

MONTGOMERY COUNTY COMMISSION

**PURCHASING OFFICE
P.O. BOX 1667
MONTGOMERY, ALABAMA 36102-1667**

INVITATION TO BID NO. 52200-11B-007

INMATE TELEPHONE SERVICE

ISSUE DATE: APRIL 19, 2011

LETTER OF INTENT DUE: APRIL 27, 2011 – 5:00 P.M. CST

PRE-BID MEETING: May 4, 2011 – 10:00 A.M. CST

BID OPENING DATE: MAY 11, 2011 – 10:00 A.M. CST

**MONTGOMERY COUNTY COMMISSION
INVITATION TO BID NO. 52200-11B-007
INMATE TELEPHONE SERVICE
FOR
MONTGOMERY COUNTY DETENTION FACILITY**

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MONTGOMERY COUNTY COMMISSION
PURCHASING DEPARTMENT
P.O. BOX 1667
MONTGOMERY, ALABAMA 36102-1667

INVITATION TO BID

BID DATE
APRIL 19, 2011

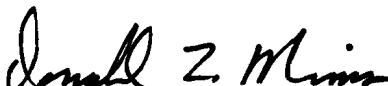
BID NUMBER
52200-11B-007

RETURN BID BY:
MAY 11, 2011
10:00 A.M. CST

Please submit a sealed bid on the items listed below (NOTE: No Faxed Bids). Bids will be received at the Montgomery County Purchasing Office, Annex I, Administrative Building, 100 South Lawrence Street, Montgomery, Alabama, until the date and time shown above and publicly opened as soon thereafter as practicable. If unable to quote, write "NO BID" and return. Specifications were designed, not to intentionally restrict any one from bidding, but to describe what is desired by Montgomery County. If you are unable to furnish any items as specified and desire to furnish a substitute, give full description of the item. Final determination as to equal quality of substitution will be made by the Purchasing Agent. The Montgomery County Commission reserves the right to award this bid or to refuse all bids and waive technicalities.

See Attached Bid Protest Procedure.





**Donald L. Mims, Administrator/
Purchasing Agent**

**BID PROTEST PROCEDURE
MONTGOMERY COUNTY COMMISSION**

1. A formal written protest shall be submitted to the Administrator/Purchasing Agent within five (5) working days before the bid opening or proposal due date or within five (5) working days after award. The formal written protest may be hand delivered to the Administrator or Administrator's office of the Montgomery County Commission and/or mailed to the Administrator/Purchasing Agent by registered certified mail. The bidder and/or his authorized agent or legal representative must sign the formal written protest or it will not be accepted.
 2. Failure to file the notice of protest within the time limit prescribed herein shall constitute a waiver of any protest to the bid and/or request for proposal process.
 3. The formal written protest shall state with particularity the facts and law upon which the protest is based. Within 30 calendar days of receipt of the timely filed, formal written protest, the Administrator/Purchasing Agent shall issue a written decision with respect to the protest. Should the decision by the Administrator/Purchasing Agent be adverse to the bidder, the bidder may seek relief in accordance with 41-16-31 of the Code of Alabama.
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MONTGOMERY COUNTY COMMISSION
PURCHASING OFFICE
P.O. BOX 1667
MONTGOMERY, ALABAMA 36102-1667

INVITATION TO BID NO. 52200-11B-007

BID FORM

SEALED BIDS, SUBJECT TO THE CONDITIONS HEREIN AND ATTACHED HERETO WILL BE RECEIVED FOR ONE (1) **INMATE TELEPHONE SYSTEM AT THE MONTGOMERY COUNTY DETENTION FACILITY AND/OR PUBLIC PAY TELEPHONES FOR VARIOUS LOCATIONS THROUGHOUT THE COUNTY.**

PART I – INMATE TELEPHONE SYSTEM

State the name and model of all hardware and software associated with providing inmate telephone service bid for the Montgomery County Detention Facility. Provide any available brochures.

PART II – PUBLIC PAY TELEPHONES

State the name and model of all hardware and software associated with providing Public Pay Telephone service bid for the Montgomery County Commission. Provide any available brochures.

COMMISSION SUMMARY

State the terms and amount of the commission being bid.

COMMISSION FOR PART I AND PART II _____ %

(Only one (1) Commission Rate will be accepted)

Commission is to be paid from all gross revenue from all call types.

MONTGOMERY COUNTY COMMISSION RESERVES THE RIGHT TO ADD MORE INMATE PHONES AND PUBLIC PAY PHONES, AS NEEDED, AT NO COST TO THE COUNTY, DURING THE LIFE OF THE CONTRACT.

Company

Mailing Address

City **State** **Zip**

Official Signature

Official Name (Type/Print)

Official Name (Type/Print)

Title

We Quote F.O.B. _____

Terms of Payment: _____

Delivery Date: _____

Company Phone No. _____

Fax No. _____

Federal I.D. # _____

E-Mail Address: _____

NOTIFICATION OF INTENT

DUE DATE: APRIL 27, 2011 – 5:00 P.M., CST

DATE: _____

**MONTGOMERY COUNTY PURCHASING DEPARTMENT
ANNEX I – MONTGOMERY COUNTY ADM. BLDG.
100 SOUTH LAWRENCE STREET
MONTGOMERY, ALABAMA 36104
FAX NO. (334) 832-2547**

**ATTENTION: PAT SILAS, ASSISTANT DIRECTOR
SUPPORT SERVICES**

We, the Contractor identified below, are in receipt of the Invitation to Bid (ITB), No. 52200-11B-007, Inmate Telephone Service, by the Montgomery County Commission and intend to submit to you a bid in response to said ITB. We understand that all bids are due at the Montgomery County Administration Building, on May 11, 2011 no later than 10:00 A.M. CST. And that a pre-bid meeting will be held on May 4, 2011.

THIS LETTER OF INTENT DUE: APRIL 27, 2011 – 5:00 P.M. CST

Signature of Authorized Official

Company Name: _____

Address: _____

City _____ State: _____ Zip _____

Telephone No.: _____ Fax No. _____

E-Mail Address: _____ Federal ID# _____

**MONTGOMERY COUNTY COMMISSION
SHERIFF'S OFFICE
P.O. BOX 1667
MONTGOMERY, ALABAMA 36102**

**INMATE TELEPHONE SYSTEM
INVITATION TO BID #52200-11B-007**

ITB ISSUE DATE: April 19, 2011

Bid Opening Date/Time: MAY 11, 2011, 10:00 A.M.

Pre-Bid Conference Date/Time: A mandatory pre-bid meeting will be held on May 4, 2011, at 10:00 a.m. CST, at the Montgomery County Annex I, Sheriff's Conference Room, 2nd Floor, 100 South Lawrence Street, Montgomery, Alabama.

THIS INVITATION TO BID MAY BE MODIFIED ONLY BY AMENDMENTS WRITTEN AND AUTHORIZED BY THE MONTGOMERY COUNTY COMMISSION AND MONTGOMERY COUNTY SHERIFF'S OFFICE.

BIDS WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED ABOVE. THE BID ENVELOPE OR CONTAINER MUST BE SEALED AND SHOULD BE PROPERLY MARKED WITH THE BID NUMBER, DATE AND HOUR OF BID OPENING AND VENDOR'S RETURN ADDRESS.

GENERAL DESCRIPTION OF REQUIRED EQUIPMENT OR SERVICES

Inmate Telephone System, Support, and Services at Montgomery County Detention Facility
and

Public telephones: Montgomery County Courthouse: 1st Floor – 1 Each
2nd Floor – 1 Each
3rd Floor – 1 Each
4th Floor – 1 Each

Annex I – 100 S. Lawrence 2nd Floor – 1 Each

GENERAL DESCRIPTION OF CONTRACT

This is to be a concession-type contract whereby the Vendor provides all new equipment and services without any cost to the County and pays the County an agreed upon commission percentage of gross revenue generated from inmate telephone calls. With the exception of any wiring or cabling installed by the Vendor within walls, floors, or ceilings of facility structures, all equipment and software provided by the Vendor shall remain the property and responsibility of the Vendor.

The County will demonstrate reasonable care but will not be liable in the event of loss, destruction, or theft of contractor owned equipment, software, or technical literature to be delivered or to be used in the installation of deliverables. The Vendor is required to retain total liability for the system. At no time will the County be responsible or accept liability for any Vendor owned items.

The term of the contract is 3 years from date of award.

INSURANCE

Within twenty (20) consecutive days after posting of the recommended award under contract, the successful

vendor will be required to provide Montgomery County Commission a performance bond, from a reliable surety company authorized to do business in the State of Alabama and acceptable to Montgomery County, in the amount of \$100,000 or the total estimated monthly commission payment for twelve (12) months if lower. The term of the bonds shall be concurrent with term of this contract. If Montgomery County Commission determines that the bidder is not in compliance with any part of this contract, the Bidder will be found in default. Allowances shall be made if non-compliance arises out of causes beyond the control and without fault or negligence of the Bidder (acts of God, the public enemy, fires, floods, strikes, and freight embargos. Regulated Telephone Company, etc.) The vendor must pay all costs associated with obtaining a performance bond. Montgomery County Commission defines an "acceptable surety company" as follows:

- The surety company must be certified to do business in the State of Alabama.
- The surety company shall have been in business and have a record of successful, continuous operations for at least five (5) years.
- The surety company shall have a minimum Best Policy Holder rating of A and required Financial of VIII from Best Key Rating Guide.
- All bonds shall be signed by an Alabama Licensed Resident Agent that holds current Power of Attorney from the Surety Company issuing the bond.

All vendors personnel involved in installation, service and/or maintenance of the bided system, that will be discharging their duties on the premises of the Montgomery County Detention Facility must be covered by an employee dishonesty bond in the amount of \$100,000 per person.

PRIME CONTRACTOR RESPONSIBILITY

The selected Vendor will be required to assume prime contractor responsibility for the contract and will be the sole point of contact with regard to the system, installation, maintenance and training. The selected Vendor will be required to assume responsibility for all services obtained under contracts resulting from this Invitation to Bid.

The Vendor shall give the Contract Administrator immediate notice in writing by certified mail of any action or suit filed and prompt notice of any claim made against the Vendor which, in the opinion of the Vendor, may result in litigation related in any way to the contract.

Codes, Permits, Licenses

Vendor must comply with any mandatory licensing requirement. If selected, Vendor will furnish and install all equipment, cable, miscellaneous hardware and materials in compliance with all applicable codes, whether local, state or federal, and that all permits or licenses required for installation will be obtained without cost to the Montgomery County Commission.

References

Vendor must document that it is currently providing no less than five (5) confinement facilities in the United States at the time of submittal of its bid. Please provide list including the name of the location/facility, address, contact person, telephone number, and date service installed.

SECTION 1
INFORMATION, INSTRUCTIONS, & GENERAL REQUIREMENTS

1.0 INTRODUCTION

This Invitation to Bid does not commit Montgomery County Commission to award a contract. The Montgomery County Commission reserves the right to reject any and all bids, to waive formalities, informalities, or irregularities contained in any bid and to award a contract for items herein if it is deemed to be in the best interest of the Montgomery County Commission to do so.

The Montgomery County Commission has made every effort to use industry-accepted terminology in this Invitation to Bid and, upon request, will attempt to further clarify any point or item in question.

1.1 BID SUBMISSION

Vendors are responsible for delivery of their bid documents to the location specified below. To be considered, bids must be received by the date and time specified on page one of the Invitation to Bid.

PHYSICAL ADDRESS

Montgomery County Commission
Purchasing Office
100 S. Lawrence Street
Annex I
Montgomery, Al. 36104

MAILING ADDRESS

Montgomery County Commission
Purchasing Office
P.O. Box 1667
Montgomery, Al. 36102-1667

Information in the bid response labeled confidential or proprietary must be kept to a minimum and, if included, shall be submitted in a separate, sealed envelope marked "confidential" and/or "proprietary" for easy removal from the proposal book. While the Montgomery County Commission will attempt to process such documents in a manner intended to keep them confidential, the County cannot ensure that such documents will remain confidential.

Vendors must submit a signed original bid (1) and two (2) copies on or before the date specified on page one of this Invitation to Bid.

All official documents and correspondence shall be included as part of the resultant contract.

The Vendor's bid shall contain the following tabbed sections:

Tab Title	Required Content
Transmittal Letter	Brief letter that includes conformation that the accompanying document is the Vendor's response to this Invitation to Bid and that the bid is valid for a minimum of 120 days following the bid due date. Letter must be signed in ink by an authorized representative of the Vendor. Letter with original signature must be included in the proposal binder labeled "Original". A copy of the signed letter should be included in each bid binder labeled "Copy".
Executive Summary	Provide an overview or summary of the proposed services; indicating any special strengths or advantages of the Vendor's solution.
Technical Solution	ITB Section 2 Technical Specifications shall be included in its entirety with appropriate Vendor responses to every numbered paragraph. In a few cases a simple statement of compliance will be sufficient; otherwise the Vendor is encouraged to describe in detail how the proposed system will provide the required functionality.

Maintenance & Support	ITB Section 3 Maintenance and Support shall be included in its entirety with appropriate Vendor responses to every numbered paragraph; followed by the Vendor's comprehensive Maintenance and Support Plan.
Implementation	ITB Section 4 Implementation shall be included in its entirety with appropriate Vendor responses to every numbered paragraph followed by a narrative description of the Vendor's Implementation Plan as detailed in the last paragraph of Section 4.
Commission & Rates	ITBB Section 5 Commission and Rates shall be included in its entirety with appropriate Vendor responses to every numbered paragraph followed by a clear presentation of the commission percentage and calling rates proposed.
Vendor Experience	Describe the Vendor's history and experience with providing inmate telephone systems and services. This section must include a statement that the company is financially stable. Submit with the proposal the company's audited financial statements for the past three (3) years. Privately owned companies may submit financial reports in a separate sealed envelope labeled "confidential".
References	Provide contact information (e.g. name, phone number, email address if available, etc.) for a minimum of three (3) references currently using the proposed inmate telephone system. At least one reference should have an inmate population similar to that of the Montgomery County Detention Facility or a similar number of inmate telephones as that required by this ITB.
Attachments	Attachments must be included at numbered or lettered sub-tabs within this section. A title page will show an Attachments list that identifies each sub-tab (by letter or number) and indicates its content. At minimum attachments will include the following. Other attachments may be added at the Vendor's discretion. ITB Addenda - if any Implementation Time Line - Gantt or other chart Resumes – of key project personnel

1.3 BID AWARD

Bid will be awarded to the bidder offering the highest commission rate to the Montgomery Co. Detention Facility.

1.4 CURRENT PROVIDER

The current provider of inmate telephone services is: Talton Communications

1.5 CURRENT CALL TRAFFIC

To assist Vendors in preparing rate and commission offers, the Montgomery County Commission will provided recent call statistics at the pre-bid meeting on the date specified.

1.6 INSURANCE REQUIREMENTS

The Vendor will maintain Commercial General Liability coverage or equivalent with a minimum limit of \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. Specialized forms specific to the industry of the Vendor will be deemed equivalent provided coverage is no more restrictive than would be provided under a standard Commercial General Liability policy. The Vendor shall maintain workers' compensation insurance and shall provide evidence of coverage upon contract award.

SECTION 2
TECHNICAL SPECIFICATONS

2.0 SCOPE OF WORK

The purpose of this procurement is to make available to the designated inmate population access to telephones during certain hours of the day. Inmate access to telephones is to be supervised and monitored by Montgomery County Sheriff's staff. The system furnished shall be of advanced technology with state-of-the-art equipment provided.

Unless otherwise noted, specifications in this section define the minimum features and services required. The Vendor's response to each technical specification should clearly indicate whether or not the proposed system solution satisfies the requirement and should, in most cases, include enough details of how the functionality or service is accomplished to allow the Montgomery County Sheriff's Office to fairly evaluate and compare the Vendor's solution with other bidder's solutions.

2.1 SINGLE SOURCE PROVIDER

The successful Vendor must be a Single Source Provider. Vendor must own and operate the Inmate Telephone Platform including software, hardware and all technology. Vendor must have its own Customer Service, Technical Support and Billing Departments. The Vendor's Billing Department must receive a record of every completed inmate call and must be responsible for bill distribution and collections.

2.2 FACILITIES AND TELEPHONES

The locations and number of telephones initially required are listed below, but may need to be adjusted during the course of the contract to accommodate significant changes in inmate population. Vendor must agree to adjust the number of inmate telephones or to relocate existing telephones as needed at no cost to the Montgomery County Commission.

FACILITY LIST AND
NUMBER OF TELEPHONES REQUIRED

Montgomery County Detention Facility 250 S. McDonough Street Montgomery, Al. 36104	Inmate ADP=640	#Inmate Phones-37
Montgomery County Detention Facility 225 S. McDonough Street Montgomery, Al. 36104	Inmate ADP -	#Inmate Phones – 96
Montgomery County Courthouse 251 S. Lawrence Street Montgomery, Al. 36104		Public Phones – 4
Montgomery County Annex I 100 S. Lawrence Street Montgomery, Al. 36104		Public Phones – 1

2.3 ADDITIONAL EQUIPMENT REQUIREMENTS

One (2) in the Medical Unit (new)
Two (2) TDD Machines (new)

2.4 TELEPHONE HARDWARE

2.4.1 Suitable for Inmate Environment

The contractor is to provide telephones that are suitable for an inmate environment, meaning that telephones are equipped with durable housings and reinforced cords. Each telephone is to be a non-coin, "dumb" type unit that is tamper-resistant. Equipment must not contain any external removable parts.

2.4.2 ADA Compliance

The inmate telephone system shall comply with applicable guidelines set forth in the Americans with Disabilities Act (ADA). Telephones should be hearing aid compatible and have volume controls.

2.4.3 TDD/TTY Compatible

Inmate telephones must be compatible with the use of TDD/TTY units that may be required for hearing impaired inmates.

2.4.4 Compliance with Applicable Regulations

Telephone equipment must comply with FCC regulations and all other equipment and services associated with the inmate telephone system must comply with all applicable federal and state standards and regulations.

2.5. CENTRALIZED PROCESSING AND DATA STORAGE

2.5.1 The inmate telephone system must be a centralized platform that provides secure, centralized storage of system settings, call detail records, and call recordings. Records and recordings are to be stored in a RAID (Redundant Array of Independent Devices) environment to provide maximum protection and automatic redundancy of call data. Describe the location, security, and maintenance of the environment in which inmate call records and recordings will be stored.

2.5.2 To minimize the need for facility space and on-site hardware maintenance the bulk of the system's controlling and call processing equipment shall be housed and maintained at a location provided by the Vendor. The system's controlling and call processing equipment should be continuously monitored and maintained by the Vendor's highly trained personnel.

2.5.3 If multiple facilities are covered by the contract, each facility must have independent control of the inmate telephones at that facility and have on-site access to the facility's call records and recordings through a workstation computer. If multiple facilities are covered by the contract, the Vendor must provide a secure Wide Area Network (WAN) that connects all facilities and allows properly authorized staff at one location to carry out investigations by accessing call records or recordings from any or all sites covered by the contract. The centralized system must allow for the generation of reports for a single, multiple, or all facilities covered by the contract.

2.5.4 The centralized system shall allow inmates to be moved to another facility covered by the Contract without having to re-enter information.

2.5.5 The centralized system shall be capable of allowing an unlimited number of investigators to simultaneously search for and download call records or recordings from any facility covered by the Contract using the Vendor-provided network without degradation of call data.

2.6 CALL SERVICES

2.6.1 Out-Going Call Services Only

The inmate telephone system shall prevent incoming calls and permit only out-going calls from inmate telephones. Out-going call services for inmates should include local, inter-LATA, intra-LATA, interstate and international call capabilities.

- 2.6.2 Domestic (U.S.) Calls
The inmate telephone system shall be capable of completing both collect and prepaid calls to any destination number within the United States, including Alaska and Hawaii. (See 2.8 Prepaid Call Services)
- 2.6.3 International Calls
International calls must be prepaid and subject to the same restrictions and functions, including monitoring and recording and on-site reporting, as domestic calls. (Details can be provided at 2.8 Prepaid Call Services)
- 2.6.4 Automated Operator
Regardless of call type or destination, an automated operator must facilitate all inmate calls from off the hook to hang-up. Automated voice prompts must be clear, friendly, and give information and instructions to both the inmate and the called party. Describe the types of instructions and information available via the automated operator of the proposed system.
- 2.6.5 Language Options
At a minimum the system must be capable of responding to English and Spanish speaking inmates. If deemed necessary, prompts in additional languages must be made available at no cost to the Montgomery County Sheriff's Office. The inmate caller will indicate the preferred language during call setup and thereafter all prompts, instructions, and warnings must be delivered to the inmate or the called-party in the designated language. There shall be basic dialing instructions provided in English and Spanish on each inmate phone set.
- 2.6.6 Inmate Name Recording
The proposed inmate telephone system must have the capability to pre-record the inmate's name prior to routing the call to the destination number, for presentation to the called party by the automated operator. When PINs are required, the inmate's pre-recorded name must be saved during setup of the first call attempt and automatically retrieved when the PIN is used for subsequent calls. To ensure recording quality facility personnel must be able to replay name recordings at the system workstation and, if necessary, delete existing name files.
- 2.6.7 Call Branding
The system must brand each and every call as originating from the detention facility and provide the name of the facility and the name of the inmate caller, before the inmate is allowed to speak to the called party. For all calls except those to legal counsel, both the caller and the called-party must hear a clear warning statement that the call is subject to monitoring and/or recording.
- 2.6.8 Connection Delay
The system's automated operator must make first-contact with each called party to explain the origin and options associated with inmate calls, prior to final connection. The system must not allow the inmate to communicate in any way with the called party prior to the party's positive acceptance of the call.
- 2.6.9 Positive Call Acceptance
The system shall require that the called-party definitely indicates acceptance of an inmate's call before the final connection is made. Explain how positive acceptance is indicated on touch-tone and rotary-dialed telephones.
- 2.6.10 Overlay Messages
If deemed necessary by the Montgomery County Sheriff's Office, the system shall have the capability to interject messages into an inmate's call at random intervals that remind the called party that the call is from an inmate at the correctional facility.
- 2.6.11 Inmate Crime Tip Line
The system must provide a no-charge, speed-dial number that connects to a recorded message system that can be used by inmates to anonymously report criminal activity within the facility or to provide information related to criminal investigations. Access to crime tip messages should be

permission-based to only allow a select group of County personnel access to this information.

2.7 SPECIAL CALL SERVICES

2.7.1 TDD Call Process and Controls

The Vendor's solution must be capable of allowing facility personnel to monitor and review typed conversations that take place with the assistance of a TTY/TDD unit. Describe how out-going inmate calls via a TDD/TTY device are conducted and how the system tracks and maintains control of such calls.

2.8 PREPAID CALL SERVICES

2.8.1 Called-Party Prepay Options

In addition to traditional collect call service, the Vendor and the Vendor's system must allow prepay calling. Prepaid methods must allow friends or family members to establish prepaid accounts directly with the Vendor.

The Vendor should describe all prepay options available to called-parties. Include at a minimum the following:

- Billing Options and Methods
- Payment/Account Replenishment Options and Methods
- Balance Notification
- Customer Assistance for account setup or refunds
- Supported Call Types (e.g. Local, IntraLata, etc.)

2.8.2 Inmate Prepay Options

The system shall have an easy-to-manage integrated Inmate Debit account system and/or the Vendor must provide inmate prepaid calling cards if requested during the term of the contract. Fully describe prepay options available for inmates.

2.9 CALL CONTROLS

2.9.1 Manual On/Off Switches

A manual on/off switch that controls service to all inmate telephones, as well as a manual on/off switch for each phone shall be located in a secured office or area specified by the Montgomery County Sheriff's Office.

2.9.2 Automatic Shut Down on System or Electrical Failure

If the system's controlling server computer fails, service to all inmate telephones must be automatically disconnected to prevent unauthorized and uncontrolled calls.

Should commercial power to the facility be interrupted, the inmate telephone system shall be powered for a limited period of time by a UPS unit provided by the Vendor. During the period of operation on UPS power, the system shall prepare internal controls for a safe shutdown that saves current call data, and shall shut the entire system down if commercial power is not restored before UPS power is exhausted. Upon restoration of commercial power, the system shall re-boot and resume normal operations without the need for human intervention.

2.9.3 Other Shut Down Methods

The inmate telephone system must allow authorized personnel to temporarily suspend service to all or to selected inmate telephones at will. Describe system or service shut down options that are available in addition to the manual on/off switches previously required.

2.9.4 Telephone Number Database

The inmate telephone system must have a phone number database accessible to authorized facility staff that must be able to add telephone numbers and set or edit restrictions assigned to

specific destination numbers (e.g. block/unblock, set an alert, or other restrictions). **ONLY AUTHORIZED PERSONNEL OF MONTGOMERY COUNTY DETENTION FACILITY SHALL HAVE ACCESS TO UNBLOCK A NUMBER, NOT THE SUCCESSFUL VENDOR.**

2.9.5 Call Blocking by Destination Number

The system's call blocking functions shall be external of inmate phones and must allow designated numbers to be blocked facility-wide and by individual inmate PIN. The system must allow facility personnel to block an unlimited number of destination numbers.

2.9.6 Call Blocking by a Range of Numbers

The system must allow authorized users to specify a range of destination numbers to be blocked.

2.9.7 Call Blocking by Called Party

The system's automated instructions to every called party must include an option to block future inmate calls.

2.9.8 Disallowance of 800/900/Information/Operator Calls

The system shall disallow 800/900/information/operator call options. Prefixes such as 900, 950, 800, 888, 700, 976, 411, and 911 shall be automatically blocked. Calls to the operator through 0, 00, 10xxx, 950xxx, etc. shall be disallowed.

2.9.9 Disallowance of Chain Dialing

The system shall be capable of detecting and preventing attempts by the inmate to chain-dial. After the information for the setup of one call is complete any hook-switch flashing or dialing of extra digits must not result in a secondary dial tone. The inmate must hang up before dialing a new number.

2.9.10 Disallowance of 3-Way Calls

After an inmate's call is accepted and connected, the system shall be capable of detecting and preventing attempts by a called-party to establish a three-way connection. Should a three-way attempt be detected, the inmate telephone system shall flag the call record and shall have the capability of immediately disconnecting the call.

2.9.11 Programmable Conversation Length

The system shall support a programmable maximum allowed call duration (example: 15 minutes) with a time-remaining warning message heard by both parties prior to call termination. The maximum allowed call length shall be programmable facility-wide and by inmate phone, destination number, and housing unit. When PINs are required, maximum call durations must be assignable to individual inmates. The proposed system must allow the call duration assigned to a particular phone, facility area, or inmate to be different than, and to over-ride, the default maximum duration set facility-wide.

2.9.12 Programmable Calling Times

The system shall allow facility personnel to restrict inmate calls to particular hours of the day and/or to particular days of the week. Scheduled calling periods must be programmable facility-wide and by individual housing units, inmate phones, destination phone numbers, and when applicable to inmate PINs. Additional holiday settings shall be available to allow alternate scheduling of phone usage for specific holidays.

2.9.13 Free Calls

The system shall allow inmates to place free calls to local numbers specified by the Montgomery County Sheriff's Office. Free calls to specified numbers must be assignable facility-wide and by inmate PIN.

2.9.14 Immediate Application of Changes

When changes in call restrictions are made either system-wide or to restrictions assigned to inmate PINs, the system must immediately recognize the changes and implement them in real-time with no delay.

2.10 INMATE IDENTIFICATION SYSTEM

2.10.1 Inmate Personal Identification Number (PIN) System

The inmate telephone system must have an integrated PIN assignment and management function that allows any or all inmate callers to be identified and allows custom restrictions to be assigned to individual inmates. The system must be capable of requiring the entry of a valid PIN at all inmate telephones and selectively at designated inmate telephones. Fully describe the integrated PIN system.

Each inmate profile must contain a note area to place an infinite number of notes about the account by users and be allowed to be viewed by other users with proper access level. (Ref: notation changes made to the account such as adding days, removing numbers, etc.) The system will automatically tag the notation with the date, time and the user logged into the system on the end of the note.

Inmate telephone system must clear all of the inmate destination numbers automatically when the account is closed (Inmate Released). Ref: This is so the inmate can enter new destination numbers to his list the next time he is booked.

2.10.2 PIN Assignment

The Vendor shall explain how PINs for existing inmates (at the start of the contract) are to be entered into the system and how new PINs are created and assigned. To save administrative time, at least one automated method of PIN account creation must be available.

2.10.3 Approved Telephone Numbers Per PIN

The system shall have the ability to assign a limited number of allowable telephone numbers per PIN. To save administrative time, the system should have the ability to record the inmate's preferred destination numbers in an automatic, self-learning mode. Phone numbers automatically added to the inmate's allowed calling list must be accessible for facility personnel review and editing.

2.10.4 Assignment of Personal Call Restrictions

Authorized facility staff must be able to access the system's PIN database to add or edit restrictions assigned to inmate PINs. Describe all restrictions that can be assigned to individual inmates without affecting the calling privileges of other inmates.

2.10.5 Suspension of Individual Calling Privileges

The system must allow the calling privileges of individual inmates to be suspended indefinitely until such time as facility staff decides to reinstate the inmate's ability to make calls. The system must also allow an inmate's access to phone service to be suspended for a specified period of time, after which the system automatically reactivates the individual's access to phone service. At the discretion of authorized staff, the inmate should be able to complete calls to his/her attorney or legal representative during the suspension period.

2.10.6 The system must provide an Export function that allows authorized users to export the Inmate PIN Account list in various file formats (XLS, PDF, RTF, TXT, or TIFF) to use outside the Vendor's inmate telephone system.

2.11 SYSTEM ACCESS and USER INTERFACE

2.11.1 On-Site PC Workstation

The system shall include at each facility at least one (1) on-site personal computer or administration terminal that will allow authorized facility personnel to control and report inmate call activities. System options and inmate telephone restrictions must be programmable at the workstation, but the functionality and operation of the system must be completely independent of any administration terminal. In other words, if the workstation computer fails, this shall in no way affect the ability of inmates to place calls or the system's ability to track and control inmate calls according to preconfigured restrictions from an alternate authorized computer.

2.11.2 Password Protected System Access

Access to call controls, administrative functions, call detail records, and call recordings must be password protected to prevent unauthorized access. Assigned passwords should be associated with a multilevel security system that dictates which features, functions, and data will be accessible to each user. The system shall allow the Montgomery County Sheriff's Office to create new-user access based on templates which contain a set of permissions preselected by the Montgomery County Sheriff's Office.

2.11.3 Remote System Access

The system must have the capability to allow authorized facility administrators and/or investigators to access call controls or call records and recordings from locations other than the Vendor-provided workstation computer, including locations outside the facility. For easier training and support of remote users, the Montgomery County Sheriff's Office prefers that the user interface and system features accessible from remote locations be identical to the user interface and features available at on-site workstations; restricted only by each remote user's security access assignments. Describe any and all available remote access methods, how proper security is maintained during remote access and whether or not the user interface and features available via remote access match those available at on-site system workstations.

2.11.4 Efficient, Easy to Use Interface

The system's workstation interface must be an easy-to-use Web-based Window's program that allows any authorized user at the facility, or at an authorized remote computer, to efficiently access the system and perform any or all of the administrative or investigative functions permitted by the individual's security level.

The Montgomery County Sheriff's Office prefers a system that requires only a single log-in by users who must perform multiple tasks. Please state whether or not your system requires users to log-in multiple times in order to perform different functions.

2.11.5 System Access and Activity Log

The inmate telephone system must be capable of maintaining a system log that identifies each user that accesses the system and all activities and changes that occur while users are logged into the system. The system log should record any changes initiated within the system when call restrictions are created or edited facility wide, by PIN, by inmate station, or by destination number. The log should identify the date and time of the change, the user making the change, and the specific station or PIN changed, and describe the type of change made.

System must identify the bldg number, cell block, and telephone location within the block each time a call is initiated. Example: J2 2B #2. Each phone will be numbered from left to right (when facing phones in cellblock) when multiple phones are located in the cellblock.

System must allow the system administrator to be able to set the time each location (cellblock) that the phones will be active for inmate use. Example: 7 days week 7:00 AM to 9:00 PM Mon-Fri 7:00 AM to 9:00 PM

SYSTEM MUST LOG OFF USER AFTER 10 MINUTES OF INACTIVITY.

WEB ACCESS TO THE SYSTEM.

THERE WILL NEED TO BE MORE CLARITY WITH THE VOICE RECOGNITION ON THE PHONES, INMATE HAS TO REPEAT SEVERAL TIMES AND SPEAK VERY LOUDLY WHEN GOING THROUGH THIS PROCESS.

2.11.6 Internal Email System

The system must provide an integrated, internal messaging system by which authorized staff can send reports in various formats to other authorized staff without exiting the system.

2.12 CALL RECORDING

2.12.1 The system must be capable of recording all inmate conversations, excluding those to legal counsel. The system must automatically prevent recording of inmate calls to approved attorney or

other legal counsel numbers. Facility staff must be able to selectively turn-off the recording function for other calls at will. Fully describe how the system protects client/attorney conversations from both recording and live monitoring.

- 2.12.2 The proposed system must save recorded conversations for access and replay by facility staff or authorized investigators for a minimum of one hundred eighty days (180).
- 2.12.3 The system's recording function must allow selected recordings of special interest to be retained and remain accessible on-line beyond the normal storage period.
- 2.12.4 Playback of recorded calls shall not require a manual media change. Recordings must be stored on digital hard drives that automatically provide data replication.
- 2.12.5 The system must provide easy access and replay of stored recordings from within the system's user program. Explain how an investigator who is logged into the system would locate and replay one or more desired recordings.
- 2.13.6 The system must provide a way for investigators to bookmark or tag locations within recordings for future reference. The system should allow the investigator to make notes at marked locations. These bookmarks/tags and their associated notes should follow the recorded call if it is burned to a CD, DVD or USB portable medium.
- 2.12.7 The system must provide an easy method for copying call recordings to CDs or other portable media for permanent archival at the facility or for transporting a recording to a criminal trial as evidence.
- 2.12.8 When an inmate's recorded conversation is copied to portable media, relevant identifying information must also be automatically transferred to the portable medium, such as date and time of the call, inmate phone ID, destination number, and, if applicable, the PIN used to make the call.
- 2.12.9 The system must help ensure that inmate call recordings are tamper-proof and that chain of evidence is maintained when recordings are copied to portable media.
- 2.12.10 The system must track every user attempt to listen to, copy or download a call recording. The date and time, user's name, and a description of the action must be noted. Authorized staff must be able to query the system to determine who has listened to recordings and who has downloaded recordings.

2.13 CALL MONITORING

- 2.13.1 The system must allow authorized staff to monitor calls in progress. The monitoring of live conversations shall not interfere with the on-going recording of those conversations and shall not be detectable by either the inmate or the called party.
- 2.13.2 The system's monitoring capabilities must include an alert function that will automatically notify designated staff or investigators, by phone or pager, when particular PINs or destination numbers are used during call setup. When the alert is delivered to an official's desk or cell phone, the system shall allow the alerted official to immediately access and monitor the live conversation.
- 2.13.3 Authorized personnel at the system workstation or from a remote location must be able to immediately disconnect or conference-into a call that is being monitored.

2.14 CALL DETAIL RECORDS AND REPORTS

- 2.14.1 The system shall create and save a detailed record for every call or call attempt, whether the call is accepted or rejected, and the fate of the call shall be noted in the call record.

- 2.14.2 At a minimum the record for each call shall contain information that identifies the location and ID of the inmate phone used, the destination number called, the trunk line used, the date and time of the call, the duration and cost of the call, type of call (local, IntraLATA, et cetera), and inmate PIN (if applicable).
- 2.14.3 All call detail records shall be stored on-line and available for retrieval by authorized users at the system workstation or at authorized remote computers for the entire duration of the contract. A duplicate copy of each call detail record must be automatically transmitted to a secure secondary storage location provided by the Vendor.
- 2.14.4 A copy of the call detail record for every completed call must be transmitted to the Vendor's bill processing center.
- 2.14.5 Call records for any specified time period (during the course of the contract) must be available to authorized staff and investigators through the system's user interface program. Call detail records must be displayable on-screen in a pre-configured call detail report that is ready for printing.
- 2.14.6 Printable call detail reports must be pre-configured to display the name of the facility and at a minimum the following fields of information for each record in the report: Inmate Phone Station; Location (of the inmate phone); PIN; Date and Time; Length (duration of the call); Cost; a field that indicates whether or not the call was accepted; and a field that will provide the reason a call was not completed.
- 2.14.7 The system must provide an Export function that allows call detail reports to be exported in various file formats, to include at a minimum: XLS (Microsoft Excel), PDF (Public Document Format), RTF (Microsoft Word Rich Text Format), TXT (plan text), and TIFF (image format).
- 2.14.8 In addition to details for each call, call detail reports must display the total number of call records in the report and the total revenue and total minutes for all calls in the report.
- 2.14.9 The system must allow the records in a call detail report to be sorted in ascending or descending order by the inmate station ID, destination number, PIN, date, time, length, cost, acceptance or rejection notations, and reasons for incomplete calls.
- 2.14.10 The system must support the customization of call detail reports based on criteria selected by the user. The system must allow the user to search for call records for review and/or reporting based on one or more specified criteria. For example: all calls placed to a specific destination number; all calls placed using a specific inmate PIN, et cetera.
- 2.14.11 The call record for any call during which a three-way call attempt was detected shall be flagged in the on-screen call detail report for quick visual identification.
- 2.14.12 The system must allow investigators to attach case-notes to call records and to use the existence of a case-note as well as specific words or phrases included in case-notes as search criteria for the selection of call records to be reviewed.
- 2.14.13 Investigators must be able to access and replay the recorded conversation associated with a selected call record. Recordings must be accessible for replay from on-screen call detail reports that would remain available for further review or printing after the replay of a selected recording.
- 2.14.14 The system must provide quick access to a specific inmate's PIN file directly from any on-screen call detail report that includes a call by that inmate. The call detail report must remain available for further review or printing after the review or editing of the selected inmate's PIN restrictions.

2.15 OTHER ADMINISTRATIVE AND INVESTIGATIVE REPORTS

In addition to call detail reports, the system must be capable of providing a variety of reports based on inmate call records and or the system's user log. At a minimum the proposed system should provide the

following types of reports:

- 2.15.1 A summary report of the total number of calls for each day within a user specified time frame. This report must allow the user to apply search parameters.
- 2.15.2 A summary report of the most frequently dialed destination numbers. The report must allow the user to specify a time frame and at a minimum include the destination number and the total number of calls to that destination number. Sorting options must be available for each field.
- 2.15.3 A summary report of the most frequently used PINs. The report must allow the user to specify a time frame and at a minimum include the PIN and the total number of calls placed using that PIN. Sorting options must be available for each field.
- 2.15.4 A summary report of the most frequently used inmate stations. The report must allow the user to specify a time frame and at a minimum include the station number and the total number of calls placed using that station. Sorting options must be available for each field.
- 2.15.5 A summary report of the most frequently used trunks. The report must allow the user to specify a time frame and at a minimum include the trunk identification and the total number of calls placed using that trunk. Sorting options must be available for each field.
- 2.15.6 An account creation report. The report must provide at a minimum a list of each new PIN and the date and time of PIN creation during a user specified period of time.
- 2.15.7 An analysis report that lists totals for all inmate calls during a specified time period by rate type (i.e. free, local, interLATA, ET cetera.). This report should include the total number of calls in the report and for each rate type should include at a minimum: the total number of calls, the total cost of all calls, and the total number of minutes for all calls of that rate type.
- 2.15.8 A telephone station report that displays the name of the facility and all telephones currently connected to the system at that facility must be available. At a minimum the report must include for each phone: the station number, location, status (active or deactivated), the date the phone was added, and if applicable the date and time the phone was deactivated. If a usage schedule is currently assigned to the station, this too should be indicated.
- 2.15.9 A user's log report. This report must provide information to track the activities of each user that has accessed the system within the specified period of time. The report must allow authorized personnel to identify each user, date, time of log-in, activities performed, and time of exit from the system.
- 2.15.10 A shared destination number list. This report must identify all destination numbers being dialed by multiple PINs.
- 2.15.11 The system must provide an Export function that allows reports to be exported in various file formats, to include at a minimum: XLS (Microsoft Excel), PDF (Public Document Format), RTF (Microsoft Word Rich Text Format), TXT (plan text), and TIFF (image format).
- 2.15.12 The system must allow selected report pages to be saved and emailed via an internal system email function that is accessible only to authorized system users.

SECTION 3
MAINTENANCE AND SUPPORT

3.0 Technical Support and Customer Service

3.1 Vendor's Financial Responsibility

For the entire duration of the Contract, the successful Vendor shall be solely and absolutely responsible for the provision, maintenance, and support of all equipment and services associated with the inmate telephone system, including the repair or replacement of inmate telephones as needed, at no cost to the Montgomery County Sheriff's Office.

3.2 Established Customer Service Center for Called Parties

The successful Vendor must own and manage an established service center dedicated to the support of families and friends who receive calls from inmates at the facility; staffed by qualified service representatives who are able to address billing issues, numbers blocked due to lack of payment, and establish prepay accounts upon customer request. Parties receiving inmate calls through the Vendor's system must be able to contact the Vendor's billing and customer support center via a toll free number that is answered by service representatives for a minimum of ten (10) hours a day, seven (7) days a week. Describe your company's billing and customer Service Center, including its location, hours of operation, and the current number of knowledgeable representatives available to assist the public.

3.3 Established Technical Service and Support Center

The successful Vendor must own and manage an established service center dedicated to the support of the inmate telephone system; staffed by qualified technicians who are able to address system problems 24 hours a day, 365 days a year. Facility personnel must be able to contact the Vendor's service center via a toll free number that is answered by a live operator at any time day or night. Describe your company's Technical Service and Support Center, including its location, how long it has been operating, and the current number technicians dedicated to supporting the Vendor's inmate telephone system platform.

3.4 Proactive System Monitoring

To help ensure reliable, problem free performance of the inmate telephone system the Vendor must be able to access and must regularly monitor the system's critical functions. Describe your company's ability and plan to remotely access and monitor system performance. Describe methods or procedures regularly used to ensure the system's reliability.

3.5 Remote Diagnostics and Problem Resolution

The Vendor's technical staff should be able to diagnose and resolve system software problems via remote access, without the need for an on-site visit.

3.6 Designated Technician for Continuity of Service

Upon contract award the successful Vendor must provide the name and credentials of one qualified service technician or manager who will be responsible for ensuring that all inquires or service issues related to the inmate telephone system at the Montgomery County Sheriff's Office facility are addressed satisfactorily and in a timely fashion. This individual will have the authority, resources, and responsibility to address technical issues via remote access of the system, dispatch a service representative to the site if required, escalate any issue that cannot be resolved within the expected time frame, and keep the Montgomery County Sheriff's Office informed at regular intervals until issues are resolved.

3.7 Local Technician for On-Site Repairs

The Vendor must provide one or more local technicians to handle on-site maintenance, repair, or replacement of inmate telephones and other Vendor-provided equipment at the facility. The local technician(s) must be trained, certified, and available for dispatch to the facility any time a system problem cannot be diagnosed and/or corrected by remote access from the Vendor's Technical

Service and Support Center. Should it become necessary, the Vendor must be willing and able to dispatch additional technicians to the facility from the Technical Service and Support Center. Explain how your company provides on-site service. If on-site service is to be provided by a subcontractor, identify the proposed subcontractor and describe the subcontractor's qualifications to provide this service. The Vendor is fully responsible for all work performed by a vendor-provided subcontractor.

3.8 Local Spare Parts

The Vendor must provide a local cache of spare telephones or parts for timely repair or replacement of damaged or broken telephones.

3.9 Required Response Times - System Issues

The response time for non-critical system issues or repair work shall not exceed twelve (12) hours following notification. The response time for critical system issues or repairs shall not exceed four (4) hours.

3.10 Required Replacement Time - Non-Working Phones

In areas that have only a single phone, the replacement time for non-working phones shall not exceed twenty-four (24) hours following notification. Replacement time for a single non-working phone in an area with multiple phones shall not exceed 48 hours. Vendors are required to detail in their proposal how requests for telephone repair or replacement will be handled.

3.11 Vendor's Maintenance and Support Plan

Vendor shall include in this section a comprehensive Maintenance and Support plan that describes the Vendor's service and support policies for the inmate telephone system; how trouble tickets are handled; work order time frames (response and resolution times), and escalation procedure when issues are not resolved within expected time frames.

SECTION 4 IMPLEMENTATION

4.0 Implementation Costs and Requirements

4.1 Cost

All expenses related to the installation and implementation of the inmate telephone system shall be the sole responsibility of the awarded contractor.

4.2 Materials and Labor

The awarded contractor shall provide all equipment or other required materials, as well as qualified labor, for the successful implementation of the proposed system. The Vendor must provide transportation to and unloading at the Montgomery County Sheriff's Office designated location. The Montgomery County Sheriff's Office will not be liable for any charges for drayage, packing, cartage, boxing, insurance, crating or storage in addition to the price proposed by the Vendor. All packing crates, boxes, paper, packing materials, and all other such extraneous material shall be removed from the premises by the Vendor at his/her expense after installation.

4.3 Installation Responsibility

Supervision, delivery, unpacking, placement, installation, testing, and cut-over of equipment shall be the responsibility of the contractor. All phases of the installation must be coordinated through the Montgomery County Sheriff's Office designated contact person. The Montgomery County Sheriff's Office advice and written approval must be obtained by the contractor before making any modification or alteration to building(s) or grounds. Work areas shall be barricaded to provide a safe condition for pedestrian and vehicular traffic.

4.4 Conformance to Electrical Codes

Installation of electrical wires, cables, or electric-dependent equipment must comply with all applicable local and national electrical codes. Inside wiring must be concealed where possible and installed in a neat, workmanlike manner. Any cable runs not concealed inside ceiling or wall must follow ceiling, floor or wall corners and must be covered in metal conduit or other material pre-accepted in writing by the County. All cable runs above ceilings shall be installed with clips or hangers to prevent contact with suspended ceilings.

4.5 Existing and New Cabling

Where available and appropriate, the awarded Vendor may use existing cabling at the facility. It is the Vendor's responsibility to inspect existing cabling to ensure its reliability. Any new cabling installed by the Vendor within walls, floors, or ceilings of the facility shall remain the property of the Montgomery County Sheriff's Office after contract expiration.

4.6 Restoration

The contractor must restore to original condition any property, including sidewalks, streets, and grounds, that are damaged, marred, or defaced by the Vendor's employees or sub-contractors during the installation.

4.7 Expected Time Frame

The inmate telephone system should be fully installed and operational within sixty (60) days after the notice to proceed. If this schedule cannot be met, Vendor must state the number of days required to install the equipment after notification. Failure to state an alternate time frame in the proposal will obligate the Vendor to complete installation within the Montgomery County Sheriff's Office stated time frame. Extended installation times may be considered when in the best interest of the County.

4.8 Delayed System Acceptance

The Montgomery County Sheriff's Office final acceptance and approval of the installation shall be delayed until the system has performed satisfactorily for a period of thirty (30) consecutive days.

4.9 Training

Following installation and at no cost to the County, hands-on training is to be provided on-site for all personnel who will be required to use or manage the inmate telephone system. The Vendor must provide at least one (1) printed user manual to remain at the facility throughout the contract period that clearly explains the use of all system features and functions.

For the duration of the contract period, if deemed necessary by the Montgomery County Sheriff's Office, the Vendor must agree to provide additional training at no cost to the Sheriff's Office and Detention Facility.

A training plan that describes on-site training procedures and topics is to be included in the Vendor's implementation plan.

4.10 Implementation Plan

Installation and cut over procedures must be designed to avoid prolonged disruption of phone service to inmates and to minimize disruption of normal facility activities. The successful Vendor's final implementation plan must be approved by the Montgomery County Sheriff's Office prior to the commencement of equipment installation. Provide a preliminary implementation plan that addresses at least the following topics in any order that clearly explains the implementation process from start to finish.

- An introductory overview of the implementation process
- The degree of involvement required of facility staff
- A list the key project personnel who will be responsible for accomplishing the implementation. For each person on the list, include the individual's project responsibility and a brief summary of the individual's qualifications to perform that function. Resumes of key project personnel should be included with the proposal as a separate attachment or exhibit.
- Details of implementation procedures at a facility prior to cut over.
- Methods of equipment grounding and lightening protection
- Testing and acceptance procedures following cut over
- Training of facility personnel
- A detailed implementation time-line (e.g. Gantt or other chart) is to be included in the Attachment section of the proposal.

SECTION 5
COMMISSION AND RATES

5.0 VENDOR RESPONSIBILITY

5.1 Responsibility for Billing and Collections

The Vendor shall be the responsible for billing and collections.

The Vendor shall provide to called-parties an invoice or statement of all inmate collect calls to be paid for by the called party. This invoice shall include call details including, but not limited to, the date and time of each call, length of each call, and the applicable charge for each call.

5.2 Responsibility for Fraudulent and Uncollectible Calls

The contractor shall be responsible for all fraudulent billing and uncollectible calls.

5.3 Responsibility for Monthly Line Fees

The Vendor shall assume the responsibility for all monthly line fees associated with the inmate phone system.

5.4 CALLING RATES

5.4.1 Each Vendor shall charge the called party the agreed upon per minute rates and per call surcharges (subject to any necessary Alabama Public Service Commission approvals and/or rate filing requests). Such rates and surcharges shall remain fixed during the contract term; unless the Montgomery County Sheriff's Office and the Vendor mutually agree to modify such rates or surcharges at any time during the contract period.

5.4.2. Vendor shall not charge the inmate or their call recipients any additional per call fees over and above the approved call rates. Vendor shall not charge inmates or called parties any additional fees for system features or functions that must be used by the inmate in order to place calls through the system.

5.4.3 Additional charges to called parties and inmates shall be limited to the fees prescribed in the chart below.

The chart below includes all allowable fees that can be charged by the successful vendor. No additional fees may be charged to the cost of the call or for the funding of prepaid accounts. No third party fees may be charged. These prescribed fees do not include taxes and mandatory regulatory fees.

Prepaid Account Funding - Transaction Fees

Prepayment Deposit Method	Maximum Allowable Fees
Certified Check by mail	\$0.00
Money Order by mail	\$0.00
Deposit sent via Western Union	\$0.00
Automated Interactive Voice Response Deposit - Any Amount	\$4.75
Credit Card Deposit via Service Rep – Any Amount	\$4.75
Internet Web Deposit – Any Amount	\$4.75
Lobby Kiosk Deposit – Cash or Credit Card	\$4.75
Monthly Local Exchange Carrier Billing Fee	\$2.89

-No 3rd party fees will be allowed.

- 5.4.4 If the Vendor desires to pass through to called parties a LEC billing fee (a charge to the Vendor for adding inmate collect calls to the LEC's monthly billing statement), the amount and frequency of that fee must be disclosed and explained below. Montgomery County Sheriff's Office reserves the right to forbid the passing through of billing cost recovery fees that are deemed by the County to be excessively large.
- 5.4.5 For international calls the Vendor will be permitted to charge the tariffed per minute rate and per call surcharge in effect during the contract term for each international location.
- 5.5. COMMISSIONS
- 5.5.1 The successful Vendor's agreed upon commission percentage to the Montgomery County Sheriff's Office shall remain fixed during the contract term, unless the County and the Vendor mutually agree to modify the commission rate at any time during the contract term.
- 5.5.2 The commission to be paid to the Montgomery County Sheriff's Office shall be computed as a percentage of the total gross revenue generated by the application of the approved call rates for every completed collect or prepaid inmate call, regardless of rate type (Local, IntraLATA, InterLATA, Interstate, or International).
- 5.5.3 Documentation supporting the commission paid to the County shall be included with each monthly payment. Documentation must include details of the revenue generated by completed calls from each inmate telephone during the billing period. For each rate-type (Local, IntraLATA, InterLATA, Interstate, or International), revenue details for each inmate phone must include at a minimum the total number of calls, the total time billed, and the total costs billed for the specified rate type. The Vendor shall provide with the proposal samples of revenue and commission reports that will accompany the commission payment. If reviews of the vendor's standard revenue and commission reports by the County reveal that the provided reports are inadequate, the successful Vendor must agree to provide additional reports that meet County's needs.
- 5.5.4 Following this page the Vendor must clearly present their proposed calling rates.