

# Bedford County, Tennessee



## REQUEST FOR PROPOSAL RFP 10-46

Inmate Phone System

## 1.0 General

Bedford County Government is seeking proposals for a telephone system to provide collect-only call service from inmates in the Bedford County Jail. The proposed system must meet all local, state and federal standards and regulations for inmate telephone systems.

Bedford County is interested solely in proposals that will combine new state-of-the-art equipment and technology with the highest level of support and cooperation from the selected vendor to best meet the needs of the Bedford County Jail. It should be understood that the proposed system will be expected to provide revenue to Bedford County and that the vendor will be fully responsible for all equipment, line costs, installation and maintenance.

### 1.1 Introduction

#### 1.1.1 Background

The Bedford County Jail is located at 210 N Spring Street, Shelbyville, TN 37160. Male inmates are housed in A, B, and D Blocks as well as Lockdown. Female inmates are housed in C Block. A Block consists of 36 beds separated into six and eight person cells; B Block consists of five, two person cells; C Block has 35 beds similar in design to A Block; D Block is a 24 person dormitory; and the Lockdown area consists of three, two person cells. Telephones are located in each Unit's dayroom. There is currently two phones located in A, B, C, and D Blocks; One phone located in Lockdown; One phone located in booking; and one phone located in the kitchen crew area. Finally, a pay phone is located in the public lobby of the jail. The rated capacity for the jail is 111. The average daily population for 2007 was 120, 2008 was 127, and 2009 was 130 inmates. There were 3,054 inmates booked in 2008, 4,071 in 2009, and 508 in 2010 through February 24<sup>th</sup>. Prisoners are held in the Bedford County Jail for pretrial confinement and while serving a sentence to confinement.

#### 1.1.2 Current Environment

The Bedford County Jail is currently equipped with a complete telephone system for the use of the inmates.

The Jail Lieutenant's office has a computer provided by the current vendor that is used for the administration, monitoring, recording, and storing of information regarding the operation of the inmate phone system. The current system currently uses a tape backup for inmate call recording.

## 1.2 Invitation to Submit Proposal

### 1.2.1 Vendor Qualifications

Bedford County is contacting prospective vendors who have an interest in or are known to do business relevant to this Request for Proposal for inmate phone services. The vendor must be an experienced, reputable firm in inmate phone services. Vendors not currently involved with inmate services will not be considered for this contract.

1.2.2 The vendor must have installed at least five operating systems with a minimum of ten phones each in facility housing a minimum of 111 inmates. Provide a list including name, location and size of facility, date of installation, number of phones and a contact person and phone number.

1.2.3 The vendor must provide a list of at least two installations completed within the last year. Include name, location and size of facility, date of installation, number of phones and a contact person and phone number.

1.2.4 Vendors are required to provide information regarding any citations or investigations by any regulatory body regarding inmate phone service. Identify the regulatory body, specific charge, and disposition of the situation and date of the occurrence.

1.2.5 All systems of the type proposed must have been operational in a customer, non-test environment for at least one year by the date of proposal opening.

1.2.6 Vendors are required to demonstrate active involvement with the American Jail Association and/or the American Correctional Association.

## 1.3 Instructions to Vendors

### 1.3.1 Issuing Office

This Request for Proposal is being issued by Bedford County Government through the Bedford County Finance Department, 841 Union Street, Suite 102, Shelbyville, Tennessee 37160. Technical inquiries regarding this project should be directed to Lieutenant Trey Arnold at (931) 684-0893, bcjail@cafes.net. Questions concerning proposal submission should be directed to the Finance Director, Robert Daniel, County Finance Department at (931) 685-2024, Robert.daniel@bedfordcountyttn.org. Office hours are 8:00 a.m. to 4:00 p.m. CDT, Monday through Friday. **Other than technical questions, vendors are not allowed to make direct contact with the jail regarding this proposal process.**

### 1.3.2 Proposal Guarantee

Vendors are asked to guarantee that all information included in their proposal will remain valid for a period of ninety (90) days from the date of proposal opening to allow for evaluation of all proposals.

### 1.3.3 Mandatory Pre-proposal Conference and Site Visits

**All interested parties must attend a pre-proposal conference and site visit of the jail to familiarize them with the facility.** Any additional information will be made available to those vendors attending the conference and site visit. This meeting will be held on Tuesday, April 13, 2010, at 2:00 p.m. All interested vendors should contact Lieutenant Trey Arnold at (931) 684-0893, no later than Tuesday, April 6, 2010, to make reservations for a site visit. Proposals will not be accepted from any vendor that does not make a site visit.

### 1.3.4 Clarification and Interpretation of RFP

The words “must” and “shall” in this Request for Proposal indicate mandatory requirements. Taking exception to any mandatory requirement may be grounds for rejection of the proposal. There are other requirements that Bedford County considers important but not mandatory. It is important to respond in a concise manner to each section of this document and submit an itemized list of all exceptions.

In the event that any interested vendor finds any part of the listed specifications, terms or conditions to be discrepant, incomplete, or otherwise questionable in any respect, it shall be the responsibility of the concerned party to notify Bedford County, in writing, of such matters immediately upon receipt of this Request for Proposal.

### 1.3.5 Discussions

Discussions may be conducted with the vendors which have submitted proposals determined to be reasonably likely of being considered for selection, to assure a full understanding of, and responsiveness to, the RFP requirements. Every effort shall be afforded to assure fair and equal treatment with respect to the opportunity for discussion and/or revision of their respective proposals. Revisions may be permitted after the submission and prior to the award for the purpose of obtaining the best offers. There shall be no disclosure of any information derived from the proposals submitted by competing vendors prior to the submission of a recommendation to the Bedford County Board of County Commissioners.

## 1.4 Response to Request for Proposal

#### 1.4.1 Related Costs

Bedford County is not responsible for any costs incurred by any vendor pursuant to the Request for Proposal. The vendor shall be responsible for all costs incurred in connection with the preparation and submission of its proposal.

#### 1.4.2 Package

The package containing the proposal must be sealed and clearly marked "BID NO. 10-46 INMATE TELEPHONE SYSTEM" on the outside of the package. The package should be addressed to Bedford County Department of Finance, 841 Union Street, Suite 102, Shelbyville, Tennessee 37160, and Attention: Mr. Robert Daniel.

#### 1.4.3 Deadline

Sealed proposals will be accepted until 2:00 p.m., Wednesday, April 28, 2010. Proposals received after that time will be deemed invalid and returned unopened to the vendor. Vendors mailing proposal packages must allow sufficient time to ensure receipt of their package by the time specified. There will be no exceptions.

#### 1.4.4 Number of Copies

An original and two complete copies of the proposal package must be submitted in accordance with Section 1.4.3.

#### 1.4.5 Contents of Proposal Package

##### 1.4.5.1

Proposal must include a cover letter, table of contents, and an executive summary by the vendor.

##### 1.4.5.2

Proposal must include a point-by-point response to the RFP. Vendors must state the section number of each point or question from the RFP, followed by the response. If no specific information is required from the vendor, "Understand and comply" will be an acceptable response.

##### 1.4.5.3

Proposal must include a list of any exceptions to the requirements of all sections.

#### 1.4.5.4

Proposal must include the legal name of the vendor and must be signed by a person or persons legally authorized to bind the vendor to a contract.

#### 1.4.5.5

Proposal must include a copy of the contract(s) the vendor will submit to Bedford County to be signed should the contract be awarded to the vendor.

#### 1.4.5.6

Proposal must include the furnishing of all equipment, accessories, data base information, software, hardware, labor and materials for the installation and operation of the system. It must be understood that the successful vendor will be responsible for all costs associated with the inmate phone system, both prior to installation and for continued operation costs throughout the term of the contract.

#### 1.4.5.7

Proposal must include complete information regarding the commission rates including the basis used by the vendor in determining the amount paid to Bedford County.

### 1.4.6 Withdrawal or Modification of Proposal

A withdrawn proposal may be resubmitted up to the time designated for the receipt of proposals provided that it then fully conforms to the same general terms and requirements.

## 1.5 Procedures for Evaluating Proposals and Awarding Contract

### 1.5.1 Proposal Evaluation

#### 1.5.1.1

Proposals will be examined for compliance with all requirements in Section 1. Proposals that do not comply may be rejected without further evaluation.

#### 1.5.1.2

Proposals will be subjected to a technical analysis and evaluation. In addition to equipment, service experience, software flexibility, and responses from references will be carefully evaluated.

#### 1.5.1.3

Proposals will be evaluated on commission rates and optional items only after it is determined that all general conditions and technical requirements have been met.

#### 1.5.1.4

Oral presentations and written questions for further clarifications may be required of some or all vendors.

#### 1.5.1.5

If requested, vendors shall provide for site visits to one or more similar installations or to the vendor's monitoring/service facility for selected Bedford County Jail staff members. Proposal should include the name and location of a facility vendor would suggest for a possible site visit.

#### 1.5.1.6

Vendors may be requested to submit a best and final offer after evaluations, discussions, oral presentations and site visits have been completed.

### 1.5.2 Awarding the Contract

#### 1.5.2.1

Bedford County reserves the right to reject any and all proposals.

#### 1.5.2.2

Bedford County reserves the right to waive any irregularities in any proposal.

### 1.5.3 Schedule of Events

- 1. March 28, 2010 – Publication of Legal Notice**
- 2. March 31, 2010 – RFP to Prospective Vendors**
- 3. April 6, 2010 – Deadline for Reservations for Mandatory Pre-Proposal Conference and Site Visit**
- 4. April 13, 2010 – Pre-proposal Conference and Site Visit  
April 14, 2010 – Alternate Pre-proposal Conference and Site Visit**
- 5. April 28, 2010 – Deadline to Submit Proposals**
- 6. May 12, 2010 - Approximate Date for Contract approval**
- 7. June 23, 2010 - Begin Installation**
- 8. June 30, 2010 - Complete Installation**

## 2.0 Terms and Conditions

### 2.1 Information, Discussion and Disclosures

2.1.1 Any information provided by Bedford County or any vendor prior to the release of this RFP, verbally or in writing, is considered preliminary and is not binding on Bedford County or the vendor.

2.1.2 Vendors must not make available nor discuss any cost information contained in the proposal to or with any employee of Bedford County from the date of issuance of this RFP until the contract award has been announced, unless allowed by the issuing office for the purpose of clarification or evaluation. **Vendors are not allowed to visit or call the jail or have any type of direct communications with any personnel of the Bedford County Sheriff's Office at any time during this process except for technical inquiries provided for in Section 1.3.1 and the specific site visits provided for in Section 1.3.3.**

### 2.2 Addenda

2.2.1 In the event that Bedford County finds it necessary to supplement, modify or interpret any portion of the RFP prior to the proposal due date, a written addendum will be mailed, faxed, e-mailed, or delivered to all prospective vendors. Prospective vendors are defined as those vendors who have expressed an interest in writing to the Bedford County Finance Department and/or attended the pre-proposal conference.

2.2.2 All addenda will become part of this RFP and be responded to by each vendor.

2.2.3 All addenda must be acknowledged in writing in the proposal submitted by the vendor.

### 2.3 Completion and Termination

2.3.1 This project should be completed by June 30, 2010. Vendors taking exception to this completion deadline must include a specific installation schedule with guaranteed completion date to be considered for acceptance. Vendors not taking exception will be expected to meet the June 30, 2010, deadline or be in violation of the terms of the contract.

2.3.2 All work performed will be of first class workmanship representing the highest standards. All work and materials will be inspected by Bedford County's representatives and unacceptable or substandard work or materials will be redone or replaced solely at the vendor's expense.

2.3.3 In the event of any breach of contract by the successful vendor, Bedford County may serve written notice to the vendor of its intention to terminate the contract.

Unless within thirty (30) days after serving such notice such violation shall cease, the contract will be terminated without any liability or cancellation charges to Bedford County.

- 2.3.4 Bedford County or the vendor may cancel the contract by giving the other party written notice ninety (90) days in advance.

## 2.4 Assignment

Neither the vendor nor Bedford County may assign this agreement without prior written consent of the other party.

## 2.5 Contract Documents

This Request for Proposal and the vendor's proposal, as amended between Bedford County and the successful vendor, will become an addendum to the contract documents. It should be understood that the terms and conditions, specifications and requirements of this Request for Proposal would take precedent in the event that any part of the vendor's standard contract is in conflict with these proposal documents.

## 2.6 Length of Contract

The contract will be for a period of one (1) year with an option to renew the contract in one-year increments for an additional two (2) years. It will be the responsibility of both parties to notify the other party in writing no less than sixty (60) days before the expiration of the contract period if the contract is not to be extended for the additional one-year term(s). Under no circumstances shall the contract extend for more than three (3) years.

## 2.7 Insurance Coverage

Vendors shall maintain limits no less than the amounts specified in the following sections.

- 2.7.1 Commercial General Liability Insurance - \$1,000,000

- 2.7.2 Business Automobile Liability Insurance - \$1,000,000

- 2.7.3 Workers' Compensation and Employer's Liability Insurance – \$500,000

- 2.7.4 Bedford County shall be listed as an additional insured on the above required liability insurance policies. A signed certificate of insurance shall evidence all policies and coverage shall not be cancelled without a minimum of thirty (30) days cancellation notice to the Bedford County Finance Department. All coverage shall be placed with Tennessee admitted insurers rated no less than A-

or better by A.M. Best's rating service or as approved by the Bedford County Finance Department.

## 2.8 Liabilities

- 2.8.1 The vendor shall indemnify Bedford County against liability for any suits, actions, or claims of any character arising from or relating to the performance under this contract by the vendor or its subcontractors.
- 2.8.2 Bedford County has no obligation for the payment of any judgement or the settlement of any claim made against the vendor or its subcontractors as a result of obligations under this contract.

## 2.9 Subcontracting

The vendor may subcontract portions of the work to be performed but shall retain full responsibility for all work. All subcontractors must be approved by Bedford County prior to commencement of work.

- 2.9.1 The vendor must submit a list of all subcontractors proposed for portions of the work. The exact portion of the work that each subcontractor will perform must be clearly identified.
- 2.9.2 Bedford County will consider the qualifications of all subcontractors in the evaluation of any proposal.
- 2.9.3 Bedford County reserves the right to reject any subcontractor proposed for work on this project. The vendor must agree to replace a subcontractor at any time during the term of the contractor at the sole discretion of Bedford County.

## 3.0 System Requirements

The purpose of this Request for Proposal is to secure a high quality, state-of-the-art inmate telephone system for the Bedford County Jail. The proposed system will be expected to generate revenue for Bedford County without the expense of a customer owned system. The following specifications are meant to establish minimum requirements only. Vendors are encouraged to provide information regarding additional benefits available with their proposed system.

### 3.1 Administration

- 3.1.1 The system must be equipped for customer control regarding database information. A complete description should be provided of system access including hardware and/or software.

#### 3.1.1.1

Provide specific information regarding the personal computers and other related equipment that will be provided.

#### 3.1.1.2

Bedford County desires a web based system that can persons approved by the Bedford County Sheriff can access for monitoring and investigative purposes. Provide a detailed description of the proposed system's ability to meet this requirement.

#### 3.1.1.3

Provide specific information regarding the equipment that will be provided for remote access by persons approved by the Bedford County Sheriff.

3.1.2 The system must provide the flexibility to establish hours of service, length of calls, restrict numbers to be called, remove restricted numbers, and alter service by individual phones, groups of phones, or for the complete system. Describe the full extent that services may be programmed.

3.1.3 The Bedford County Jail uses a "Jacket Number" to identify inmates booked into the jail. This number is inmate specific and will be used each time the inmate enters the jail. This number is entered into the jail management system "SOMS" used by the jail. Currently, there is no inmate identifier used in the inmate phone system. It has created both a challenge and increases the amount of time spent conducting investigations when using the inmate phone system as an investigative tool. The proposal should identify how this can be addressed for the purpose of tracking individual inmate utilization of the phone system. Ideally, the process would provide for the use of inmate identification numbers and the ability for them to be activated and deactivated.

#### 3.1.3.1

Restrictions regarding call duration, usage periods, and pre-programmed free calls must be available at the inmate identification number level.

#### 3.1.3.2

Explain how any proposed system will allow inmate identification numbers usage to be restricted to a particular housing area.

3.1.4 The system must provide the ability to generate reports including: call detail reports by phone, by date and time, by number dialed, by inmate identification

- number, and most frequently called numbers. Describe all reporting capabilities available and include copies of examples for each of the formats listed above.
- 3.1.5 Describe the capability of the proposed system to accommodate remote access for County personnel for administrative and investigative purposes.
  - 3.1.6 Describe the training that will be provided for Bedford County personnel responsible for system administration. Include information for on-going training that may be available for new employees, after software upgrades, system revisions, etc.
  - 3.1.7 The proposer shall supply one user workstation and printer.
  - 3.1.8 A complete set of operating manuals or documentation must be included for the proposed system. In addition, provide information regarding access to on-line documentation or support services for administrative purposes.
- 3.2 Billing
- 3.2.1 All calls must be billed as collect calls to the individuals accepting the calls.
  - 3.2.2 All local calls must be billed in accordance with the regulations of the Tennessee Regulatory Authority. Vendors must include in this proposal detailed information regarding the per call rate that will be billed to the called party for a local call placed from the Bedford County Jail. The per call rate will be in effect for the entire length of the awarded contract unless changes are agreed to by both parties and/or to comply with regulation changes from the Tennessee Regulatory Authority.
  - 3.2.3 Per Tennessee Regulatory Authority regulations, long distance calls must be billed at a rate not to exceed the rates approved for the dominant intraLATA and interexchange carrier in the state. Vendors must include in this proposal detailed information regarding the per minute rate that will be billed to the called party for a toll call placed from the Bedford County Jail. Violations of this rate limit will be grounds for automatic termination of the contract.
  - 3.2.4 All billing will be the responsibility of the vendor. Bedford County will not be responsible for any portion of the billing of individuals nor the collection of money owed to the vendor.
  - 3.2.5 Describe, in detail, any dollar amount restrictions placed on a called number and how these restrictions are enforced. Any course of action taken by the vendor that limits calling privileges to a particular number must be described in the proposal. The enforcement of any action not approved as a part of this proposal process will be grounds for automatic termination of the contract.

3.2.6 Describe any information provided to the called party regarding charges for the call before the call is accepted.

3.2.7 Provide information regarding when the timing and/or billing of a call begins.

### 3.3 Equipment

3.3.1 All telephones must meet approved guidelines for correctional facilities and include as a minimum:

- 3.3.1.1 Vandal resistant heavy gauge steel housing
- 3.3.1.2 Lexan type handset cords with metal lanyard
- 3.3.1.3 Hearing aid compatible
- 3.3.1.4 Coinless operation
- 3.3.1.5 Equipped with calling instructions
- 3.3.1.6 Line powered

3.3.2 Include manufacturer's specifications, including pictures and dimensions, of the proposed telephone instruments.

3.3.3 Cut-off keys must be available for each individual telephone and for the entire system. The cut-off keys must be located inside the Tower in the jail. The current system provides for this function. As such, existing cable is available from the Tower to the basement phone room where the main system will be located.

3.3.4 Describe the proposed system's capability to allow jail administrator to call directly into a particular cell in an emergency situation or to provide a general announcement to inmate's using phone system.

3.3.5 The system must provide a recorded announcement informing the called party that the call is from the Bedford County Jail. Describe the type of announcements available and the procedure that the called party must follow in order to accept the call. How are rotary dial phones accommodated when accepting a call? How are rotary dial phones accommodated to block a number from future calls?

#### 3.3.5.1

Does the system have the capability for a special broadcast message to be recorded by the Sheriff or Jail Administrator to be played when the called party answers the phone in addition to the standard message required in section 3.3.6?

#### 3.3.5.2

Will the system allow the Sheriff or Jail Administration to play a prerecorded message over all active calls to announce that the system is going to be shutdown

- in a specific time frame (example, 15 seconds) instead of abruptly ending all active calls?
- 3.3.6 The system should have the ability to allow selected free calls. Describe how this function is accommodated.
  - 3.3.7 Multi-lingual voice prompts must be available for both the inmate and the party called. Describe the languages available and how the options are presented to both parties.
  - 3.3.8 The system must be programmed to deny operator access, third party billing, incoming calls, and deny access to 800, 888, 877, 411, 555-1212, 900, 911, 950+1, 976 or 10-10xxx numbers.
  - 3.3.9 Describe how the proposed system handles attempts by the inmates to use three way calling through an outside party.
  - 3.3.10 Does the proposed system allow for international calls to be placed by inmates? If so, describe all methods used to allow this option.
    - 3.3.10.1 Provide specific information regarding the availability and/or use of pre-paid calling cards or minutes with the proposed system.
  - 3.3.11 List the maximum distance that phones can be located from the central processing unit. It is the vendor's responsibility to check for distance restrictions and make Bedford County aware of any potential problems.
  - 3.3.12 Describe options for providing phone service for hearing impaired inmates.
  - 3.3.13 It is the vendor's responsibility to provide adequate surge protection on all equipment. Bedford County will not be held liable for any damage to equipment due to power fluctuations.
  - 3.3.14 Describe options for phones with no handheld receivers.
- 3.4 Monitoring and Recording
- 3.4.1 County currently monitors and records inmate telephone calls placed over the inmate telephone system. The following specifications are intended to establish minimum requirements. Vendors should include detailed information regarding the monitoring, recording, and archive features of the proposed system.
    - 3.4.1.1  
  
Is the system equipped to alert jail personnel when calls are made to restricted numbers?

#### 3.4.1.2

Is there a provision to disconnect calls while being monitored?

#### 3.4.1.3

Describe the means of recognition in recorded calls for key words.

#### 3.4.1.4

Describe the ability of the system to provide for a “hotline” or “tip line” number that inmates can dial into free of charge to report misconduct, location of fugitives, tips on crimes, etc.

3.4.2 County currently informs all inmates that calls may be monitored and recorded. The proposed system should not provide an audible indicator of when calls are being monitored.

3.4.3 Describe process available to forward live calls to other phones, inside or outside the facility, for monitoring.

#### 3.4.3.1

Specifically address the system’s ability to simultaneously call a predetermined outside number, to allow real-time monitoring of the call, when an inmate places a call to a specific number.

3.4.4 Describe process available to allow security level access from outside the facility for monitoring of live calls.

3.4.5 Provide information regarding medium used for recording calls and storage of the calls. County requires a minimum of 90 days of stored calls be available at all times. Vendor will be responsible for providing a minimum of a 90-day storage capability.

### 3.5 Number of Telephones and Lines

3.5.1 The current inmate phone system consists of ten inmates and one public phone (located in the visitor lobby) in the Bedford County Jail. For the purpose of this proposal, vendors should plan on installing the same number of phones in the same locations, plus one phone in the “sally port/intake area”. County reserves the right to stipulate the number of phones and the location of each phone throughout the term of the contract.

3.5.2 Proposal must include a description of the type and quantity of lines proposed to operate the system. The system must be configured to allow for minimum call blockage. Bedford County reserves the right to require the vendor to provide additional public network facilities to accommodate call traffic demands.

### 3.6 Installation of Telephone Lines

3.6.1 It will be the responsibility of the successful vendor to place orders with a local exchange carrier (LEC) for all line service. All charges must be billed to the vendor.

3.6.2 It will be the responsibility of the successful vendor to coordinate dates for installation between the LEC and Lieutenant Trey Arnold with the Bedford County Jail to insure access to the Main Telecommunications Closet in the jail.

3.6.3 A separate riser and station cabling scheme is already established in the building for the inmate telephone system. The Information Technology staff will work with the vendor to familiarize them with the appropriate cables to be used for extending lines from the Main Telecommunications Closet to the system hardware and to the individual station jacks.

### 3.7 Installation of Equipment

3.7.1 The successful vendor will be expected to do all preliminary work possible prior to the cutover date. All system hardware and software should be installed, telephone lines should be installed and tested, and cut-off keys should be mounted and ready for cross-connects.

3.7.2 Installation of individual telephones must be performed as soon as possible after the existing equipment has been removed. A definite schedule will be agreed upon between the current vendor, the successful vendor for this proposal, and Lieutenant Trey Arnold with the Bedford County Jail.

3.7.3 All installation work must be scheduled to have the least impact on the day-to-day operation of the jail as possible. The successful vendor must provide sufficient personnel and equipment to keep the number of trips throughout the jail and in and out of housing areas at a minimum. Lieutenant Trey Arnold with the Bedford County Jail will provide the vendor with the preferred hours for installation. Adherence to the approved schedule should allow both the jail personnel and the vendor's installation personnel to achieve the most efficient use of time and resources.

### 3.8 Service and Maintenance

3.8.1 What is the guaranteed response time to an emergency service failure? An emergency service failure is defined as twenty-five per cent (25%) or more of the

phones being inoperable, a software or hardware problem preventing routine administrative functionality (blocking/unblocking numbers, changing time parameters, adding or deleting inmate identification numbers, running reports, etc) or cut-off keys being inoperable.

3.8.2 What is the guaranteed response time to routine service failures? A routine service failure would be less than twenty-five per cent (25%) of the phones inoperable with no impact on the administrative functions of the system.

3.8.3 How many service technicians will be assigned to the Bedford County Jail? Where are these technicians located? Define the geographic area these technicians are responsible for providing service. How many other facilities do they service? What is the maximum driving time/distance between Bedford County and any other facility assigned to these technicians?

3.8.4 Describe the manner in which equipment is provided to the technicians. Is it shipped to the jail after the technician arrives on-site? Is basic equipment needed for repairs stored at the jail? Do the technicians carry any equipment on their service vehicles?

3.8.4.1

Does the system perform routine self-diagnostics?

3.8.4.2

Does the system automatically generate trouble reports? Describe process.

3.8.5 The proposal must include a complete description of the method that will be used by Bedford County personnel for placing trouble reports or routine service orders.

3.8.6 The proposal must include an escalation procedure to be used by Bedford County personnel in the event that normal methods do not bring about satisfactory results.

3.8.7 The vendor must notify Bedford County personnel at least 24 hours in advance of any scheduled maintenance tasks that may interrupt or impact service in any way.

3.9 Commission

3.9.1 Describe the basis used for determining the amount of commission to be paid to Bedford County. Monthly commission should be based on total gross call revenues, with no deductions for fraud, bad debt, uncollectible, un-billable calls. No deduction shall be made for any cost of providing the service described.

3.9.2 Commissions shall be paid on all call types: Collect, Direct Billed, Prepaid Collect, Advance Pay, Debit, and Debit Card.

3.9.3 A copy of the current commission rates shall be on file with the Bedford County Department of Finance. The Bedford County Department of Finance must be notified, in writing, of any proposed increases or decreases in the rates charged. The Bedford County Department of Finance **MUST** approve increases/decreases in rate(s) prior to any change.

3.9.4 Any change in Tariff (Increase or Decrease) which is not approved by the Bedford County Department of Finance in writing in advance of the change shall be grounds for termination of the contract.

3.9.5 Commissions shall be paid monthly and shall be accompanied by an inmate telephone commission and summary report which shall include, at a minimum, the following information:

- Date of Report
- Time Period Covered
- Total Number of Calls
- Total Number of Minutes
- Total Gross Revenue (as defined in this RFP)

3.9.6 Bedford County reserves the option to obtain detailed billing information for audit purposes at any given time throughout the term of the contract.

3.9.7 Commission payment must be made to Bedford County within thirty (30) days after the end of the month.

3.9.8 Commission payments should be mailed monthly to the Bedford County Department of Finance, Attn: Robert Daniel, 841 Union Street, Suite 102, Shelbyville, Tennessee 37160. Payments lost or delayed due to incorrect mailing address will be the responsibility of the vendor to locate and/or replace.

#### 4.0 Optional Services

Bedford County has an interest in other features that may be available to enhance the inmate telephone service. A few examples are provided in Item 4.1. Vendors are encouraged to provide information regarding these or any other additional services that may be provided in conjunction with the minimum requirements established within this Request for Proposal.

4.1 Provide a brief specific description of each optional service.

##### 4.1.1

Additional means of inmate identification before placing a call.

##### 4.1.2

Daily purging of inmate identification numbers of those inmates released from custody

#### 4.1.3

System assigned inmate identification numbers on a daily basis to be used for the booking phones. The numbers would be deleted each night at midnight.

- 4.2 Include any applicable manufacturer's specification sheets and/or documentation.
- 4.3 Provide specific details regarding what impact, if any, the optional service would have on the commission rate received by Bedford County.
- 4.4 Provide specific details regarding any special type, quantity, or location of communications cabling or electricity that would be required to provide the optional service.
- 4.5 Is a portable on-site demonstration of the optional service available?
- 4.6 Include how new technology, upgrades, etc, that are automatic or may be considered for installation, is communicated to Bedford County during the term of the contract.
- 4.7 Include any information regarding the use of kiosk systems with this proposed phone system.

#### 5.0 EXHIBITS

Exhibits, if required, will be provided only to those vendors who attend the pre-proposal conference and site visit. Proposals will not be accepted from vendors who choose not to attend the preliminary conference.