code Annotated, Local Government.

4.1.1 The evaluation criteria will be grouped into percentage factors as follows:

40% Response RFP technical requirements

25% Commission rates and projected revenue to COLLIN COUNTY.

15% Vendor's account support description including sales representatives, maintenance support and customer service representatives.

15% Vendor experience, current customer references and financial stability.

5% Proposed installation plan, scheduling, and implementation with minimal interruption of service.

4.1.2 Proposals will be evaluated based upon the following criteria (not necessarily in any priority):

4.1.2.1 Highest net revenue to Collin County.

4.1.2.2 Fast call placement.

4.1.2.3. Reasonable long distance rates to be same as PUC.

4.1.2.4. Technical options available

4.1.2.5. Maintenance and repair.

4.1.2.6. Class of service provided.

4.1.2.7. Durability of equipment proposed.

4.1.2.8. Increased revenue potential if service is expanded to add facilities.

4.1.2.9. Location and availability of service technicians.

5.0 SPECIAL CONDITIONS AND SCOPE OF SERVICES

5.1 Authorization: By order of the Commissioners' Court of Collin County, Texas sealed proposals will be received for Inmate Pay Telephones.

5.2. Intent of Request for Proposal: Collin County's intent of this Request For Proposal (RFP) and resulting contract is to provide offerors with sufficient information to prepare a proposal for Inmate Pay/Coinless Telephone Service for Collin County. This service shall include all installation and maintenance for support of this entire service. It shall be a coinless collect call system.

5.3 Term: Provide for an annual contract commencing on the date of the award and continuing for a three (3) year period, with two one (1) year renewal options.

5.4 Pre-Proposal Conference: A pre-proposal conference has been scheduled for Wednesday, June 20, 2012 at 2:00 p.m. at the Collin County Sheriff's Office (meet in lobby), 4300 Community Avenue,

McKinney, Texas 75071. All prospective offerors are requested to have a representative present. It is the offeror's responsibility to review the site and documents to gain a full understanding of the requirements of the RFP.

5.5 Price Redetermination: A price redetermination may be considered by Collin County only at the twelve (12) month, twenty-four (24) month, and thirty-six (36) month. All requests for price redetermination shall be in written form and shall include documents supporting price redetermination such as Manufacturer's direct cost, postage rates, Railroad Commission rates, Federal/State minimum wage law, Federal/State unemployment taxes, F.I.C.A., Insurance Coverage Rates, etc.. The offeror's past experience of honoring contracts at the contract price will be an important consideration in the evaluation of the lowest and best offer. Collin County reserves the right to accept or reject any/all of the price redetermination as it deems to be in the best interest of the County.

5.6 Delivery/Setup/Installation: Delivery shall include assembly, setup and installation and shall be included in proposal.

5.7 Testing: Testing may be performed at the request of Collin County, by an agent so designated, without expense to Collin County.

5.8 Samples/Demos: When requested, samples/demos shall be furnished free of expense to Collin County.

5.9 Approximate Usage: See Attachment A, Telephone Locations and Gross Revenue Report for information regarding locations, current contract information, and gross revenue information.

5.10 TECHNICAL REQUIREMENTS

Purpose and Intent

The purpose and intent of this proposal is for the provision of approximately 149 fixed inmate telephones at the Collin County Detention Facility to include Collin County Minimum Security and at the John R. Roach Juvenile Detention Center.

Vendor must propose equipment, local, intralata and interlata services. Vendor should propose a package including all software, hardware installation, maintenance and collections. Vendor must inspect each installation site and provide replacement telephones, enclosures and panels as needed.

System Configuration

- 5.10.1 The Inmate Telephone System proposed by the Vendor must be a web based, turnkey, Non-Coin Telecommunications Service.
- 5.10.2 The proposed Inmate Telephone System at Collin County facilities must be capable of completing station-to-station collect calls from inmates.
- 5.10.3 The proposed Inmate Telephone System must not require any electrical outlets at the actual telephone set locations.
- 5.10.4 The system should have a capability of simultaneously recording all inmate calls 24 hours a day, 7 days a week.

Instruments

- 5.10.5 If the telephones are replaced, Vendor must install new inmate stations made of heavy gauge steel construction with armored keypad and lexan handset. All units must be provided with a handset cord, which will withstand 800 pounds of longitudinal tension. Each station must be secured with special security type screws. Keypad locks are not acceptable. Telephones must be in full compliance with Americans with Disabilities Act (ADA). Vendor must provide catalog cut sheet of proposed telephone instruments and provide a demo during the evaluation process.
- 5.10.6 Inmate telephone sets must be wall mounted, of stainless or equivalent tamper-resistant durable construction.
- 5.10.7 Vendor must provide a portable unit.

Access

- 5.10.8 The Inmate Telephone System must provide outgoing collect service with no access to direct dialed or operator handled service.
- 5.10.9 The system must be restricted to outgoing calls only, no incoming calls allowed.
- 5.10.10 Facility officials must retain the capability of turning off or blocking service to any telephone or group of telephones from a central location inside the facility.
- 5.10.11 The system must be capable of accepting changes in central location that have immediate effect on all site. PIN's, allowed number lists and blocked number lists should be controlled from a central location for data consistency.
- 5.10.12 All telephones must be FCC registered and Contractor's current FCC number must be provided as part of the proposal response. Vendor must submit a detailed description of all specific features offered.
- 5.10.13 The system proposed must be designed to use only an automated operator to place inmate calls. The system should provide clear voice prompts to complete calls without the use of an operator. Vendor must provide a clear description of all automated operator services that will be used for Inmate calls.

Calling Instructions

- 5.10.14 Each telephone shall have easy access to follow voice instructions for the type of calls allowed. In addition, voice prompt instructions will be provided to the inmate in up to ten (10) languages chosen by Collin County.

Problem Reporting Capabilities

- 5.10.15 The proposed system should have automated problem reporting system that provides visual notification to the Vendor when issues arise. Vendor must be required to fully describe those capabilities in response to this paragraph. Vendor must notify Collin County of any failures immediately with an estimated restoration time. Vendor will provide updates every four hours until service is restored.

Call Blocking

- 5.10.16 The system must be capable of blocking an unlimited number of individual numbers. Vendor must state the method to be used to block telephone numbers. Blocked numbers must be able to be entered at a central location and have immediate effect at the facility level or system-wide. The system must have the ability to block or refuse access to Calling Cards.

Call Branding

- 5.10.17 All collect calls placed from Collin County on inmate telephones must be capable of being identified to the called party as follows:

“This is a collect call from, _____ (Inmate speaks name or system plays inmate’s pre-recorded name) an inmate at Collin County Jail”

The system should provide the called party with the ability to hear calling rates as they apply to the phone call they are receiving.

In addition, the system must have the capability to inform the called party at selected intervals during the conversation that they are speaking with an inmate and being recorded.

Vendor must provide written or recorded example of call branding to be used.

Answer and Termination Detection

- 5.10.18 The telephone system must record the method in which the call was accepted or denied. Further, the system must record the method in which the call was terminated. This information must be contained within the call detail records (CDR) and be included in call detail reports.

Call Detail Reports

- 5.10.19 The Inmate Telephone System must provide full call detail records for use in administrative and investigative purposes. The Inmate Telephone System memory shall be capable of storing all call record detail for the length of contract and Collin County shall have access to the call record detail with the ability with play the call record detail for three (3) additional years thereafter.

- 5.10.20 Call detail reports should be available to Collin County on real time basis via the on-site terminals, as well as the ability to log in remotely to the call detail report software. The records must provide the following minimum information on all outgoing calls:

- 5.10.20.1 Time of day originated and terminated
- 5.10.20.2 Station number originating call
- 5.10.20.3 Number dialed
- 5.10.20.4 Line or Trunk group and trunk number call route
- 5.10.20.5 Duration of call in minutes and seconds
- 5.10.20.6 Method of call termination
- 5.10.20.7 Location of the station originating the call
- 5.10.20.8 Cost of the Call

- 5.10.21 All call detail records must be collected and stored real time at a central, secure location with redundancy.

5.10.22 The proposed system must provide to facility the following reports, displaying, and printing both real time and historical detail records based on the following criteria:

- 5.10.22.1 Called number duration
- 5.10.22.2 Specific date and range of dates
- 5.10.22.3 Disposition of call
- 5.10.22.4 All calls placed from a specific telephone of group of telephones
- 5.10.22.5 Call history
- 5.10.22.6 Cumulative call progress statistics
- 5.10.22.7 Cost of each call as billed

5.10.23 Samples of call detail reports must be provided.

5.10.24 The Inmate Telephone System must be able to generate frequency reports including origination number, destination number, inmate PIN, and trunk identification number. All frequency reports must be available in chart format.

Call Length Control

5.10.25 Facility officials must be given total flexibility to limit the length of calls placed by inmates, e.g. (15) minutes. The inmate must be warned prior to disconnecting that the call time limit is about to expire. The system must provide the ability to set such time limits at the PIN and station level, as well as globally across the system.

Call Supervision

5.10.26 The Inmate Telephone System must provide live-monitoring capability via line indicator at a central location with which facility personnel should have the ability to select any access line by processing a single button or issuing a simple keystroke command. This capability must be provided from any workstation to any facility. Neither the called party nor the inmate should detect an audible indicator that would warn him/her that the line is monitored.

5.10.27 All call monitoring should be available via the Inmate Telephone System software. No other equipment/software should be required. Each workstation shall have access to the activity of any site in a system.

5.10.28 The Inmate Telephone System should allow users with the appropriate password level to terminate an inmate call in progress instantly using the software provided.

5.10.29 System users with the appropriate password level should have the ability to break-in on a specific inmate call in progress and talk to both parties (the inmate and the called party).

Call Validation

5.10.30 All calls must be validated at a central location, on a real time basis to eliminate access to blocked numbers, cellular telephones, payphones, pagers or other unacceptable numbers.

5.10.31 The system must be designed to eliminate any and all access to a live operator.

5.10.32 PIN's, allowed number list and blocked number lists must be part of the validation process and maintained centrally.

5.10.33 A method for completing calls to Competitive Local Exchange Company (CLEC) customers in real time must be provided. The system must provide a method for completing calls to Competitive Local Exchange Company (CLEC) customers on the

first and subsequent calls. Please explain how your system accomplishes this requirement.

Controlled Access

- 5.10.34 The proposed Inmate Telephone System must provide facility officials with a means of controlling general access to telephone services. The system should provide a means to set telephones and groups of telephones in or out of service at predetermined times. Vendor must describe in detail how this will be accomplished.
- 5.10.35 Facility officials must have the capability of shutting down all telephones in cellblock, all telephones in the entire facility or all phones system-wide from a single central interface.

Fraud Control

- 5.10.36 Aid in controlling fraudulent use of the telephone network must be provided by interference with secondary call patterns, termination of calls if a second dial tone is detected, and prohibition of hook switch dialing.
- 5.10.37 Collin County will bear no responsibility for the loss of revenue as a result of fraudulent use of the telephone service. Fraudulent calls must be the sole responsibility of the Vendor.
- 5.10.38 The system must have the capability to detect the dialing of additional Dual Tone Multi-Frequency's (DTMF) following call connection. Upon detection, the system should play a warning message to the inmate and the called party.
- 5.10.39 The system must provide the ability to detect and flag three-way-calls. Facility personnel should be provided with the ability to mark the call as a three-way-call, disconnect call, or both.

Inspection Audit and Maintenance of Reports

- 5.10.40 The Vendor must maintain books, records and documents in accordance with generally accepted accounting practices that sufficiently and properly reflect all gross revenues generated.
- 5.10.41 Collin County or their representatives must have reasonable access, for the purpose of examination, to any books, documents, papers and records of the Vendor as they may relate to this Contract.
- 5.10.42 Collin County may cancel any resultant Contract for refusal by the Vendor to allow reasonable access to all documents, papers, or other materials originated or received by the Vendor in conjunction with this Contract. Collin County may cancel the Contract if examination of the material provided by the Vendor in conjunction with this Contract provides cause to terminate due to non-compliance or fraud.

Maintenance Diagnostics

- 5.10.43 The system software should be designed to interrogate the system to perform continuous self-test diagnostics without COLLIN COUNTY personnel intervention.
- 5.10.44 When the system detects a problem, a visual notification should immediately be displayed to the support staff in the Vendor's maintenance center.

- 5.10.45 Vendor must include clear, concise information describing the operation of the diagnostic system.

Network Access

- 5.10.46 Vendor must provide an interface that allows control, monitoring, ability to listen to recorded conversations and PIN administration of all sites from a central location and remote locations through internet access. Changes made through this interface must take effect immediately at all facilities. Describe in detail how this will be accomplished.
- 5.10.47 Vendor must include, as part of this proposal, an integrated remote access component. This component must allow authorized users to access the Inmate Telephone System Management software, by means of either inter-network connectivity with the County network or internet access. Remotely connected users must have access to ALL features and functions available to users that are directly connected to the system. Describe the equipment and services being proposed to fulfill this requirement.
- 5.10.48 At a minimum, Option 1 - Vendor shall provide one (1) management workstation in the Classification section of the Detention Division and one (1) management laptop with aircard for internet access for the Criminal investigation section, see Attachment C for minimum laptop specifications). Vendor shall provide a warranty for workstation and the laptop for life of the contract. At the end of the contract, Collin County will own the workstation and laptop.

Option 2 – Provide one (1) management workstation in the Classification section of the Detention Division and twelve (12) laptops with aircard for internet access (Verizon is the current aircard provider for the County), see Attachment C for minimum laptop specifications) and twelve (12) wireless Bluetooth printers (HP Officejet H470 or similar). Vendor shall provide a warranty for workstation and the laptop for life of the contract. At the end of the contract, Collin County will own the workstation and laptop.

Inmate PIN System

- 5.10.49 The Inmate Telephone System must be capable of assigning a unique PIN for each inmate. Each PIN should be between five (5) and fifteen (15) digits in length. The system must provide an automated PIN setup feature that allows an inmate to set up his own PIN account. Please describe the system's ability to provide this feature in detail.
- 5.10.50 Call duration, call velocity (# of calls allowed within a specified time frame), programmable free calls and phone usage periods must be programmable by individual inmate PIN.
- 5.10.51 Each inmate PIN must have the ability to have an associated call allowed number list that includes telephone numbers the inmate is permitted to call.
- 5.10.52 The Inmate Telephone System must provide a method for inmates to automatically build their own allowed number list. Please describe the system's ability to provide this feature in detail.
- 5.10.53 Vendor must provide their identification methods for each caller to prevent PIN sharing and inmate fraud. Examples: cameras, voice recognition, fingerprint scan and retina scan.

Officer Check-In

- 5.10.54 The system must have the capability of allowing corrections officers to “check in” from any phone in the system, entering his/her PIN number and creating a report log of the time, date, and location of the phone used to “check in”.

Hot Number Alerts

- 5.10.55 The system must allow an administrator to designate “Hot” PIN’s and “Hot” destination numbers. When the system detects that a call is being made using any of these pre-programmed “Hot” PIN’s or destination numbers, the system must automatically call destination numbers designated by Collin County. These designated numbers should include direct-dial phones, officer cell phones, home telephones, and pagers. Alerts to any type of phone should prompt the recipient for a security code, and, after receiving a proper code, conference them into the call. The recipient should be undetected by the inmate and called party; however, they should have the ability to disconnect the call or cut into the call and talk to each party. Alerts to pagers should send information to the specified pager including the number being dialed, the PIN used in dialing, etc.

The system must allow system administrators to add or remove destination numbers from the hot list using an onsite workstation provided by the system Vendor. When personnel receive an alert call from the system, they should be prompted for a security code and then immediately be able to monitor the call in progress. The system must allow the chain of three numbers to be called and sequential form to alert facility personnel. The system must allow the person monitoring the conversation to terminate the call in progress should the need arise.

Miscellaneous Telephone Equipment

- 5.10.56 Vendor must provide, as part of this Contract, all non-expandable miscellaneous equipment such as computer, printer, modems and system software necessary to allow facility officials to query, display and print individual inmate telephone activity. Equipment must be supplied with system software needed to interface with the Inmate Telephone System to perform such functions as traffic management, system administration, call blocking and maintenance diagnostics. System software must be security level based and password protected.

Operator Services and Voice Prompts

- 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 with future growth to include Arabic and Chinese.
- 5.10.58 If additional languages should be required, the system must be capable of providing automated operator voice prompts in up to ten (10) languages at no extra cost to Collin County. Modification or addition of languages must be made at no extra cost to Collin County.
- 5.10.59 Any voice prompt required during the operation of the inmate telephone must be clear and concise.

Uninterrupted Power Supply (UPS)

- 5.10.60 Inmate Telephone System’s at the facility must be provided with an uninterruptible power supply (UPS). The UPS must prevent potential problems in the telecommunications system caused by power surges and spikes for each system workstation.

System Integrity

- 5.10.61 It must be the responsibility of the Vendor to assure an operational system including any and all interfaces with the regulated common carrier and the availability of required central office facilities. By submitting a proposal, the Vendor agrees that:
- 5.10.61.1 The Vendor is familiar with the local conditions under which this inmate telephone service system must perform.
 - 5.10.61.2 The Vendor possesses the capabilities, hardware, and personnel necessary to provide an efficient and successful inmate telephone service system.
 - 5.10.61.3 The Vendor agrees that they must be solely responsible for all services proposed. Notwithstanding the details presented in this RFP, it is the responsibility of the Vendor to verify the completeness of the requirements and their suitability to meet the intent of this RFP. Any additional necessity for services required by the Vendor to meet these specifications must be provided by the Vendor at no extra cost or decrease of commission to Collin County.

Call Recording:

- 5.10.62 Collin County requires that the Inmate Telephone System must provide a fully integrated recording component for use in recording inmate telephone calls. Inmate telephone administration, conversation monitoring, and conversation recording and playback should all take place from a single workstation
- 5.10.63 The system should utilize current technology in hardware, specifically hard disk drive arrays for long and short-term storage. These arrays should be configured for maximum performance.
- 5.10.64 The system must utilize self-contained, hard drive call record storage. DAT tape and other off line or "near-line" methods are not acceptable. Call records must be easily retrieved. This process must be simple as well as expedient.
- 5.10.65 The recording system must store call records for the length of the contract and an additional three (3) years for immediate retrieval without requiring COLLIN COUNTY personnel for media changes.
- 5.10.66 For playback purposes, the recording system must provide the facility personnel the ability to search by individual PIN's, specific date and time criteria, individual destination numbers, individual inmate telephones, or a group of inmate telephones.
- 5.10.67 The system must provide a playback history list of a recorded call(s) to determine every user that has listened to the recorded call.
- 5.10.68 The system must provide the hardware and software to allow recorded calls to be transferred to a CD, DVD or other electronic medium for transport and replay on any computer with audio capabilities. The transferred record must include the call record detail (time and date of the call, PIN number, destination number, etc). Existing archived call records must also be able to be retrieved with this equipment.
- 5.10.69 All recordings from every site must be available on-line via the workstation interface so system-wide investigations may be performed from a central location. This process shall not require more than one login by an authorized user.

Additionally, the Vendor should provide details for each of the following items as they pertain to the proposed Recording system:

Security Envelope:

- 5.10.70 Recorded conversations stored in the system must provide security measures to ensure that they have not been tampered with. This security must extend even to recordings that have been transferred to external CD medium and or transmission by e-mail. The Vendor must provide expert testimony regarding security of the call recordings if required.

Locking Calls:

- 5.10.71 Via a workstation, the system must allow administrators to “lock” call recordings to ensure their retrieval beyond the on-line storage period for one hundred eighty (180) days. Once a call recording is locked, it must be available on-line until unlocked.

Search and Play Parameters:

- 5.10.72 Via the workstation, the system must allow administrators to search for calls completed and recorded during a specific time period, calls placed at a specific inmate telephone, calls placed to a specific destination number, calls containing pre-defined “keywords”, or calls made by phones assigned to a specific group.
- 5.10.73 Playback of recorded calls from remote locations via the workstation shall commence within (10) seconds of selection by the operator. Playback of recorded calls shall not require any media change. COLLIN COUNTY requires the ability to search multiple phone numbers simultaneously.

Live Monitoring/Remote Monitoring:

- 5.10.74 The inmate recording system must allow for live monitoring in real time, without any interference to existing recording operation. This feature should be available locally over the workstation/laptop speakers, as well as remotely to a telephone number specifically designated by the system administrator. Additionally, Collin County wishes to have the capability while monitoring, to terminate the call from the phone keypad. Monitoring must not be detectable by the callers.

Reports:

- 5.10.75 The Inmate Telephone System must provide system administrators with the capability to print reports directly from the search screen. After selecting parameters such as origination number, destination number, date, time keywords, or group, the system must be able to provide a return a list of calls matching the criteria. The system must allow this list to be printed in report format. Additionally, the system must provide the ability to produce call count reports as well as frequency reports based on the above listed criteria.

Attaching Notes to Call Detail Records:

- 5.10.76 System users must be able to attach a note document to any call record for the purposes of inclusion of information such as the case number on other investigative data. This note should become a permanent part of the call detail record and have the capability to

be saved to disk and used in word processing programs such as Microsoft Word and still retain the formatting. In addition, the Inmate Telephone System should have the capability to conduct searches on the information contained within the notes, i.e. case number, inmate name, etc.

User Password System:

- 5.10.77 Security must be maintained by a multi-level password system based on user access requirements. The system should allow users to be assigned pre-set security levels, or allow the flexibility to assign individual access permissions based upon specific job requirements. These permissions should include, but not be limited to, access to inmate accounts, monitoring, call searching, etc. Those users with the administrator level password must have the ability to set user access parameters for other users according to security requirements. Vendors must describe in detail how their password security system is managed, including samples of user setup screens.

User Logs:

- 5.10.78 As a security precaution, the system must provide a user log. Only those users with administrator level access should be able to review the user log. The log must include user access to the system, the time and date of each access, and the action taken during the user access.

Prepaid Calling

- 5.10.79 The Inmate Telephone System must provide prepaid calling features respective to both the inmate and the called party. The prepaid system must allow calling to international numbers, Competitive Local Exchange Company (CLEC) numbers, and other numbers that might otherwise not be allowed. Any commissions calculated as part of an accepted proposal **shall** include all prepaid calls, including inmate and called party prepaid.

Inmate PIN-based Prepay

- 5.10.80 The Inmate Telephone System must provide a prepaid calling option for inmates with the following features:
- 5.10.80.1 Inmates must be able to purchase prepaid calling time via the facility's commissary system, should Collin County so desire. Collin County currently does not sell prepaid calling cards through the commissary system.
 - 5.10.80.2 The prepaid system must allow for international calls and must not require any assistance from a third party.
 - 5.10.80.3 All prepaid calls must be subject to all call restrictions provided with collect calling on the inmate telephone platform such as blocking, velocity, call duration, etc.

Called Party Prepay

- 5.10.81 The inmate telephone provider must provide a prepaid calling system for any called party based upon the called party's individual telephone number with the following features:

- 5.10.81.1 The system must have the capability to automatically establish a prepaid account to the called party via a credit card during the call without the interruption of a live operator.
- 5.10.81.2 The system must provide an “auto-dialer” to place an automated operator call to numbers that have been attempted from the facility, but blocked for billing reasons. The automated operator process must then provide the called party with the option of establishing a prepaid account.
- 5.10.81.3 The successful Vendor must staff an account management group to receive inbound calls for customers who wish to have a prepaid account established for them.

FACILITY COMMISSIONS

Billing

- 5.10.82 All call records must be downloaded daily directly to the billing company. Vendor must describe this process in detail in response to this paragraph, specifically how tampering with call records is addressed and eliminated.

Commission Payable

- 5.10.83 The proposed commission payable shall be based on Vendor’s total gross billings for all calls placed on the Inmate Telephone System. For the purpose of this RFP, total gross billings must be defined as total calls placed on or through the Inmate Telephone System, billed at the rates authorized under Vendor’s proposal, as accepted by Collin County or as subsequently modified pursuant to the specifications. Pursuant to Paragraph 5.10.19, 5.10.20, 5.10.21, 5.10.22, 5.10.23 & 5.10.24 herein, call detail records must be provided for all calls placed on or through the Inmate Telephone System. All such calls shall be billed in the manner outlined above. There **shall** be no deduction or credit given for any expenses, allowances, bad debts, disconnects, unbillable calls, or uncollectible calls or which otherwise do not result in revenue to the Vendor. Additionally, there **shall** be no deduction of commission made for prepaid calls regardless of prepay method, inmate or destination number. Vendors are cautioned that the commission payable to Collin County is based on the total gross billings as defined above with absolutely no deductions or credits given to Vendor. The commission quoted by each Vendor should be calculated accordingly. No bonuses or upfront commission payments will be accepted. Offering such will be grounds for immediate Vendor disqualification.

Tariffs

- 5.10.84 Vendor shall be required to respond to Schedule B, Proposed Pricing and Commission Schedule to calculate and project the commission payable to Collin County. See Schedule A for more information on call type, volume, etc.

Response to this paragraph must include a copy of Vendor’s current approved tariff schedules and predominant carrier schedule. Vendor must include in this response a statement whether the tariff used to calculate projected revenue is State approved or pending approval and state any applicable time of day discounts intended to be used.

Vendor must calculate and project commission payable to Collin County requested in Schedule B based on tariffs for all local calls.

Commission Checks

- 5.10.85 Commission checks must be submitted to Collin County on a monthly basis, and must be accompanied by a report that itemizes by facility, minutes of usage, number of calls, total gross revenue, revenue for each telephone, and total commission. Commission payments must be made within thirty (30) days after the closing of the billing cycle.

Narrative of Account Support

- 5.10.86 Vendor must submit a detailed narrative describing Vendor's current existing account support staff, offices, equipment and software. If Vendor proposes to add additional account support in order to meet the specifications contained in sections 5.10.82, 5.10.83, 5.10.84 & 5.10.85, Vendor should describe specifically how its present account support would be supplemented.

Voice Biometric Technology

- 5.10.87 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.

Transcription and Translation Requirements

Collin County has purchased a transcription and translation software program. The requirements of this system are as follows:

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

6.0 PROPOSAL FORMAT

- 6.1 The proposal shall be divided into tabbed, marked sections and shall include but not limited to information for each of the following and if submitting manually, assembled with spiral-type bindings or staples. DO NOT USE METAL-RING HARD COVER BINDERS (If providing hard copy).

6.1.1 FIRM OVERVIEW

Offeror is requested to define the overall structure of the Firm to include the following

- 6.1.1.1 A descriptive background of your company's history.
- 6.1.1.2 State your principal business location and any other service locations.
- 6.1.1.3 What is your primary line of business?
- 6.1.1.4 How long have you been selling product(s) and/or providing service(s)?
- 6.1.1.5 State how many and the locations where your product/services are in use.

6.2 PROPOSED PROJECT TEAM/STAFF
QUALIFICATIONS/EXPERIENCE/CREDENTIALS

6.2.1 Offeror is requested to provide qualifications as well as experience information on Offeror's key personnel.

6.3 PROPOSED PRODUCT(S)/SYSTEM/SERVICE(S), OFFERER SHALL ADDRESS &
SUBMIT THE FOLLOWING:

6.3.1 Offeror is requested to identify the proposed product(s)/service(s) to include but not limited to the following areas:

- 6.3.1.1 Indicate manufacturer and model of equipment being proposed?
- 6.3.1.2 Does your system provide for durable, tamper-free equipment suitable for a jail environment? Give complete description of equipment offered including all functions available.
- 6.3.1.3 Describe in detail the function and purpose of each piece of equipment involved in handling calls either on premises or off premise including all options available.
- 6.3.1.4 Describe the portable unit to be provided.
- 6.3.1.5 Has system provided for all items necessary for proper installation? Please list all items.
- 6.3.1.6 Address power/electrical requirements for proposed system. Does system require electricity to run to cell blocks?
- 6.3.1.7 Is system both automatic and manual on and off?
- 6.3.1.8 Explain service support. Can 24 hour service be provided? Is a toll free service hot line available? State location of technicians.
- 6.3.1.9 Indicate the physical size of any controlling equipment, if any, to be installed at Collin County.
- 6.3.1.10 Describe how calls to rotary phones are handled to ensure completion of all calls.
- 6.3.1.11 Indicate environmental conditions for this equipment if required.
- 6.3.1.12 Identify location of off premise equipment.
- 6.3.1.13 Indicate how each type of call would be handled. Include step by step activity by the inmate and estimated times involved. Include a description of the flow of the call and the purpose of each step.
- 6.3.1.14 In addition to normal calls placed collect, also please describe step by

- step how trouble reports, rate requests, international calls and information calls would be handled.
- 6.3.1.15 Explain process to ensure that inmate cannot pass messages.
 - 6.3.1.16 Explain reporting procedure. Can offerer provide, within 24 hours, a complete list of all telephone numbers called from an inmate telephone?
 - 6.3.1.17 Identify all revenue proposed for Collin County. See Schedule B.
 - 6.3.1.18 Are additions, future enhancements, and advancements in technology covered in this system? How are new features/enhancements loaded onto the system?
 - 6.3.1.19 Explain maintenance procedures. Indicate schedule of service for maintaining equipment.
 - 6.3.1.20 Can the proposed system be successfully demonstrated in similar environments to that of Collin County? If yes, explain.
 - 6.3.1.21 Address expansion capabilities if the County includes new facilities and any increased revenue to the County as a result of such additions.
 - 6.3.1.22 State if the centralized system concentrates central office trunks associated with inmate calls and if you intend to use such capability in the proposed system. If yes, identify the number of C.O. trunks you intend to use which will be dedicated to inmate calling?
 - 6.3.1.24 Identify the type of C.O. circuit/service that will be installed.
 - 6.3.1.25 Identify how many calls can be placed before an inmate receives a "busy." Will the system provide a "busy" voice prompt in the event, all lines are busy to the inmate? If for any reason (busy/circuit down etc.), will there be alternate routing of calls?
 - 6.3.1.26 Can the system provide a traffic study/busy hour report, in the event there is an "all lines busy." Will Collin county have direct access to this report? If not, how often will Collin County receive the report.
 - 6.3.1.27 Provide a diagram explaining the call routing of an inmate call, start to finish.
 - 6.3.1.28 State what type of operating system the centralized system uses to execute it's programs and functions? State from whom the facility will receive it's software support?

General Information & Requirements

- 6.3.1.29 Describe how calls are processed by automated operator for collect station to station calls in a step-by-step, inmate centralized system interaction manner.
- 6.3.1.30 State and describe if the proposed system has a method to divert or redirect inmate calls in the event of a centralized processor or system failure.
- 6.3.1.31 Identify the nearest manufacturer's authorized service location to the County installation locations and describe the guaranteed emergency and non-emergency service response time for hardware and or software failure.
- 6.3.1.32 The offeror will assume the responsibility and liability for faulty hardware, software and /or fraudulent use of the equipment.
- 6.3.1.33 State who will carry local, intra-lata toll and interlata calls.
- 6.3.1.34 State the power source, method of connection and requirements of the proposed inmate telephone and centralized system. If power is interrupted, state whether the inmate telephones will continue to operate

as proposed. Will offeror provide a UPS system. If so, provide specifications and indicate "up" time.

- 6.3.1.35 Identify the features/functions which is implemented on-site and which features/functions is remotely programmable.
- 6.3.1.36 How will software updating be accomplished? Will this be done remotely or will someone be on-site?
- 6.3.1.37 How many system administration and remote system administration positions are standard with a CPU based system. Provide detail.
- 6.3.1.38 Describe the process for on-site training of county personnel.
- 6.3.1.39 At what time does the billing for an inmate call begin:
 - 6.3.1.39.1 When inmate dials number.
 - 6.3.1.39.2 When the proposed system dials desired number.
 - 6.3.1.39.3 When called party answers.
 - 6.3.1.39.4 When called party accepts call.
- 6.3.1.40 Describe the real time call monitoring process. How will alarms and printed information be provided.
- 6.3.1.41 Describe the process for allowing free calls, as allowed by law, by inmates.
- 6.3.1.42 Describe any additional services, technical features or options that you feel are relevant to this RFP.
- 6.3.1.43 Is this proposal being submitted in conjunction with any other Vendors and/or sub-contractors? If so, please state who the prime contractor will be, who the secondary contractor(s) is and what service and/or equipment the secondary contractor(s) will be providing.

6.4 REFERENCES

6.4.1 Offeror is requested to include at least five (5) references with Company name, Contact name, address, e-mail address and telephone numbers.

6.5 TIME SCHEDULE

6.5.1 Provide a schedule on each phase of the proposed project beginning with program development and ending with the date of operation. The schedule must include all tasks that will require time in the process, such as County review (identify amount of time assumed for each task).

6.6 FINANCIAL OFFER

6.6.1 Complete Attachment B – Pricing and Commissions Schedule

6.7 SUPPORTING MATERIALS

6.7.1 Various questions included in this RFP will be used in making a selection and should be addressed by section and number. Offeror is requested to submit with their proposal, six (6) copies of descriptive literature sufficient in detail to enable an intelligent comparison of the specifications of the service proposed with that of the requirements stated herein.

6.8 FINANCIAL STATEMENTS

6.8.1 Offerors is requested to submit recent financial statements with their proposal. Audited financial statements are not mandatory. Unaudited financial statements will be accepted. If offeror's firm does, however, have audited statements, please include a copy with your proposal.

6.9 OTHER PROJECTS INVOLVED WITH

6.9.1 Offeror is requested to provide a list of other projects that you are currently involved with or will be involved with.

6.10 FUTURE DEVELOPMENT

6.10.1 State the percent discount off of manufacturer's latest published suggested list price, percentage markup above cost, and/or hourly rate for installation for additional product(s), future enhancements, upgrades, advancements in technology, etc.. Also state the basis for determining the fee for any additional services required under the same conditions.

6.11 SUBMITTAL REMINDER LIST

6.11.1 REQUESTED DOCUMENTATION INCLUDED?

6.11.2 ORIGINAL AND SIX (6) COPIES INCLUDED (IF SUBMITTING HARD COPY ONLY)?

6.11.3 ALL QUESTIONS ADDRESSED IN REQUIRED FORMAT?

6.11.4 COMPLETED SIGNATURE?

SIGNATURE FORM COLLIN COUNTY, TEXAS

DELIVERY WILL BE F.O.B. INSIDE DELIVERY AT COLLIN COUNTY DESIGNATED LOCATIONS AND ALL TRANSPORTATION CHARGES PAID BY THE SUPPLIER TO DESTINATION.

DELIVERY TO BE SPECIFIED IN CALENDAR DAYS FROM DATE OF ORDER.

WE **DO NOT** TAKE EXCEPTION TO THE BID SPECIFICATIONS.

WE **TAKE** EXCEPTION TO THE BID SPECIFICATIONS (EXPLAIN):

COMPANY INFORMATION/PROFILE/REFERENCES

Preferential Requirement: The County of Collin, as a governmental agency of the State of Texas, may not award a contract to a nonresident bidder unless the nonresident's bid is lower than the lowest bid submitted by a responsible Texas resident bidder by the same amount that a Texas resident bidder would be required to underbid a nonresident bidder to obtain a comparable contract in the state in which the nonresident's principal place of business is located (Government Code, Title 10, V.T.C.A., Chapter 2252, Subchapter A). Bidder shall make answer to the following questions by selecting the appropriate radio button or inserting information in the box provided:

Is your principal place of business in the State of Texas? Yes No

If the answer to question is "yes", no further information is necessary; if "no", please indicate:

in which state is your principal place of business is located:

if that state favors resident bidders (bidders in your state) by some dollar increment or percentage: Yes No

if "yes", what is that dollar increment or percentage?

Company Profile: IS YOUR FIRM?

- Sole Proprietorship Yes No
- General Partnership Yes No
- Limited Partnership Yes No
- Corporation Yes No
- Other Yes No

List Legal Names in Company:

List at least three (3) companies or governmental agencies where these same/like products/services, as stated herein, have been provided. Include company name, address, contact name and telephone number.

AS PERMITTED UNDER TITLE 8, CHAPTER 271, SUBCHAPTER F, SECTION 271.101 AND 271.102 V.T.C.A. AND TITLE 7, CHAPTER 791, SUBCHAPTER C, SECTION 791.025, V.T.C.A., OTHER LOCAL GOVERNMENTAL ENTITIES MAY WISH TO ALSO PARTICIPATE UNDER THE SAME TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT. EACH ENTITY WISHING TO PARTICIPATE MUST ENTER INTO AN INTERLOCAL AGREEMENT WITH COLLIN COUNTY AND HAVE PRIOR AUTHORIZATION FROM VENDOR. IF SUCH PARTICIPATION IS AUTHORIZED, ALL PURCHASE ORDERS WILL BE ISSUED DIRECTLY FROM AND SHIPPED DIRECTLY TO THE LOCAL GOVERNMENTAL ENTITY REQUIRING SUPPLIES/SERVICES. COLLIN COUNTY SHALL NOT BE HELD RESPONSIBLE FOR ANY ORDERS PLACED, DELIVERIES MADE OR PAYMENT FOR SUPPLIES/SERVICES ORDERED BY THESE ENTITIES. EACH ENTITY RESERVES THE RIGHT TO DETERMINE THEIR PARTICIPATION IN THIS CONTRACT. WOULD BIDDER BE WILLING TO ALLOW OTHER LOCAL GOVERNMENTAL ENTITIES TO PARTICIPATE IN THIS CONTRACT, IF AWARDED, UNDER THE SAME TERMS AND CONDITIONS? Yes No

By signing and submitting this Bid/Proposal, Bidder/Offeror acknowledges, understands the specifications, any and all addenda, and agrees to the bid/proposal terms and conditions and can provide the minimum requirements stated herein. Bidder/Offeror acknowledges they have read the document in its entirety, visited the site, performed investigations and verifications as deemed necessary, is familiar with local conditions under which work is to be performed and will be responsible for any and all errors in Bid/Proposal submittal resulting from Bidder/Offeror's failure to do so. Bidder/Offeror acknowledges the prices submitted in this Bid/Proposal have been carefully reviewed and are submitted as correct and final. If Bid/Proposal is accepted, vendor further certifies and agrees to furnish any and all products/services upon which prices are extended at the price submitted, and upon conditions in the specifications of the Invitation for Bid/Request for Proposal.

THE UNDERSIGNED HEREBY CERTIFIES THE FOREGOING BID/PROPOSAL SUBMITTED BY THE COMPANY LISTED BELOW HEREINAFTER CALLED "BIDDER/OFFEROR" IS THE DULY AUTHORIZED AGENT OF SAID COMPANY AND THE PERSON SIGNING SAID BID/PROPOSAL HAS BEEN DULY AUTHORIZED TO EXECUTE SAME. BIDDER/OFFEROR AFFIRMS THAT THEY ARE DULY AUTHORIZED TO EXECUTE THIS CONTRACT; THIS COMPANY; CORPORATION, FIRM, PARTNERSHIP OR INDIVIDUAL HAS NOT PREPARED THIS BID/PROPOSAL IN COLLUSION WITH ANY OTHER BIDDER/OFFEROR OR OTHER PERSON OR PERSONS ENGAGED IN THE SAME LINE OF BUSINESS; AND THAT THE CONTENTS OF THIS BID/PROPOSAL AS TO PRICES, TERMS AND CONDITIONS OF SAID BID/PROPOSAL HAVE NOT BEEN COMMUNICATED BY THE UNDERSIGNED NOR BY ANY EMPLOYEE OR AGENT TO ANY OTHER PERSON ENGAGED IN THIS TYPE OF BUSINESS PRIOR TO THE OFFICIAL OPENING OF THIS BID/PROPOSAL.

Company Name	<input type="text"/>
Street Address of Principal Place of Business	<input type="text"/>
City, State, Zip	<input type="text"/>
Phone of Principal Place of Business	<input type="text"/>
Fax of Principal Place of Business	<input type="text"/>
E-mail Address of Representative	<input type="text"/>
Federal Identification Number	<input type="text"/>
Date	<input type="text"/>
Acknowledgement of Addenda	#1 € #2 € #3 € #4 € #5 € #6 €
Authorized Representative Name	<input type="text"/>
Authorized Representative Title	<input type="text"/>
Signature (Required for paper bid submission)	<input type="text"/>

ATTACHMENT A TELEPHONE LOCATIONS AND GROSS REVENUE REPORT

<u>Location</u>	<u># Inmate Telephones</u>
Adult Detention - 4300 Community Ave	125
Minimum Security – 4800 Community Ave	12
Juvenile Detention – 4700 Community Ave	12

It is expected that a contract will be awarded in time for an October 1, 2012 start date. Vendors should base their responses on an Average Daily Population (ADP) of 1000 inmates for the Collin County Detention Center.

There are currently one hundred-forty-nine 149 inmate telephones. Vendors should base their responses on one hundred-twenty-five (125) inmate telephones located in the Adult Detention Facility, twelve (12) inmate telephones in the Minimum Security Facility, and twelve (12) inmate telephones in the Juvenile Detention Facility.

The County is currently being paid 70% Commission on any Advanced Pay/Debit/Direct Bill calls and 67% on Collect calls.

The “local” area for the current contract is defined as the local calling area plus all the land area of Collin County.

Phones are currently available to inmates from 6:00 a.m. to 10:00 p.m. except for the book-in area where they are available 24 hours per day. A phone call is limited to 15 minutes.

Historical Commissions

Month	Commission Paid to County
January 2011	\$43,746.68
February 2011	\$46,960.00
March 2011	\$53,293.17
April 2011	\$49,389.55
May 2011	\$48,755.03
June 2011	\$52,135.82
July 2011	\$50,303.24
August 2011	\$39,010.05
September 2011	\$45,138.44
October 2011	\$43,599.18
November 2011	\$45,097.70
December 2011	\$43,860.49

REVENUE REPORT

Note: Number and duration of calls shown is for a typical month only and may vary from month to month. These numbers are for period of February 26, 2012 through March 25, 2012.

Adult Detention & Minimum Security

Call Type	Calls	% Calls	Minutes	% Minutes	Revenue
Advance Pay Interstate Interlata	365	2.87%	3,483	2.52%	\$4,541.62
Advance Pay Intrastate Interlata	449	3.53%	5,028	3.64%	\$3,307.92
Advance Pay Intrastate Intralata	5,535	43.54%	61,417	44.51%	\$31,075.80
Advance Pay Local	3,503	27.55%	44,008	31.89%	\$13,836.85
Collect Interstate Interlata	111	0.87%	1,052	0.76%	\$1,374.73
Collect Intrastate Interlata	75	0.59%	770	0.56%	\$525.30
Collect Intrastate Intralata	525	4.13%	4,713	3.42%	\$2,780.70
Collect Local	694	5.46%	5,847	4.24%	\$2,741.30
Debit Interstate Interlata	60	0.47%	521	0.38%	\$564.31
Debit Intrastate Interlata	11	0.09%	129	0.09%	\$76.16
Debit Intrastate Intralata	470	3.70%	5,491	3.98%	\$2,450.37
Debit Local	110	0.87%	1,274	0.92%	\$397.10
Direct Bill Intrastate Intralata	23	0.18%	128	0.09%	\$110.05
Direct Bill Local	782	6.15%	4,131	2.99%	\$3,088.90
Totals:	12,713	100.00%	137,992	100.00%	\$66,871.11

Juvenile

Call Type	Calls	% Calls	Minutes	% Minutes	Revenue
Advance Pay Interstate Interlata	3	1.17%	45	1.55%	\$51.90
Advance Pay Intrastate Interlata	8	3.11%	86	2.97%	\$57.54
Advance Pay Intrastate Intralata	82	31.91%	1,024	35.36%	\$477.50
Advance Pay Local	140	54.47%	1,541	53.21%	\$553.00
Collect Intrastate Intralata	3	1.17%	25	0.86%	\$15.60
Collect Local	21	8.17%	175	6.04%	\$82.95
Totals:	257	100.00%	2,896	100.00%	\$1,238.49

ATTACHMENT B PROPOSED PRICING AND COMMISSION SCHEDULE

Please provide a commission offer for the current rates listed below in the first chart. Additional charts are provided to allow the Vendor the option to submit additional rate and commission offers. The Vendor must detail all additional charges and fees that will be assessed for collect and prepaid inmate telephone calls. The Vendor may attach additional charts if the Vendor chooses to provide additional commission and rate offers. Failure to complete **Attachment B** may cause your proposal to be rejected.

OPTION 1: Vendor shall provide one (1) management workstation in the Classification section of the Detention Division and one (1) management laptop with aircard for internet access for the Criminal investigation section see Attachment C for minimum laptop specifications. Vendor shall provide a warranty for workstation and the laptop for life of the contract. At the end of the contract, Collin County will own the workstation and laptop.

CALL TYPE	COLLECT			Advance Pay/Debit/Direct Collect		
	<u>Surcharge</u>	<u>First Minute</u>	<u>Additional Minute</u>	<u>Surcharge</u>	<u>First Minute</u>	<u>Additional Minute</u>
Local						
Intralata/Intrastate						
Interlata/Intrastate						
Interlata/Interstate						
International						
Commission Rate	_____ %			_____ %		

*Based upon average Mileage and Day/Night Weekend Rates

OPTION 2: Vendor shall provide one (1) management workstation in the Classification section of the Detention Division and provide twelve (12) laptop with aircard for internet access (Verizon is the current aircard provider for the County), see Attachment C for minimum laptop specifications) and twelve (12) wireless Bluetooth printers (HP Officejet H470 or similar). Vendor shall provide a warranty for workstation and the laptop for life of the contract. At the end of the contract, Collin County will own the workstation and laptops.

CALL TYPE	COLLECT			Advance Pay/Debit/Direct Collect		
	<u>Surcharge</u>	<u>First Minute</u>	<u>Additional Minute</u>	<u>Surcharge</u>	<u>First Minute</u>	<u>Additional Minute</u>
Local						
Intralata/Intrastate						
Interlata/Intrastate						
Interlata/Interstate						
International						
Commission Rate	_____ %			_____ %		

*Based upon average Mileage and Day/Night Weekend Rates

Repeat this chart for any additional offers.

ADDITIONAL OFFERS						
CALL TYPE	COLLECT			Advance Pay/Debit/Direct Collect		
	<u>Surcharge</u>	<u>First Minute</u>	<u>Additional Minute</u>	<u>Surcharge</u>	<u>First Minute</u>	<u>Additional Minute</u>
Local						
Intralata/Intrastate						
Interlata/Intrastate						
Interlata/Interstate						
International						
Commission Rate	_____ %			_____ %		

VENDOR NAME: _____

AUTHORIZED REPRESENTATIVE: _____

SIGNATURE: _____

TITLE: _____

DATE: _____

ATTACHMENT C

Collin County FY2011 Standard Laptop

4242-4VU	ThinkPad T520 Mobile Workstation 15.6" HD+ (1600 x 900) LED Backlit Anti-Glare Display or better
	Intel Core i5-2520M Processor (2.50GHz, 3MB L3) or better
	Dimensions: 14.68"x9.65"x1.25 – 1.40"
	NVIDIA NVS 4200M Graphics with Optimus Technology, 1GB DDR3 Memory or better
	Genuine Windows 7 Professional 64 (Installed by Collin County)
	4 GB DDR3 - 1333MHz (1 DIMM)
	Keyboard: Keyboard US English
	Pointing Device: Ultranav with TrackPoint & touchpad plus Fingerprint reader
	500 GB Hard Disk Drive, 7200rpm
	DVD recordable multiburner
	System expansion slots: Express Card Slot & 4-in-1 Reader
	Integrated Ethernet: 1 Gigabit Ethernet (Standard)
	Intel Centrino Advanced-N 6205 (2x2 AGN)
	Integrated Mobile broadband Upgradeable
	Battery: 9 cell Li-Ion Battery & AC Adapter
	IEEE 1394 FireWire 400 (4-pin connector; 1394a-2000 standard)
	3 USB 2.0 ports and 1 USB 2.0/eSATA combo port
	ThinkLight: LED illuminates the keyboard to improve visibility in low-light conditions
	3YR Onsite NBD + 3YR Priority Support + 3YR TPP3YR Onsite NBD + 3YR

	Priority Support + 3YR TPP
	Bluetooth 3.0
	720p Camera
	Ordered with preloaded Windows 7 Home and no Office suite
ADDITIONAL ITEMS	
	USB External 104 Key Keyboard
	USB Optical 3 Button Wheel Mouse
	Docking Station
	Additional 9 or 12 Cell Battery
	Additional AC Power Adapter
	Rolling Computer Bag
ADDITIONAL CABLES	
	DP to DVI Adapter
	DVI Cable

FORM CIQ

CONFLICT OF INTEREST QUESTIONNAIRE

Page 2

For vendor or other person doing business with local governmental entity

**5 Name of local government officer with whom filer has affiliation or business relationship.
(Complete this section only if the answer to A, B, or C is YES.)**

This section, item 5 including subparts A, B, C & D, must be completed for each officer with whom the filer has affiliation or other relationship. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer named in this section receiving or likely to receive taxable income from the filer of the questionnaire? Yes No

B. Is the filer of the questionnaire receiving or likely to receive taxable income from or at the direction of the local government officer named in this section AND the taxable income is not from the local governmental entity? Yes No

C. Is the filer of this questionnaire affiliated with a corporation or other business entity that the local government officer serves as an officer or director, or holds an ownership of 10 percent or more? Yes No

D. Describe each affiliation or business relationship.

Empty text box for describing affiliations or business relationships.

6

Signature line

Signature of person doing business with the governmental entity

Date line

Date

Adopted 11/02/2005

AFFIDAVIT OF COMPLIANCE

I, the undersigned, declare and affirm that my company is in compliance with the Immigration and Reform Act of 1986 and all employees are legally eligible to work in the United States of America.

I further understand and acknowledge that any non-compliance with the Immigration and Reform Act of 1986 at any time during the term of this contract will render the contract voidable.

Name of Company	<input type="text"/>
Title of Officer	<input type="text"/>
Name of Officer	<input type="text"/>
Date:	<input type="text"/>

In order to better serve our bidders, the Collin County Purchasing Department is conducting the following survey. We appreciate your time and effort expended to submit your bid. Please take a moment to complete the below. Should you have any questions or require more information please call (972) 548-4165.

HOW DID YOU RECEIVE NOTICE OF THIS REQUEST FOR BID OR PROPOSALS?

McKinney Courier-Gazette?	€	Yes	€	No
Plan Room?	€	Yes	€	No
Collin County Web-Site?	€	Yes	€	No
Facsimile or email from BidSync?	€	Yes	€	No
Other <input type="text"/>				

HOW DID YOU RECEIVE THE BID DOCUMENTS?

Downloaded from Home Computer?	€	Yes	€	No
Downloaded from Company Computer?	€	Yes	€	No
Requested a Copy from Collin County?	€	Yes	€	No
Other <input type="text"/>				

Thank You,

Collin County Purchasing Department

Question and Answers for Bid #03191-12 - Inmate Pay Telephones

OVERALL BID QUESTIONS

There are no questions associated with this bid. If you would like to submit a question, please click on the "Create New Question" button below.