



COLLIN COUNTY

Office of the Purchasing Agent
2300 Bloomdale Road
Suite 3160
McKinney, Texas 75071
www.collincountytx.gov

ADDENDUM No. THREE (3)

**Inmate Telephone System
RFP No. 2017-121**

Effective: June 1, 2017

You are hereby directed to make changes to the Request for Proposal in accordance with the attached information:

Delete:

Specifications (Revised)

Replace with:

Specifications (Revised 2)

Please note all other terms, conditions, specifications drawings, etc. Remain unchanged.

Sincerely,
Michalyn Rains CPPO, CPPB
Purchasing Agent

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 best 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 262.030.

The Evaluation Committee will review all proposals received by the Opening date and time as part of a documented evaluation process. For each decision point in the process, the County will evaluate contractors according to specific criteria and will elevate a certain number of contractors to compete against each other. The proposals will be evaluated on the following criteria.

The County will use a competitive process based upon "selection levels." The County recognizes that if a contractor fails to meet expectations during any part of the process, it reserves the right to proceed with the remaining contractors or to elevate a contractor that was not elevated before. The selection levels are described in the following sections.

The first part of the elevation process is to validate the completeness of the proposal and ensure that all the RFP guidelines and submittal requirements are met. Offerors may, at the discretion of the County, be contacted to submit clarifications or additional information within two business days. Incomplete or noncompliant RFPs may be disqualified.

LEVEL 1 - CONFORMANCE WITH MANDATORY REQUIREMENTS

Criteria assessed during Level 1:

- Conformance with RFP guidelines and submittal requirements.

LEVEL 2 – DETAILED PROPOSAL ASSESSMENT

The Evaluation Committee will conduct a detailed assessment of all proposals elevated to this Level. Criteria evaluated in Level 2:

Points	Evaluation Criteria
40	<ul style="list-style-type: none">• Response to RFP Technical Requirements (Proposal Format Item 6.4)• Rates in accordance with FCC Rules (Proposal Format Item 6.4)
15	<ul style="list-style-type: none">• Contractor's account support description including sales representatives, maintenance support and customer service representatives (Proposal Format Item 6.10)• Location and availability of service technicians (Proposal Format Item 6.10)• Maintenance and repair solution (Proposal Format Item 6.10)
5	<ul style="list-style-type: none">• Value Added Services (Proposal Format Item 6.9)
15	<ul style="list-style-type: none">• Proposed installation plan, scheduling, and implementation with minimal interruption of service (Proposal Format Item 6.5; 6.7)

It is anticipated that Collin County will elevate proposals scoring at least 52.5 points (70%) to Level 3.

LEVEL 3 – COST (MAXIMUM 25 POINTS)

Offerors who are elevated to level 3 will have their points combined from level 2 for a maximum 110 points total.

Points	Evaluation Criteria
25	Commission rates and projected revenue to Collin County and Minimum Annual Guarantee (MAG) (Proposal Format Item 6.8)
10	Pricing for Sample Call (Proposal Format Item 6.8)

LEVEL 4 - DEMONSTRATIONS AND INTERVIEWS

The Evaluation Committee may hear oral presentations (if required). Contractors are cautioned, however, that oral presentations are at the sole discretion of the Committee and the Committee is not obligated to request it. The oral presentation is an opportunity for the County Evaluation Committee to ask questions and seek clarification of the proposal submitted. The presentation is not meant as an opportunity for the contractor to simply provide generic background information about the corporation or its experience. Thus, the time will be structured with a minimum time for the contractor to present and the majority of time dedicated to addressing questions from the Evaluation Committee. The oral presentations, if held, will be scheduled accordingly and all presenting contractors will be notified of time and date.

The following criteria is optional and will be used to evaluate those contractors elevated for interviews.

Points	Evaluation Criteria
25	Demonstration/Interview
25	Experience and References (Proposal Format Item 6.6)

The County will contact the contractor's references. These references will be asked a series of questions regarding their satisfaction with the services being provided.

It is anticipated that no more than two contractors will advance to Level 5 but Collin County reserves the right to adjust the number as necessary.

LEVEL 5 –BEST AND FINAL OFFER

Offerors who are susceptible of receiving award will be elevated to Level 5 for Best and Final Offer. Offeror will be asked to respond in writing to issues and questions raised by the County as well as any other cost and implementation planning considerations in the proposal, and may be invited to present their responses on-site. Proposals will be re-evaluated based upon Criteria in level 2, 3 and 4.

Based on the result of the Best and Final Offer evaluation, a single offeror will be identified as the finalist for contract negotiations. If a contract cannot be reached after a period of time deemed reasonable by the County, it reserves the right to contact any of the other contractors that have submitted bids and enter into negotiations with them.

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 Telephone Services**.
- 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 the option of two (2) additional one (1) year renewals.
- 5.4 Pre-Proposal Conference: A **mandatory** pre-proposal conference will be conducted by Collin County at 1:00 p.m., May 9, 2017, in the Detention Facility Training Room, Collin County Justice Center, 4300 Community Ave., Suite 1530, McKinney, Texas 75071. This is to provide an opportunity for all interested companies to ask questions, receive clarification and additional documentation providing statistical information, and to tour the facilities. Participation in the conference is mandatory for any Contractor intending to submit a proposal. The site tour is also **MANDATORY** to avoid the situation of a proposal being submitted without the Contractor having seen the facilities. For the conference and tours, each participant shall have a valid driver's license or other officially-issued photo identification. At least one representative from the company electing to consider bidding and not more than two (2) individuals may participate for a single Contractor. Any additional participants shall receive the advance approval of Collin County. While the conference and site tours are mandatory, it is not mandatory that the same company representatives participate in both activities. Delegation of each task assignment is at the discretion of the Contractor; however, at least one company representative shall represent the Contractor at each activity.
- 5.5 Point of Contact: Information regarding the purchasing process and the contents of this RFP may be obtained from the Collin County Department or email cwilkerson@co.collin.tx.us, Courtney Wilkerson, Senior Buyer.
- 5.6 Funding: Funds for payment have been provided through the Collin County budget approved by the Commissioners' Court for this fiscal year only. State of Texas statutes prohibit the County from any obligation of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated orders or other obligations that arise past the end of the current Collin County fiscal year shall be subject to budget approval.
- 5.7 Price Re-determination: A price re-determination may be considered by Collin County only at the anniversary date of the contract. For purpose of this contract the anniversary date will be October 1st of each year. All requests for price re-determination shall be in written form, shall be submitted a minimum of sixty (60) days prior to anniversary date and shall include documents supporting price re-determination 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 bidder's past experience of honoring contracts at the bid price will be an important consideration in the evaluation of the lowest and best bid. Collin County reserves the right to accept or reject any/all of the price re-determination as it deems to be in the best interest of the County.
- 5.8 Completion/Response Time: Offeror shall place product(s) and/or complete services at the County's designated location according to the schedule proposed by offeror in Section 6.7.
- 5.9 Delivery/Setup/Installation: Locations for delivery and installation will be stated on the Collin County Purchase Order(s). Delivery shall include assembly, setup and installation and shall be included in proposal.

- 5.10 Freight/Delivery charges: shall be included in the submitted pricing. No additional fees for delivery/freight/fuel surcharge or other fees shall be invoiced or paid by Collin County.
- 5.11 Testing: Testing may be performed at the request of Collin County, by an agent so designated, without expense to Collin County.
- 5.12 Samples/Demos: When requested, samples/demos shall be furnished free of expense to Collin County.
- 5.13 Approximate Value: See Attachment A for commissions paid to Collin County in calendar year 2016. Approximate value does not constitute an order.
- 5.14 Approximate Usage: See Attachment A- Telephone Locations, Historical Commissions, and Usage Report for information regarding locations, current contract information, and gross revenue information.
- 5.15 Background Check: All Contractor employees that will be working on site or by VPN shall pass a criminal background check performed by Collin County before any work may be performed. The selected offeror shall be provided the required documents to submit required information for background checks.
- 5.16 Subcontractors: Offeror shall state names of all subcontractors and the type of work they will be performing. If an offeror fails to specify a subcontractor, then he shall be deemed to have agreed that he is fully qualified to perform the contract himself, and that he will fully perform the contract himself.

No offeror whose proposal is accepted shall (a) substitute any subcontractor, or (b) permit a subcontract to be voluntarily assigned or transferred or allow it to be performed by anyone other than the original subcontractor listed in the original proposal without approval in writing from the Collin County Purchasing Department.

The successful offeror further agrees that Collin County and its agents, servants and employees shall not be liable for any loss or damage resulting from personal injury, physical loss, harassment of or discrimination against employee or other violations of the provisions of this contract occasioned by the acts or omissions of the successful offeror's sub-contractors, their agents or employees. The indemnification provisions of this contract shall apply to all sub-contractors.

- 5.17 Confidential or Proprietary Information: Collin County is subject to the Texas "Public Information Act", Texas Government Code Chapter 552. Proposers shall identify those portions of their proposals that they deem to be confidential, proprietary information or trade secrets. Proposers shall clearly indicate each and every section to which this applies. It is not sufficient to preface the entire proposal with a proprietary statement. State of Texas Attorney General retains the final authority as to the extent of material that is considered proprietary or confidential.
- 5.18 Payment and Performance Bonds: 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 and a Performance Bond. Such bond shall be in the amount of the Minimum Annual Guarantee (MAG) 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).

5.19 PROPOSAL SCHEDULE

RFP released:	Tuesday, April 25, 2017
Pre-Proposal Conference:	Tuesday, May 9, 2017 at 1:00pm CST
Deadline for submission of contractor questions:	Friday, May 12, 2017 at 5:00pm CST
Proposals due:	Thursday, June 8, 2017 at 2:00pm CST
Demos/Interviews:	Approx. Dates Monday, July 10, 2017- Friday, July 14, 2017
Award of Solicitation:	September 2017

Collin County reserves the right to change the schedule of events as it deems necessary.

5.20 PURPOSE AND INTENT

The purpose and intent of this proposal is for Inmate Pay/Coinless Telephone Service for Collin County. There are approximately 272 telephones at the Collin County Detention Facility, Collin County Minimum Security, and at the John R. Roach Juvenile Detention Center. Visitation is counted as 2 phones for inmate and Family and Friends.

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

Contractors shall base their responses on the following quantities:

Collin County Detention Facility

One hundred-twenty (120) inmate telephones, three (3) roll around/portable phones-one (1) located in booking, one (1) located in infirmary, and one (1) in POD 3B female SHU, and seventy-four (74) visitation telephones.

Collin County Minimum Security Facility

Twelve (12) inmate telephones and twenty-eight (28) visitation telephones.

Juvenile Detention Facility

Thirteen (13) inmate telephones, twenty (20) visitation telephones, and two (2) lobby communication devices connected to a sound box.

Contractor shall present to Collin County future enhancements as they become available.

5.21 TECHNICAL REQUIREMENTS

Contractor shall provide a response for each item below in order and include item numbers in response.

5.21.1 SYSTEM CONFIGURATION

- 5.21.1.1 The Inmate Telephone System proposed by the Contractor shall be a web based, turnkey, Non-Coin Telecommunications Service.
- 5.21.1.2 The proposed Inmate Telephone System at Collin County facilities shall be capable of completing station-to-station collect calls from inmates.
- 5.21.1.3 The proposed Inmate Telephone System shall not require any electrical outlets at the actual telephone set locations.
- 5.21.1.4 The system should have a capability of simultaneously recording all inmate calls 24 hours a day, 7 days a week.
- 5.21.1.5 Is system both automatic and manual on and off?

5.21.2 **EQUIPMENT**

- 5.21.2.1 Contractor shall install new inmate telephones made of heavy gauge steel construction with armored keypad and Duraclear digital handset or approved equal. All units shall be provided with a handset cord, which will withstand 800 pounds of longitudinal tension. Each station shall be secured with special security type screws. Keypad locks are not acceptable. All inmate telephones shall be wall mounted, of stainless or equivalent tamper-resistant durable construction, suitable for use in a jail and comply with all standards and recommendations provided by the Texas Commission on Jail Standards. Telephones shall be in full compliance with Americans with Disabilities Act (ADA). Contractor shall provide catalog cut sheet of proposed telephone instruments and provide a demo during the evaluation process.
- 5.21.2.2 All equipment shall comply with Part 68 Federal Communications Commission (FCC) Rules and meet or exceed all applicable codes and standards for installation and service.
- 5.21.2.3 Contractor shall provide a portable unit. Describe the portal unit to be provided.
- 5.21.2.4 Indicate manufacturer and model of equipment being proposed.
- 5.21.2.5 Equipment shall be durable and tamper-free suitable for a jail environment. Give complete description of equipment offered including all functions available.
- 5.21.2.6 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.
- 5.21.2.7 Indicate the physical size of any controlling equipment, if any, to be installed at Collin County.
- 5.21.2.8 Indicate environmental conditions for this equipment if required.
- 5.21.2.9 Identify location of off premise equipment.

- 5.21.2.10 Are additions, future enhancements, and advancements in technology covered in this system? How are new features/enhancements loaded onto the system?
- 5.21.2.11 Can the proposed system be successfully demonstrated in similar environments to that of Collin County? If yes, explain.
- 5.21.2.12 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?
- 5.21.2.13 Identify the type of C.O. circuit/service that will be installed.
- 5.21.2.14 Include list of all items necessary for proper installation.
- 5.21.2.15 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. Provide specifications and indicate "up" time.
- 5.21.2.16 Equipment associated with Video Relay Services (VRS) for five (5) stations.

5.21.3 **GENERAL REQUIREMENTS**

- 5.21.3.1 The Inmate Telephone System shall provide outgoing collect service with no access to direct dialed or operator handled service.
- 5.21.3.2 The system shall be restricted to outgoing calls only, no incoming calls allowed.
- 5.21.3.3 Facility officials shall retain the capability of turning off or blocking service to any telephone or group of telephones from a central location inside the facility.
- 5.21.3.4 The system shall 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. **The system shall also have a do-not-record list.**
- 5.21.3.4 All telephones shall be FCC registered and Contractor's current FCC number shall be provided as part of the proposal response. Contractor shall submit a detailed description of all specific features offered.
- 5.21.3.5 The system proposed shall 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. Contractor shall provide a clear description of all automated operator services that will be used for Inmate calls.

- 5.21.3.6 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?
- 5.21.3.7 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?
- 5.21.3.8 Provide a diagram explaining the call routing of an inmate call, start to finish.
- 5.21.3.9 State what type of operating system the centralized system uses to execute its programs and functions? State from whom the facility will receive its software support?
- 5.21.3.10 At what time does the billing for an inmate call begin:
 - 5.21.3.10.1 When inmate dials number.
 - 5.21.3.11.2 When the proposed system dials desired number.
 - 5.21.3.11.3 When called party answers.
 - 5.21.3.11.4 When called party accepts call.
- 5.21.3.11 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.
- 5.21.3.12 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.
- 5.21.3.13 Describe how calls are processed by automated operator for collect station to station calls in a step-by-step, inmate centralized system interaction manner.
- 5.21.3.14 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.
- 5.21.3.15 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.
- 5.21.3.16 The offeror will assume the responsibility and liability for faulty hardware, software and /or fraudulent use of the equipment.
- 5.21.3.17 State who will carry local, intra-lata toll and interlata calls.
- 5.21.3.18 Identify the features/functions which is implemented on-site and which features/functions is remotely programmable.
- 5.21.3.19 How will software updating be accomplished? Will this be done remotely

or will someone be on-site?

- 5.21.3.20 How many system administration and remote system administration positions are standard with a CPU based system. Provide detail.
- 5.21.3.21 Describe the process for allowing free calls, as allowed by law, by inmates.
- 5.21.3.22 Describe any additional services, technical features or options that you feel are relevant to this RFP.
- 5.21.3.23 Is this proposal being submitted in conjunction with any other Contractors 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.
- 5.21.3.24 Contractor shall provide onsite technician at a minimum of 25 hours per week.
- 5.21.3.25 Juvenile Detention Inmates shall be able to dial out to 1-877-786-7263 (STOP ANE *abuse, neglect, exploitation*). This call shall not be recorded and shall be toll free – no charge or collect call.
- 5.21.3.26 Contractor shall meet or exceed any Criminal Justice Information Services (CJIS) network security requirements that may apply.
- 5.21.3.27 Inmates shall be able to purchase phone time via the provided Commissary kiosk.
- 5.21.3.28 Handset Cord Length
 - 5.21.3.28.1 12 inches for wall mounted inmate phones.
 - 5.21.3.28.2 32 inches for visitation booth phones and cart phones.
- 5.21.3.29 The system shall have the ability to erase or delete the recording of a specific call or conversation.

5.21.4 **BOOKING INMATE PHONES (QUANTITY OF 6)**

- 5.21.4.1 Contractor shall provide two (2) free completed calls on booking inmate phones (allowed by inmate using their specific PIN number) including the following requirements:
 - 5.21.4.1.1 The calls shall be limited to five (5) minutes each.
 - 5.21.4.1.2 If the called party doesn't accept, the inmate shall be able to continue making attempts until two (2) calls are accepted/completed.
 - 5.21.4.1.3 Once two (2) completed calls have been made, subsequent calls shall be on a collect basis.
 - 5.21.4.1.4 Contractor shall track and record all attempted and completed calls.

5.21.5 VISITATION PHONES

- 5.21.5.1 Software shall have the ability to record or not record conversations.

5.21.6 VIDEO RELAY SERVICE (VRS)

- 5.21.6.1 Provide Video Relay Service (VRS) for qualified hearing impaired offenders through an FCC approved interpreter service for a total of five (5) stations, four (4) at Detention Center and one (1) Juvenile Detention.

- 5.21.6.2 Capability for Collin County to program which offenders are authorized to place VRS calls.

- 5.21.6.2.1 Qualified offenders shall not be charged for VRS calls.

- 5.21.6.2.2 Unqualified offenders shall not be allowed to place VRS calls.

- 5.21.6.3 Capability to record and store both audio and video of VRS calls per the recording and storage requirements used for other offender calls.

- 5.21.6.3.1 Capability for Collin County to program certain phone numbers to not be recorded when called as a VRS call.
This includes phone numbers on the do-not-record list.

- 5.21.6.3.2 Provide for downloading VRS call recordings to a CD/DVD image.

- 5.21.6.4 VRS capable phones shall have the ability to provide regular audio telephone service when not being utilized for VRS calls.

- 5.21.6.5 Capable of limiting the duration of offender VRS calls.

- 5.21.6.5.1 The system shall have the ability for duration limits of VRS calls to be placed at the facility and/or housing unit level.

- 5.21.6.6 Shall include Call Detail Records (CDRs) for VRS calls with CDRs for other offender calls.

5.21.7 CALLING INSTRUCTIONS

- 5.21.7.1 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.

5.21.8 PROBLEM REPORTING CAPABILITIES

- 5.21.8.1 The proposed system should have automated problem reporting system that provides visual notification to the Contractor when issues arise.

Contractor shall be required to fully describe those capabilities in response to this paragraph. Contractor shall notify Collin County Representative of any failures immediately with an estimated restoration time. Contractor will provide updates to Collin County Representative every four hours until service is restored.

5.21.9 CALL BLOCKING

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

5.21.10 CALL BRANDING

- 5.21.10.1 All collect calls placed from Collin County on inmate telephones shall 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 shall have the capability to inform the called party at selected intervals during the conversation that they are speaking with an inmate and being recorded.

Contractor shall provide written or recorded example of call branding to be used.

5.21.11 ANSWER AND TERMINATION DETECTION

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

5.21.12 CALL DETAIL REPORTS

- 5.21.12.1 The Inmate Telephone System shall 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.
- 5.21.12.2 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 shall provide the following minimum information on all outgoing calls:

- 5.21.12.2.1 Time of day originated and terminated
- 5.21.12.2.2 Station number originating call
- 5.21.12.2.3 Number dialed
- 5.21.12.2.4 Line or Trunk group and trunk number call route
- 5.21.12.2.5 Duration of call in minutes and seconds
- 5.21.12.2.6 Method of call termination
- 5.21.12.2.7 Location of the station originating the call
- 5.21.12.2.8 Cost of the Call

5.21.12.3 All call detail records shall be collected and stored real time at a central, secure location with redundancy.

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

- 5.21.12.4.1 Called number duration
- 5.21.12.4.2 Specific date and range of dates
- 5.21.12.4.3 Disposition of call
- 5.21.12.4.4 All calls placed from a specific telephone of group of telephones
- 5.21.12.4.5 Call history
- 5.21.12.4.6 Cumulative call progress statistics
- 5.21.12.4.7 Cost of each call as billed

5.21.12.5 Samples of call detail reports shall be provided.

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

5.21.13 **CALL LENGTH CONTROL**

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

5.21.14 **CALL SUPERVISION**

5.21.14.1 The Inmate Telephone System shall 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 shall 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. **The system shall automatically exclude or block the ability to monitor any call involving a number on the do-not-record list.**

5.21.14.2 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.

- 5.21.14.3 The Inmate Telephone System should allow users with the appropriate password level to terminate an inmate call in progress instantly using the software provided.
- 5.21.14.4 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).

5.21.15 **CALL VALIDATION**

- 5.21.15.1 All calls shall 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.
- 5.21.15.2 The system shall eliminate any and all access to a live operator.
- 5.21.15.3 PIN's, allowed number list and blocked number lists shall be part of the validation process and maintained centrally.
- 5.21.15.4 A method for completing calls to Competitive Local Exchange Company (CLEC) customers in real time shall be provided. The system shall 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.

5.21.16 **CONTROLLED ACCESS**

- 5.21.16.1 The proposed Inmate Telephone System shall 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. Contractor shall describe in detail how this will be accomplished.
- 5.21.16.2 Facility officials shall 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.

5.21.17 **FRAUD CONTROL**

- 5.21.17.1 Aid in controlling fraudulent use of the telephone network shall be provided by interference with secondary call patterns, termination of calls if a second dial tone is detected, and prohibition of hook switch dialing.
- 5.21.17.2 Collin County will bear no responsibility for the loss of revenue as a result of fraudulent use of the telephone service. Fraudulent calls shall be the sole responsibility of the Contractor.
- 5.21.17.3 The system shall 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.
- 5.21.17.4 The system shall 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.
- 5.21.17.5 Explain process to ensure that inmate cannot pass messages.

5.21.18 INSPECTION AUDIT AND MAINTENANCE OF REPORTS

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

5.21.19 MAINTENANCE DIAGNOSTICS

- 5.21.19.1 The system software shall interrogate the system to perform continuous self-test diagnostics without Collin County personnel intervention.
- 5.21.19.2 When the system detects a problem, a visual notification should immediately be displayed to the support staff in the Contractor's maintenance center.
- 5.21.19.3 Contractor shall include clear, concise information describing the operation of the diagnostic system.

5.21.20 NETWORK ACCESS

- 5.21.20.1 Contractor shall 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 shall take effect immediately at all facilities. Describe in detail how this will be accomplished.
- 5.21.20.2 Contractor shall include, as part of this proposal, an integrated remote access component. This component shall 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 shall 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.
- 5.21.20.3 Contractor shall provide one (1) management workstation in the Classification section of the Detention Division and four (4) Panasonic Toughbook Laptop with aircard for internet access for the Criminal investigation section, see Attachment C for minimum Toughbook specifications). Contractor 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.

5.21.21 **INMATE PIN SYSTEM**

- 5.21.21.1 The Inmate Telephone System shall 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 shall 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.
- 5.21.21.2 Call duration, call velocity (# of calls allowed within a specified time frame), programmable free calls and phone usage periods shall be programmable by individual inmate PIN.
- 5.21.21.3 Each inmate PIN shall have the ability to have an associated call allowed number list that includes telephone numbers the inmate is permitted to call.
- 5.21.21.4 The Inmate Telephone System shall 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.
- 5.21.21.5 Contractor shall provide their identification methods for each caller to prevent PIN sharing and inmate fraud. Examples: cameras, voice recognition, fingerprint scan and retina scan.

5.21.22 **HOT NUMBER ALERTS**

- 5.21.22.1 The system shall 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 shall 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 shall allow system administrators to add or remove destination numbers from the hot list using an onsite workstation provided by the system Contractor. 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 shall not reflect a call to a number on the do-not-record list on the list of hot-number alerts.** The system shall allow the chain of three numbers to be called and sequential form to alert facility personnel. The system shall allow the person monitoring the conversation to terminate the call in progress should the need arise.

5.21.23 **MISCELLANEOUS TELEPHONE EQUIPMENT**

- 5.21.23.1 Contractor shall 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 shall 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 shall be security level based and password protected.

5.21.24 OPERATOR SERVICES AND VOICE PROMPTS

- 5.21.24.1 Automated operator services provided by the Inmate Telephone System shall 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.
- 5.21.24.2 If additional languages should be required, the system shall 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 shall be made at no extra cost to Collin County.
- 5.21.24.3 Any voice prompt required during the operation of the inmate telephone shall be clear and concise.

5.21.25 UNINTERRUPTED POWER SUPPLY (UPS)

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

5.21.26 SYSTEM INTEGRITY

- 5.21.26.1 It shall be the responsibility of the Contractor 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 Contractor agrees that:
 - 5.21.26.1.1 The Contractor is familiar with the local conditions under which this inmate telephone service system shall perform.
 - 5.21.26.1.2 The Contractor possesses the capabilities, hardware, and personnel necessary to provide an efficient and successful inmate telephone service system.
 - 5.21.26.1.3 The Contractor agrees that they shall be solely responsible for all services proposed. Notwithstanding the details presented in this RFP, it is the responsibility of the Contractor 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 Contractor to meet these specifications shall be provided by the Contractor at no extra cost or decrease of commission to Collin County.

5.21.27 CALL RECORDING

- 5.21.27.1 Collin County requires that the Inmate Telephone System shall 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

- 5.21.27.2 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.
- 5.21.27.3 The system shall utilize self-contained, hard drive call record storage. DAT tape and other off line or “near-line” methods are not acceptable. Call records shall be easily retrieved. This process shall be simple as well as expedient.
- 5.21.27.4 The recording system shall 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. After the three (3) years the recordings shall be destroyed.
- 5.21.27.5 For playback purposes, the recording system shall 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.
- 5.21.27.6 The system shall provide a playback history list of a recorded call(s) to determine every user that has listened to the recorded call.
- 5.21.27.7 The system shall 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 shall include the call record detail (time and date of the call, PIN number, destination number, etc). Existing archived call records shall also be able to be retrieved with this equipment.
- 5.21.27.8 All recordings from every site shall 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 Contractor should provide details for each of the following items as they pertain to the proposed Recording system:

5.21.28 SECURITY ENVELOPE

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

5.21.29 LOCKING CALLS

- 5.21.29.1 Via a workstation, the system shall allow administrators to “lock” call recordings to ensure their retrieval beyond the on-line storage period for one (1) year. Once a call recording is locked, it shall be available on-line until unlocked.

5.21.30 SEARCH AND PLAY PARAMETERS

- 5.21.30.1 Via the workstation, the system shall 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.
- 5.21.30.2 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.

5.21.31 LIVE MONITORING/REMOTE MONITORING

- 5.21.31.1 The inmate recording system shall allow for live monitoring in real time, without any interference to existing recording operation. **The system shall automatically exclude or block the ability to monitor any call involving a number on the do-not-record list.** 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 shall not be detectable by the callers.

5.21.32 REPORTS

- 5.21.32.1 The Inmate Telephone System shall 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 shall be able to provide a return a list of calls matching the criteria. The system shall allow this list to be printed in report format. Additionally, the system shall provide the ability to produce call count reports as well as frequency reports based on the above listed criteria.
- 5.21.32.2 Explain reporting procedure. Can offerer provide, within 24 hours, a complete list of all telephone numbers called from an inmate telephone?

5.21.33 ATTACHING NOTES TO CALL DETAIL RECORDS

- 5.21.33.1 System users shall 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.

5.21.34 USER PASSWORD SYSTEM

- 5.21.34.1 Security shall 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 shall have the ability to set user access parameters for other users according to security requirements. Contractors shall describe in detail how their password security system is managed, including samples of user setup screens.

5.21.35 USER LOGS

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

5.21.36 PREPAID CALLING

- 5.21.36.1 The Inmate Telephone System shall provide prepaid calling features respective to both the inmate and the called party. The prepaid system shall 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.

5.21.37 INMATE PIN-BASED PREPAY

- 5.21.37.1 The Inmate Telephone System shall provide a prepaid calling option for inmates with the following features:
- 5.21.37.1.1 Inmates shall 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.
 - 5.21.37.1.2 The prepaid system shall allow for international calls and shall not require any assistance from a third party.
 - 5.21.37.1.3 All prepaid calls shall be subject to all call restrictions provided with collect calling on the inmate telephone platform such as blocking, velocity, call duration, etc.

5.21.38 CALLED PARTY PREPAY

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

- 5.21.38.1.1 The system shall 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.
- 5.21.38.1.2 The system shall 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 shall then provide the called party with the option of establishing a prepaid account.
- 5.21.38.1.3 The successful Contractor shall staff an account management group to receive inbound calls for customers who wish to have a prepaid account established for them.

5.21.39 **SUPPORT**

- 5.21.39.1 Explain service support. Can 24 hour service be provided? Is a toll free service hot line available? State location of technicians.
- 5.21.39.2 Explain maintenance procedures. Indicate schedule of service for maintaining equipment.

5.21.40 **TRAINING REQUIREMENTS**

- 5.21.40.1 Onsite system and user training shall be provided by the contractor to Collin County personnel.
- 5.21.40.2 Provide a training plan and training to ensure that Collin County’s system support staff can adequately perform all basic system related administrative, diagnostic and proactive management functions within the proposed system.
- 5.21.40.3 Provide detailed system documentation that describes all system administration functions.
- 5.21.40.4 Provide Collin County with one (1) electronic copy each of the User’s Manual and the Systems Administration Guide.

5.22 **FACILITY COMMISSIONS**

5.22.1 **BILLING**

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

5.22.2 COMMISSION PAYABLE

- 5.22.2.1 The proposed commission payable shall be based on Contractor's total gross billings for all calls placed on the Inmate Telephone System. For the purpose of this RFP, total gross billings shall be defined as total calls placed on or through the Inmate Telephone System, billed at the rates authorized under Contractor's proposal, as accepted by Collin County or as subsequently modified pursuant to the specifications. Pursuant to Paragraph 5.21.12.1, 5.21.12.2, 5.21.12.3, 5.21.12.4, 5.21.12.5 & 5.21.12.6 herein, call detail records shall 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 Contractor. Additionally, there **shall** be no deduction of commission made for prepaid calls regardless of prepay method, inmate or destination number. Contractors 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 Contractor. The commission quoted by each Contractor should be calculated accordingly. No bonuses or upfront commission payments will be accepted. Offering such will be grounds for immediate Contractor disqualification.

5.22.3 TARIFFS

- 5.22.3.1 Contractor shall 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 shall include a copy of Contractor's current approved tariff schedules and predominant carrier schedule. Contractor shall 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.

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

5.22.4 COMMISSION CHECKS

- 5.22.4.1 Commission checks shall be submitted to Collin County on a monthly basis, and shall 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 shall be made within thirty (30) days after the closing of the billing cycle.

5.22.5 NARRATIVE OF ACCOUNT SUPPORT

- 5.22.5.1 Contractor shall submit a detailed narrative describing Contractor's current existing account support staff, offices, equipment and software. If Contractor proposes to add additional account support in order to meet the specifications contained in sections 5.22.1, 5.22.2, 5.22.3 & 5.22.4.

Contractor should describe specifically how its present account support would be supplemented.

5.22.6 BIOMETRIC TECHNOLOGY (REFER TO SECTION 6.9)

5.22.6.1 The County is looking for Contractors that can provide Biometric Technology.

The Biometric Technology to be provided should verify an offenders identity through voice, fingerprint or other biometric method. The biometric technology shall have reporting capabilities and be able to recognize fraud.

5.22.7 TRANSCRIPTION AND TRANSLATION REQUIREMENTS

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

5.22.7.1 All recordings shall be captured at the telephone switch or voice over IP to ensure highest quality recording.

5.21.12.3 All recordings shall be captured as either uncompressed (preferable) or using MPEG4 or GSM compression.

5.21.12.4 All stored telephone recordings on the Inmate Telephone System shall be accessible via network by the North Central Texas Fusion System.

5.21.18 ATTORNEY-CLIENT PRIVILEGE

5.22.8.1 An automatic voice prompt shall notify a call's participants, immediately after the system confirms that the call has been answered and accepted, that the call may be recorded.

5.22.8.1.1 Collin County shall be able to direct the contractor to change the content of any automatic message or voice prompt.

5.22.8.2 The system shall be able to recognize individual telephone numbers that are on a do-not-record list and automatically *not* record a call involving such a number.

5.22.8.2.1 Collin County shall be able to add telephone numbers to the do-not-record list.

5.22.8.2.2 The system shall have a do-not-record list.

5.22.8.2.3 The ban on recording calls involving a phone number on the do-not-record list applies to the VRS calls as well. (Refer to Section 5.21.6.3.1)

- 5.22.8.2.4 The system shall not reflect a call to a number on the do-not-record list on the list of hot-number alerts. (Refer to Section 5.21.22)
- 5.22.8.3 The system shall automatically exclude or block the ability to monitor any call involving a number on the do-not-record list. (Refer to Section 5.21.14 & 5.21.31)
- 5.22.8.4 The system shall be able to track data and produce a report or record of each of the following:
 - 5.22.8.4.1 a complete copy of the do-not-record list for a given date.
 - 5.22.8.4.2 a record that a number was on the do-not-record list at the date and time of the call (or that a number was on the list on a given date without having to produce the complete list).
 - 5.22.8.4.3 a record that a call to a number on the do-not-record list was made and was not recorded.
 - 5.22.8.4.4 a record that a specific call—identified by the recipient’s phone number, date, time, and inmate or inmate PIN—was identified and erased.
 - 5.22.8.4.5 a record that calls, occurring between two dates, to a number on the do-not-record list were not recorded.
 - 5.22.8.4.6 a record that tracks the history of a specific call—identified by the recipient’s phone number, date, time, and inmate or inmate PIN— or the fact that a specific user accessed a call’s data or recording or that one user forwarded a call, its data, or recording to another user or destination.
 - 5.22.8.4.7 The system shall be able to monitor and provide a report for any attempts to edit or tamper with any of the records or reports that are kept within the system.

6.0 PROPOSAL FORMAT

In accordance with the directions below, offeror shall provide a response for each item in Sections 5.21 and 6.2-6.10 in order and include item numbers in response. Answer all questions fully, clearly, and concisely, giving complete information. Do not skip items. Do not refer to other parts of your proposal for the answers. You may not modify either the order or language of the question. Responses shall include a statement of “agree”, “confirmed”, “will provide”, “not applicable”, or “exception taken” along with any additional information. If an item is “not applicable” or “exception taken”, offeror shall state that and refer to Section 7.0 Exceptions, with explanation.

Offeror shall adhere to the instructions in this request for proposals on preparing and submitting the proposal. If offeror does not follow instructions regarding proposal format, points will be deducted during the evaluation process.

6.1 PROPOSAL DOCUMENTS: To achieve a uniform review process and to obtain a maximum degree of comparability, the proposal shall, at a minimum include a Table of Contents detailing sections and corresponding page numbers.

- 6.1.1 Proposals may be submitted online via <http://collincountytx.ionwave.net> or submitted via CD-ROM or Flash Drive. Electronic submissions are preferred.
- 6.1.2 If submitting manually, proposal shall be submitted in a sealed envelope or box with RFP name, number, and name of firm printed on the outside of the envelope or box. Manual submittals shall be sent/delivered to the following address and shall be received prior to the date/time for opening:

Collin County Purchasing
2300 Bloomdale, Suite 3160
McKinney, TX 75071

Paper copies shall be printed on letter size (8 ½ x 11) paper and assembled using spiral type bindings, staples, or binder clips. Do not use metal-ring hard cover binders. Manual submittals shall include an electronic copy in a searchable format.

It shall be the responsibility of the offeror to insure that their proposal reaches Collin County Purchasing prior to the date/time for the opening no matter which submission method is used.

6.2 FIRM OVERVIEW

The contractor is requested to define the overall structure of the Firm to include the following:

- 6.2.1 A descriptive background of your company’s history.
- 6.2.2 State your principal business location and any other service locations.
- 6.2.3 What is your primary line of business?
- 6.2.4 How long have you been selling product(s) and/or providing service(s)?
- 6.2.5 State how many and the locations where your product/services are in use.
- 6.2.6 Provide a list of other projects that you are currently involved with or will be involved with.

6.2.7 Contractor shall disclose outages that last longer than eight (8) hours in a single day over the past year.

**6.3 PROPOSED PROJECT TEAM STAFF /QUALIFICATIONS/EXPERIENCE/
CREDENTIALS**

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

6.4 TECHNICAL REQUIREMENTS

6.4.1 Offeror shall provide a response for each of the requirements in Section 5.21 in order and include item numbers in response. Any exceptions shall be stated in Section 7.0.

6.4.2 Offeror shall follow format outlined in Section 6.0 when submitting responses.

6.5 PROJECT PLAN AND METHODOLOGY

Contractor shall provide a response for each statement below in order and include item numbers in response.

6.5.1 Provide a specific, detailed project plan that describes how the Contractor intends to provide the requested hardware, software, and services which are set forth in this Scope of Work. Contractor shall explain, in full detail, how the Contractor will meet all the needs of Collin County detailed in the Scope of Work. Contractor shall not summarize its services in this section. Rather, explain exactly how the Contractor can meet Collin County's needs. If applicable, include items such as technical details and descriptions, key personnel, implementation plans, customer service, timetables, deliverables, ongoing communication with Collin County.

6.5.2 Any services Contractor cannot provide that are stated in Section 5.0 of the Request for Proposal, shall be disclosed in writing in the section labeled Exceptions at the end of the proposal. If no exceptions are listed in the section labeled Exceptions, it is understood that the Contractor has agreed to requirements as listed in the RFP.

6.5.3 Demonstrate a clear understanding of the tasks and the potential problems in meeting the Scope of Work requirements. The Contractor shall include a statement and discussion of anticipated major difficulties and problems areas, together with potential or recommended approaches for their solution.

6.5.4 Respond to all elements of the RFP and Scope of Work.

6.5.5 Include a phased approach as well as complete system integration for the Inmate Telephone System.

6.5.6 Provide a draft project plan (including GANTT Chart) in Microsoft Project or other suitable format that describes the project level tasks, sub-tasks, duration, resources and appropriate dependencies.

6.5.7 Include performance testing, user acceptance testing time period and end-to-end testing on all services as well as an identification of number and quantity of Collin County/Contractor resources to conduct the testing.

- 6.5.8 Provide, subject to Collin County's approval, a single, primary contact on behalf of the Contractor.
- 6.5.9 Include roles and responsibilities of the Contractor and its representatives, including development, implementation, post-implementation, support and service level agreements for implementation issues both immediate and on-going.
- 6.5.10 Describe in proposal the process/procedures and system requirements to provide trouble-shooting services. (E.g. VPN remote access under Collin County Information Technology's VPN Policy).
- 6.5.11 Disaster recovery services should be outlined, if the contractor proposes such service.
- 6.5.12 Explain in detail how the contractor will support the system over the life of the contract.
- 6.5.13 Describe the real time call monitoring process. How will alarms and printed information be provided.

6.6 REFERENCES

- 6.6.1 Offeror is requested to include at least three (3) references with names, addresses, email addresses, and telephone numbers and description of the project. References with similar projects and users are preferred.

6.7 TIME SCHEDULE

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

6.8 PRICING

- 6.8.1 Complete Attachment B – Pricing and Commissions Schedule. Contractor shall provide pricing in accordance with the FCC Rates as applicable.
- 6.8.2 Identify all revenue proposed for Collin County. See Attachment B– Pricing and Commissions Schedule.
- 6.8.3 Using your pricing stated in Attachment B, Proposed Pricing and Commission Schedule state cost for 15 minute call using the Intralata for prepay and debit including all fees charged to friends and family.

6.9 VALUE ADDED SERVICES

- 6.9.1 Provide cost and description for additional product(s), upgrades, intelligence gathering technology, biometric technology (Refer Section 5.22.6), etc.

6.10 MAINTENANCE AND SUPPORT

- 6.10.1 Offeror shall provide a response for Support, Section 5.21.39 in order and include item numbers in response. Any exceptions shall be stated in Section 7.0.
- 6.10.2 Provide maintenance and repair solution.
- 6.10.3 Include account support description including sales representatives, maintenance support and customer service representatives.

7.0 EXCEPTIONS

Instructions for completing section:

The exception table shall be completed for any exception from requirements identified in this RFP. Please complete the following worksheet listing any and all exceptions from the information requested in the Request for Proposal. Attach additional pages as needed. If no exceptions are listed in Section 7.0 it is understood that the offeror has agreed to all RFP requirements, the response will be considered as confirmed even if it is listed elsewhere as an exception.

Section Number/ Question Number	Required Service Offeror is Unable to Perform	Steps Taken to Meet Requirement