**1) OVERVIEW**

The State of Connecticut (State), Department of Administrative Services (DAS) is issuing this Request for Proposals (RFP) on behalf of the Connecticut Department of Correction (Client Agency), for the procurement of inmate telephone services including all labor, materials, and equipment necessary for installation of such services including recording and monitoring capabilities.

Public Act No. 21-54 requires the Client Agency to provide free e-messaging and telephone calls to inmates and individuals initiating or receiving such communications. This RFP will competitively procure inmate telephone services for the Client Agency that will replace the existing service with a cost-effective state of the art communications and security solution to make, record, and monitor calls. Public Act 21-54 is attached as RFP Attachment A.

Client Agency operates eighteen State correctional facilities, five of which are currently closed (see RFP Attachment B – Facility Profiles). Facilities operate on eighteen compounds located across the State; Each facility occupies several buildings or units. Currently, approximately 13,000 inmates are remanded to Client Agency; approximately 9829 are incarcerated. Client Agency is responsible for incarceration of youth, male, and female sentenced and un-sentenced individuals, as well as ensuring appropriate supervision for approximately 3212 inmates residing in the community prior to completion of their criminal sentences. See inmate population:

<https://portal.ct.gov/DOC/Common-Elements/Common-Elements/Statistics>

Client Agency is seeking to receive solutions for the thirteen facilities currently being utilized. See facility locations:

<https://portal.ct.gov/DOC/Miscellaneous/Facilities>

The number of facilities operated by the Client Agency is subject to change and inmates supervised by Client Agency at any given time will fluctuate. For example, Client Agency may add facilities currently closed and therefore, the number of inmates and telephones required may fluctuate. Also, Client Agency needs for inmate telephones may fluctuate based on changes in State or Federal statutes.

**2) OBJECTIVES**

Client Agency strives to be a global leader in progressive correctional practices and partnered re-entry initiatives to support evidence-based practices aligned to law-abiding and accountable behaviors. Safety and security of staff, victims, citizens, and inmates are a priority.

1. An inmate telephone service is an integral tool required by the Client Agency to:
2. Enhance facility safety and security;
3. Manage high risk offenders;
4. Manage gang activity;
5. Prevent riots and disturbances;
6. Detect and deter contraband conveyance attempts;
7. Detect and deter escape plans/attempts; and
8. Detect and deter criminal activity occurring inside and outside the facilities.

Client Agency intends to allow a single uniform telephone service to be offered statewide, with no visible or operational differences to either the caller or called party. Client Agency requires an inmate telephone service that is reliable and of advanced technology to ensure the continued success of Client Agency’s telephone monitoring program.

**3) CURRENT ENVIRONMENT**

1. **Current Inmate Telephone Contract**

The current inmate telephone service contractor provides the inmate telephones, network services, and the call recording, monitoring, and control system Dial tone and basic processing services are provided via a voice over IP network. Recording equipment records every inmate call and is controlled via a Windows based computer interface. The control system allows multi-level security access, provides various call control features, and captures call detail records for every call initiated from the system while recording and monitoring the calls in progress.

There are approximately 1,545 inmate telephones currently installed at Client Agency facilities. A smaller version of the inmate telephone and handset is used in visiting areas. The current inmate telephone system operates as a network-based system and is required to accommodate the mass movement of the inmate population between facilities and the monitoring techniques used by the Client Agency’s security division.

Inmates are required to enter a Personal Identification Number (PIN) to make a call on the current telephone system. A PIN is not required in the admission and processing areas located within the six intake facilities. Phones installed in these areas do not require the use of a PIN, however, for identification purposes, video recordings are made of all inmate calls made from the intake telephones. Inmates are required to state their name and look directly into the camera for a still photograph before attempting a call. Video recordings and photos are stored and accessible in call detail records. All calls are recorded and controlled for call duration. There are currently 13 PIN-free phones in use.

Inmates are restricted to dialing certain phone numbers on a call list. They are allowed to self-manage the list of approved phone numbers from the inmate telephones during certain time periods as allowed by Client Agency. Calls are limited to 15 minutes in duration and can be made only during hours designated by the Client Agency. There is no time limit between allowable calls.

Each facility is equipped with one or two teletypewriter (TTY) devices with printing capability. There are video relay terminals (VRT) installed which allow access to video relay services (VRS) for inmates who are deaf and hard of hearing located at five of the Client Agency facilities. Calls made from the TTY and VRT use the same control parameters as standard inmate calls. No additional costs are associated with the calls.

All live monitoring, recording playback, call control and investigative tools available on standard inmate phones are also available on visitation phones installed at each facility. Each facility has a designated monitoring room where call monitoring and recording equipment are installed and security personnel monitor activities daily.

The current inmate telephone contract can be found here:

<https://webprocure.perfect.com/wp-web-public/#/contractboard/contracts/3513?customerid=51>

1. **Current Tablet Contract**

Client Agency provides computer tablets to approximately 9,500 inmates.

Tablet e-messaging is currently available to inmates housed at pilot facilities and may be made available at additional facilities in the near future. Respondent solution must include an option to expand tablet services to include inmate telephone calls.

Client Agency tablets are offered under DAS Contract #17PSX0028 – “Wireless Inmate Tablets, Kiosks and Associated Infrastructure for Connecticut Correctional Facilities”.

The inmate tablet contract link can be found here:

<https://webprocure.perfect.com/wp-web-public/#/contractboard/contracts/2015?customerid=51>

1. Current Inmate Tablet specifications:

a. Inmate Tablets are on a Wi-Fi platform which is a closed loop private system called Unity. Inmate tablets do not have outside internet search capabilities or access for internet searches

b. Inmate tablets utilize the RUCKUS Network, a wireless Wi-Fi access line, a secured and monitored network.

c. Inmate Tablets operate on a 5GHz platform.

d. Inmate tablets are JP6 5GHz which is the most current tablet model.

e. Data Throughput Requirements Per Tablet Summary:

Expected Device Traffic:

1. Voice calling
2. Movie streaming and downloading
3. Game downloads
4. Music downloads
5. Podcast downloads
6. Tablet management traffic
7. Publication downloads (library of free publications)

|  |  |
| --- | --- |
| Management | 80Kb/s |
| Streaming (HTTP) | 1Mb/s |
| Browsing (HTTP) | 200Kb/s |
| Downloading (HTTP) | 1Mb/s |
| VoIP | 40Kb/s |
| Total Throughput Per Tablet | 2.5Mb/s to 5Mb/s Per Tablet |

**4) WHAT WE ARE SEEKING**

A.    DAS is seeking solutions for multiple telephone system approaches that will be compliant with Public Act 21-54 including, without limitation:

1. Blended telephone services that include the current landline traditional phone service and a wireless system for a hybrid approach.
2. Traditional landline telephone services (current system).
3. Telephone services provided on a wireless basis, sunsetting the traditional landline phone services.
4. Expansion of tablet services to include inmate telephone calls. Respondent’s solution must detail ability to provide tablet telephone call services within Client Agency’s existing tablet service.
5. Respondent must be able to work with Client Agency existing Contractors, as needed, to implement Respondent’s solution.
6. Respondents are encouraged to propose innovative and creative solutions to one or more of the above-mentioned approaches, as well as any additional recommendations.

B. RATES, FEES AND COST MODELS

DAS is interested in proposals that include options for various rates, fees, and cost models.

1. All telephone calls shall be free of charge to the inmate and called party inclusive of any fees, taxes and surcharges.
2. Rates, fees and cost models must adhere to and be compliant with State and Federal laws and regulations.
3. Cost models may include:
4. price per minute;
5. fixed cost per device;
6. fixed cost per facility; and/or
7. Other proposed cost model.

4. RFP Attachment C – Inmate Phone Usage Report contains current and recent inmate telephone service usage, by facility.

C. NOTICE OF INTENT TO SUBMIT A PROPOSAL

Respondents should email a notice of intent to submit a proposal pursuant to this RFP by 12 noon, EST on March 25, 2022 to the Contract Specialist, Aimee Cunningham at [aimee.cunningham@ct.gov](mailto:aimee.cunningham@ct.gov). This notice of intent is not mandatory, nor does a notice of intent bind the proposer, the State is measuring the interest of Respondents who may respond to this RFP. Notices of intent to submit a proposal received by the State will not be published as a part of this solicitation.

D. FACILITY TOURS

Facility tours will be scheduled at four of the Client Agency locations that represent the physical environment of the current phone system. These tours will be scheduled during the week of April 4, 2022, exact dates and times to be determined and will be posted via addendum on the State of Connecticut contracting portal, CTsource.

All individuals planning on attending the facility tours will be subject to background checks and must complete and submit a background check form , see Attachment D to this RFP, to Aimee Cunningham at [aimee.cunningham@ct.gov](mailto:aimee.cunningham@ct.gov) by 12 noon, EST on March 25, 2022, which is the same date/time that the notice of intent to submit a proposal is due. Up to 2 of Respondent’s personnel will be permitted to attend facility tours.

The facility tours are not mandatory but strongly suggested.

**5) SPECIFICATIONS**

The following specifications are required regardless of solution proposed.

1. **General requirements**
2. RESPONDENT SHALL PROVIDE A SOLUTION THAT IS OF ADVANCED TECHNOLOGIES.
3. RESPONDENT MUST BE ABLE TO WORK WITH CLIENT AGENCY EXISTING CONTRACTORS AND WITHIN EXISTING SYSTEMS, as applicable.

Inmate Phone Contract:

<https://webprocure.perfect.com/wp-web-public/#/contractboard/contracts/3513?customerid=51>

Inmate Tablet Contract:

<https://webprocure.perfect.com/wp-web-public/#/contractboard/contracts/2015?customerid=51>

1. RESPONDENT’S SOLUTION SHALL PROVIDE THE FOLLOWING REPORTING:
2. On-line reporting and ad hoc reporting, please include description and examples.
3. Monthly management reports, as identified by the Client Agency.
4. INVENTORY
5. Respondent must maintain a current inventory of all equipment, components, and network materials. Respondent must provide the inventory to Client Agency upon request.
6. CALL QUALITY
7. Respondent shall provide telephone reception quality at least equal to the quality offered to the general public; and
8. Respondent’s solution shall meet telecommunication industry standards for service quality.
9. TYPES OF SERVICE/RATES MUST INCLUDE:

a) Domestic calls placed to Connecticut telephone numbers.

b) Domestic calls placed to non-Connecticut telephone numbers.

c) Calls placed to international telephone numbers.

1. SYSTEM TRUNKING
2. The solution must be engineered to ensure that all outbound calls are totally non-blocked.
3. The solution must include bandwidth or channels at no additional cost to support call volumes regardless of the model proposed.
4. SINGLE CLOCK SOURCE
5. Respondent shall ensure that inmate call processing equipment, call detail recording, video recordings and recorded conversations will be synchronized from a single time of day clock source for all of the Client Agency locations at Eastern Standard Time (EST) including Eastern Daylight Time (EDT). Respondent’s service shall automatically update the time when time changes occur between EST and EDT. All reports from Respondent’s solution must reflect the accurate EST/EDT.
6. POSTINGS FOR INMATES AND VISITORS
7. At no additional cost, Respondent may be required to provide written postings/notifications and stencils in both English and Spanish as identified by the Client Agency. The current postings indicate that conversations utilizing the inmate telephone service shall be subject to recording and monitoring.
8. The language of the posting must be preapproved by Client Agency.
9. Updates to the postings/notifications and stencils may be required during the contract term.
10. SECURITY
11. Telephone recording and listening equipment must be provided at each facility or other off-site location. Respondent must maintain recording and listening equipment in an area approved by the Client Agency or designee. The call recording and listening equipment must be designed to operate continuously, 7 days a week, 24 hours a day, 365/366 days a year. System administration should not interrupt recordings or other operations in progress. Call recording and listening is defined in Client Agency Administrative Directive 10.7 Inmate Communications:

(<https://portal.ct.gov/-/media/DOC/Pdf/Ad/ad1007pdf.pdf>)

1. SECURITY PLAN
2. Respondent must provide a detailed security plan. The security plan must address the procedures Respondent will take to maintain confidentiality and protect all information and services. Respondent’s security plan must comply with Federal and State law including, without limitation, the protection of confidential information and must also include the following:
3. A list of Respondent’s personnel including staff and sub-contractors;
4. Data identification and protections proposed;
5. Communications;
6. Systems; and
7. Work sites.
8. SECURITY INCIDENTS
9. Respondent must provide details on all incidents of security loss or misused data in the last three (3) years including the nature and extent of the incident, remedial actions taken, and current status.
10. CLIENT AGENCY ACCOUNT ACCESS
11. Access to all solution accounts will be restricted to users authorized by the Client Agency security division. Each authorized user must have a unique user-id and password which shall only be issued by Client Agency or designee.
12. RESPONDENT ACCOUNT ACCESS
13. Respondent or its subcontractor(s) with access to the inmate telephone solution must have a unique user-id and password identifying them as Respondent or subcontractor. Respondent shall ensure current Respondent employees, subcontractor(s) or subcontractors’ employees have access to the solution. Respondent shall be responsible for updating the list, terminating access of those individuals that have left Respondent’s or subcontractor’s employment within 24 hours of such change. All changes (additions, deletions, to access levels, etc.) must be reported electronically to Client Agency or designee within 24 hours of such change.
14. User accounts must have permission and access levels which can be customized based on individual job duties, as specified by the Client Agency security division. The Client Agency security division must have the capability to independently and in real time create, restrict, and delete Respondent’s user IDs and passwords.
15. MANUAL ON/OFF SWITCHES/EMERGENCY SHUT DOWN
16. Client Agency requires the installation of a manual on/off switch for each facility that will disable inmate telephones , Tablet WIFI, or other devices proposed in Respondent’s solution for the entire facility. Switches must be installed in locations approved by the Client Agency or designee.
17. MANUAL ON/OFF SWITCHES PER PHONE
18. Client Agency requires the installation of a manual on/off switch for each individual phone installed in a facility. Switches must be in a location(s) approved by the Client Agency or designee.
19. AUTOMATIC DISCONNECT
20. If the ability to record a telephone call is affected, Respondent’s solution must include the ability to automatically disconnect and disable the telephone call.
21. ALERTS
22. Respondent’s solution must provide the Client Agency the capability of flagging specific destination telephone numbers or inmate personal identification numbers (PIN). When the aforementioned telephone or PIN is detected, the solution shall immediately bridge the call with a pre-determined group of telephone numbers to allow remote undetected monitoring of the call. The bridged party must have the ability to enter a security pass code to actively monitor the call. This capability shall only be authorized by the Client Agency.
23. ORDERS OF PROTECTION
24. The Client Agency must comply with all court orders/victim services, specifically orders of protection, to protect the victims of a crime as well as the safety and security of the public. Respondent’s solution must provide Client Agency, in responding to court orders/victim services, access to all pertinent information, including, but not limited to, inmate’s call list.
25. INMATE CALL LIMITATIONS
26. Client Agency has the sole authority to define call limitations and may change limitations at any time. Inmate call quantity limits are determined in accordance with Client Agency operational policies. Most inmates are allowed 6 calls per day and the length of the calls are limited to fifteen (15) minutes each, with the exception of visitation calls and non-recorded calls to verified attorneys.
27. HOURS OF OPERATION
28. Respondent’s solution shall provide the ability for Client Agency to set parameters that determine the hours of operations for inmate phone services. The solution shall also provide the ability for Client Agency to make each phone, groups of phones or the entire phone system active or inactive based upon the facilities security levels.
29. INMATE PIN FUNCTIONALITY
30. Respondent’s proposed solution shall utilize authorized PIN numbers for inmate calls placed on all inmate telephone sets in housing units but may not require PIN numbers for intake facilities, admitting and processing telephone sets.
31. The PIN must be a unique number which must include the 6-digit Client Agency issued inmate identification number and a minimum 4-digit number randomly assigned by Respondent’s proposed solution. The Client Agency will ensure that the 6-digit inmate identification number is unique.
32. Respondent’s solution must be able to use all pre-existing inmate PIN numbers.
33. INMATE PIN SUSPENSION / TERMINATION / RE-ACTIVATION
34. Respondent’s solution shall provide Client Agency the ability to suspend or terminate an inmate’s PIN number. The solution must have the capability for Client Agency to automatically reactivate a suspended PIN number based on the pre-determined date or time period.
35. Client Agency reuses an inmate’s PIN number upon re-admission under the current telephone system. Respondent’s proposed solution shall generate new PIN numbers upon re-admission and provide Client Agency the ability to recognize and re-activate an inmate’s previously assigned phone account.
36. INMATE ALLOWED CALL LIST
37. Currently, inmates are allowed to maintain a call list which contains a maximum of 12 telephone numbers with names (this number is subject to change at the discretion of Client Agency). Inmates are allowed to revise their call lists during certain time periods as allowed by Client Agency. Inmates are required to identify the name of, and relationship to, the called party for the recording when making revisions to their call lists.
38. Respondent’s proposed solution must provide inmates access from a telephone connected to the system so they can manage their allowed call list with, at a minimum, the functionality as described above. Respondent shall describe its ability to identify and maintain these lists within the solution, as well as provide Client Agency reports on the types of numbers included on these lists (i.e. landline, wireless, and/or privileged) as requested.
39. At a minimum, Client Agency shall require the awarded Respondent to maintain call list entry and updates. The proposed solution must permit changes to inmates allowed call lists within the time period determined by Client Agency security.
40. INTERNAL CONFIDENTIAL SECURITY CALLS
41. Currently, internal confidential sources place calls using an inmate telephone via an assigned four digit-speed dial number determined by Client Agency.
42. Respondent’s solution must provide for calls from confidential sources to be placed via the inmate telephone service using predefined codes that are forwarded to various Client Agency designated telephone numbers. The number assigned to the speed dial may or may not be a Client Agency telephone number. Calls placed via a speed dial number must be recorded. These calls must be anonymous, at no cost to the State, and the inmate must not be required to use their PIN or any other identifying number when placing these calls.
43. Respondent’s solution must maintain the current four-digit PIN format of the internal confidential security calls and incorporate all existing speed dial numbers as identified by the Client Agency.
44. Client Agency must have the capability to create and activate confidential speed dial calls by personnel designated by Client Agency’s security division.
45. **Call Monitoring and Recording Services**
46. ADMINISTRATION
47. Respondent’s solution must provide un-detected monitoring of real-time inmate conversations, instant playback with no interruption in recordings and replay of historical conversations and recorded call list revisions with the option of storing to removable media, and the ability to store and retrieve all call recordings for the contract term. These capabilities shall be provisioned to allow access to some or all features by unique user-IDs (e.g., certain facilities staff may only monitor calls in real time, while investigative staff have full feature set as determined by Client Agency ‘s Director of security or designee). Client Agency is interested in a service that requires minimal staff administration to perform routine tasks.
48. PROPOSED SOLUTION ADMINISTRATION DEMONSTRATION
49. Qualified Respondents may be required, during the RFP evaluation process, to provide a demonstration of their proposed solution. Such solution must be fully operational and similar in scope, function, and complexity to the requirements in this RFP. Any required demonstration and/or benchmark must be provided by Respondent without cost to the State.
50. CLIENT AGENCY FACILITY AND OFF-SITE ADMINISTRATION
51. Respondent’s solution must provide the Client Agency the ability to perform all authorized administrative functions from any facility on the inmate telephone system network. Additionally, Respondent’s solution must provide Client Agency the ability to perform these functions via secure web-based access from locations not on the proposed inmate telephone system network.
52. SIMULTANEOUS ACCESS
53. Respondent’s solution shall provide the ability and bandwidth sufficient to allow for simultaneous users, with the capability to expand, at the request of Client Agency, who can listen to any recording at one time at any facility or any combination of facilities.
54. CALL RECORDINGS
55. All call recordings must be available immediately upon completion of the call. Respondent’s solution must be capable of storing all call and call list management recordings for the contract term.
56. These recordings are the property of the State. Prior to expiration of the contract, Respondent must agree to provide these recordings in their entirety to Client Agency or their designee.
57. RETRIEVAL OF RECORDINGS
58. Respondent’s solution must allow authorized staff to attach textual descriptions or “notes” to each recorded call record allowing for descriptions of the recording. Each recording must be indexed by date, time, Automatic Number Identification, (ANI), Personal Identification Number (PIN), Terminating Number (TN), and textual “notes.” Date and time stamps must be identical to the date and time stamps recorded in the system’s call detail records and call processing equipment. The recording must be searchable by date, time, inmate's PIN, ANI, TN, key words, voice recognition, "notes” or any logical combination thereof.
59. The time it takes for search and retrieval of recorded conversations shall be consistent from all facility locations and remote locations on Respondent’s network and take no longer than 20 seconds. Search and playback of calls must not require a manual media change.
60. CALL RECORDING DUPLICATION
61. The ability to copy call recordings to a Client Agency specified recording medium (currently CD) is required.
62. AUTHENTICITY OF RECORDINGS
63. The integrity of the recorded medium must be maintained to protect against possible legal challenges. Respondent shall describe how the call recordings that have been copied to such other medium are protected from fraud and tampering.
64. INMATE TELEPHONE CALL DETAIL RECORD (CDR)
    1. Respondent’s solution must be able to produce call detail records for all calls placed from the proposed inmate telephone service. The records must be available immediately upon completion of the call. Such records shall be maintained by Respondent during the contract term. Prior to expiration of the contract, Respondent must agree to provide this data in its entirety, at no additional cost, to Client Agency or their designee.
    2. The solution must allow Client Agency to produce, print and customize various individual and systemwide call-activity reports based on inmate call data.
    3. The CDR must include a complete call status history from call activation through termination. Any codes used to describe the call status history must be defined by Respondent and provided to Client Agency quarterly and upon request.
    4. At the discretion of Client Agency, the call detail records/stored data from the solution shall be uploaded and retrievable or stored in a separate location and maintained in order to access the data.
    5. The proposed inmate telephone service shall provide Client Agency, at a minimum, the following information for each call record:
65. Unique recording identifier;
66. Originating station telephone number;
67. Originating facility;
68. Called telephone number;
69. Inmate identification number (issued by Client Agency) including personal identification number;
70. Date of call;
71. Time of call (hh:mm) in Eastern Standard Time (including current Daylight Savings Time schedule);
72. Length of call;
73. Cost of call;
74. Associated video recordings;
75. Notes; and;
76. Call status history – (i.e., completed call, blocked call, third party call, and billing issue).
77. CALL CONTROL CAPABILITIES
78. The proposed solution must provide call control for all inmate telephones. At a minimum, the solution must provide the following call control capabilities:
79. Centralized storage of user identification to allow ease of inmate movement between facilities;
80. Hot number alert and monitoring;
81. Flagged number lists;
82. Flagged activity notification (alert to third party call activity);
83. Voice prompt warnings (detecting a third-party call attempt);
84. Individual restrictions on phone usage;
85. Specific telephone number blocking;
86. Individual allowable telephone number lists;
87. Controlled call duration, call allotment, system access hours, and system shutoff are required on a system wide basis, however, individual control is also required;
88. Termination of call-in progress; and
89. System speed dials programmable by Client Agency.

11. INMATE TRACKING

1. Currently, there is a daily File Transfer Protocol (FTP) feed from the inmate tracking system sent from Client Agency to the current contractor that contains all inmate location activity including additions, housing information, transfers and discharges. Due to the volume of activity, an electronic update must be included in Respondent’s solution. The electronic update must take place at a minimum of once a day.
2. **Call Monitoring and Recording Equipment**

All equipment and related supplies shall be provided and maintained at no cost to the State. Inoperable or damaged equipment shall be repaired or replaced at no cost to the State, within 24 hours of such request, for the contract term. Client Agency currently has 60 workstations in use, each is assigned to a facility or security division Intelligence Officer. Each workstation is equipped with a printer and laptop; some include an external CD drive. Respondent must supply Client Agency with additional hardware and related software upon request.

Respondent’s solution must include pricing options for replacing and/or re-purposing of all existing equipment.

Respondent must provide hardware and software equal or comparable to the State’s most recent upgrade in existence at the time such hardware/software is being installed. Respondent must also be in compliance with the most current State’s architectural standards.

1. WORKSTATIONS
2. Respondent must supply the following for each workstation:
3. Laptop.
4. External CD Burner.
5. Wireless Headset with noise cancellation (one per telephone monitor).
6. Color All-In-One Laser Printer/Scanner/Fax, associated cable(s) and replacement ink cartridges.
7. Surge Protector (UPS 900 VA 120V or comparable alternative).

b) Client Agency must have final approval of the laptop configurations as well as any future changes and/or upgrades prior to implementation. All mobile devices must be in compliance with the State policies including but not limited to the “Policy on Security for Mobile Computing and Storage Devices”

<https://portal.ct.gov/OPM/Fin-General/Policies/Policy-on-Security-for-Mobile-Computing-and-Storage-Devices>

1. ADDITIONAL SOFTWARE
2. Analytical software may be required to assist with investigation and intelligence analysis of all of the inmate call data.
3. BACK UP CALL RECORDINGS
4. Redundant backup storage is required to back up all call data and recordings on a daily basis. Respondent’s solution shall provide Client Agency access to all call data and recordings at any time.
5. POWER BACK UP
6. Four (4) hours of uninterrupted power supply (UPS) backup will be required for all Respondent’s proposed equipment.
7. EQUIPMENT REFRESH
8. During the contract term, Respondent may be required to replace, at no cost to the State, all workstations with new equipment and upgrade all software, at a minimum, every two (2) years after the initial equipment installation.
9. Client Agency will have final approval of the standard workstation configurations as well as any future changes and/or upgrades prior to implementation.
10. **Inmate telephone service**
11. INMATE NETWORK TELEPHONE SERVICE
12. Inmate telephones are restricted from access to incoming calls as well as all information services, toll free numbers, 900 numbers, direct access to other carriers, and 911 emergency calls.
13. AUTOMATIC NUMBER IDENTIFIER (ANI)
14. All inmate telephones must be tested for location accuracy and verify the Automatic Number Identifier (ANI) at implementation, during activation of new equipment, and at a minimum annually thereafter.
15. The ANI for all inmate telephones must identify the appropriate State correctional facility to the called party in the called party notification.
16. ENGLISH AND SPANISH CAPABILITY
17. Respondent’s solution must be capable of responding to English and Spanish speaking inmates and individuals receiving the inmates’ calls. All dialing instructions, postings, warnings, and messages should be available in English and Spanish. The translation from English to Spanish will be the responsibility of Respondent.
18. OTHER LANGUAGE CAPABILITY
19. Respondent’s solution must include other language options as well as translation technologies.
20. INMATE NAME IDENTIFIER
21. The proposed solution must include the ability to identify the inmate’s name to the called party. Currently, the inmate’s pre-recorded name is used during the called party notification message, identifying the inmate to the called party. Client Agency must have the capability to re-set the pre-recorded name.
22. CALLED PARTY NOTIFICATION
23. Client Agency requires that all called parties be notified in both English and Spanish prior to call connection that the call they are about to accept is initiated from a Connecticut correctional facility using the specific facility’s name and is being recorded. Respondent will be responsible for pre-recording these notifications.
24. The specific language of the verbal notifications will be provided to Respondent by Client Agency.
25. Immediately following the recorded announcement, the called party must have the ability to terminate the call without incurring any cost by hanging up. Prior to hanging up the call, the called party must also be allowed to press a button to block all calls from all Client Agency facilities.
26. CALL RECORDING NOTIFICATION
27. State Statutes mandate the use of an automatic tone warning in all inmate call recordings. The proposed solution recording must be in accordance with Section 52-570d of the Connecticut General Statutes and any other applicable law.

<https://www.cga.ct.gov/current/pub/chap_925.htm#sec_52-570d>

1. COMPLIANCE WITH ADMINISTRATIVE DIRECTIVES
2. All inmate calls will be made in accordance with the provisions of Client Agency Administrative Directive 10.7 Inmate Communications:

<https://portal.ct.gov/-/media/DOC/Pdf/Ad/ad1007pdf.pdf>

1. Inmate telephones must be restricted from access to incoming calls as well as all information services, toll free numbers, 900 numbers, direct access to other carriers, and 911 emergency calls. Inmates must have the capability to call the U.S and internationally.
2. No call limitations, other than those defined by Client Agency will be placed on the called party’s account.
3. PRIVILEGED CALLS
4. Currently, privileged calls can be made from any telephone on the system provided that the attorney/public defender’s number is identified in the system. However, in some cases, calls may be placed on behalf of an Inmate to a privileged correspondent from staff telephones. Recording and monitoring of any privileged call is prohibited.
5. Respondent shall be required to process privileged collect calls on the proposed inmate telephones including but not limited to following:
6. Without the call being recorded and monitored,
7. Without the call being counted against the inmate’s daily call allowance;
8. With the call detail information,
9. With a per day / month limit per inmate, and
10. With the number on the inmate’s allowable call list identified as a privileged number.
11. INMATE DAILY CALL EXCEPTIONS
12. Calls made to the State Public Defender’s Office and to select internal security calls from confidential sources are not counted against an inmate’s daily call allowances.
13. Respondent’s solution must not count calls from confidential sources, or other sources as identified by the Client Agency or the State, against inmates’ daily call allowances.
14. INTAKE FACILITY TELEPHONE SERVICE
15. Currently, inmate telephones located in the admitting and processing areas have audio and video recording capabilities and require no inmate PIN. Non-PIN telephones are subject to the same call controls and limitation features required on inmate PIN telephones and must include the following:
16. The solution must commence recording when the telephone goes off-hook;
17. Prior to the inmate and called party being connected, the called party must be notified that the call they are about to accept is initiated from a Connecticut Correctional Institution using the specific facility’s name,
18. The solution must restrict the admitting and processing telephones from access to incoming calls as well as all information services, toll free numbers, 900 numbers, and 911 emergency calls.
19. The video recordings must contain date and time stamps which correspond to the audio recording of these calls.
20. VISITOR TELEPHONE SERVICE
21. Respondent’s solution must allow Client Agency to listen to and record visitor telephone conversations with the same call control and limitation features as the inmate telephones. Respondent shall describe how the proposed solution accomplishes this.
22. TEST ACCOUNTS
23. Client Agency security requires Respondent to establish several test accounts be made available for the purposes of call quality, security call control, and billing verification. This should include the capability to establish virtual inmates with authorized call lists and billing accounts including paper bill rendering. This should be at no cost to the State.
24. **Inmate telephone equipment**

Respondent’s solution must include pricing options for replacing and/or re-purposing existing telephone sets for use in the inmate housing unit, the intake facilities admitting and processing area, and at the Client Agency’s security office. These telephones must be of durable quality, designed to resist abuse, and must incorporate features that adapt it for use in a correctional facility. Initial and future locations of telephones will be determined by Client Agency. Client Agency must approve all telephone equipment prior to installation.

1. INMATE TELEPHONE SETS IN HOUSING UNIT
2. All phones installed in inmate housing units must include sound dampening handsets, volume control and that the handset cords be a maximum of 36 inches.
3. INMATE TELEPHONE SETS AT MEDICAL FACILITIES
4. Respondents must provide portable, wired inmate phones that plug into standard jacks. These phones must also include sound dampening handsets, volume control and handset cords with a maximum length of 36 inches.
5. INTAKE FACILITIES ADMITTING AND PROCESSING TELEPHONE SETS
6. Inmate telephones in the admitting and processing areas must have recording capabilities and as an option, an electronic identifier of the caller (i.e., visual record of the caller, video recording, snap-shot imbedded into the call record). Client Agency requires that all phones installed in the admitting and processing areas include sound dampening handsets, volume control and that the handset cords be a maximum of 36 inches.
7. VISITING AREA TELEPHONE SETS
8. Client Agency currently uses a smaller version of the inmate telephone model and direct connect handsets in the visiting area which only allows conversations between the inmate and visitor. A PIN is required, and all calls are recorded and monitored. Client Agency requires all telephones installed in the visiting areas to include sound dampening handsets, volume control and that the handset cords be a maximum of 36 inches.
9. HEARING IMPAIRED TELEPHONE SETS
10. Respondent must provide a solution that complies with the American Disability Act, which contains information describing the process and required equipment necessary for a hearing-impaired inmate communicating with individuals on the approved call list via the inmate telephone system. These sets must have the same security provisions as the standard inmate telephones.
11. TELEPHONE SETS FOR TESTING
12. Respondent must provide an inmate telephone installed for testing purposes with the capability to simulate actual inmate telephone functionality at various Client Agency facilities.
13. **Wiring**

Most of the current wiring for the inmate telephones as well as the admitting and processing telephones is Category 6, some older wiring has been in place for a number of years and maybe Category 3 to Category 5. The visiting handsets, being direct connect, currently are not cabled to any other location. Respondents must install all new inside station wiring (at least Category 6) and conduit, where needed, in compliance with the most current TIA/EIA Telecommunications Building Wiring Standards for the installation of all equipment. Respondents must obtain Client Agency approval for all new wiring and conduit installations (including wire placement, cable category, and conduit type-plastic/metal) as part of the implementation plan. Wiring in the termination fields in the MDFs and IDFs (110-blocks or patch panels) should be separate from Client Agency telephone and network termination fields. Jacks/face plates must be clearly marked to differentiate from DOC telephone and network systems.

1. INSTALLATIONS
2. All necessary cables, wire, hardware and labor necessary to complete the installation of its service must be furnished by Respondent. Installation work must be performed in a professional manner to provide minimal interference with Client Agency’s operations at the premises and meet security requirements for installation.
3. CUT CABLES
4. The Client Agency shall not assume liability for cable cuts or damage to other building systems resulting from negligence on the part of Respondent. The cost for repair or replacement of damaged cable(s) and/or equipment shall be borne by Respondent.
5. INSTALLATION GUIDELINES
6. Any additional required station wiring and connecting hardware shall be installed using new product.
7. All installation methods must be in strict conformance with all applicable building, fire, and electrical codes. This must include but is not limited to; re-establishing the fire resistance ratings of wall, floor, and any other potential penetrations that are either created by the installation or had already existed for the purpose of telecommunications wire/cable access. All assembly penetrations must be fire stopped / fires fed to a rating equal to that of the surrounding assembly. No floors, walls, ceilings, or structural members of the existing finished or unfinished work may be drilled, cut, or in any way defaced without Client Agency’s prior consultation and approval. Respondent shall receive approval from The Client Agency Project Manager prior to penetration work.
8. TELECOMMUNICATIONS BUILDING WIRING STANDARDS
9. Unless otherwise specified by Client Agency, unshielded twisted pair 24 AWG cable is to be used for all station wiring, with a mid-range, Category 6 cable for voice and data wiring. Respondent shall install and test all cable and supply the Client Agency Project Manager with a copy of the test results in a format to be determined by the Client Agency Project Manager.
10. Station wiring for all new installation covered by this contract shall be designed and installed in accordance with the current editions of the Telecommunications Building Wiring Standards, including all Technical Service Bulletins (TSB), adopted by TIA/EIA in accordance with the American National Standards Institute (ANSI). These standards include, but are not limited to, the following:

|  |  |
| --- | --- |
| TIA/EIA-568-B.1 | Commercial Building Telecommunications Cabling Standard: General Requirements |
| TIA/EIA-568-B.2 | Commercial Building Telecommunications Cabling Standard: Balanced Twisted-Pair Cabling Components |
| TIA/EIA-568-B.3 | Optical Fiber Cabling Components Standard |
| TIA/EIA-569-A | Commercial Building Standard for Telecommunications Pathways and Spaces |
| TIA/EIA-570-A | Residential and Light Commercial Telecommunications Wiring Standard |
| TIA/EIA-598 | Optical Fiber Cable Color Coding |
| TIA/EIA-606 | The Administration Standard for the Telecommunications Infrastructure of Commercial Buildings |
| TIE/EIA-607 | Commercial Building Grounding and Bonding Requirements for Telecommunications |
| TIA/EIA-758 | Customer Owned Outside Plant Telecommunications Cabling Standard |
| TIA/EIA-862 | Building Automation Cabling Standard for Commercial Buildings |

1. A supplement that is used in conjunction with the above TIA/EIA standards is the most recent edition of the Building Industry Consulting Service International (BICSI) Telecommunications Distribution Methods Manual, "A Guide to Design and Effective Utilization". This manual provides practices and methods by which many of the requirements of the above standards are implemented.
2. Where conflicts exist between these standards and any specifications listed in this Client Agency, the higher specification shall apply as determined by the Client Agency Project Manager.
3. Respondent shall be responsible for the complete mechanical labeling of all as needed station jacks and all terminal blocks per Client Agency pre-established numbering schemes. Each Client Agency facility has its own unique numbering scheme; therefore, Respondent shall consult with the Clint Agency Project Manager for specific details.
4. STATION WIRING
5. For initial conversion, new station wiring shall consist of a mid-range Category 6 cable that is approved by the Client Agency Project Manager. Unless otherwise approved by The Client Agency Project Manager, the station end shall be terminated in 8 PIN modular RJ-45 jacks. All eight (8) conductors shall be punched down on RJ-45 jacks per the TIA/EIA Wiring Standards utilizing the 568A pin configuration. Respondent shall install connecting hardware that is of the same category as the cable and has been tested together with the cable. Respondent shall provide the Client Agency Project Manager copies of said testing, upon request. The RJ-45 modular jacks shall be made to close tolerances so that the plug fits snugly into the jack. At the MDF and IDF ends, all voice pairs shall terminate on 110-type standard cross-connecting blocks, or equivalent, unless otherwise specified by the Client Agency Project Manager.
6. At the MDF and IDF ends, all data jacks shall terminate on an RJ-45 type patch panel, unless otherwise specified by the Client Agency Project Manager. The maximum data station cable drop length is 90 meters. The drop length is measured from the termination block in the wiring closet to the station faceplate.
7. At the time of installation, if the above is less than the industry standard, Respondent shall install all wiring and associate hardware in compliance with the standards as described in the TIA/EIA Telecommunications Building Wiring Standards.
8. SYSTEMS FURNITURE WIRING
9. Any telecommunications wiring done within the system’s furniture shall be in compliance with national and local electrical codes. Respondent shall be responsible for replacing any equipment that may have been temporarily removed or relocated during cable installation. Telecommunications cable and electrical cable shall be installed in separate channels, with proper shielding of the cable. If it is necessary to use the same channel, telecommunications and electrical cable shall be physically isolated from each other with a metal septum. Unless otherwise specified, Respondent shall provide an extra twenty feet of cable slack for each cable, properly secured, in the ceiling above the furniture for flexibility purposes.
10. If Respondent determines that the modular furniture is not suitable for telecommunications wiring (no separate telecommunications channel, bend radius cannot be met, etc.), Respondent shall immediately notify the Client Agency Project Manager.
11. STATION JACKS
12. Where practical, station jacks are to be flush mounted. Both flush mounted and surface mounted jacks are to be installed a minimum of twelve (12) inches above finished floors, or to match pre-existing jack configuration. Surface mounted jacks shall be avoided and utilized only with the approval of the Client Agency Project Manager. Any deviation must be approved by the Client Agency Project Manager.
13. Jacks utilized with systems furniture shall be compatible with the furniture and recommended by the manufacturer or supplied by the Respondent. Respondent may provide jacks, or Respondent may be required to use jacks/mounting equipment supplied by others, or by the State. Jacks shall be securely affixed to systems furniture; no Velcro or other adhesive attachments will be permitted unless approved by the Client Agency Project Manager.
14. As-built drawings are a mandatory requirement for each facility and shall be provided to the Client Agency Project Manager prior to acceptance of the facility installation and service activation.
15. Any Client Agency requested moves, adds or changes made to the installed base shall require Respondent to provide updated as-built drawings as part of existing Client Agency. Respondent shall provide the Client Agency Project Manager with electronic updates or paper upon request.
16. GROUNDING REQUIREMENTS
17. Respondent shall ensure that bonding and grounding of cables and raceways is performed according to the National Electrical Code and TIA/EIA standards.
18. INTERMEDIATE DISTRIBUTION FRAMES (IDF)
19. The IDF shall consist of cross connect blocks for the station wiring, and where needed, shall contain patch panels and the local data and voice equipment that serves each IDF service area.
20. Cross connections will be completed in a neat and organized fashion and shall be installed using the appropriate means to keep them sufficiently taut and free from movement.
21. Respondent may be required to install backboards in the IDF. Backboards shall be 3/4" finished grade plywood painted with two coats fire resistant paint with color specified by the Client Agency Project Manager, and shall be securely fastened to the wall, placed vertically (unless local conditions preclude it), 18 inches above the finished floor. Any required ladder rack shall be installed as specified by the Client Agency Project Manager.
22. VOICE AND DATA PATCH PANEL ASSEMBLIES
23. Modular 110-type patch panels shall be used on the distribution side of the network where the workstation cables are terminated to the backside of the panel, and cross-connects are done on the front side. Modular patch panel (copper) wiring shall be installed to an eight (8)-pin configuration where all 4-pair UTP conductors are punched down in accordance with the TIA/EIA 568A cabling standard. Horizontal and vertical wire managers shall be provided for all patch panel assemblies.
24. All products associated with the patch panel assemblies shall be physically and electrically compatible with each other. Each patch panel jack shall be numbered and mechanically labeled for easy identification of terminal/phone station locations and distribution ports from host equipment (i.e. computer controller or voice/data switch). Patch panels for both copper and fiber optic architectures shall be UL listed and in compliance with any local, state, or federal codes.
25. ELECTRICAL POWER
26. Respondent shall be responsible for providing the Client Agency Project Manager the electrical specifications required to power its systems. Respondent may utilize existing outlets with prior Client Agency approval.
27. FASTENERS
28. All exposed fasteners in common areas shall be security type screws. Security screws shall match Client Agency facility requirements. Respondent shall affirm it will comply.
29. CONDUIT STRAPS
30. Conduit straps shall be single hole cast metal type in concealed spaces and two-hole galvanized metal type on all exposed areas. Straps in exposed areas are to be installed every 18 inches.
31. RACEWAYS
32. Metal raceways are to be installed for all station wiring and must be a minimum of three-quarter inch.
33. **Phase out and transition plan**
34. OWNERSHIP AND SOFTWARE LICENSE
35. Respondent shall transfer ownership of the then current telephones, hardware, software and all associated cabling to Client Agency at the end of the contract. Respondent shall provide Client Agency with all software licenses at no cost to operate the then current system.
36. POST CONTRACT TRANSITION
37. Respondent shall provide Client Agency a full description on how it will handle a transition at the end of the contract period, identifying its process for data transfer and continuity of services in accordance with all federal and state requirements. Any Client Agency owned equipment located outside Client Agency facilities, such as recording equipment and software with applicable licenses, shall be provided to the new contracted entity or Client Agency at no cost. Respondent shall provide any and all data including call recordings, inmate authorized call lists, and call detail records to Client Agency.
38. **Background Checks**

Client Agency requires that all Respondent employees and subcontractors working on behalf of Respondent be cleared and authorized by Client Agency or designee prior to admittance to any Client Agency facilities, buildings, or grounds. Such individuals must pass a background check which must be submitted at least fourteen (14) days prior to anticipated access to Client Agency facilities, buildings, or grounds. Background checks will be required annually. Client Agency reserves the right to deny access and/or revoke security clearance of Respondent, Respondent’s employees) or subcontractors).

1. RESPONDENT EMPLOYEE NON-DISCLOSURE AGREEMENT
2. Respondent shall acknowledge that the information contained in the inmate telephone service is law enforcement sensitive and therefore Respondent shall ensure the security of the information in accordance with applicable laws and Client Agency instruction.
3. Respondent’s employees and subcontractors shall agree to keep confidential all information contained within the Connecticut inmate telephone service system.
4. RESPONDENT EMPLOYEE ARREST NOTIFICATION
5. Respondent shall agree to provide the Client Agency or designee the name(s) of any employee or sub-contractor who is arrested and has or had direct or indirect access to the inmate telephone service or Client Agency facilities. This notification shall be in writing and received by Client Agency within 24 hours of such arrest. Respondent shall also agree to provide the Client Agency or designee, upon request, updates as well as the outcome of any such arrest(s).
6. NEWS RELEASES / ADVERTISING
7. News releases and commercial advertising which pertain to the project and/or awarded contract shall neither be made nor authorized by Respondent without prior written approval of the Client Agency or designee.
8. **Customer Service for Client Agency and the Public**
9. SUPPORT SERVICES FOR CLIENT AGENCY
10. Respondent’s customer support personnel must be located within the continental United States, Alaska or Hawaii.
11. PRINCIPAL TECHNICAL SUPPORT REPRESENTATIVES
12. Respondent must provide toll free access for technical support to Client Agency 24 hours per day 7 days per week. Respondent shall assign primary and secondary representatives who will be knowledgeable of Client Agency’s operational and support requirements and service levels and will act as principal liaison for both technical and customer support and be available 24 hours per day 7 days per week. When the primary liaison is unavailable, the secondary shall assume those duties.
13. CUSTOMER SUPPORT FOR THE PUBLIC
14. Respondent customer support personnel for the public should be located within the continental United States, Alaska or Hawaii.
15. CUSTOMER SERVICE CAPABILITY
16. Respondent must publish a dedicated international toll-free telephone number for access to knowledgeable customer service staff from, at a minimum, 8:00 am to 6:00 pm EST, 365 days per year. All customer service representatives must be knowledgeable with regards to the specifics of the Client Agency and related service/billing options. They must also have access to up-to-date Client Agency account information including at a minimum billing, payment and blocked call status and history. The customer service representative must also be able to provide support regarding rate inquiries and billing disputes.
17. Respondent must provide live customer support in, at a minimum, Spanish and English.
18. ACCOUNT ACCESS

Respondent shall provide Client Agency with secure web-based access to account information including billing, payment and blocked call status and history.

1. CALL BLOCKING
2. Respondent’s solution must include notification(s) to Client Agency within 48 hours of initiating a block on calls and provide the Client Agency with an explanation as to why the block is being initiated and the action required to remove the block. Client Agency may require Respondent to provide a periodic report of newly blocked accounts with explanation as to why the block was imposed.

**6) IMPLEMENTATION**

A. Implementation timeline requirements.

1. Client Agency intends to achieve full statewide implementation one facility at a time within one year of contract award, or sooner.

2. Surveys to all Client Agency facilities must be coordinated with Client Agency within 30 days of contract award and subsequent individual implementation plans must be submitted to Client Agency within 10 days upon survey completion.

3. An acceptance test determined by Client Agency may be required for each facility. Client Agency may choose to use non-standard work schedules at some or all facilities for system transition to expedite the conversion.

4. Installation, testing, and acceptance must occur first at Client Agency’s central office located at 24 Wolcott Hill Road, Wethersfield, CT. After acceptance at Client Agency’s 24 Wolcott Hill Road, Wethersfield, CT location, installation must begin at another facility (to be determined by Client Agency) within one week of acceptance. This process must continue until installation, testing, acceptance, and activation has occurred at all facilities. If an acceptance testing fails, the installation at other Client Agency facilities will cease until the issue is resolved and re-testing is successful. The facility acceptance testing, as determined by the Client Agency, may need to be performed without 100% of the inmate telephones installed and operational.

B. Respondent’s Implementation plan must include, without limitation, the following:

1. Transition from current contractor;
2. Wiring installation where required;
3. Network installations;
4. Workstation installations;
5. Inmate telephone installations;
6. Acceptance test plan (for each individual facility);
7. Expected time frames for implementation in accordance with requirements outlined in this RFP;
8. Staffing requirement; and

1. An explanation of system downtime and all limitations and interruptions anticipated during the implementation process.

C. Respondent’s implementation plan must include the following documentation:

1. Risk management and mitigation plans;

2. Training plans;

a) Client Agency

b) Inmates

3. Communications plans;

1. Client Agency
2. The public
3. Inmates

4. Project reporting process and mechanisms;

5. Change management process plan;

6. Configuration management plan;

7. Inmate call process flow chart plan;

8. Network diagram documentation plan;

9. Security and operational procedures documentation plan;

10. User and system administrator documentation plan;

11. Client Agency investigator documentation plan; and

12. Called party information documentation plan (in Spanish and English).

**7) SERVICE LEVELS AND MAINTENANCE**

Respondents must include services level and maintenance plan proposals regardless of the type of solution being proposed.

1. SCALABILITY/RELIABILITY
2. AVAILABILITY

a) The proposed solution must be available 99.9% of the time per month.

1. COMMERCIAL POWER OUTAGES
2. The network, including the network operating center and all other network elements under the control and management of Respondent, shall survive interruptions in commercial power.
3. In the event of a power outage, Client Agency on-premise components must be temporarily restored by Respondent supplied battery back-up; connections to DOC generator circuits will be at the Client Agency’s discretion.
4. In the event of a power outage, Respondent’s solution must function for a minimum of 90 minutes in the Client Agency’s facilities.
5. Respondent’s solution must be capable of full recovery from a power outage immediately once commercial power is restored.
6. BUSINESS CONTINUITY AND DISASTER RECOVERY
7. Disaster recovery must include restoration time in accordance with Client Agency’s needs and must be included in a service level agreement. Respondent’s solution must include alternative routing of traffic for disasters impacting recovery. Respondent’s solution must include redundant hosting and data backup components with system continuity and functionality measures in the event of a disaster. Respondent’s solution shall secure data and provide continuity of services in accordance with all federal and state requirements.
8. SYSTEM MAINTENANCE
9. REPAIR, MAINTENANCE AND MOVE, ADD & CHANGE (MAC) WORK
10. Maintenance and support of all system components including but not limited to telephones, pedestals, circuits, network components, software, call processors and all other elements of its service will be the responsibility of Respondent. During the contract term, Respondent will be responsible for repair or replacement of equipment damaged regardless of the cause including but not limited to inmate damage, natural disaster, and Client Agency actions or operations.
11. CLIENT AGENCY AUTHORIZED REPRESENTATIVES
12. Client Agency will establish an authorized list of Client Agency individuals who have the authority to open trouble tickets, MAC work, request maintenance dispatch or support services outside of normal business hours. Respondent will only act on the approval of a member on the authorized list.
13. TROUBLE REPORTING
14. Respondent shall provide an electronic trouble ticket system via the proposed system to initiate trouble tickets for repairs, track the real time status and provide current and historical reports of those tickets. Respondent’s system must generate an auto tracking number or other unique identifier immediately upon initiation into the system. All updates to open trouble tickets should be sent in real time electronically to the originator of the ticket. The trouble ticket system shall include, at a minimum:
15. Date and time trouble reported;
16. Name of Client Agency staff member reporting trouble;
17. Name of affected Client Agency facility;
18. Trouble ticket number;
19. Date and time of arrival and check-in at facility (if applicable);
20. Name of Respondent staff performing the service;
21. Description of trouble;
22. Diagnosis of trouble and work performed;
23. Date and time trouble corrected;
24. Length of time ticket remained open;
25. Status of open tickets.
26. TROUBLE REPORTING DEDICATED TOLL-FREE TELEPHONE NUMBER
27. Respondents shall provide a dedicated toll-free telephone number for Client Agency that will reach a live help desk contact if the electronic help desk system is not capable of electronically generating a ticket. This contact must be located within the continental United States, Alaska or Hawaii, and be available 24/7/365.
28. REPAIR PRIORITY LEVELS AND PERFORMANCE REQUIREMENTS
29. Respondent’s solution must include repair priority levels and identified performance response times. By way of example, the table below defines repair priority levels along with associated performance requirements. The items included in the table are not all inclusive and Client Agency, at its sole discretion, may deem any repair as a priority 1, 2 or 3.
30. At the time of the initial report of a repair, Respondent shall immediately work with staff using Respondent’s remote diagnostic capability in order to rectify the problem. If remote diagnostics are unavailable, a technician must be at the facility within two (2) hours.

Example: Priority levels and performance requirements:

|  |  |  |
| --- | --- | --- |
| Priority Level | Characteristics | Performance Requirement |
| 1 | Loss of critical functionality as determined by - | 4-hour resolution |
| Complete system failure |
| Complete loss of recording functions at a Client Agency facility |
| Complete loss of call monitoring capabilities at a Client Agency facility |
| Complete loss of administrative or investigative access or function at a Client Agency facility |
| When 50% or more of inmate telephones are not working in a specific area / housing unit |
| 2 | Loss of significant functionality as determined by Client Agency | 8-hour resolution |
| Loss of call monitoring capabilities at a Client Agency facility (other than a complete loss) |
| Data back-up failure |
| When 50% or less of inmate telephones are not working in a specific area / housing unit |
| 3 | Loss of non-significant functionality as determined by Client Agency | 24-hour resolution |
| Software fixes not critical to operations |
| Loss of trouble ticket system |

1. SYSTEM AUTO-MONITORING
2. Proposed system should have auto-monitoring capabilities, alerting of potential system malfunctions or disruptions of service. In addition, Respondent shall provide fault management capabilities that recognize, isolate, correct, and log faults that occur in the system.
3. NOTIFICATION OF SYSTEM FAILURES
4. Respondent must provide Client Agency with real time contact notification of all Priority 1 system alerts and alarms (as defined in the previous table) including the final resolution of all incidents. In addition, Respondent must notify the affected facility designee and Client Agency security of any failure and provide an estimated time of service restoration. For extended outages, Respondent must provide a detailed plan of repair, including how Respondent will provision alternative service during an extended disruption of service. Respondent shall provide a detailed description of notification capabilities.
5. SYSTEM RELIABILITY
6. Respondent must provide details on all incidents of system failures in the last three (3) years, including priority levels (see above table) which resulted in an interruption of service. Identify the cause of the failure including whether it was a system malfunction (hardware or software) or human error.
7. HARDWARE/SOFTWARE REPLACEMENT
8. Respondent shall maintain a complete set of replacement parts for all hardware and software components of the service. Respondents must have a plan of action for delivery of the hardware/software in the event of a failure. Such plan shall include, but not be limited to:
9. Immediate emergency service restoration;
10. Complete system replacement;
11. Personnel resources required.
12. During the contract term, Respondent shall also maintain, at a minimum, three “hot spare” workstations at Client Agency’s central office.
13. ESCALATION PROCEDURE
14. Respondent shall provide an escalation procedure for 24-hour coverage to be invoked in the event that first level Respondent maintenance personnel are unable to remedy Client Agency’s service request. Respondent shall provide escalation procedures, for each level up to the Company President/Owner, that include, at minimum, the following:
15. A list of individuals (by name and title) at each level of escalation;
16. The role of each individual in the escalation process;
17. Email address;
18. Wireless and work telephone numbers.
19. These escalation lists and processes must be kept current, and Client Agency shall be notified two weeks in advance of changes so that all appropriate personnel can be notified.
20. PREVENTIVE MAINTENANCE
21. Respondent shall perform preventive maintenance, facility inspections, test routines, and diagnostics on the systems as recommended from the manufacturer. The schedule shall be consistent with the operating requirements of Client Agency and be based upon the specific needs of the equipment being maintained. Respondent shall notify Client Agency or designee twenty-four (24) hours in advance of facility visit.
22. Preventive maintenance that may disrupt service to the users may be required to be done outside of normal business hours.
23. Preventative maintenance plan including, but not limited to the following:
24. Assuring that any remote access devices and other key components are in good working condition.
25. Checking and testing battery back-up systems.
26. Test system and power failure back-up operations.
27. Respondent must maintain reports identifying the preventative items actually performed, the results of testing completed, and any changes and/or updates to either the equipment or software. There shall be no charge to Client Agency for preventive maintenance during the contract term.

12. MACWORK

1. Client Agency may require additional inmate telephones, workstations, and other required equipment at additional facilities or locations during the contract term. Pre-surveys may be required for large or complicated MAC orders. Respondent shall coordinate the scheduling of all MAC orders with Client Agency and notify Client Agency twenty-four (24) hours in advance of a visit.

b) Respondent’s solution shall include an electronic ordering system. Please describe the proposed system to initiate MAC tickets, track the real time status and provide current and historical reports of those tickets. This system must generate an auto tracking number or other unique identifier immediately upon initiation into the system. All updates to open MAC tickets should be sent in real time electronically to the originator of the ticket as well as to the Client Agency Director of Security or designee. The electronic ordering system shall include, at a minimum:

1. Date and time MAC ticket is opened
2. Name of Client Agency staff member opening ticket
3. Name of affected Client Agency facility
4. MAC ticket number
5. Date and time of arrival and check-in at facility (if applicable)
6. Name of Respondent staff performing the service
7. Description of MAC work requested
8. Description of MAC work completed
9. Date and time MAC ticket was completed
10. Length of time ticket remained open
11. Status of open tickets

13. MAC WORK TOLL FREE TELEPHONE NUMBER

1. Respondent will be required to provide a dedicated toll-free telephone number for Client Agency that will reach a live contact if the MAC system is not capable of electronically generating a ticket. This contact must be located within the continental United States, Alaska or Hawaii, and be available 24/7/365.

14. REPAIR, MAINTENANCE AND MAC REPORTS

1. Respondent shall furnish Client Agency with a monthly report, in a format approved by Client Agency, of all repair, maintenance and MAC work requests.

15. PERFORMANCE REVIEWS

1. Respondent will agree to provide a face-to-face review, every month or quarter, at Client Agency’s discretion, to discuss performance indicators and trends and a summary of service issues.

**8) TRAINING**

All training must be at no cost to the State.

1. CLIENT AGENCY STAFF TRAINING
2. Respondent must provide Client Agency hands-on and online training, applicable instruction materials, and access to ongoing training and instruction to users and administrators of the inmate telephone service. Training is required at the time of installation, upon new updates to the equipment, software or service, for any newly appointed Client Agency employee, or when deemed necessary by Client Agency.
3. Please describe all training, general content, instruction materials, and proposed length of the training. Respondent shall also describe the ratio of trainers per number of participants. Respondent shall acknowledge training will be accommodated at the request of Client Agency with little or no prior notice.

B. INMATE TELEPHONE TRAINING

1. Upon initial conversion to Respondent’s system, instruction materials for the inmate population describing the use and functions of the inmate telephones must be provided. These training materials must be reviewed and approved by Client Agency prior to printing and delivery/online publication.

**9) COMPANY INFORMATION**

A. COMPANY OVERVIEW

Please provide two years of financials, an annual report, and, if applicable, the same information for proposed subcontractors. Provide a brief summary of the company’s size, markets, customer base, organization, strengths and achievements. If the company is a subsidiary of another company, the name and address of the parent company must be provided.

Respondent must provide the information in a tabled format, for example:

|  |  |
| --- | --- |
| COMPANY PROFILE – SAMPLE SERVICES, INC. | |
| Formal Company Name | Sample Solutions, Inc. |
| Company Trade Name | Sample Consulting |
| Physical Address | 123 Easy Street, Suite 100  Anytown, US 90266 |
| Mailing Address | P.O. Box 12345  Anytown, US 90266-1234 |
| Corporate ID Number | 35-1234567 |

B) SUMMARY OF QUALIFICATIONS

Please provide evidence that Respondent has at least three (3) years current experience in providing an integrated inmate calling service with monitoring, recording and call control features as described in this RFP.

Please provide the names of all Federal, State, county and local correctional facilities and agency contact information where services have been used in the past three (3) years.

C) FINANCIAL OVERVIEW

Please provide evidence of your company’s financial stability and resources to continue operations to meet the requirements of this RFP. Revenue attributable to the inmate telephone services over the three most recent years shall be given, along with the most recently available certified audited financial annual financial statement for the last fiscal year and such other materials necessary to demonstrate financial soundness. All financial penalties and liquidated damages imposed in the last three (3) years shall be disclosed. If none, state so.

D) COPY OF ANNUAL STATEMENT - PUBLIC COMPANIES ONLY

If Respondent submitting the RFP response is publicly traded, or any of the subcontractors specified, please attach the most recent financial report(s) or annual statement(s).

E) RESPONDENT CUSTOMER REFERENCES

Please submit three (3) customer references to support experience.

Current employees of the State may not be used as one of the above three references. Please provide the names of three different organizations of similar complexity that are current clients and include the following information for each of the references listed:

1. Name and Address of Customer, Organization, or Government Entity.
2. Contact Person, Title, Current Telephone Number, Address and Electronic Mail Address.
3. Days of the week and times that person can be contacted.
4. Date of Installation (include number of telephones and workstations).
5. Was service installed of similar size and scope as outlined in this RFP?
6. Quantity of telephones.
7. Quantity of workstations.
8. Number of facilities where the service is installed.
9. Number of active system users.
10. Does the customer record all calls?
11. Does the customer monitor all inmate calls?
12. Does the customer use the records as evidence in court proceedings? If so, in what State(s).
13. Call detail records and call recording backup procedures.

In addition to the provided references, the State reserves the right to contact other known customers.

F) RESPONDENT SUB-CONTRACTOR(S)

Please provide a description of sub-contractor(s) including organization name, address, telephone number, purpose for which organized, number of years in business, and a functional organization chart naming key personnel and numbers of other personnel employed by function.

Please provide information relevant to the subcontractor's qualifications and experience (company's and proposed management team members') in complying with this RFP.

G) RESPONDENT PERSONNEL

Please provide information regarding the qualifications and experience of Respondent representatives as identified in the following sections.

H) CONTACT PERSON RESPONDENT REPRESENTATIVE

Please provide the name, title, address, e-mail address, fax number and telephone number of the individual who shall be responsible for the management of this contract and on-going communications regarding this contract.

I) RESPONDENT IMPLEMENTATION PROJECT MANAGER DESIGNEE

Respondent shall designate an individual as the implementation project manager who will be responsible for implementing the inmate telephone service. It is expected that this person will allocate sufficient time required to implement this contract and will be on-site at the facility as needed to assure timely and effective implementation.

Provide this individual’s resume and at least three projects/assignments that qualify him/her to be assigned these duties. The dates of the relevant projects/assignments must also be included.

J) RESPONDENT’S SERVICE AND SUPPORT MANAGER

Respondent shall designate an individual as service and support manager who will be responsible for on-going service and support for the term of the contract. It is expected that this person will allocate sufficient time required to service and maintain this contract.

Please provide this individual’s resume and at least three projects/assignments that qualify them to be assigned these duties. The dates of the relevant projects/assignments must also be included.

K) RESPONDENT’S TECHNICAL STAFFING

Respondent is required to provide the number of technical support personnel, grouped by defined functions, serving the Client Agency’s account. These individuals shall be experienced in the proposed service including all associated equipment and software.

Client Agency requires a minimum of two full-time dedicated Respondent technicians. These individuals will report directly to and receive all assignments from Client Agency or designee. These individuals shall be trained and experienced with installation and maintenance of the proposed service and equipment.

Client Agency reserves the right to reject any technical support personnel it determines is unqualified.

Please describe staffing resources requested above.

L) EXPERT WITNESS TESTIMONY

Respondent shall provide affidavits as required throughout the term of the contract at no cost to Client Agency to support any legal proceedings with regards to the inmate telephone service and shall provide expert witness testimony when needed.

Respondent acknowledges and agrees that recorded telephone conversations of inmates are used as evidence in criminal or facility violation investigations and as such, respondent may receive written/verbal requests to provide testimony regarding monitoring equipment, system specifications, and the accuracy and reliability of the system’s recorded telephone data.

Respondent shall ensure that qualified personnel are available to provide such expert testimony and those personnel respond timely and/or appear as stipulated in any notice, request and/or legal subpoena. Respondent shall immediately notify Client Agency or designee upon receipt of any related subpoenas or other notifications for expert witness testimony and/or related appearance/testimony.

**10) PRICING PROPOSAL**

Please provide a pricing framework that addresses the following points:

1. Unit cost for all types of required equipment and service elements.
2. Total estimated cost, by State fiscal year (July-June), including detailed implementation costs by facility.
3. Any price assumptions, conditions, or exceptions.

**11) SELECTION CRITERIA**

A) A selection committee will evaluate and score all proposals. The highest scoring proposer will be invited to negotiate with DAS on behalf of Client Agency.

B) The evaluation criteria below are listed in order of relative importance regarding evaluation and scoring.

|  |
| --- |
| 1. Ability to meet specifications;  2. Pricing proposal and cost;  3. Implementation plan;  4. Service level and maintenance plans;  5. Company overview and business information;  6. Edits to Attachment E, “Draft Contract for Respondent Review”. |
|  |
|  |

**12) REQUEST FOR PROPOSAL TIMELINE AND ATTACHMENTS**

A) RFP Timeline

|  |  |
| --- | --- |
| RFP release date | March 18, 2022 |
| Respondent to provide:  Notice of intent  Background check form | March 25, 2022 |
| Facility site visits (select locations) | Week of April 4 – April 8 |
| Respondent questions due | April 13, 2022 |
| Answers posted on CTsource portal | April 18, 2022 |
| Proposals due | May 3, 2022 |

B) RFP Attachments

1. Attachment A-State of Connecticut Public Act 21-54;

2. Attachment B-Facility Profiles;

3. Attachment C--Inmate Phone Usage;

4. Attachment D--COLLECT Background Report Form;

5. Attachment E-Draft Contract for Respondent Review.