

## **BID #WG23-51 SPECIFICATIONS**

### **PURPOSE**

The purpose of this Invitation to Bid (ITB) is a solicitation by the Baldwin County Commission for bids from qualified vendors of inmate telephone service to provide inmate telephone equipment and related services at the Correctional Facility supervised by the Sheriff's Department.

Equipment, products, and services, which are not specifically requested in this Bid that are necessary to provide the functional capabilities proposed, shall be furnished.

The purpose of this Bid is to ensure a fully operational, flexible, secure, and reliable inmate telephone system and to provide the County the means to ensure the lawful and legitimate use of the system. The provision of inmate telephone services is considered a critical service element and the system's quality, performance and reliability of service are high priority to the County.

The County is requesting bids to provide Inmate Telephone & Video Visitation Services at the Baldwin County Corrections Center. A turnkey fully operational system, which will provide Local, Inter LATA and Intra-LATA service for which a **cost recovery rate** will be paid to the Baldwin County Sheriff's Office for all calls processed by coinless telephones. This method of providing service will include a single primary contractor with end-to-end network and equipment responsibilities. Sub-contractor relationships will be permitted and encouraged to obtain and maintain end-to-end service.

### **DEFINITIONS**

Vendor: Refers to the vendor of the proposed equipment and services.

County: Baldwin County Commission and Baldwin County Sheriff's Office

### **A. GENERAL**

**The following requirements are mandatory. Vendors are required to submit documentation (with their Bid Response) that their proposed system capabilities to meet these requirements.**

In addition to meeting or exceeding the requirements defined herein, the successful bidder will provide current specifications for all hardware and software, a full description of optional and standard features and a list of at least five (5) contact agencies which have been using the proposed system in a similar size environment as the Baldwin County Corrections Center.

It is not Baldwin County's intention to pay any charges, either to the successful bidder or sub-vendor for the establishment of this service, removal of existing service and equipment, and adding/deleting future equipment as identified by the Baldwin County Corrections Center.

The successful bidder must provide for a local inmate telephone repair service that is acceptable to the Baldwin County Corrections Center. Said repair service shall be capable of repairing,

modifying, installing, removing, and reprogramming of the installed equipment and shall have adequate inventory of repair and/or replacement parts. Repairs must be completed within 24 hours of report to the vendor by the Baldwin County Corrections Center. In the event of a 50% or greater systems failure, the vendor must respond within 4 hours of report by the Baldwin County Corrections Center and have the system operational within 24 hours, unless the Baldwin County Corrections Center agrees to an extension. The inmate telephone provider will provide the Baldwin County Corrections Center with a toll-free, 24-hour, 365-day telephone number to report repair or maintenance problems. The inmate telephone provider will provide a toll-free telephone number for the inmates' family members to call regarding their telephone bills. System must NOT require on-site intervention for re-boot. System must not require replacement fuses, batteries, and other peripheral hardware.

1. Each Vendor must prepare a written bid. All pages of the response must be numbered. ITB's must be formatted consistent with the specific sections and numbered paragraphs and must respond to each on an individual basis. Failure to address any item must be interpreted as non-responsive. Vendors must respond to all paragraphs and submit the following:

- Letter of Transmittal
- Vendor Qualifications
- ITB Specification Responses
- References
- Financial Statement
- Rates and **Cost Recovery Rate** (Completed Schedule B)
- Installation Plan
- Account Support Narrative

2. An authorized representative of the Vendor must sign each ITB response. Additionally, it should include the name(s) of the person(s) authorized to negotiate with Baldwin County.
3. **Original and three (3) copies** of the **ITB response**, written clearly and legibly, must be submitted in a sealed envelope plainly marked on the outside **“COMPETITIVE BID#WG23-51 - INMATE TELEPHONE & VIDEO VISITATION SERVICES.”**
4. The ITB responses must be received by the Baldwin County Commission on or before the date and time shown on page 1 of the invitation to bid documents. Responses not received by this date and time will be automatically disqualified from consideration.

#### **A.1 VENDOR INQUIRIES**

If additions, deletions, modifications or clarifications to the ITB become necessary, the changes will be noted by written addendum to the Vendors. Nothing presented orally during Vendor inquiries or pre-bid conference will modify or alter the specifications. All inquiries concerning

this ITB should be sent to:

Mrs. Wanda Gautney, Purchasing Director  
Baldwin County Purchasing Department 312  
Courthouse Square Suite 15 (mailing)  
257 Hand Avenue (physical)  
Bay Minette, Alabama 36507  
[wgautney@baldwincountyal.gov](mailto:wgautney@baldwincountyal.gov)  
Phone: (251) 580-2520  
Fax: (251) 580-2536

**A. 2 AWARD**

The County will review all ITB responses to ensure compliance with the specifications. Vendor may be excluded from further consideration for failure to comply with the specifications of the ITB.

The County reserves the right to accept or reject any or all bids, or to waive any informalities and irregularities in bids received, whenever such rejection or waiver is in the interest of the County.

To ensure specified performance of the proposed system, the County reserves the right to require a finalist(s) demonstration/presentation of system.

**Bid award will be to the Vendor that is determined best able to provide the services described in the ITB at the most advantageous cost recovery rate to the County.**

**All companies responding to this ITB must disclose any and all fees, charges and surcharges be listed that may be charged to any customer for any service offered to an inmate as part of their response to this ITB.**

**The Cost Recovery Rate to be paid is based on any and all gross revenue, collected or not, generated by the use of the inmate phone system either directly or indirectly, by any party. That revenue includes but is not limited to phone calls, video calls or communication, text, email, and any other services that may be offered.**

**A. 3 PERFORMANCE BOND**

All vendors shall submit a **\$10,000.00 Bid Bond** with their Bid Response. The awarded vendor shall provide the County a **\$40,000.00 Performance Bond** within 30 days after the contract is awarded. A company licensed to do business in the State of Alabama shall issue the said bond. The inability to provide a performance bond shall disqualify the contractor from installing their system, and the vendor shall forfeit their bid bond. The performance bond shall

be required for the length of the contract.

**A. 4 POWER OF ATTORNEY**

Attorneys-in-fact who sign bid bonds must file with each bond a certified and effectively dated copy of their power of attorney.

**A. 5 INSURANCE REQUIREMENT**

The awarded Contractor shall take out and maintain, during the life of the Agreement, such Bodily Injury Liability and Property Damage Liability Insurance while performing work covered by the Bid from any and all claims for damages for bodily, injury, including accidental death, as well as any and all operations under the Agreement, whether such operations be by the contractor, or by any Subcontractor or by anyone directly or indirectly employed by either. Such insurance shall be combined single limit bodily injury and property damage for each occurrence and shall not be less than \$1,000,000.00. The Baldwin County Commission, the Baldwin County Sheriff's Office and their Departments and employees shall be named as additional insured.

**A. 6 CONTRACTORS AND SUBCONTRACTORS AND INSURANCE**

The Contractor shall not commence work under this contract until all the required insurance has been obtained and such insurance has been approved by the County. The Contractor shall not allow any Subcontractor to commence work on his subcontract until the insurance required of the Subcontractor has been so obtained and approved.

**A. 7 INDEMNITY AND HOLD HARMLESS PROVISION**

To the fullest extent allowed by law, the Contractor shall at all times indemnify, defend and hold County and its Commissioners, the Baldwin County Sheriff's Office and their affiliates, employees, agents, and representatives (collectively referred to in this Section A.7 as the "County") harmless from and against all claims, demands, liabilities, damages, losses, judgments, costs, and expenses including, without limitations, attorneys' fees, and costs, for any and all personal injury (including death), property damage and loss of services, on account of any injury to persons or property, occurring from any cause whatsoever in the work involved in the contract, and will, at his expense, defend on behalf of the County, their officers and employees, either or all, any suit brought against them or any of them arising from any such cause.

**A.8 COMPENSATION INSURANCE**

The Vendor shall procure and shall maintain during the life of this contract Workmen's Compensation Insurance for all of his employees to be engaged in work on the project under this contract, and, in case of any such work sublet, the Contractor shall require the Subcontractor similarly to provide Workmen's compensation Insurance for all of the latter's employees to be engaged in such work, unless such employees are covered by the protection

afforded by the Contractor's Workmen's Compensation Insurance. In case a class of employees engaged in hazardous work on the project under this contract is not protected under the Workmen's Compensation Statute, the Contractor shall provide and shall cause each Subcontractor to provide adequate employer's general liability insurance for the protection of such of his employees as are not otherwise protected. The Baldwin County Commission, the Baldwin County Sheriff's Office and their Departments and employees shall be named as additional insured.

**A.9 PRIME CONTRACTORS RESPONSIBILITIES**

Vendor will assume responsibility for delivery of services and performance, regardless of whether the Vendor subcontracts any of these items listed in the ITB or not. The Vendor will be the sole point of contact regarding contractual matters, including performance of installation, services, and maintenance of the equipment. Vendor will be totally responsible for all obligations outlined under this ITB. The Vendor cannot resale or assign the original contract without the permission of Baldwin County.

**A.10 TIME OF COMPLETION**

Work shall begin within forty-five (45) days after award of contract unless otherwise notified. Project must be completed within sixty (60) days after work begins.

**A.11 EQUIPMENT ACCEPTANCE**

Final acceptance for each equipment item furnished under this contract may be subject to testing after completion of the installation. Acceptance criteria shall be comprised of an inspection of product installation so as to assure compliance with this ITB and construction and electrical codes according to the normally accepted standards of workmanship, as well as performance testing of the system and its components to assure compliance with contractual specifications and requirements. Work or materials not in compliance with the specifications shall be repaired, removed, or replaced, at the expense of the contractor.

**B. CONTRACTUAL RELATIONSHIP**

Nothing contained herein creates any contractual relationship between the County and the Vendor, contractor, sub-contractor, or supplier. However, bidding statements contained in the response of the successful vendor and the technical service requirements contained herein will become part of the Contract for the equipment, installation, and services.

**B.1 Contract Term**

The contract resulting from this ITB shall be for a period of three (3) years to begin on the date of the full execution of the Contract. At the end of the Contract, Vendor agrees to provide service on a month-to-month basis until the County can procure a new Contract through the ITB process.

**B.2 Termination**

The County may terminate the resulting agreement in the event of a material breach by the Vendor. The County will give a thirty (30) day written notice of the breach. If the specified breach is not corrected by the Vendor within the thirty (30) days, the County will have the right to terminate this agreement without further notice.

### **B. 3 Licensing, Certification, and Other Statutory Requirements**

It is the responsibility of the Vendor to meet and obey all applicable Federal and State Licensing and certification requirements. This will be done at the Vendor's expense, with no expense to the County. All applicable federal, state, and local laws, rules and regulations governing telecommunications service contracts will apply to the Contract throughout and be deemed incorporated into the Contract.

**No vendor shall present itself as a provider of Inmate Calling Service in the State of Alabama without proper authority and certification from the Alabama Public Service Commission. Vendors must be compliant with all Alabama Public Service Commission Rules and Regulations.**

The County is only requesting the fees permitted through the Federal Communications Commission (FCC) Order and Alabama Public Service Commission.

### **B. 4 Installation/Disconnection**

The County will unilaterally determine the locations as well as the need for future installations and disconnects. Successful Vendor will be responsible for all costs associated with the installation or disconnection throughout the term of the Contract.

### **B. 5 Present Inmate Telephone Service**

ViaPath (formerly GTL) is currently providing Inmate Telephone Service for the Baldwin County Correctional Center. The Correctional Center has an average daily population of 630. Current construction will increase the average daily population to 1000.

### **B. 6 Miscellaneous Requirements**

1. Each Vendor should enclose a copy of the terms and conditions of their standard Contract.
2. Vendors should make every attempt to use technological terminology in their bid that is common to the industry and technology used by the County. Comparable terminology may be substituted where appropriate if the Vendor provides clear and concise definitions.
3. The County will not be liable for any of the costs incurred in preparation and presentation of the bid.

4. Any material submitted by the Vendor that is considered confidential in nature must be clearly marked as such.
5. Vendor is required to state compliance with each requirement as contained herein, supplying *detailed* responses to each requirement.

## **C. VENDOR QUALIFICATIONS**

### **C.1 Experience**

Vendor must be experienced in providing phone services to large customers with at least 100 stations in one location and must have an installed base of no less than 100 inmate telephone systems. Response to this paragraph must be a full capability statement, including, but not limited to the following:

1. Years and nature of experience in telephone business.
2. Certified financial statements. Vendor must show proof of profitability and financial stability.

### **C.2 References**

Vendor must provide a list of 5 current customer references that the County may contact. **IT IS NOT ACCEPTABLE TO RESPOND THAT VENDOR'S CUSTOMER REFERENCES ARE PROPRIETARY INFORMATION.** Vendors are advised that references will be contacted without further consent or approval of the Vendor.

### **C.3 Subcontractors**

If any part of the work is or will be subcontracted, the Vendor must provide the name and address of the subcontractor within the bid response. All subcontracted work will be bound by the same terms as contained in the Contract. Vendor will be held responsible for all work performed by the subcontractor.

## **D. TECHNICAL REQUIREMENTS**

### **D.1 Purpose and Intent**

The purpose and intent of this bid is for the provision of approximately **51** existing fixed inmate telephones and **35** visitation video phones, 2 mobile video visitation device, 1 mobile inmate telephone, and 6 public video visitation stations for public use at sites within Baldwin County (to be determined at a later time). **Prior to the end of construction, we will need to add approximately twenty-six more fixed inmate telephones and twelve (12) more**

**visitation video phones.**

Inmate daily average population for the past 3 years is shown on “Attachment A”.

Vendor must propose equipment, local, intralata and interlata services. Vendor should propose a package including installation, maintenance, and payment to the County of monthly **cost recovery rate** as allowed by the Federal Communications Commission order. Vendor must inspect each installation site and provide replacement telephones, enclosures, panels, and any other infrastructure not mentioned, as needed.

**D. 2 System Configuration**

1. The inmate telephone system proposed by the Vendor must be a turnkey, Non-Coin Telecommunications Service.
2. The proposed inmate telephone system at the Baldwin County Corrections Center facilities must be capable of completing station-to-station and/or prepaid, debit or automated collect calls from inmates.
3. The proposed inmate telephone system must not require any electrical outlets at the actual telephone set locations.
4. The system should have the capability of simultaneously recording all inmate calls 24 hours a day, 7 days a week and storing the call recordings for the length of the contract plus ten (10) years of retention records to comply with Alabama Records Retention requirements.
5. System must meet the FCC mandates for ADA compliance for hearing impaired inmates to make assisted telephone calls as required by January 1, 2024. This may be in the form of Video Relay, IP Relay, IP CTS or other FCC approved method.
6. The proposed System must meet CJIS compliance at least on the administrative portion of the platform where officers and administrators access the user analytics and monitoring.

**D. 3 Instruments**

1. If the telephones are replaced, Vendor must install new inmate stations made of heavy-gauge steel construction with armored keypad and lexan type handset. All units must be provided with an 18-inch handset cord, which will withstand 800 pounds of longitudinal tension. Each station must be secured with special security type screws. Keyed locks will not be acceptable. Telephones must be in full compliance with Americans with Disabilities Act (ADA). Vendor must provide catalog cut sheet of proposed telephone instruments.



2. Inmate telephone sets must be wall mounted, of stainless or equivalent tamper-resistant durable construction.

#### **D. 4 Access**

1. The inmate telephone system must provide outgoing collect service with no access to direct dialed or operator handled service.
2. The system must be restricted to outgoing calls only, no incoming calls are allowed.
3. Agency officials must retain the capability of turning off or blocking service to any telephone, group of telephones, specific dial telephone numbers and specific inmate from a web-based system accessible by authorized users.
4. The system must be capable of accepting changes in a central location that have immediate effect on all sites. Unique identifier (i.e., PIN, password, biometrics, etc.), allowed number lists and blocked number lists should be controlled from a central location for data consistency.
5. All telephones must be FCC registered and Contractor's current FCC number must be provided as part of the bid response. Vendor must submit a detailed description of all specific features offered.
6. The system proposed must be designed to use only an automated operator to place inmate calls. The system should provide clear voice prompts to complete calls without the use of an operator. Vendor must provide a clear description of all automated operator services that will be used for Inmate calls.

#### **D. 5 Calling Instructions**

Each telephone shall have easy to follow voice instructions for the type of calls allowed. In addition, voice prompt instructions will be provided to the inmate in up to ten (10) languages chosen by the County.

#### **D. 6 Problem Reporting Capabilities**

The proposed system should have automated problem reporting system that provides visual notification to the Vendor when issues arise. Vendor must be required to fully describe those capabilities in response to this paragraph. Vendor must notify the County of any failures immediately with an estimated restoration time. Vendor will provide updates every four hours until service is restored.

#### **D. 7 Call Blocking**

The system must be capable of blocking an unlimited number of individual numbers. Vendor

must state the method and quantity of telephone numbers the system can block. Blocked numbers must be able to be entered at a central location and have immediate effect either at the facility level or system wide.

#### **D. 8 Call Branding**

All collect calls placed from the Baldwin County Corrections Center on the inmate telephones must be capable of being identified to the called party as follows:

“This is a collect call from, \_\_\_\_\_ (Inmate speaks name or system plays inmate’s pre-recorded name) an inmate at Baldwin County Corrections Center...”

The system should provide the called party with the ability to hear calling rates as they apply to the phone call they are receiving.

In addition, the system must have the capability to inform the called party at selected intervals during the conversation that they are speaking with an inmate and that the call is being monitored and/or recorded.

#### **D. 9 Answer and Termination Detection**

The telephone system must record the method in which the call was accepted or denied. Further, the system must record the method in which the call was terminated. This information must be contained within the call detail records (CDR) and be included in call detail reports.

#### **D. 10 Call Detail Reports**

1. The inmate telephone system must provide full call detail records for use in administrative and investigative purposes. The inmate telephone system memory should be capable of all call record detail for the length of the contract.
2. Call detail reports should be available to the County on a real time basis via a web-based system. The records must provide the following minimum information on all outgoing calls:
  - A. Time of day originated and terminated
  - B. Station number originating call
  - C. Number dialed
  - D. Line or Trunk group and trunk number call route
  - E. Duration of call-in minutes and seconds
  - F. Method of call termination
  - G. Location of the station originating the call
  - H. Cost of the Call

3. All call detail records must be collected and stored real time at a central, secure location with redundancy.
4. The proposed system must provide to agency personnel the following reports, displaying, and printing both real time and historical detail records.
  - A. Calls from a specified inmate phone
  - B. Calls to a specified destination number
  - C. Calls from a group of inmate phones
  - D. Calls of a certain type (e.g., free calls)
  - E. Calls through a particular trunk line
  - F. Calls with recorded conversations
  - G. Calls with attached Notes
  - H. Calls with keywords found in Notes
  - I. Calls of a specified duration
  - J. Calls for a specified inmate unique identifier
  - K. Calls with a specified Start or End code
  - L. Completed calls
  - M. Incomplete calls
  - N. Incomplete calls that validated
  - O. Locked calls
5. Samples of call detail reports must be provided.
6. The inmate telephone system must be able to generate frequency reports including origination number, destination number, inmate unique identifier, and trunk identification number.
7. Unlimited number of transcribed phone calls should be made available to the agency at no cost.
  - a. Transcriptions should be available for no less than ten (10) languages including English and Spanish.

#### **D. 11 Call Length Control**

Agency officials must be given total flexibility to limit the length of calls placed by inmates, e.g., 15 minutes. The inmate must be warned prior to disconnecting that the call time limit is about to expire. The system must provide the ability to set such time limits at the unique identifier (i.e., PIN, passwords, biometrics, etc.) and station level, as well as globally across the system. The system must also allow the ability to limit the numbers of call made per allotted time frame as determined by BCSCC.

#### **D. 12 Call Supervision**

1. The inmate telephone system must provide live-monitoring capability via a line

indicator at a central location with which agency personnel should have the ability to select any access line by issuing a simple keystroke command. This capability must be readily accessible to authorized users via any PC with a modern browser and active Internet without the need to download additional software.

2. Neither the called party nor the inmate should detect an audible indicator that would warn him/her that the line is being monitored.
3. All call monitoring should be available through the inmate telephone system via any PC with a modern browser and active Internet without the need to download additional software readily accessible to authorized users.
4. No other equipment should be required.
5. The inmate telephone system should allow users with the appropriate password level to terminate an inmate call in progress instantly from any readily accessible PC with a modern browser and active Internet without the need to download additional software to authorized users.
6. System users with the appropriate password level should have the ability to break-in on a specific inmate call in progress and talk to both parties (the inmate and the called party).

#### **D. 13 Call Validation**

1. All calls must be validated at a central location, on a real-time basis to eliminate access to blocked numbers, cellular telephones, payphones, tablets, laptops, computers, smart devices, or other unacceptable numbers.
2. The system must be designed to eliminate any and all access to a live operator.
3. Unique identifier (i.e., PIN, password, biometrics, etc.), allowed number Lists and blocked number lists must be part of the validation process and maintained centrally.
4. A method for completing calls to CLEC customers (e.g., unbillable numbers) in real time must be provided. The system must provide a method for completing calls to CLEC customers on the first and subsequent calls. Please explain how your system accomplishes this requirement.

#### **D. 14 Controlled Access**

1. The proposed inmate telephone system must provide agency officials with a means of controlling general access to telephone services. The system should provide a means to set telephones and groups of telephones in or out of service at predetermined times.

Vendor must describe in detail how this will be accomplished.

2. Agency officials must have the capability of shutting down all telephones in a cellblock, all telephones in the entire facility or all phones system-wide from any readily accessible to authorized users via any PC with a modern browser and active Internet without the need to download additional software.

#### **D. 15 Fraud Control**

1. Aid in controlling fraudulent use of the telephone network must be provided by interference with secondary call patterns, termination of calls if a second dial tone is detected, and prohibition of hook switch dialing.
2. The County will bear no responsibility for the loss of revenue as a result of fraudulent use of the telephone service. Fraudulent calls must be the sole responsibility of the Vendor.
3. The system must have the capability to detect the dialing of additional DTMF's following call connection. Upon detection, the system should play a warning message to the inmate and the called party.
4. The system must provide the ability to detect, flag and immediately terminate three-way calls Agency personnel should also be provided with the ability to mark the call as a three-way call, disconnect the call, or both.

#### **D. 16 Inspection Audit and Maintenance of Reports**

1. The Vendor must maintain books, records and documents in accordance with generally accepted accounting practices that sufficiently and properly reflect all gross revenues generated.
2. The County or their representatives must have reasonable access, for the purpose of examination, to any books, documents, papers and records of the Vendor as they may relate to this Contract.
3. The County may cancel any resultant Contract for refusal by the Vendor to allow reasonable access to all documents, papers, or other materials originated or received by the Vendor in conjunction with this Contract.

#### **D. 17 Maintenance Diagnostics**

1. The system software should be designed to interrogate the system to perform continuous self-test diagnostics without County personnel intervention.

2. When the system detects a problem, a visual notification should immediately be displayed to the support staff in the vendor's maintenance center.
3. Vendor must include with submitted bid clear, concise information describing the operation of the diagnostic system.

#### **D. 18 Network Access**

Vendor must provide an interface that allows control, monitoring, ability to listen to recorded conversations and unique identifier (i.e., PIN, password, biometrics, etc.) administration from any readily accessible PC with a modern browser and active Internet without the need to download additional software to authorized users.

1. Changes made through this interface must take effect immediately. Describe in detail how this will be accomplished.
2. Describe in detail the process a call would follow including voice prompts, validation process, and acceptance/denial process.

#### **D. 19 Inmate UNIQUE IDENTIFIER / Voice Validation System**

1. The inmate telephone system must be capable of assigning a unique identifier for each inmate. PINs should be between six (6) and fifteen (15) digits in length. The system must provide an automated unique identifier setup feature that allows an inmate to set up his own unique identifier account. Please describe the system's ability to provide this feature in detail.
2. Call duration, call velocity (# of calls allowed within a specified time frame), programmable free calls and phone usage periods must be programmable by individual inmate unique identifier.
3. Each inmate unique identifier must have the ability to have an associated call allowed number list that includes telephone numbers the inmate is permitted to call.
4. The inmate telephone system must provide a method for inmates to automatically build their own allowed number list. Please describe the system's ability to provide this feature in detail.
5. The inmate telephone system must have the ability to validate the inmate's voice to the voice initiating the call, as well as the ability to terminate, flag or interrupt the call if a different voice is detected.

#### **D. 20 Officer Check – In**

The system must have the capability of allowing corrections officers to “check in” from any phone in the system, entering his/her unique identifier number and creating a report log of the time, date, and location of the phone used to “check in”.

#### **D. 21 Hot Number Alerts**

The system must allow an administrator to designate “Hot” Unique identifiers and “Hot” destination numbers. When the system detects that a call is being made using any of these

Pre-programmed “Hot” Unique identifiers or destination numbers, the system must automatically call destination numbers designated by the County. These designated numbers should include direct-dial desk phones, officer cell phones, home telephones, any digital device such as tablet, laptops and smart devices, and pagers. Alerts to any type of phone should prompt the recipient for a security code, and, after receiving a proper code, conference them into the call. The recipient should be undetected by the inmate and called party; however, they should have the ability to disconnect the call or cut into the call and talk to each party. Alerts should send information including the number being dialed, the Unique identifier used in dialing, etc.

#### **D. 22 Miscellaneous Telephone Equipment**

Vendor must provide as part of this Contract all non-expendable miscellaneous equipment such as computer, printer, modems, and system software necessary to allow agency officials to query, display and print individual inmate telephone activity. Equipment must be supplied with system software needed to interface with the Inmate Telephone System to perform such functions as traffic management, system administration, call blocking and maintenance diagnostics.

System software must be security level based and password protected. Software or web-hosted system must be all inclusive and not require 3<sup>rd</sup> party or additional programs to be installed in order to access certain functionalities such as exporting audio or video files.

#### **D. 23 Operator Services and Voice Prompts**

1. Automated operator services provided by the inmate telephone system must provide for a minimum of ten (10) languages. At a minimum, these language options must include English and Spanish.
2. If additional languages should be required, the system must be capable of providing automated operator voice prompts in up to ten (10) languages at no extra cost to the County. Modification or addition of languages must be made at no extra cost to the County.
3. Any voice prompt required during the operation of the inmate telephone must be clear and concise.

#### **D. 24 Uninterrupted Power Supply (UPS)**

Inmate Telephone Systems at the facility must be provided with an uninterruptible power supply (UPS). The UPS must prevent potential problems in the telecommunications system caused by power surges and spikes.

#### **D. 25 System Integrity**

1. It must be the responsibility of the Vendor to assure an operational system including any and all interfaces with the regulated common carrier and the availability of required central office facilities. By submitting a bid, the Vendor agrees that:
  - a. The Vendor is familiar with the local conditions under which this inmate telephone service system must perform.
  - b. The Vendor possesses the capabilities, hardware, and personnel necessary to provide an efficient and successful inmate telephone service system.
  - c. The Vendor agrees that they must be solely responsible for all services proposed. Notwithstanding the details presented in this ITB, it is the responsibility of the Vendor to verify the completeness of the requirements and their suitability to meet the intent of this ITB. Any additional necessity for services required by the Vendor to meet these specifications must be provided by the Vendor at no extra cost or decrease of **cost of recovery rate** to the County.

#### **D. 26 Recording Requirements**

The County requires the following recording features.

7. The inmate telephone system must provide a fully integrated recording component for use in recording inmate telephone calls. Inmate telephone administration, conversation monitoring, conversation recording, and playback should all take place from a readily accessible via any PC with a modern browser and active Internet without the need to download additional software to authorized users.
  1. The system should utilize current technology for long and short-term storage. These arrays should be configured for maximum performance.
  2. The system must utilize self-contained, hard drive call record storage. DAT tape and other offline or “near-line” methods are not acceptable. Call records must be easily retrieved. This process must be simple as well as expedient.
  3. The recording system must store call recordings for the length of the contract on-line for immediate retrieval without requiring PCSO personnel for media changes. Must provide Baldwin County Corrections Center access to the data for a period of ten (10)



years after the end of the contract to meet the requirements of the Alabama Records Retention requirements.

4. For playback purposes, the recording system must provide the agency personnel the ability to search by individual unique identifier, specific date and time criteria, individual destination numbers, individual inmate telephones, or a group of inmate telephones.
5. The system must provide a playback history list of a recorded call(s) to determine every user that has listened to the recorded call.
6. The system must provide the hardware and software to allow recorded calls to be transferred to an electronic medium in an appropriate format, such as mp4, for transport and replay on any computer with audio capabilities. The transferred record must include the call record detail (time and date of the call, unique identifier number, destination number, etc.).
7. All recordings from every site must be available via a readily accessible via any PC with a modern browser and active Internet without the need to download additional software to authorized users so system-wide investigations may be performed from a central location. This process shall not require more than one login by an authorized user.
8. The vendor acknowledges that all recorded data is the property of the correction facility.

**Additionally, the Vendor should provide details for each of the following items as they pertain to the proposed Recording system:**

**Security Envelope:**

Recorded conversations stored in the system must provide security measures to ensure that they have not been tampered with. This security must extend even to recordings that have been transferred to external CD medium and or transmission by e-mail. The vendor must provide expert testimony regarding security of the call recordings if required.

**Call Lock Feature:**

Via a readily accessible via any PC with a modern browser and active Internet without the need to download additional software to authorized users, the system must allow administrators to “lock” call recordings to ensure their retrieval beyond the on-line storage period. Once a call recording is locked, it must be available on-line until unlocked.

**Search and Play Parameters:**

Via a readily accessible via any PC with a modern browser and active Internet without the need to download additional software to authorized users, the system must allow administrators to search for calls completed and recorded during a specific time period, calls placed at a

specific inmate telephone, calls placed to a specific destination number, or calls made by phones assigned to a specific group.

Playback of recorded calls from remote locations via a readily accessible via any PC with a modern browser and active Internet without the need to download additional software to authorized users shall commence within 10 seconds of selection by the operator. Playback of recorded calls shall not require any media change.

**Live Monitoring/Remote Monitoring:**

The inmate recording system must allow for live monitoring in real time, without any interference to existing recording operation. This feature should be available locally over the via a readily accessible via any PC with a modern browser and active Internet without the need to download additional software to authorized users, as well as remotely to a telephone number specifically designated by the system administrator. Additionally, the County wishes to have the capability, while monitoring, to terminate the call from the phone keypad. Monitoring must not be detectable by the callers.

**Hot Alerts:**

The system must allow an administrator to designate “Hot” unique identifiers, “Hot” words, or “Hot” destination numbers. When the system detects that a call is being made using any of these pre-programmed “Hot” unique identifiers, words, or destination numbers the system must automatically notify agency personnel via appropriate method as designated by the Agency. The system must be capable notifying agency personnel via appropriate method as designated by the County when a specific “HOT” unique identifier, word or number is in progress. The system must allow system administrators to add or remove specific “HOT” unique identifier, words, or numbers the hot list using the website from any readily accessible PC with a modern browser and active Internet connection provided by the system vendor. When personnel receive an alert from the system, they should be prompted for a security code and then immediately be able to monitor the call-in progress. The system must allow an unlimited number of agency staff to be alerted. The system must allow the person(s) monitoring the conversation to terminate the call-in progress should the need arise.

**Reports:**

The inmate telephone system must provide system administrators with the capability to print reports directly from the search screen. After selecting parameters such as origination number, destination number, date, time, keywords, or group, the system must be able to provide a return list of calls matching the criteria. The system must allow this list to be printed in report format. Additionally, the system must provide the ability to produce call count reports as well as frequency reports based on the above listed criteria.

**Attaching notes to Call Detail Records:**

System users must be able to attach a note document to any call record for the purposes of inclusion of information such as the case number or other investigative data. This note should become a permanent part of the call detail record and have the capability to be saved to disk and used in word processing programs such as Microsoft Word and still retain the formatting. In

addition, the inmate telephone system should have the capability to conduct searches on the information contained within the notes, (i.e., case number, inmate name, etc.)

**User Password System:**

Security must be maintained by a multi-level password system based on user access requirements. The system should allow users to be assigned pre-set security levels or allow the flexibility to assign individual access permissions based upon specific job requirements. These permissions should include, but not be limited to, access to inmate accounts, monitoring, call searching, etc. Those users with the administrator level password must have the ability to set user access parameters for other users according to security requirements. Password expiration dates that the administrator can set. Administrator should be able to identify users by name and location. Vendors must describe in detail how their password security system is managed, including samples of user setup screens. System needs to allow up to six (6) Administrators.

**User Log:**

As a security precaution, the system must provide a user log. Only those users with administrator level access should be able to review the user log. The log must include user access to the system, the time and date of each access, and the action taken during the user access.

**Prepaid Calling:**

The inmate telephone system must provide prepaid calling features respective to the called party. The prepaid system must allow calling to CLEC numbers, and other numbers that might otherwise not be allowed. Any **cost of recovery rate** calculated as part of an accepted proposal **must** include all prepaid calls.

**Called Party Prepay:**

The inmate telephone provider must provide a prepaid calling system for any called party based upon the called party's individual telephone number with the following features:

1. The system must have the capability to automatically establish a prepaid account to the called party via a bank associated credit and/or debit card during the call without the interruption of a live operator.
2. The system must provide an "auto-dialer" to place an automated operator call to numbers that have been attempted from the facility but blocked for billing reasons. The automated operator process must then provide the called party with the option of establishing a prepaid account.
3. The successful vendor must staff an account management group to receive inbound calls for customers who wish to have a prepaid account established for them.

**Payment Methodologies Available:**

The inmate telephone provider is to list and describe in detail all payment methodologies available to the called party and/or the inmates along with any applicable "fees, surcharges and charges."

**D. 27 Visitation Phone System**

Vendor must provide **26** inmate visitation phone stations which are recorded by the inmate

calling platform. Visitation phone recordings must be stored online for immediate access by County personnel for the length of the contract plus ten (10) years to comply with Alabama Records Retention requirements.

1. **D.28 Investigations / Analytics**

2. Must provide various manual and automated tools to aid in the investigation or discovery of criminal activities by allowing investigators to easily check for any links between inmates and public individuals or other inmates using multi-path and multi-relation analysis.
3. Multi-path/multi-relation analysis must be capable of detecting an indirect relationship between two inmates through a public individual using a combination of phone calls, video visitation visits and electronic messages.
4. System must have the capability of interfacing and sharing data with any platform and/or applications utilized by the facility. This will be done at no cost to the agency.
5. The proposed System must include voice biometric technology.
6. Every single target in the System, whether inmate or called party, must be covertly enrolled.
7. The investigative System must provide:
  - a. Continuous voice identification.
  - b. Options to query by voice.
  - c. Identify unique identifier sharing.
  - d. Link civilians by voice.
  - e. Create voiceprints on request.
  - f. Monitor Unique Identifier imposters.
  - g. Provide a percentage related to the potential identification of user/caller.
  - h. Multiple simplistic ways to evaluate calls.
  - i. Ability to import a volume of numbers to be evaluated.
  - j. Identify most service providers and potential owners of the outside caller's number.
  - k. Counts the number of times words are used in conversation.
  - l. Highlight key words within the transcription if needed (hot/ key words to also associate to other called conversations by identification).
  - m. Capability to click on key word in translation and takes you to that word/phrase in the call.
  - n. Transcribe calls into multiple languages.
    - i. minimum requirement of 10 languages to include English and Spanish.
8. The proposed System must be able to quickly query results and promptly translate conversations.

9. Vendor must provide a detailed explanation of the technology.

#### **D.29 Training**

1. Vendor shall provide comprehensive training to the agency staff in system administration, operation, and reporting at the time of installation.
2. Vendor shall provide all technical assistance that may be essential during the installation and initial use of the equipment, including operational training for agency staff.
3. Additional training shall be available on site at times mutually agreed on by the Vendor and the agency at no cost to the agency. Additional web-based training shall also be available.
4. All on-site and web-based training shall be provided at no cost to the agency.

#### **E. VIDEO VISITATION**

### **SECTION – IP BASED VIDEO VISITATION SYSTEM**

#### **E.1 VIDEO VISITATION SYSTEM DESCRIPTION (HEREIN KNOW AS VVS)**

- a. Provide all labor, equipment, materials, software, installation, configuration (hardware, software and networking), documentation, testing, and training of the VVS as required herein and on the drawings to fully equip the Baldwin County Corrections Center, located at 200 Hand Avenue, Bay Minette, AL. This will be the only location.
- b. VVS shall be an Internet Protocol (IP) based system. All video and audio streams between the stations shall be transmitted over TCP/IP/Ethernet. Any systems that utilize analog audio/video matrix switching devices are not acceptable.
- c. VVS software must be specifically designed for use in a correctional environment. Video meeting/conference software such as Skype, Google Meet or Zoom will not be accepted.

#### **E.2 VIDEO VISITATION STATIONS, NETWORK, AND SERVERS**

- a. All video visitation station components must be field replaceable by the VVS contractor.
- b. All inmate video visitation station components must be nonproprietary and, at minimum, meet the following requirements: (We are not requesting Tablets in this solicitation).
  - i. Correction grade wall mountable enclosure with minimum 14-gauge steel
  - ii. Enclosure shall be wall mounted using no more surface area than a standard inmate “mini-phone” measuring a height of 11.5” and width of 5”.

- iii. Enclosure shall allow the facility to transition to larger tablets in the future without the need to remove the enclosure from the wall.
  - iv. Enclosure components shall be powered using 15.4W power-over Ethernet standards using a minimum of category 5 cabling.
  - v. Enclosure shall not have any openings exposed to inmate.
  - vi. Detention grade audio handset with cable lanyard measuring no more than 24”.
  - vii. Optional pedestal mounts available in single, dual, tri and quad configurations.
  - viii. Option for mobile video visitation stations
- d. All visitation recordings shall be processed and stored locally for 30 days within the agency’s internal server environment or optionally, if agency desires, at remote data center.
  - e. VVS servers shall be installed locally within the agency’s internal server environment or optionally, if agency desires, at remote data center.
    - i. Vendor will need to provide a proposal for all Application Server specification requirements for processing up to 24 simultaneous visits.
    - ii. Vendor will need to provide proposals for recording and storage server specification requirements for both internal storage and offsite data storage with backup functions for each.
    - iii. VVS recording data in the storage space is to be held for a minimum of a ten-year retention period after the end of contract.
    - iv: Vendor will need their own ISP for Video Visitation network.

### **E.3 VIDEO VISITATION SOFTWARE**

- f. Visitation Management Software
  - i. VVS must be successfully installed and functional in at least 25 facilities, with at least 5 installations being larger than 75 VVS stations and at least 2 installations being larger than 200 VVS stations.
  - ii. VVS must be successfully installed and functional with correctional agencies having multiple facilities and multiple visitor centers requiring different hours and policies for each facility and visitor center.
  - iii. VVS must have multiple current customers where the system is scheduling and managing visits of all types (video, face to face, contact, personal, and professional, etc.) for at least 2,000 inmates per agency.
  - iv. VVS shall be compatible with Oracle, Microsoft SQL or PostgreSQL databases.
  - v. VVS shall be a user friendly, highly graphical, keyboard and mouse driven application.
  - vi. VVS shall be accessible via standard browser to agency users with network access and application privileges.
  - vii. VVS shall be a privilege-based system allowing the assignment of at least 50 different privileges to customizable user’s groups and user assignment to specific user groups.

- viii. VVS shall have integration with LDAP. The vendor's system needs to work with LDAP or Activity Directory so that we can sign in with one sign on.
- ix. VVS shall allow the agency to automatically notify a user(s) and/or user group(s) via email when a visitation station is added, modified and/or taken offline.
- x. VVS shall have mass email notifications to make all or select visitors aware of facility events, policy changes, etc.
- xi. The agency's offender management system (JMS/OMS/IMS) will be responsible for providing the VVS system the following minimal requirements via XML, database view, or flat file:
  - 1. Inmate ID
  - 2. Inmate last name
  - 3. Inmate middle name
  - 4. Inmate first name
  - 5. Gender designator
  - 6. Date of birth
  - 7. Housing assignment designator
  - 8. Inmate classification
  - 9. Race designator
  - 10. Inmate booking number
- xii. VVS shall have capability to allow for automated data export to allow for two-way data share with the agency's offender management system (JMS/OMS/IMS) via flat file, database, XML, or web services.
- xiii. VVS shall track all inmate housing unit assignments, movements, and inmate releases to validate scheduled visitation integrity.
  - 1. VVS shall automatically attempt to reschedule all visits associated with the inmate if the inmate has changed housing locations.
  - 2. VVS shall automatically cancel all visits associated with an inmate if the inmate has been released.
  - 3. VVS shall notify visitor(s) via email and automated phone message if a visitation has been cancelled.
- xiv. VVS shall allow the agency to manage and schedule Internet video visitation, on premise video visitation, and non-video visitations including face to face, and contacts visits with shared or separate quotas, stations, visitation center hours, time slots, and scheduling polices.
- xv. VVS shall allow the agency to manage personal and professional visitations with shared or separate quotas, stations, visitation center hours, time slots, recording and monitoring rules, and scheduling and polices.
- xvi. VVS shall allow the agency to create specific personal and professional visitation time slots for Internet video visits, on premise video visits, face-to-face visits and contact visits. VVS must allow the agency to customize visitation time slot duration.
- xvii. VVS shall allow the agency to determine what type of visits (Internet, on-premises, face-to-face, and contact) are allowed for each housing unit.
- xviii. VVS shall be able to manage multiple visitation centers with unique hours of operation, visitation types, policies, and quotas.

- xix. VVS shall allow the agency to establish and manage approved visitor lists for the entire facility, only selected housing units, or only selected inmates.
- xx. VVS shall allow the agency to schedule a “no visitations” event with customizable duration for an inmate, station, station group, housing unit and/or visitation center.
- xxi. VVS shall allow the agency to create the following restrictions with customizable duration:
  - 1. Restrict a visitor from visiting a certain inmate(s).
  - 2. Restrict an inmate from visiting a minor.
  - 3. Restrict an inmate from visiting ALL visitors.
  - 4. Restrict a visitor from visiting ALL inmates.
  - 5. Restrict an inmate from having Internet video visits.
  - 6. Restrict an inmate from having contact visits.
  - 7. Restrict an inmate from visiting at the same time as another inmate.
  - 8. Restrict a visitor from visitation at the same time as another visitor.
- xxii. VVS shall allow the agency to establish and automatically enforce different inmate and visitor quotas for Internet video visits, on premise video visits face-to-face visits, and contact visits.
- xxiii. VVS shall allow the agency to set the age at which a minor can register and schedule a visit as an adult.
- xxiv. VVS shall allow the agency to create custom visitation quotas.
  - 1. VVS shall allow the agency to create inmate and visitor quotas based upon time (example: 25 min/day).
  - 2. VVS shall allow the agency to create inmate and visitor quotas based upon count (example: 1 visit/week).
  - 3. VVS shall allow the agency to create inmate and visitor quotas with a customizable duration (day, week or month).
  - 4. VVS shall allow the agency to establish separate quotas for personal and professional visits.
  - 5. VVS shall allow the agency to create quotas for specific types of visits (Internet Video, On-Premises Video, Face-to-Face, and contact).
  - 6. VVS shall allow the agency to establish the total number of visitors (as well as any rules regarding the number of adults and minors per visit) allowed per visit for Internet video visits, on premise video visits, face-to-face visits, and contact visits.
  - 7. VVS shall allow the agency to specify unique quotas for each housing unit.
- xxv. VVS shall allow the agency to denote a visitor as being a professional visitor.
- xxvi. VVS shall have individual profile pages for each inmate and visitor allowing the agency staff to:
  - 1. Review; edit visitor/inmate general information.
  - 2. Review visitation history.
  - 3. View and download visitation recordings.
  - 4. Review warrant check results.
  - 5. Create, edit, and remove restrictions.



6. Create, edit, and remove events.
  7. Create, edit, remove approved visitors/inmates.
- xxvii. VVS shall allow agency staff to schedule visits on behalf of visitors either in person or over the phone. VVS must be configurable to set different scheduling rules for agency staff scheduling visits vs. public scheduling visits online.
- xxviii. VVS shall provide a means of creating an unscheduled visit (Ad hoc Visit) where the inmate's and visitor's information is required and tracked.
- xxix. VVS shall provide the means for agency staff to create an unscheduled visit/station connection where the inmate's and visitor's information is not required (Quick Connect).
- xxx. VVS shall be a single web-based scheduling application allowing public and professional visitors to register and schedule visits using a standard internet browser and an internet connection.
1. VVS shall determine what fields are mandatory for visitor registration.
  2. VVS shall have an ID card reader which can read magnetic-stripe or 2-D barcode for ANY state issued ID – reader shall automatically populate VVS with name, DOB, address, ID number of visitors.
  3. VVS shall allow the agency to determine if visitors must register in person (rather than online registration) prior to scheduling a visit.
  4. Officers will have ability to capture pictures of visitors and their ID's and store within application for authenticating visitors during visits.
  5. Remote registration of visitors must allow for visitors to capture their own image and image of their ID for proper authentication.
  6. VVS public and professional scheduling must be available in English and Spanish
  7. VVS shall have an optional inmate scheduling capability for inmates to schedule and review schedules from in-pod-kiosks.
  8. Visitors shall be able to login using their unique visitor ID or their email address and password.
  9. Professional visitors will have the additional option of selecting the visitor station and stations characteristics. (i.e., have a video visit from their desk or conference room, contact visit, private room, etc.)
  10. VVS must allow for Smart phone scheduling across all available platforms, such as android and iOS.
  11. VVS shall have public scheduling module specifically designed for touch screen lobby kiosks.
  12. Web-based scheduling application shall allow the agency to customize the top banner with an image and customizable text and font size.
  13. Public web-based scheduling application shall allow for agency to create and post Public Message Posts with programming of start and end dates of posts, allow for multiple posts at one time and ability for posts to appear and be specific to separate screens.

- xxxi. VVS shall allow the agency to display upcoming and running visit information on one or multiple monitor(s) and/or station(s) that automatically refresh.
  - 1. VVS shall allow the agency to configure information for display for each individual display type(s) (visitation center informational monitor, inmate station, dorm officer, etc.)
  - 2. VVS shall allow the agency to display visitor check-in status.
  - 3. VVS shall allow the agency to hide assigned visitor station(s) number until the visitor has checked in.
- xxxii. VVS can automatically start each video visit at the designated start time.
  - 1. VVS shall allow the agency to determine if the visitor is required to check-in for a video visit to start.
    - a. For remote (Internet) visits officer must be able to have a real time video check-in with audio and video to determine authenticity and match with visitor picture on file with agency.
  - 2. VVS shall allow the agency to determine if a visit is to be canceled if the visitor does not check-in on time or after a set amount of time and if that visit will count against the inmate's visitation quota.
  - 3. VVS shall allow the agency to check in those visitors visiting over the Internet via video or audio chat between the officer and the visitor(s).
  - 4. The agency must have the ability to communicate with the inmate and visitor via on-screen message and/or audio during the visit. This must be fully configurable by the agency.
- xxxiii. VVS shall automatically attempt to reconnect stations if connectivity is lost.
- xxxiv. VVS shall allow for an option to limit the number of simultaneous remote/internet video visits.
- xxxv. VVS shall allow for real-time visitation monitoring of all live personal video visits.
  - 1. VVS shall allow agency staff to stop, pause and restart any running visit.
  - 2. VVS shall allow for station reassignment prior to or during any visit.
  - 3. VVS shall allow for visitation time extension prior to or during any running visit.
  - 4. *VVS shall allow for Real-time monitoring of audio/video for up to eight visitations simultaneously per monitoring station screen.*
  - 5. *VVS shall rotate through all visits at user defined monitoring rate.*
  - 6. VVS shall allow the agency to customize the number of visits per screen and the page rotation duration.
  - 7. User shall be capable of scanning through all active visits and select particular visit for monitoring.
    - a. User shall be capable of locking a visit in place and removing it from the exit queue.
    - b. User shall be able to stop or pause and restart any visit.

- c. If recording sources are available, user shall be able to start recording a visit.
- xxxvi. VVS shall allow for agency staff to set-up automated email notification of visits to notify staff, investigators, (i.e., of visits for a particular inmate or visitor).
- xxxvii. VVS must be able to automatically encrypt all professional video visitations to ensure no recording or monitoring can take place.
- xxxviii. VVS shall provide synchronized digital video and audio recording for all video visitation sessions.
  - 1. VVS shall utilize standard servers for processing and storing the recordings. Any system that utilizes VCR's, DVR's, IPVCR's, and/or MCU's is not acceptable.
  - 2. VVS shall allow facilities to configure recordings such that all video visitations will be recorded, only certain visitations will be recorded, and/or certain inmates and visitor will be recorded.
  - 3. VVS must allow the agency to determine the quality and storage size for video visitation recordings independent of the visitation quality. The agency must be able to select from H.264, MPEG2 and MPEG 4 recording formats. Minimum storage size must be equal to 120MB per hour.
  - 4. Authorized users shall have the ability to mandate specific visits, visitors and/or inmates to be recorded.
  - 5. VVS shall provide two levels of recording permissions (standard and investigative) to ensure execution of recording mandate.
  - 6. VVS shall store all recorded visits for (TBD amount of time) in a video storage server (see 'Video Visitation Recording Server' above).
  - 7. Authorized users shall be capable of downloading a recorded file(s) and/or viewing recordings from within the application.
  - 8. VVS shall incorporate an audit trail to track who has viewed and/or downloaded the recording file(s).
- xxxix. VVS shall provide the option to display a startup message and no less than two separate visual warning messages on each visitation monitor. Time placement and messaging shall be fully configurable.
  - xl. VVS shall provide the option to display an onscreen countdown clock timer on the inmate and visitor stations.
  - xli. VVS shall have the option to display "picture-in-picture" on the inmate and visitor stations.
  - xlii. VVS shall be able to display upcoming daily visit information on inmate station screens, (i.e., inmate name, time of visit.).
  - xliii. VVS system shall be able to process the following reports (available in PDF, XLS, and HTML):
    - 1. Facility and housing unit daily visitation schedules
    - 2. Inmate visit history, date range selectable
    - 3. Visitor, visit history, date range selectable.
    - 4. Statistical reports for reporting historical number of visits by visit

- type, or days of weeks, or months, or station, or station group, or housing unit or time blocks.
- xliv. VVS shall allow the use of 3<sup>rd</sup> party report writing tools to generate additional custom reports from the VVS database.
  - xlv. VVS shall provide visitor warrant check management settings to control agency warrant check policies.
    - 1. Allow settings for how often warrant checks are required.
    - 2. Ability to run reports to see which visitors are due for warrant checks and export the visitor information for use in 3<sup>rd</sup> party warrant check systems.
    - 3. Ability to import warrant check results allowing system users, investigators, etc. access to see when the last warrant check was run and what the results were.
    - 4. Ability to run reports to see any visitors with outstanding warrants. Report options to include visitation date ranges as well as options to include all visitors or only those visitors with upcoming scheduled visits.
  - xlvi. VVS shall allow the agency to create visitation billing charges.
    - 1. VVS shall allow the agency to charge for visits when an inmate has exceeded his/her established free visit quota.
    - 2. VVS shall allow the agency to charge for all visits for a specific visitation center (example: all Internet video visits).
    - 3. VVS must have the ability to differentiate between professional visitors (e.g., allow public defenders to have free visits, while charging private attorneys for remote visits etc.)
    - 4. VVS shall allow visitation charges to be based upon per minute or per visit.
    - 5. VVS shall allow the agency to implement a non-refundable processing fee.
    - 6. VVS shall allow the agency to assign billing rules to selected visitation centers and/or specific visitation center days or hours.
    - 7. VVS shall take into account inmates mandated free visit quota and dynamically calculate charges during the scheduling process.
    - 8. VVS shall allow the agency to create a custom visitation cancellation policy that allows for varying cancellation charges based upon when the visitor cancels the visit.
    - 9. VVS shall dynamically display the cancellation and refund policy while the visitor is scheduling and canceling visits.
    - 10. VVS shall have capability of automatically refunding a visitor for a charged visit that has been cancelled as a result of:
      - a. Inmate release
      - b. Agency imposed restriction
      - c. Station unavailability
      - d. Facility event (example: weather closure, dorm lockdown)
    - 11. VVS shall allow authorized agency staff to override or refund visitation charges.

- g. Software Support & Upgrades
  - i. Vendor must provide customer with 24x7x365 phone support.
    - 1. Vendor must provide phone and email support as well as access to a customer support web portal.
  - ii. Vendor must provide customer with software upgrades as they become available.
  - iii. Vendor must provide support services directly to visitors through integrated live chat functionality built into the visitor registration, scheduling, and remote/internet video visitation website. Visitor support to also include phone and email support services.
  
- h. The VVS must offer facial detection and content filtering software that meets the following requirements:
  - i. Automatically block/black out the inmate and/or visitor's background and body so that only human faces are visible throughout the video visitation session.
  - ii. When a human face is undetectable, the software must:
    - 1. Automatically temporarily suspend the transmission of the inmate and/or visitor's video visit in which a human face is unable to be detected.
    - 2. Automatically display a visual notice on the inmate and visitor's monitor to notify them that the video has been suspended due to the inability to detect a human face. The text notice shall also include details relating to what corrective action must be performed (i.e., face device's camera) to resume the video visit.
    - 3. Automatically resume video visit when software detects a human face (corrective action has been performed).
  - iii. Be configurable to allow authorized agency staff to enable or disable the software in advance or in real-time based upon the name of a specific inmate, public user, or both, and for specific user profile types such as inmate, visitor and/or professional.

#### E.4 **Investigations / Analytics**

1. Must provide various manual and automated tools to aid in the investigation or discovery of criminal activities by allowing investigators to easily check for any links between inmates and public individuals or other inmates using multi-path and multi-relation analysis.
2. Multi-path/multi-relation analysis must be capable of detecting an indirect relationship between two inmates through a public individual using a combination of phone calls, video visitation visits and electronic messages.
3. System must have the capability of interfacing and sharing data with any platform and/or applications utilized by the facility. This will be done at no cost to the agency.

4. The proposed System must include voice biometric technology.
5. Every single target in the System, whether inmate or called party, must be covertly enrolled.
6. The investigative System must provide:
  - a. Continuous voice identification.
  - b. Options to query by voice.
  - c. Identify unique identifier sharing.
  - d. Link civilians by voice.
  - e. Create voiceprints on request.
  - f. Monitor PIN imposters.
7. The proposed System must be able to quickly query results and promptly translate conversations.
8. Vendor must provide a detailed explanation of the technology.

#### **E.5 Training**

1. Vendor shall provide comprehensive training to the agency staff in system administration, operation, and reporting at the time of installation.
2. Vendor shall provide all technical assistance that may be essential during the installation and initial use of the equipment, including operational training for agency staff.
3. Additional training shall be available on site at times mutually agreed on by the Vendor and the agency at no cost to the agency. Additional web-based training shall also be available.
4. All on-site and web-based training shall be provided at no cost to the agency.

#### **F. ACCOUNT SUPPORT**

##### **F. 1 Billing**

All call records must be downloaded daily directly to the billing company. Vendor must describe this process in detail in response to this paragraph, specifically how tampering with call records is addressed and eliminated.

##### **F. 2 Cost of Recovery Rate Payable**

The proposed **cost of recovery rate** payable must be based on Vendor's total gross billings for all calls placed on the Inmate Telephone System. For the purpose of this ITB, total gross

billings must be defined as total calls placed on or through the Inmate Telephone System, billed at the rates authorized under Vendor's bid, as accepted by the County or as subsequently modified pursuant to the bid specifications. Call detail records must be provided for all calls placed on or through the Inmate Telephone System. All such calls must be billed in the manner outlined above. Video Visitation detail records must be provided for all Video Visitation services provided through the Video Visitation System. There **must** be no deduction or credit given for any expenses, allowances, bad debts, disconnects, unbillable calls, uncollectible calls or unbillable or uncollectible services which otherwise do not result in revenue to the Vendor. Additionally, there **must** be no deduction of **cost of recovery rate** made for prepaid calls regardless of prepay method. Vendors are cautioned that the **cost of recovery rate** payable to the County will be based on the total gross billings as defined above with absolutely no deductions or credits given to Vendor. The **cost of recovery rate** quoted by each Vendor should be calculated accordingly. **Mandatory Fee permitted through the Federal Communications Commission.**

The Baldwin County Commission and the Baldwin County Sheriff's Office shall not be responsible for any performance parameters, number of calls, number of videos services or usage of the services provided by the Vendor, and under no circumstances shall the Baldwin County Commission or the Baldwin County Sheriff's Office be responsible for any payments, refunds or discounts to paid to the Vendor.

All fees, expenses and costs charged by the Vendor for the services provided hereunder shall be subject to all applicable Federal, State and local laws, rules and regulations, as the same exist and as they may be adopted and/or amended in the future. The Vendor acknowledges and understands that such laws, rules, and regulations could affect the amount of fees, expenses and costs which can be charged by the Vendor, and the Vendor agrees that any such laws, rules, and regulations, as the same may be amended or adopted, will not affect the cost of recovery rate payable hereunder.

Timely or prompt notice must be given when Account Support Staff changes occur. Contact information will be updated annually. Contact information will include phone numbers, email address and mailing address for all relevant contacts.

### **F. 3 Tariffs**

1. Vendor must be required to respond to Schedule B, Proposed Pricing and **Cost of Recovery Rate** Schedule to calculate and project the **cost of recovery rate** payable to the County based on the typical month call type and Video Visitation Services, volume and call or video visitation length information provided in Schedule A.
2. Response to this paragraph must include a copy of Vendor's current approved tariff schedules and predominant carrier schedule. Vendor must include in this response a statement whether the tariff used to calculate projected revenue is State approved or pending approval and state any applicable time of day discounts intended to be used.

3. Vendor must calculate and project **cost of recovery rate** payable to the County requested in Schedule B based on tariffs for all local calls and Video Visitation Services.

#### **F. 4 Cost of Recovery Rate Checks**

**Cost of Recovery Rate** checks must be submitted to the Sheriff's Office on a monthly basis. The check must be accompanied by a report that itemizes by agency, minutes of usage, number of calls, total gross revenue, revenue for each telephone, and total **cost of recovery rate** for telephone calls, and the report must itemize by agency, minutes of usage, number of video visitation services, total gross revenue, revenue for each video visitation station component and total cost recovery rate for video visitation services. **Cost of recovery rate** payments must be made within forty-five (45) days after the closing of the billing cycle.

#### **F.5 Narrative of Account Support**

Vendor must submit a detailed narrative describing Vendor's currently existing account support staff, offices, equipment and software. If Vendor proposes to add additional account support in order to meet the specifications contained in Section D, Vendor should describe specifically how its present account support would be supplemented.

### **G. INSTALLATION, TRAINING, TESTING AND ACCEPTANCE**

#### **G. 1 Implementation**

Vendor shall provide a detailed plan respecting all aspects of the system implementation process, including system production, installation, acceptance, and training.

The County will provide a single point of contact for the Vendor during the installation phase of the contract and Vendor shall do same. Vendor will cooperate fully with any reasonable scheduling requirements issued by the County. Vendor will be responsible for keeping the County informed of their progress at all times. All software and hardware as proposed must be installed and fully operational per manufacturer's specifications for such equipment within forty-five (45) days after bid award.

#### **G. 2 TELCO Coordination**

The Vendor must be responsible for all coordination with the local Telephone Company regarding installation and maintenance of lines. However, the Vendor is not to order, or place in service, any equipment or facility that would result in charges to the County, without prior written County authorization.

#### **G. 3 Training**

1. Vendor shall provide comprehensive training to the agency staff in system administration,



operation, and reporting at the time of installation.

2. Vendor shall provide all technical assistance that may be essential during the installation and initial use of the equipment, including operational training for agency staff.
3. Additional training shall be available on site at times mutually agreed on by the Vendor and the agency at no cost to the agency. Additional web-based training shall also be available.
4. All on-site and web-based training shall be provided at no cost to the agency.

#### **G.4 Existing Equipment Replacement**

It is anticipated the one-for-one replacement of Inmate telephones in their current locations at the Baldwin County Corrections Center can be accomplished without substantial disruption of service or damage to County property. Vendor should describe how this would be accomplished. Damages caused by the installation of equipment must be repaired at the expense of the Vendor.

#### **G.5 Acceptance**

The County reserves the right to test equipment and service for satisfactory performance for a period of thirty (30) days. After the test, in the event that the equipment and/or service is not acceptable, the County will notify the Vendor in writing and give the Vendor thirty (30) days to bring the equipment and service to a satisfactory level. If the equipment and/or service remain unsatisfactory, the County reserves the right to terminate the Contract and change Vendors. The Vendor must commit to providing service in the interim until the new Vendor can replace equipment, at which time the Contract becomes terminated. Vendor must state compliance with this paragraph.

### **H. MAINTENANCE AND ONGOING SUPPORT**

#### **H.1 Maintenance Support**

Vendor must provide twenty-four (24) hour telephone access with local or toll-free number for full maintenance support for all stations and will be responsible for providing coordination of repairs on local/intralata/interlata services. Vendor must comply initially as well as in future years with all applicable state and federal regulatory changes without cost to the County. Any and all repairs must be performed at the Vendor's expense during the term of the Contract. A record of downtime by telephone must be retained as to the frequency, type and duration. Vendor's response to this paragraph must include a discussion of parts availability.

The facility reserves the right to deny access to the facility to any vendor employee.

Vendor must submit a detailed response plan and escalation procedure for “out of service” situations. However, at a minimum, if more than half of the installed phones are out of service in a given facility, Vendor must respond within four (4) hours and provide status updates every four (4) hours until resolution of the issue is attained. Non-emergency issues, or issues that do not impact multiple inmate phones or system access, should receive response within 24 hours.

### **H. 3 Maintenance Force Experience**

Vendor must designate in bid response whether maintenance is to be provided by Vendor personnel or by subcontractor. The experience level of the entire maintenance force must be detailed. As a minimum, the maintenance force personnel must have three years’ experience in the maintenance and repair of inmate and pay telephones.

### **H. 4. Onsite Review**

Vendor must coordinate and conduct bi-annual onsite performance reviews. These reviews must encompass, at a minimum, current service level, responsiveness, system performance, feature functionality, operational issues, contract compliance, **cost of recovery rate** payments and calling rates.

## **I. ATTACHMENTS**

Attachment A – Inmate Daily Population

Attachment B – Inmate Revenue Report for One (1) Year

**BID #WG23-51 RESPONSE FORM**

Inmate Telephone & Video Visitation Services

Page 1 of 2

Date: \_\_\_\_\_

Out of State \_\_\_\_\_ or \_\_\_\_\_ If yes, \_\_\_\_\_  
Yes No Registration Number

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Company Rep \_\_\_\_\_  
\_\_\_\_\_  
(Rep. Name Typed or Printed)

Position: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Financing through another agency beside yourself \_\_\_\_\_ or \_\_\_\_\_  
Yes No

If yes, must attach a copy of the financing agreement and all conditions to this response from.

\_\_\_\_\_  
Financing Agency Authorized Signature

**All required documentation must be attached to the Bid Response Form.**

**BID #WG23-51 RESPONSE FORM**

Inmate Telephone & Video Visitation Services

Page 2 of 2

**PROPOSED RATES AND COST OF RECOVERY RATE SCHEDULE "B"**

Please provide your proposed inmate calling rates for the following rate types. Include mileage bands where applicable.

Local: \_\_\_\_\_  
IntraLATA \_\_\_\_\_  
InterLATA \_\_\_\_\_  
Interstate \_\_\_\_\_

Provide your proposed **cost of recovery** offer to the County for the following call types. Also include your proposed **cost of recovery** offer for prepaid calls.

Local: \_\_\_\_\_  
IntraLATA \_\_\_\_\_  
InterLATA \_\_\_\_\_  
Interstate \_\_\_\_\_  
Prepaid \_\_\_\_\_

**Total Cost of Recovery Rate Percentage**                      \$ \_\_\_\_\_

**Installation Time:** \_\_\_\_\_

**NOTE: In accordance with the bid specifications, all companies responding to this ITB must disclose any and all fees, charges and surcharges be listed that may be charged to any customer for any service offered to an inmate as part of their response to this ITB.**

**\*\*\* There will be no fees, charges, or surcharges for the provision of video visitation services.**