

Bedford County Department of Finance

**200 Dover Street, Suite 102
Shelbyville, TN 37160
(931) 685-2024 FAX (931) 680-1029**

Request for Proposal

Inmate Phone System for the Jail Bid No. 20-13

The Bedford County Department of Finance is requesting proposals for **Inmate Phone System for the Jail**. Sealed bids will be received until **2:00 p.m., Thursday, September 5, 2019**, in the office of the Bedford County Department of Finance and will be opened publicly at that time. The Department of Finance reserves the right to reject any and all bids and waive any irregularities for the purpose of ensuring that the award given is in the best interest of Bedford County. Any bids received after the scheduled closing time for receipt of bids will be returned to the bidder unopened.

GENERAL BID TERMS AND CONDITIONS

Proposals from all responsible bidders will be considered. To qualify as a responsible bidder, the proposal submitted must:

1. **Meet or exceed the minimum requirements specified.**
2. **Furnish all documents requested by the representative of the Bedford County Department of Finance prior to and following the bid opening.**
3. **Submit their bid, complete, prior to the bid opening date and time.**
4. **Have bid name and bid number placed on the outside lower left corner of the sealed envelope containing the bid form. (Facsimile bids will not be considered.)**

Award

A purchase order from the Bedford County Department of Finance will be issued to the successful bidder acknowledging the award. A copy of these terms and conditions, specifications and the vendor's proposal form will become a part of the purchase order.

Prospective bidders may contact Lt. Trey Arnold, Bedford County Sheriff Department at 931-684-3232 for any questions as to the specifications of the bid.

Lowest and/or best bid will be awarded.

Bid will cover a period of one (1) year, with an option to renew for three (3) additional one (1) year terms.

Other Considerations

Bedford County Department of Finance reserves the right to purchase only those bid items and quantities that conform to overall budgetary, functional, and performance constraints.

The terms of this bid will be extended to other local government agencies, other municipalities, and Boards of Education. Bedford County is responsible only for purchases made and received by Bedford County.

INSTRUCTIONS TO BIDDERS

Proposals are to be made on the Proposal Form provided. **Bids must be delivered in hand or by a mail service in a sealed envelope marked on the outside lower left corner, Bid No. 20-13 Inmate Phone System.** Bids will be received and opened at **2:00 p.m., Thursday, September 5, 2019.** **Any bids received after the scheduled closing time for receipt of bids will be returned to the bidder unopened.**

Proposals are to be made complete in every detail as required and called for by said Proposal Form. Proposals that are incomplete, conditional, contain irregularities of any kind, or which are not in accord with the Instructions to Bidders and Proposal Form furnished by the Department of Finance may be rejected as informal.

The submission of a proposal will signify that the Bidder has thoroughly familiarized himself with all conditions and that he fully understands what will be expected of the successful bidder.

The Department of Finance reserves the right to accept or reject in whole or in part any or all proposals submitted, without liability whatsoever, and waive informalities therein, if deemed by the Department of Finance in their best interest to do so.

Please complete enclosed W-9 and return with Bid.

Inmate Telephone System Specifications

System Requirements

1. The system shall permit collect calls only, billed to the called party.
2. The system shall not allow any incoming calls.
3. The system shall allow specific free calls such as to the Public Defender's Office and other agencies. The County will determine these telephone numbers.
4. The system shall prevent against three-way or conference calling.
5. The system shall prevent against call forwarding.
6. The system must run on an automated operator platform. No access to a live operator is allowed.
7. The system shall provide prompts in two (2) languages, including English and Spanish.
8. The called party shall be able to accept or deny a call.
9. The system shall be capable of programmed call duration limits. The system shall automatically terminate a call at the time limit set giving a sufficient warning as to such.
10. The system shall be capable of completing all calls within the continental United States, Alaska, and Hawaii.
11. The system shall announce to the called party that it is a collect call from a correctional facility.
12. The system shall provide for call monitoring and recording for each and every call made from any inmate phone including free calls. The system shall provide on-line access to these recordings for law enforcement purposes.
13. The system shall maintain a constant and sufficient backup of all calls placed. The vendor shall provide the necessary hardware and software for the maintenance, use, and administration of the phone system for law enforcement operations.
14. Client software and/or hardware shall be made available for use and/or installation outside the correctional areas for use by other law enforcement agencies. These agencies shall be approved only by the Bedford County Sheriff.
15. The system shall provide an announcement to both the caller and the called party that the call will be recorded and monitored. The system shall require positive acceptance by both parties to such to allow a connection.
16. The system shall provide for on-line access to billing name and address records for investigative purposes.
17. All products offered by the vendor must be current products.
18. The phone system should include an alert system that will detect calls made to restricted or "tagged" numbers. The phone system should have the capability of automatically notifying investigators. Live monitoring of such calls would be preferred.
19. The vendor shall maintain the facility phone system and keep all up-to-date.
20. An inmate telephone PIN system may be considered but is not yet in use.

21. The Bedford County Sheriff's Department operates the Jail. The inmate phone system should integrate all monitoring and call retention for the facility with the main server being located at the Jail for regular inspection by the assigned IT person.

Mandatory Vendor Costs

1. The vendor shall provide all equipment and labor necessary to fulfill the requirements set forth.
2. The vendor is responsible for the full cost of installing, providing and maintaining telephone line access services for all inmate phone services.
3. The vendor shall be responsible for all costs to ship and transfer equipment and/or services supplied for initial installation and any following preventive and repair maintenance.
4. The successful vendor shall add additional inmate telephones to the system during the bid term on request. Additions shall be at no cost to the County.
5. The successful vendor shall provide an annual audit report to ensure that revenues and compensation have been accurately reported and paid.

Mandatory Equipment Requirements

1. All telephones must be tamper and vandal proof.
2. All telephones shall be surface mount.
3. All telephone instruments shall be approved and comply with FCC regulations.
4. All telephones shall be equipped with a tamperproof keypad.
5. Each telephone shall have touch-tone keypads.
6. All handsets shall be equipped with an armored handset cord. The length of the cord can be eighteen (18) inches, or whatever is standard for the vendor, with steel cable on the outside.
7. Each and every telephone instrument shall be equipped with an on and off shutoff capability to be located at each central control room at each facility for the appropriate facility.
8. All telephone equipment must be specifically designed for the abuse and nature found in correctional facilities.
9. The vendor shall move, add or disconnect inmate telephones at the request of the County at no charge to the County.

Mandatory Maintenance Requirements

1. The successful vendor shall provide for any and all maintenance of the entire installed inmate telephone system.
2. The vendor shall be responsible for all ongoing and routine maintenance of the system(s) hardware and software.
3. The vendor shall provide trained maintenance personnel at our locations within a reasonable time period after a problem has been reported.

Compensation Requirements

1. The vendor shall be responsible for the collection of charges for fraudulent or otherwise uncollectable calls.
2. Telephone commission compensation shall be approximately equal to the average commission paid by the vendor to any other correctional facility of comparable size and call volume. Under no circumstances shall the commission rate adjust lower than the rate agreed to at contract award.
3. Compensation shall be based on gross revenues. Gross revenues shall be defined as total billable minutes without allowances or deductions for fraud, line charges, equipment charges, other collectable or uncollectable charges and billings, or other fees.
4. Compensation payments on gross revenues for a calendar month shall be paid monthly.

Proposed Pricing

1. List and explain the charges that will be incurred by inmates when making telephone calls.
2. List and explain the charges that will be made to the called parties when making telephone calls.
3. List and explain the revenues that the County will receive in connection with the use of the system.
4. List any and all charges that are associated with the system.
5. List any signing commissions that are proposed.

Contract Restrictions

All contracts will be for the term of one (1) year with an option to renew for three (3) additional one (1) year terms.

PROPOSAL FORM

**TO: Bedford County Department of Finance
200 Dover Street, Suite 102
Shelbyville, Tennessee 37160**

Re: Bid No. 20-13

Gentlemen,

Having examined the specifications for **Inmate Phone System for the Jail**, we (I) are submitting the enclosed proposal.

Company Name: _____

Mailing Address: _____

Signature and Title of bidder: _____

Date: _____

Telephone Number: _____

Email: _____