



**Request for Proposal:
Inmate Communication Services
Etowah County Commission
RFP No.: 2018-2019-10**

**Release Date:
6/18/2019**

**Proposal Due Date:
8/09/2019**

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1. INTRODUCTION

1.1. Request for Proposal

- 1.1.1. Etowah County Commission (“Customer”) invites responses to this Request for Proposal (RFP) from qualified, experienced Vendors who can provide a comprehensive, reliable inmate communications solution including inmate telephone, video visitation, correctional-grade tablet services and payment kiosks that meet the requirements described in this RFP at the following Facilities:

Etowah County Detention Center
827 Forrest Ave
Gadsden, Alabama 35901

Etowah County Detention Center Annex
735 First Ave
Gadsden, AL 35901

- 1.1.2. Details about the required equipment and inmate population of the Facilities can be found in **Attachment 1, Section L (Facility Specifications)**. Customer is seeking an experienced Vendor to provide, install and maintain various inmate communication solutions inclusive of an inmate telephone system (ITS), video visitation solution (VVS), correctional-grade tablets (“Tablets”) and booking and lobby payment kiosks (“Kiosks”) at the Facilities. Vendor shall provide all inmate communication services to the inmates in accordance with the requirements and provisions set forth in this RFP and to the Facilities listed in **Attachment 1, Section L (Facility Specifications)**.
- 1.1.3. Customer currently is under contract with Smart Communications for the provision of its MailGuard™ technology as well as inmate communication services such as electronic messaging, grievances, inmate requests, medical requests, and law library access. Vendor understands and agrees the provision of some of the services provided under this RFP and subsequent Agreement will not be exclusive.
- 1.1.4. Customer may engage third party consultants both in the process of this procurement and in the management of the day-to-day operations of the selected Vendor. If a consultant or agent (“Designated Agent”) is engaged, Vendor will cooperate with the Designated Agent as directed by Customer, including following instructions found in this RFP, and if awarded, the operation of the ITS, VVS, Tablets and Kiosks. Throughout this RFP, Customer shall be deemed to include both Customer and Customer’s Designated Agent or consultant, if any.

2. PROPOSAL INSTRUCTIONS, FORMAT, CONTENT AND SUBMISSION

2.1. RFP Format

- 2.1.1. The RFP is inclusive of the following documents:
- 2.1.1.1. **Main RFP Document.** The main RFP document provides instructions for the RFP process. The RFP document also includes several sections and numbered items where Vendor must provide additional information or documentation.
 - 2.1.1.2. **Attachment 1 – Mandatory Requirements. Attachment 1, Sections B through K** includes mandatory specifications that must be met for Vendor to be considered. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet Customer’s needs without the required item. All statements where Vendor responded with “Read and Do Not Agree” must be listed in **Attachment 1, Section N (Exceptions to RFP)**. Vendor comments will be evaluated in accordance with **Attachment 1, Section C (Evaluation & Selection and Section C.1 (Evaluation Criteria))**.
 - 2.1.1.2.1. Section A – Vendor Instructions
 - 2.1.1.2.2. Section B – RFP Instructions and Format
 - 2.1.1.2.3. Section B.1 – Proposal Order
 - 2.1.1.2.4. Section C – Evaluation and Selection
 - 2.1.1.2.5. Section C.1 – Evaluation Criteria
 - 2.1.1.2.6. Section D – General Conditions
 - 2.1.1.2.7. Section E – User Billing and Payments
 - 2.1.1.2.8. Section F – Customer Service
 - 2.1.1.2.9. Section G – General Installation Requirements
 - 2.1.1.2.10. Section H – ITS Requirements
 - 2.1.1.2.11. Section I – VVS Requirements
 - 2.1.1.2.12. Section J – Tablet Requirements
 - 2.1.1.2.13. Section K – Additional Technology Requirements
 - 2.1.1.2.14. Section L – Facility Specifications
 - 2.1.1.2.15. Section M – Rates, Fees and Revenue Share
 - 2.1.1.2.16. Section N – Exceptions to RFP
 - 2.1.1.2.17. Section O – Exceptions to Agreement Terms
 - 2.1.1.2.18. Section P – Receipt of Addenda
 - 2.1.1.2.19. Section Q – Site Evaluation Registration Form
 - 2.1.1.3. **Attachment 2 – Agreement Terms.** Vendor is required to review the standard agreement in its entirety and indicate any exceptions in **Attachment 1, Section O (Exceptions to Agreement Terms)**, including an explanation of how Vendor proposes to meet Customer’s needs without the required item.
 - 2.1.1.4. Customer shall create an agreement resulting from this RFP that shall incorporate **Attachment 1 – Mandatory Requirements, Attachment 2 – Agreement Terms** and Vendor’s RFP response (“Agreement”).

2.2. Schedule of Events

- 2.2.1. The following is Customer’s best estimate of the schedule of events (“Schedule of Events”). Customer reserves the right to revise the Schedule of Events. Unless otherwise specified, the times provided are Central Standard Time (CST).
- 2.2.2. Proposals must be received no later than 5:00 p.m. CST on August 9, 2019 (“Proposal Due Date”) at the location specified in **Section 2.6 – Questions or Comments**.

Table 1 - Schedule of Events

Event	Date
Release of the RFP	06/18/2019
Deadline for Site Evaluation Registration Forms	06/28/2019
Mandatory Site Evaluation	07/09/2019
Deadline for Written Questions from Vendors	07/12/2019
Dissemination of Answers to Written Questions	07/24/2019
Proposal Due Date	08/09/2019

2.3. Format Requirements

- 2.3.1. Vendor’s proposal shall follow the order specified in **Attachment 1, Section B.1 (Proposal Order)**. Vendor’s proposal shall include the original RFP language where specified. The original text from each section and numbered requirement of the **Main RFP** document shall be inserted into Vendor’s proposal document to be immediately followed by a complete response provided by Vendor.
- 2.3.2. Vendor’s proposal includes specified sections and numbered items in the **Main RFP** document that require additional explanation. Vendor shall provide specific, concise responses that fully address the question/information requested in that section. Include only those exhibits and/or images that are clearly relevant to the specific section and numbered item.
- 2.3.3. If Vendor is in full compliance with the RFP section or requirement number, Vendor’s response shall be, “Read and Agree.”
- 2.3.4. Otherwise, Vendor’s response shall be, “Read and Do Not Agree” and considered an exception (“Exception”). Exceptions to any section or numbered requirement must be listed in **Attachment 1, Section N (Exceptions to RFP)**.
- 2.3.5. Additional format requirements are provided in **Attachment 1, Section B (RFP Instructions & Format)**.

2.4. Submission of Proposal

- 2.4.1. Vendor shall deliver six (6) paper copies (one (1) original and five (5) copies) and one (1) complete electronic copy. The electronic version shall include all of the required documents and attachments and shall be provided on a labeled CD or USB. All copies, paper and electronic must be received on or before the Proposal Due Date. Proposals must be directed to the RFP contact specified in **Section 2.6 – Questions or Comments**.
- 2.4.2. The electronic version shall be in a searchable format and shall follow the order specified in **Attachment 1, Section B.1 (Proposal Order)**. Non-searchable documents may be considered non-compliant. Vendor is responsible for ensuring the electronic version and the chosen media are free from any viruses, malware or malicious code. Electronic versions so compromised will be considered non-compliant.
- 2.4.3. The outside of the proposal (including the electronic version) must be labeled **INMATE COMMUNICATION SERVICES PROPOSAL**, and include the RFP number.

2.5. Mandatory Site Evaluation

- 2.5.1. Customer requires Vendor attend the site evaluation on the date and time specified in the Schedule of Events. It is mandatory for Vendor to attend the site evaluation to submit a proposal. Vendors shall meet in the lobby of the Detention Center.
- 2.5.2. To attend the site evaluation, Vendor must complete and email **Attachment 1, Section Q (Site Evaluation Registration Form)** to the RFP contact specified in **Section 2.6 – Questions or Comments** on or before the date specified in **Table 1 – Schedule of Events**. Each Vendor will be limited to two (2) representatives at the site evaluation. Vendor must confirm attendance via email to the RFP contact at least three (3) days prior to the site evaluation. This will be the only time available for Vendor to visit the Facilities during the RFP process.
- 2.5.3. Oral responses to questions during the site evaluation shall be considered nonbinding on Customer. Vendor's questions regarding the site evaluation and/or this RFP must be submitted by Vendor in writing as specified in **Section 2.6 – Questions or Comments** on or before the date specified in the Schedule of Events.

2.6. Questions or Comments

- 2.6.1. Vendor must direct all questions and/or comments to the RFP contact listed below. All questions must be written and submitted electronically and in a comprehensive document.
- 2.6.2. Questions should include the RFP section number title, subsection and page of the corresponding RFP document.
- 2.6.3. Customer shall deliver the answers to the questions and/or comments received on or before the date specified in the Schedule of Events.
- 2.6.4. RFP questions or comments shall be emailed to:

Praeses, LLC
Attn: Cody Wolfe
Telephone – 318-424-8125 Ext. 3199
Email – cody.wolfe@praeses.com

3. PROPOSAL EVALUATION AND SELECTION

3.1. Evaluation Factors

- 3.1.1. Customer expressly reserves the right to accept or reject any or all proposals, with or without cause, modify, alter, waive any technicalities or provisions, or to accept the proposal which, in its sole judgment, is determined to be the best evaluated offer resulting from negotiation, taking into consideration the relative importance of technology, revenue share offered and other evaluation factors set forth in this RFP, or to award an Agreement to the next most qualified Vendor if the successful Vendor does not execute an Agreement within thirty (30) days after the award of the Agreement.
- 3.1.2. Further information on the proposal evaluation and selection process is covered in **Attachment 1, Section C (Evaluation & Selection)** and **Section C.1 (Evaluation Criteria)**.

4. CORE TECHNOLOGIES – INMATE COMMUNICATION SERVICES

4.1. Equipment and Installation Requirements

- 4.1.1. Mandatory Equipment and Installation requirements applicable to all systems are outlined in **Attachment 1, Section G (General Installation Requirements)**.
- 4.1.2. Vendor shall submit a preliminary implementation plan which shall include a proposed installation schedule for the Facilities for ITS, VVS, Tablets and Kiosks.
- 4.1.3. Vendor shall indicate any environmental conditions required for the proposed ITS, VVS, Tablets and Kiosks. Include minimum and maximum operating temperatures and humidity levels.
- 4.1.4. Vendor shall indicate the number of hours of back-up power that the provided UPS components supply to the ITS, VVS and Tablets.
- 4.1.5. Vendor shall indicate whether Vendor proposes any changes to Customer's communications room at the Facilities.
- 4.1.6. Vendor shall describe in detail its capability to provide the required interfaces for the provision of services through the ITS, VVS, Tablets and Kiosks.
- 4.1.7. **ITS**
 - 4.1.7.1. Specific mandatory ITS Equipment and Installation requirements are outlined in **Attachment 1, Section H (ITS Requirements)**.
 - 4.1.7.2. Vendor shall supply details of Vendor's proposed ITS, which shall include, but not be limited to: system version (if Vendor uses multiple ITS versions and/or releases), system design (centralized vs. premise based), technical specifications, software applications, hardware, architecture and networking capabilities.
 - 4.1.7.3. Vendor shall include a diagram demonstrating the proposed ITS solution.
 - 4.1.7.4. Vendor must indicate the physical size of the ITS equipment to be installed at the Facilities including information on height, depth, width, weight, abuse tolerances and any limitations.
 - 4.1.7.5. Vendor shall include a description, as well as images, of the inmate telephone sets, Telephone Devices for the Deaf (TDD) and/or Video Relay Service (VRS) units, wall-mounted hands-free telephones, and cart/portable sets proposed for installation at the Facilities.
 - 4.1.7.6. Vendor shall provide a detailed description, as well as visual aids, of the privacy partitions proposed for installation at the Facilities.
 - 4.1.7.7. Vendor shall describe the specific security measures incorporated into the installation of the VRS units to ensure the unit cannot be tampered with or redirected for other use.
- 4.1.8. **VVS**
 - 4.1.8.1. Specific mandatory VVS Equipment and Installation requirements are outlined in **Attachment 1, Section I (VVS Requirements)**.
 - 4.1.8.2. Vendor shall supply details of Vendor's proposed VVS, which shall include, but not be limited to: system design (centralized vs. premise based), hardware components, operating system, default applications, power options, proposed cabling, and bandwidth parameters.
 - 4.1.8.3. Vendor shall include a diagram demonstrating the proposed VVS solution.
 - 4.1.8.4. Vendor must indicate the physical size of the VVS equipment to be installed at the Facilities including information on height, depth, width, weight, abuse tolerances and any limitations.
 - 4.1.8.5. Vendor shall include a description, as well as images, of the proposed video visitation stations (inmate, visitor and mobile) proposed for installation at the Facilities.

4.1.9. Tablets

- 4.1.9.1. Mandatory Tablet Equipment and System requirements are outlined in **Attachment 1, Section J (Tablet Requirements)**.
- 4.1.9.2. Vendor shall provide a detailed description of its Tablets, including security features for the corrections industry, screen size, device size, battery specifications, and charging options.
- 4.1.9.3. Vendor shall include a diagram demonstrating the Tablet solution.
- 4.1.9.4. Vendor shall specify if the speakers on the Tablets can be disabled/enabled at Customer's discretion.
- 4.1.9.5. Vendor shall indicate how Tablets work for hearing impaired inmates.

4.2. Technology Features and User Applications

4.2.1. ITS

- 4.2.1.1. Mandatory ITS and User Application Specifications are outlined in **Attachment 1, Section H (ITS Requirements)**.
- 4.2.1.2. Vendor shall provide information on how the proposed ITS is capable of recognizing and distinguishing standard or irregular busy signals, standard or irregular ringing signals, answering machines, digital voicemail, cellular telephones, ring-back tones, chain dialing.
- 4.2.1.3. Vendor shall provide a script of the call acceptance information provided to the called party.
- 4.2.1.4. Vendor shall indicate the number of times the ITS plays the call acceptance information to the called party and whether the called party may interrupt the prompts by selecting a digit on the keypad.
- 4.2.1.5. The ITS shall process calls on a selective bilingual basis using English and Spanish. Vendor shall indicate whether the called party (in addition to the inmate) will be able to select the preferred language for call prompts.
- 4.2.1.6. For calls that are not completed, the ITS shall play a recorded message to the inmate detailing why the call was not completed. Vendor shall provide a list of the available recordings as well as a complete description of each.
- 4.2.1.7. Vendor shall provide information on any security configurations available within the ITS to prevent fraud relative to automated phone trees (e.g. inmates pressing digits and getting to a live operator).
- 4.2.1.8. Vendor shall describe how it will provide search and query capabilities for the pre-paid accounts to meet Customer's needs as specified in Requirement Number 2.066 of **Attachment 1, Section H (ITS Requirements)**.
- 4.2.1.9. Vendor must specify how international collect calls are processed and completed through the proposed ITS.
- 4.2.1.10. Vendor shall describe its capability to allow Customer to create, view and track service tickets associated with the ITS or Facilities through the ITS, inclusive of screen shots.
- 4.2.1.11. Vendor shall provide detailed information on the frequency Vendor performs remote diagnostics and troubleshooting processes that shall include failure reports, alarms, service history and other steps taken.
- 4.2.1.12. Vendor must indicate how Telephone Devices for the Deaf (TDD) work with the proposed ITS.
 - 4.2.1.12.1. Vendor shall provide detail on how TDD calls can be recorded and monitored via the ITS.
 - 4.2.1.12.2. Vendor shall describe how TDD calls are billed (if applicable).

- 4.2.1.12.3. Vendor shall detail how call controls configured in the ITS are preserved for calls placed using the TDD (e.g. blocked telephone numbers).
- 4.2.1.13. Vendor shall provide detail relative to its capability to provide a Video Relay System (VRS) to the Facilities at no cost to Customer.
 - 4.2.1.13.1. Vendor shall indicate whether VRS calls/sessions can be recorded and monitored.
 - 4.2.1.13.2. Vendor shall indicate whether VRS is provided as a stand-alone solution or via the proposed VVS.
 - 4.2.1.13.3. Vendor shall provide detail on how call controls configured in the ITS are preserved for calls placed using the VRS (e.g. branding, blocked telephone numbers).
- 4.2.2. **VVS**
 - 4.2.2.1. Mandatory VVS features, functionalities, and user applications are found in **Attachment 1, Section I (VVS Requirements)**.
 - 4.2.2.2. Vendor shall detail any unique or distinctive features regarding the proposed VVS, including the capability for the inmate to initiate video visitation sessions.
 - 4.2.2.2.1. Customer prefers inmates be able to schedule their video visitation sessions. Vendor shall describe its processes for inmate initiated video visitation sessions in detail.
 - 4.2.2.2.2. If Vendor does not have the capability for the inmate to initiate video visitations sessions, provide information on Vendor's research and development progress.
 - 4.2.2.3. Vendor shall indicate whether it proposes an alternative number of video visitation stations to the quantity specified in **Attachment 1, Section L (Facility Specifications)**.
 - 4.2.2.4. Vendor shall list the requirements for a visitor to complete remote video visitation sessions, including but not limited to minimum bandwidth, equipment, software, and browser type.
 - 4.2.2.5. Vendor shall specify whether the VVS provides a countdown clock timer on the video visitation station.
 - 4.2.2.6. Vendor shall specify its proposed process for providing information on upcoming video visits, including reports available in the VVS user application.
 - 4.2.2.7. Vendor shall provide a list and complete description of all available reports in the VVS user application.
- 4.2.3. **Tablets**
 - 4.2.3.1. Mandatory Tablet features, functionalities, and user applications are found in **Attachment 1, Section J (Tablet Requirements)**.
 - 4.2.3.2. Vendor shall detail any unique or distinctive features regarding the proposed Tablets, including all available options for inmates to access the Tablets (e.g. assigned model compared to a shared model).
 - 4.2.3.3. Vendor shall indicate whether it proposes an alternative number of Tablets to the quantity specified in **Attachment 1, Section L (Facility Specifications)**.
 - 4.2.3.4. Vendor shall describe its capability to supply the Tablets for shared use by the inmates, including the process utilized by the inmate to access the Tablets and the streaming of approved entertainment content.
 - 4.2.3.4.1. Alternatively, Vendor shall describe its capability to supply the Tablets via a subscription model wherein inmates purchase access to the Tablets and/or approved entertainment content for a set price over a designated time period. Vendor shall explain in detail the fee structure associated with each type of content as well as how subscription time periods are calculated.

- 4.2.3.5. Vendor shall indicate whether the proposed Tablets have the capability to process inmate telephone calls through the ITS.
- 4.2.3.6. Vendor shall indicate whether the proposed Tablets include an application for its proposed VVS, enabling the camera only while docked in a stationary location (i.e. wall, pedestal) and disabling the camera if the Tablets are removed from the stationary/docked location. In the event Vendor offers this configuration, Vendor shall provide a detailed technical description for how Vendor will provide this functionality.
- 4.2.3.7. Vendor shall describe its capability to deliver a comprehensive inmate education solution on the Tablets, including all available courses.
 - 4.2.3.7.1. Vendor shall describe the learning management system proposed for the Tablets.
 - 4.2.3.7.2. Vendor shall identify the education platform and the capability to support college courses, high school equivalency courses, GED preparation and testing, and personal development content.
 - 4.2.3.7.3. Vendor shall detail any educational videos provided.
- 4.2.3.8. Vendor shall provide an overview of its electronic messaging capabilities, which shall include, but not be limited to: security features, contact initiation process, offender availability options (VVS vs. Tablets), content review (and any associated automated methods), and data analysis capabilities.
- 4.2.3.9. Vendor shall describe how data associated with usage on the Tablets is stored.
- 4.2.3.10. Vendor shall specify if/how Tablets become the property of the inmates at the time of release.
- 4.2.3.11. Vendor shall indicate if its Tablet user application has the capability of live monitoring.
- 4.2.3.12. Vendor shall provide a list and complete description of all available reports in the Tablets user application.
- 4.2.3.13. Vendor shall detail its ability to interface in real-time with Customer's JMS for inmate grievances and requests through the Tablets allowing the use of the JMS' existing forms and applications in lieu of Vendor-created, standalone forms on the Tablets.

4.2.4. Kiosks

- 4.2.4.1. Mandatory Kiosks Specifications are outlined in **Attachment 1, Section K (Additional Technology Requirements)**
- 4.2.4.2. Vendor shall provide images and equipment specifications for the proposed kiosks.
- 4.2.4.3. Vendor shall provide a detailed description of its proposed electronic trust account deposit services, which shall include, but not be limited to: user application reporting capabilities, methods for completing deposit payments (i.e. kiosk, website, etc.), and alert/investigative capabilities.

4.3. Security Features

4.3.1. ITS

- 4.3.1.1. Mandatory ITS Security Features requirements are outlined in **Attachment 1, Section H (ITS Requirements)**.
- 4.3.1.2. Vendor shall provide a detailed explanation of the information displayed on the called party's caller ID each time a call from the Facilities is placed (e.g. unknown number, Vendor's customer service number, dummy ANI).
- 4.3.1.3. Relative to Vendor's fraud prevention feature, provide a list of the available pre-recorded announcements. Vendor shall describe its process for adjusting the

- duration of the call or excluding the pre-recorded announcements from the cost of a call.
 - 4.3.1.4. Specify the method used by Vendor to detect three-way calls, specifically if the called party is utilizing a cell phone to place the three-way call.
 - 4.3.1.4.1. Upon detection of a three-way call, indicate whether the ITS is capable of playing a message to the inmate and/or the called party prior to terminating the call.
 - 4.3.2. Vendor shall provide an overview of its continuous voice biometric technology and detail the enrollment process and the continuous verification of the inmate's voice.
 - 4.3.2.1. Customer prefers the inmates at the Facilities use the inmate telephones for initial and ongoing enrollments in the voice biometric technology and not require dedicated enrollment phones. Vendor shall describe in detail its capability to provide this same configuration.
 - 4.3.2.2. Vendor shall describe the analytical tools and reporting features available through its continuous voice biometric technology.
 - 4.3.3. **VVS**
 - 4.3.3.1. Vendor shall describe its registration and scheduling processes including:
 - 4.3.3.1.1. Capability to verify the visitor's identity.
 - 4.3.3.1.2. Capability to run a warrant search on the visitor.
 - 4.3.3.1.3. The mandatory fields captured during the registration and scheduling processes.
 - 4.3.3.1.4. Process for designating a visitor to receive confidential/privileged video visits.
 - 4.3.3.1.5. All methods available for visitors to register and schedule a video visit including the use of a mobile application.
 - 4.3.3.1.5.1. If Vendor does not have the capability to allow scheduling through a mobile application, provide information on Vendor's research and development progress.
 - 4.3.3.1.6. Method for avoiding scheduling conflicts.
 - 4.3.3.2. Vendor shall indicate how other contract customers using Vendor's proposed VVS are handling approval of visitors: approved visitor lists compared to passive approval (with required registration).
 - 4.3.3.3. Vendor shall indicate whether the VVS can accommodate a manually-facilitated video visit created by Customer.
 - 4.3.3.4. Vendor shall indicate whether the VVS has the capability to allow Customer to manually reassign the video visitation station initially assigned by the VVS.
 - 4.3.3.5. Vendor shall detail the process for shutting down the VVS.
 - 4.3.4. **Tablets**
 - 4.3.4.1. Vendor shall specify the modifications to the physical device as well as the operating system that ensures correctional-grade security.
 - 4.3.4.2. Vendor shall specify how mobile device management is handled.
 - 4.3.4.3. Vendor shall detail its security and installation approach to ensure inmates cannot access an external wireless network.
 - 4.3.4.4. Vendor shall provide information on the default configuration regarding inmate login to log-out time limits in the case of a shared Tablet model. Provide information regarding how individual inmate data and processes are treated by the Tablet application among multiple inmate logins to prevent sharing of data and message passing.

4.4. Monitoring, Recording and Data Requirements

- 4.4.1. Vendor shall provide detailed information on its data storage locations, data redundancy practices, and the processes used when copying and storing all data.
- 4.4.2. **ITS**
 - 4.4.2.1. Mandatory Monitoring, Recording and Data Requirements are outlined in **Attachment 1, Section H (ITS Requirements)**.
 - 4.4.2.2. Vendor shall include detailed information on the ITS alert application. The description shall include, at a minimum, the types of alerts available (cell phone, SMS text, email) and whether a security PIN for accessing the live call is required.
 - 4.4.2.3. Vendor shall provide a detailed description of the process for copying/exporting recordings. Include information on date/time stamps and how the ITS prevents tampering with a recording.
 - 4.4.2.4. Vendor shall describe its capabilities to allow authorized users of the ITS application to share/email call recordings (single and bulk) without copying recordings onto a CD or other storage medium, including information on security features and how long the recordings are accessible to the receiving party.
 - 4.4.2.5. Provide a listing of all available file types for ITS data including reports and recordings.
- 4.4.3. **VVS**
 - 4.4.3.1. Mandatory Monitoring, Recording and Data Requirements are outlined in **Attachment 1, Section I (VVS Requirements)**.
 - 4.4.3.2. Vendor shall include detailed information on the VVS alert application, including the types of alerts available (cell phone, SMS text, email).
 - 4.4.3.3. Vendor shall specify if the VVS allows the user to stop, pause and restart a live video visitation.
 - 4.4.3.4. Vendor shall indicate whether its VVS has the capability to scan and display random live video visitations.
 - 4.4.3.5. Vendor shall indicate if its VVS has the capability to identify and verify the visitor's Internet Protocol (IP) address.
 - 4.4.3.6. Vendor shall indicate whether the user can customize the view for playback of video visitations and/or add comments to the video visitation recording.
 - 4.4.3.7. Vendor shall describe the different methods available to shut down individual VVS and groups of VVS stations (i.e. manual cut-off switch, user application, etc.)
 - 4.4.3.8. Vendor shall describe its capabilities to alert and/or terminate live video visitation sessions in the event Vendor's VVS detects lewd, nude, or inappropriate content. If Vendor does not have the capability available, Vendor shall provide detailed information on Vendor's research and development process to develop this feature.

4.5. Additional Technology

- 4.5.1. Customer is interested in additional technology products that can be provided as part of Vendor's proposal offering for this RFP. Customer may, at its sole option, elect to implement any proposed additional technologies throughout the life of the Agreement. If Vendor is interested in providing information for additional technology products it should supply information on the following items.
- 4.5.2. Commissary ordering via the ITS (no cost to Customer): Vendor must provide an overview of this technology which shall include details on the process for selecting and ordering commissary items. Refer to **Attachment 1, Section L (Facility Specifications)** for information on the commissary services provider.
 - 4.5.2.1. Detail any fees or charges associated with this technology in **Attachment 1, Section M (Rates, Fees and Revenue Share)**; and

- 4.5.2.2. Vendor must provide two (2) references of Facility where this technology has been implemented for at least six (6) months. References should include facility name and address, contact name, contact number and contact email.
- 4.5.3. Data analytics: Proposer shall provide an overview of its data analytics capabilities and describe in details its proposed technology.
 - 4.5.3.1. Detail any fees or charges associated with this technology in **Attachment 1, Section M (Rates, Fees and Revenue Share)**; and
 - 4.5.3.2. Vendor must provide two (2) references of Facility where this technology has been implemented for at least six (6) months. References should include facility name and address, contact name, contact number and contact email.
- 4.5.4. Voice-to-text technology: Vendor must provide an overview of the technology specifying how the technology is capable of converting recordings to text:
 - 4.5.4.1. Detail any fees or charges associated with this technology in **Attachment 1, Section M (Rates, Fees and Revenue Share)**; and
 - 4.5.4.2. Vendor must provide two (2) references of Facility where this technology has been implemented for at least six (6) months. References should include facility name and address, contact name, contact number and contact email.
- 4.5.5. Inbound, automated voicemail via the ITS. Vendor shall provide an overview of this technology specifying whether the technology accommodates outbound voicemails in addition to inbound.
 - 4.5.5.1. Describe all security features for voicemail messaging and how the voicemail services preserve the call controls configured in the ITS.
 - 4.5.5.2. Confirm the ITS is capable of recording and storing all messages.
 - 4.5.5.3. Detail all charges for voicemail messages and the method of revenue share with Customer in **Attachment 1, Section M (Rates, Fees and Revenue Share)**.
 - 4.5.5.4. Vendor must provide two (2) references of Facility where this technology has been implemented for at least six (6) months. References should include facility name and address, contact name, contact number and contact email.
- 4.5.6. Internal automated voicemail messaging via the ITS (no cost to Customer). Vendor shall provide information on an internal messaging feature available to the inmates to file grievances, request medical/dental, file telephone complaints or receive broadcast messages from Customer (per inmate, group of inmates or facility).
 - 4.5.6.1. Confirm the ITS is capable of recording and storing all messages.
 - 4.5.6.2. Vendor must provide two (2) references of Facility where this technology has been implemented for at least six (6) months. References should include facility name and address, contact name, contact number and contact email.
- 4.5.7. Automated Information Technology System (AITS) (no cost to Customer): Vendor shall describe its AITS feature, which shall provide both inmates and external users with information relative to the Facility or to a specific inmate.
 - 4.5.7.1. Vendor shall describe how inmate information is uploaded to the system.
 - 4.5.7.2. Vendor shall describe how inmates can access information (e.g. bond amounts, release or parole dates, or court dates) from the AITS without access to a live operator.
 - 4.5.7.3. Vendor must provide two (2) references of Facility where this technology has been implemented for at least six (6) months. References should include facility name and address, contact name, contact number and contact email.
- 4.5.8. Cell phone detection (no cost to Customer): Vendor must provide an overview of both mobile and stationary cell phone detection technology.
 - 4.5.8.1. Vendor must provide two (2) references of Facility where this technology has been implemented for at least six (6) months. References should include facility name and address, contact name, contact number and contact email.

- 4.5.9. Automated verification for attorney telephone numbers (no cost to Customer): Vendor shall describe its capability to provide technology designed to ensure attorney telephone numbers are submitted and verified via the ITS, including entry and configuration.
- 4.5.9.1. Vendor shall describe the process by which the request for attorney telephone number verification is initiated (including whether an inmate can submit the request via ITS, VVS and/or Tablets), detail how the ITS verifies the attorney telephone number, and indicate whether Customer is permitted to validate the telephone number prior to automatic entry to the ITS as a private telephone number. Vendor shall include detailed prompts played by the ITS to the inmate during attorney telephone number verification process.
 - 4.5.9.2. If Vendor does not have attorney telephone number automated verification technology available, provide information on Vendor's research and development progress.
 - 4.5.9.3. Vendor must provide two (2) references of a Facility where this technology has been implemented for at least six (6) months. References should include facility name and address, contact name, contact number and contact email.
- 4.5.10. Any additional Vendor technology or optional features: Provide a description of any additional technology that may be of interest to Customer (e.g. jail management system, RFID technology). Provide detailed information on each application, production and the functionalities of each as well as a complete description of the features proposed.
- 4.5.10.1. Detail any cost associated and/or commission with the additional technology or optional features offered/proposed.
 - 4.5.10.2. Vendor must provide two (2) references of Facility where this technology has been implemented for at least six (6) months. References should include facility name and address, contact name, contact number and contact email.

5. FINANCIAL TRANSPARENCY

5.1. Vendor Information

- 5.1.1. Vendor shall supply the following in its proposal.
 - 5.1.1.1. Documentation that Vendor is registered to do business in the state of Alabama.
 - 5.1.1.2. Documentation that all necessary requirements of the Alabama Public Service Commission (PSC) and the Federal Communications Commission (FCC) for the ITS are met.
 - 5.1.1.3. A copy of its telecommunications service tariff, for the ITS, for the state of Alabama.
 - 5.1.1.4. Vendor's current annual report and its two (2) most recent Dun and Bradstreet or similar reports.
 - 5.1.1.5. If Vendor has operated under a different name, or affiliate, in the past three (3) years, provide names, dates, addresses and state where incorporated.
 - 5.1.1.6. If Vendor has participated in an acquisition or merger in the last six (6) months, provide information about the acquiring company or the company to be acquired and information regarding the stage of negotiations.
 - 5.1.1.7. A synopsis of any and all inmate communications RFP or inmate communications contract related protests in within the last three (3) years. This includes ITS, VVS, Tablets and all related services. Include location and outcome of the protest.
 - 5.1.1.7.1. A response indicating this information is confidential and/or proprietary will be considered an Exception.
 - 5.1.1.8. A synopsis of any and all litigation(s) within the last five (5) years where Vendor or Vendor's ITS, VVS or Tablets is a party. Include venue, style of case and status of litigation.

5.2. Validation

- 5.2.1. ITS
 - 5.2.1.1. Vendor shall indicate if it offers traditional collect calling. If so, Vendor shall describe its call validation methods, indicating if real-time.
 - 5.2.1.1.1. Identify all other methods used for call validation.
 - 5.2.1.1.2. Vendor shall subscribe to the Local Exchange Carrier (LEC) Line Information Data Base (LIDB). Vendor shall query this database for each collect inmate call and process only those calls which do not have Billed Number Screening (BNS). Vendor must assume all responsibility for the cost and accuracy of validation.
 - 5.2.1.1.3. If applicable, specify the process for unblocking a phone number that is restricted for non-payment or exceeding a daily/weekly/monthly collect calling limit ("Collect Call Threshold").
 - 5.2.1.1.4. Vendor shall describe its capability to accommodate a monthly minimum Collect Call Threshold specified by Customer.
 - 5.2.1.1.5. Include the timeframe for removing a restriction once payment is received by the LEC.

- 5.2.2. **VVS**
 - 5.2.2.1. Specify when the end-user/visitor is charged for a remote video visitation session (e.g. upon scheduling the session, start of the session or termination of the session).
 - 5.2.2.1.1. In the event the VVS allows for inmate-initiated scheduling, indicate how the video visitation sessions are billed.

- 5.2.3. **Tablets**
 - 5.2.3.1. Specify Vendor's process for capturing any orders for the transactions, media or activity associated with the applications, services and content offered through the Tablets.
 - 5.2.3.2. Confirm the timeframe for processing inmate orders and making the purchased media or communication available to the inmate.
 - 5.2.3.3. Detail Vendor's process for validating the inmate's available balance at the time of purchase request.

5.3. Available Options

- 5.3.1. **ITS - Calling Options**
 - 5.3.1.1. If Vendor proposes to provide collect calling for Customer, describe the collect calling option of the ITS and include the following:
 - 5.3.1.1.1. Specify the name and phone number of the billing company used to bill collect calls on its behalf.
 - 5.3.1.1.2. Describe the process for collecting, rating, sorting, distributing and billing of collect calls.
 - 5.3.1.1.3. Provide a diagram demonstrating the collect calling process.
 - 5.3.1.1.4. Specify how taxes and required fees are applied to the total cost of a collect call in preparation for billing.
 - 5.3.1.1.5. Describe any and all additional fees (including those from third parties) which are charged to the end-user's telephone bill (e.g. monthly billing fee, carrier administrative fee, cost recovery fee).
 - 5.3.1.2. Vendor must specify its process for maximizing call completion especially for calls that would otherwise be blocked because of Competitive Local Exchange Carriers (CLEC), cell phones and other unbillable issues. Vendor shall also identify the average percentage of calls that fail validation because of CLEC, cell phones and unbillable issues.
 - 5.3.1.2.1. If applicable, Vendor shall specify the duration of and the frequency between each complimentary call to a unique telephone number.
 - 5.3.1.3. Vendor shall provide a complete description of each additional calling option (i.e. pre-paid collect, debit, etc.) and provide a diagram demonstrating each.
 - 5.3.1.3.1. Relative to pre-paid collect, specify the timeframe for a pre-paid account to become dormant/expire. If applicable, Vendor shall state whether the timeframe is configurable.
 - 5.3.1.3.1.1. Describe the refund process including how a refund should be requested and the timeframe associated with processing a refund.
 - 5.3.1.3.2. Specify the minimum amount required on a pre-paid collect account to complete a call.
 - 5.3.1.3.3. Describe in detail what happens when an inmate attempts a call to a pre-paid collect account that has insufficient funds.
 - 5.3.1.3.4. Relative to debit accounts, describe the process for accommodating real-time refunds.

- 5.3.1.4. Describe billing options available to professional called parties such as attorneys and bail bondsmen in the event they cannot receive collect calls.
- 5.3.2. **VVS – Available Applications**
 - 5.3.2.1. Vendor shall specify if additional/external applications, text or information, as approved by Customer, can be added to the VVS and displayed on the video visitation station(s).
- 5.3.3. **Tablets – Available Applications**
 - 5.3.3.1. Vendor shall provide a list of all available applications, features and functionalities available on Tablets no cost to the inmates (e.g. PDF viewer, inmate requests, medical requests, grievances, commissary ordering).
 - 5.3.3.2. Vendor shall provide a list and complete description of all applications, features and functionalities available on Tablets for use and/or purchase by the inmates (e.g. electronic messaging, entertainment, media).

5.4. End-User Payment Options

- 5.4.1. Provide a detailed description of all payment/deposit methods and the process for applying payments for the purpose of any of the inmate communication services specified in this RFP.
- 5.4.2. Describe the process by which end-users can make pre-payments for a specific phone number, pre-paid collect account or inmate account for any of the inmate communication services specified in this RFP.
- 5.4.3. Indicate the timeframe it takes for funds to post and become available for use by the inmate or end-user/visitor.
- 5.4.4. Describe Vendor's process for restricting end-users/visitors for any fraudulent activity or credit card chargebacks associated with any of the inmate communication services specified in this RFP.
- 5.4.5. Describe how taxes and fees are applied to all payments.

5.5. Vendor References

- 5.5.1. Provide a list of agreements not renewed, lost or prematurely cancelled in the last five (5) years.
 - 5.5.1.1. If applicable, include the reason for non-renewal and/or cancellation(s) of the agreement(s). A response indicating this information is confidential and/or proprietary will be considered an exception.
- 5.5.2. Provide a list of clients/agencies who have notified Vendor of unauthorized fees/charges, overbillings or revenue share owed within the last three (3) years and the status of resolution of those claims.
 - 5.5.2.1. A response indicating this information is not monitored, confidential and/or proprietary will be considered an Exception.
- 5.5.3. Provide three (3) client references for facilities where Vendor provides the equipment and services comparable to the requirements in this RFP.
 - 5.5.3.1. References provided must be currently under contract with Vendor and have been operating under that contract for at least six (6) months.
 - 5.5.3.2. Vendor shall ensure updated references and accurate contact information is provided.
 - 5.5.3.3. References may be contacted at any time during the RFP process.
- 5.5.4. Using the format in Table 2 (Vendor Reference Format), provide the requested information for each reference.

Table 2 - Vendor Reference Format

Customer Name:	
Contact Person and Title:	
Telephone Number(s):	
Email Address:	
City, State:	
Number of Facilities:	
ADP:	
Agreement Effective Date:	
Total Number of Inmate Phones:	
Total Number of VVS Stations:	
Total Number of Tablets:	

6. SERVICE

6.1. Disaster Recovery Plan

- 6.1.1. Vendor shall detail its Disaster Recovery Plan (DRP). This plan should provide Vendor’s processes, policies and procedures relating to the recovery of services and data requirements as specified in this RFP preceding and/or following a natural or human-induced disaster.
- 6.1.2. The DRP shall address Vendor’s recovery processes following a natural or human-induced disaster for these scenarios.
 - 6.1.2.1. A localized event affecting only Vendor’s facilities, infrastructure, and personnel;
 - 6.1.2.2. A localized affecting only Customer’s facilities, infrastructure, and personnel; and
 - 6.1.2.3. A broad geographic event affecting both Vendor and Customer.

6.2. Vendor Personnel

- 6.2.1. Vendor shall provide the names of Vendor’s employees, consultants, and subcontractors that will be involved in providing the requirements in this RFP and the Agreement using format of the table below. Vendor may add additional rows to the table as necessary.

Table 3 - Vendor Personnel

Full Name	Employee/ Contractor OR Consultant	Title/Position	Contact Phone Number	Email Address

- 6.2.2. Vendor shall supply resumes for all employees, consultants and subcontractors that will be working under the terms of this RFP and Agreement. There is no limit on the number of resumes Vendor may submit and shall be included in Vendor’s proposal as indicated in **Attachment 1, Section B.1 (Proposal Order)**. All resumes shall be no more than two (2) pages and include the following information.
 - 6.2.2.1. Each shall contain the name, position, qualifications, certifications, years of experience, and educational background information.
 - 6.2.2.2. The amount of time that the individual will devote to work related to the requirements outlined in this RFP. Indicate clearly whether the given response is being expressed in hours per month or a percentage of time per month.
 - 6.2.2.3. Two related, past performance references for projects of comparable size and complexity where the team member has performed duties similar to the ones outlined in this RFP.
 - 6.2.2.3.1. Vendor must include a contact name, number and email address of someone who has knowledge of the team member’s work for that project.
 - 6.2.2.4. Work experience for no more than the last ten (10) years. List relevant current/recent work experience, employers, dates and duties in reverse chronological order.
- 6.2.3. Vendor shall provide information regarding maintenance personnel for the ITS, VVS, Tablets and Kiosks using the format provided in **Table 4 (Vendor Technicians)**.

- 6.2.3.1. Indicate the number of technicians directly employed by Vendor as well as the number of technicians that will be subcontracted for service at the Facilities.
- 6.2.3.2. Indicate the names, company, primary physical work location, telephone numbers, and proximity to the Facilities for the technicians who will be maintaining, servicing and performing work under the Agreement.

Table 4 - Vendor Technicians

Technician Name	Company	Location (Address, City, State)	Contact Phone Number	Proximity (In Miles)

- 6.2.4. Vendor shall disclose with percentages clearly shown, the specific work tasks for the Facilities that will be subcontracted and the specific work tasks that will be performed by Vendor employees.

6.3. Customer Service

- 6.3.1. Provide the following information regarding Vendor’s processes for handling inmate/end-user service matters for any of the inmate communication services specified in this RFP.
 - 6.3.1.1. Describe procedure(s) for handling inmate/end-user complaints including the contact options available for end-users to request assistance from Vendor;
 - 6.3.1.2. Indicate whether Vendor’s customer service center defaults to an Interactive Voice Response (IVR) or a live customer service representative;
 - 6.3.1.3. The hours during which live customer service representatives are available to speak with end-users via telephone;
 - 6.3.1.4. Indicate the average on-hold time to reach a live representative; and
 - 6.3.1.5. Describe procedure(s) for handling inmate or end-user refund requests and the timeframe for completing such requests.

6.4. Maintenance

- 6.4.1. Vendor shall provide Customer with the escalation procedures for handling customer support issues including, but not limited to, maintenance, outages and reporting issues for the ITS and VVS. Procedure description shall include the contact names, contact numbers, email addresses and level of authority for the person(s) responsible for escalated issues.
- 6.4.2. Vendor shall provide Customer with the proposed process for handling maintenance and service issues surrounding Tablets including warranty timeframe, replacement process and storage of spare Tablets.
- 6.4.3. Vendor shall provide the on-site response time, priority levels and escalation schedule for emergency outage/service issues at and/or related to the Facilities as an exhibit to its RFP response and as outlined in **Attachment 1, Section B.1 (Proposal Order)**.
- 6.4.4. Vendor shall describe its detailed approach to routine and emergency maintenance as an exhibit to its RFP response and as outlined in **Attachment 1, Section B.1 (Proposal Order)**.
- 6.4.5. Vendor shall provide a synopsis of all ITS, VVS and Tablet outages lasting longer than six (6) hours in a single day for the past six (6) months. Include reason and outcome of the outage. Vendor shall also provide its average monthly up-time percentage for ITS, VVS and Tablets.
 - 6.4.5.1. A response indicating this information is confidential and/or proprietary will be considered an Exception.