FRANKLIN COUNTY REGIONAL JAIL

Bid for
Inmate Communication,
Entertainment, and Visitation

Specifications

Bid Number: 2022-10523

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Inmate Communication, Entertainment, and Visitation
FRANKLIN COUNTY REGIONAL JAIL

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BACKGROUND AND SCOPE

TIMELINE

October 12th, 2022	**Bids Issued to All Known Qualified Vendors**
October 20th, 2022 at 10AM EST	**Mandatory Pre-Bid Vendor Meeting and Site Inspection Tour**
October 27th at 1PM EST	**All Questions Due from Vendors**
November 3rd 2022	**Bid Opening Date: Bids Due 2:00 P.M. Local Time**
November 10th 2022	**Oral Presentations and Demo**
November 22nd 2022	**Estimated Award Date**

Mandatory Pre-Bid Vendor Meeting and Site Inspection Tour

Date/Time: Thursday, October 20th, 2022 at 10AM

Location: Franklin County Jail 400 Coffee Tree Rd Frankfort, KY 40601

Bid Contact Person

Contact Person: **Captain Jeff Waldridge**

Contact Phone: 502-875-8748 (Only Available Mon -Fri until 2PM Eastern)

Contact Email: jailrfp@franklincounty.ky.gov

The Committee will not respond to any non-company domain email addresses.

PLEASE USE ONE EMAIL INQUIRY PER QUESTION

VENDOR SHALL IDENTIFY ONE CONTACT PERSON WHO WILL COORDINATE ALL EFFORTS AS IT RELATES TO RESPONSE, ORAL PRESENTATIONS, SITE VISITS, ETC.

Specific Requests for additional Documentation for the following will be distributed to ALL bidders as an attachment.

    1. **Facility Layout Diagram**   **2. Current Inmate Telephone / Tablet Statistics**

Note: All dates subject to change based on the needs of [Customer]. Changes will be issued in the form of an Addendum.

INTRODUCTION

Background and Scope

FRANKLIN COUNTY REGIONAL JAIL presently operates 1 facility with a total average daily population (ADP) of 350 inmates.

FRANKLIN COUNTY REGIONAL JAIL's goals for this request for bid is to provide quality communication services for inmates. Overall goals include:

- Ensure the safety and security of staff, inmates, and the public through the use of technology
- Increase re-entry efforts and unification with family
- Provide low rates to inmates, friends and family

Purpose of the BID and General Description of Contract

The purpose of this request for bid is to enter into a concession-type contract whereby the Vendor provides all inmate telephone, tablets, video visitation and related equipment, software, and services without any cost to **FRANKLIN COUNTY REGIONAL JAIL** and pays **FRANKLIN COUNTY REGIONAL JAIL** an agreed upon commission rate for tablets and an agreed upon commission rate for phones. With the exception of any wiring or cabling installed by the Vendor within walls, floors, or ceilings of facility structures, all equipment and software provided by the Vendor shall remain the property and responsibility of the Vendor.

FRANKLIN COUNTY REGIONAL JAIL will demonstrate reasonable care but will not be liable in the event of loss, destruction, or theft of contractor owned equipment, software, or technical literature to be delivered or to be used in the installation of deliverables. The Vendor is required to retain total liability for the system. At no time will **FRANKLIN COUNTY REGIONAL JAIL** be responsible or accept liability for any Vendor owned items. **The Franklin County Regional Jail** will also not assume any liability for injury or loss of life to any employee or contractor hired by the Vendor for work within **The Franklin County Regional Jail**.

The initial term of the contract is to be **four (4) years** from date of award, after which there will be an option for one (1) additional four (4) year term, which will automatically renew unless either party notifies the other party in writing at least 90 days in advance of the expiration of the contract of its intent not to extend the agreement. The Vendor must give an option in the final contract where if at any time the contract terms are broken by the Vendor that **FRANKLIN COUNTY REGIONAL JAIL** can exit the agreement without any liability during a negotiated time frame.

Prime Contractor Responsibility

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

Codes, Permits, Licenses

Vendor must comply with any mandatory licensing requirement. Vendor must state that, if selected, Vendor will furnish and install all equipment, cable, miscellaneous hardware and materials in compliance with all applicable codes, whether local, state or federal, and that all permits or licenses required for installation will be obtained without cost to **FRANKLIN COUNTY REGIONAL JAIL.**

This BID does not commit **FRANKLIN COUNTY REGIONAL JAIL** to award a contract, to pay costs incurred in the preparation of a bid in response to this request, or to procure or contract for services or supplies.

FRANKLIN COUNTY REGIONAL JAIL reserves the right to reject any and all bids, to waive formalities, informalities, or irregularities contained in a said bid and to award a contract for items herein if it is deemed to be in the best interest of **FRANKLIN COUNTY REGIONAL JAIL** to do so. Additionally, **FRANKLIN COUNTY REGIONAL JAIL** reserves the right to negotiate optional items and/or services with the successful firm.

Vendors are invited to submit bids for an Inmate Telephone System and other Services for the **FRANKLIN COUNTY REGIONAL JAIL**. Offers by vendors shall be firm for a minimum of one hundred-twenty (120) days following the bid opening.

DEFINITION OF TERMS

FRANKLIN COUNTY REGIONAL JAIL has made every effort to use industry-accepted terminology in this BID and will attempt to further clarify any point or item in question.

The word [Customer] shall mean **FRANKLIN COUNTY REGIONAL JAIL**

The words "bidder", "vendor", and "contractor" may be used synonymously in this document.

The word "system", unless otherwise qualified, means the proposed system described in the context of each of the services outlined in the Technical Specification sections of this BID.

The words "must", "shall", or "will" mean that compliance with the intent of the statement is mandatory and failure by the vendor to satisfy that intent may cause the bid to be rejected.

BID SUBMISSION

The BID and any BID addenda or other official documents and correspondence issued by the [Customer] relative to the BID shall be included as part of the resultant contract.

BID Section I: Information and Instructions is primarily for the vendor's information. If the vendor accepts and agrees with all information in Section I, this section of the BID need not be included in the vendor's response document. All other BID sections shall be included in the vendor's submitted bid.

The vendor shall submit one (1) original, Four (4) copies and a soft copy of the completed bid to the following address by the due date and time noted in the BID's Timeline. Bids received after the stated deadline will not be considered.

Franklin County Regional Jail
Attention: BID
400 Coffee Tree Road
Frankfort, KY 40601
502-875-8748

Proprietary and Confidential Information: Vendors are cautioned to limit or avoid, if possible, including proprietary trade secret information within the bid. Privately held entities, whose financial information is not otherwise subject to public disclosure, may submit the required financial information in a separate, sealed envelope labeled with the bidder's name, BID name and number, and a clear indication that the envelope contains CONFIDENTIAL INFORMATION.

Under no circumstance shall a vendor's entire bid, call rates or offers, or the majority of the vendor's technical responses be labeled proprietary or confidential.

If the vendor deems it necessary to include proprietary trade secret information in order to adequately respond to technical requirements, the vendor shall note the section as such and provide the information in a separate sealed envelope.

In addition, a proprietary and confidential matrix must be included that shows all items that are not in main response and indicated as proprietary and confidential.

BID RESPONSE FORMAT

The vendor's bid shall include at a minimum the following tabbed sections:

Letter and Executive Summary: A letter of transmittal signed by an official authorized to bind the vendor to a resultant contract must be included in the original bid. The letter must be limited to two pages. The letter shall be followed by an executive summary that briefly summarizes the vendor's proposed solution for the required services and the vendor's ability to provide such services. The executive summary must be limited to six pages.

Company Profile and References: This section of the bid must include a brief history and overview of the vendor's company and all information required in **BID Section: Company Profile**. Only vendors with proven experience in this field will be considered.

Technical Specifications: Vendor shall acknowledge and indicate compliance (e.g. Understands and Complies) with each numbered paragraph in **BID Section(s): Technical Specification**, followed by any information specifically required. The bidder is encouraged to provide concise responses that respond to the specific requirement. Bidders are cautioned not to provide additional information beyond what is requested. Some numbered paragraphs simply introduce the requirements that follow or provide information for the bidder. For such non-technical paragraphs, a simple acknowledgement of the vendor's understanding and compliance is sufficient. ONLY provide a detailed response where requested.

Maintenance and Support: Vendor shall describe in detail how the proposed systems are maintained and supported for the duration of the contract term, to ensure, reliable service for inmates and consistent access to system controls and reporting capabilities by the [Customer]. At a minimum the description shall address the topics listed in **BID Section: Maintenance and Support**.

Implementation Plan: Provide a narrative description and proposed timeline for the implementation of the required inmate telephone system and services. At a minimum the implementation plan shall include the topics identified in **BID Section Implementation**.

Billing, Rates and Commission: This section of the bid shall contain the vendor's responses to requirements in **BID Section: Billing, Rates, and Commission**; including but not limited to the proposed calling rates and proposed offer to the [Customer].

BID Addenda (if applicable): Should it become necessary for the [Customer] to issue one or more addenda to the BID, the vendor is required to acknowledge receipt of each addendum issued in the response. **BID changes per addenda should be noted within the responses as well.**

- Confidential and Proprietary Matrix

- Exceptions Matrix

BID EVALUATION

[Customer] will evaluate all bids to ensure all mandatory requirements are met. The Evaluation Committee will consider qualifications, experience, technical approach, and Revenue in the evaluation of responses and award points in each of the categories detailed below (up to the maximum evaluation points indicated) to each response deemed by [Customer] to be responsive.

In the event it is deemed necessary to have the vendor further explain or demonstrate the functions of the proposed system, upon request, the vendor shall submit additional information or make oral and/or written presentations and/or demonstrations to comply with the requirement. [Customer]'s evaluation committee will provide all instructions and clarification for processing the system demonstration at the designated site. All expenses associated with any demonstration will be borne by the vendor, except travel,

meals, and lodging for [Customer] personnel should [Customer] personnel choose to travel to the Vendor's location.

Category	%
Technical Evaluation	
Company Profile/Experience - History, market share, and experience of the company providing the required system and services, and experience/qualifications of employees assigned to the project.	15%
References	15%
Technical Specifications – Hardware, technical, and system requirements (Sections IV-VII	20%
Project Approach and Plan for Implementation	
Maintenance and Support - Availability and quality of on-going support and maintenance procedures and personnel. Training. Support plan, trouble ticket flow and escalation procedures.	15%
Revenue Evaluation	
Cost & Commission	20%
Site Presentation and Bidder Response	15%
Additional No-Cost Features and Services	No Points

EVALUATION CRITERIA

Bid evaluation team members will independently evaluate each Technical Response and will score each accordingly.

For each response evaluated, the [Customers Designee] will calculate the average of the Bid Team member scores record each average as the response score for the respective section.

COMPANY PROFILE /EXPERIENCE

EXPERIENCE, EXPERTISE AND QUALIFICATIONS

Provide a detailed overview of Bidder's experience within the last five (5) years, including at a minimum information about:

- Provide a list of the agencies where the bidder has active contracts as the prime contractor. This list should include the following:
  - Only agency-wide deployments, not contracts for trials or pilot deployments.
  - Contract start date, end date and any renewal options
  - If any of the following products are deployed and, if yes, if the deployment is agency-wide or to a limited number of facilities – Inmate Telephone System, Trust Deposits, Tablets, Electronic Messaging, Entertainment on Tablets, Education on Tablets, Video Visitation, and Mail Scanning
  - This information can be marked as confidential and put in the confidential envelope

MONEY TRANSMISSION LICENSE

Vendor must provide copies of their money transmission licenses for all 50 states so that vendor may accept payments from out-of-state friends and family. If any vendor has been fined for not having this license it must be disclosed. Any such violations could be cause for disqualification. Vendor must provide a list of any violations in the past 36 months.

ORGANIZATIONAL CHART AND PROJECT STAFFING

Provide an organizational chart that indicates the Bidder's overall organization as it pertains to the proposed services. Provide the number of staff that will be dedicated to the implementation and ongoing service for this project.

STAFF EXPERIENCE AND QUALIFICATIONS

Bidder shall provide summaries or resumes of experience and qualifications of key personnel who will be assigned to the project in the event of award, including a description of anticipated roles in the project.

FINANCIAL STABILITY

Vendors must provide audited financial statements with independent auditors' report for the last three (3) fiscal years. Failure to meet this mandatory requirement will result in the vendors bid being rejected. Audited financial statements should be marked as confidential and put in the confidential envelope.

REFERENCES

REFERENCES

A minimum of five (5) years of experience providing inmate phone, tablet, video visitation and payment solutions to County/State correctional agencies. Must have completed at least three (3) implementations of the proposed solution in a correctional environment of similar size and scope.

References must be for agency-wide deployments only. Partial deployments and pilots will receive a score of zero.

Prime bidder must disclose if they intend to subcontract for any portion of the core technology solutions. While partnering for content and other system functionality is acceptable, partnering for the core electronic device solution must be disclosed and could be cause for disqualification.

References– Inmate Telephone Services

Provide at least three (3) reference accounts that the [Customer] may contact to verify the bidder's level and reliability of services. References should be comparable in size to [Customer], or larger, where the inmate telephone system, installed area of the same or similar configuration as proposed under this BID. For each reference, the bidder must be the current prime contractor, and not a subcontractor. Contact information for each reference should include a contact person's name, title, telephone number, and email address. Reference information should also include facility name and a description of services. The references should be for different customers. If multiple references are provided for the same customer it will only be considered as one reference. They must provide a list with agency, contact name, and contact information for all customers in Kentucky.

References – Data Analysis Services

Provide at least three (3) reference accounts that the [Customer] may contact to verify the bidder's level and reliability of services. References should be comparable in size to [Customer], or larger, where data analysis services are provided of the same or similar configuration as proposed under this BID. For each reference, the bidder must be the current prime contractor, and not a subcontractor. Contact information for each reference should include a contact person's name, title, telephone number, and email address. Reference information should also include facility name and a description of services. The references should be for different customers. If multiple references are provided for the same customer it will only be considered as one reference. They must provide a list with agency, contact name, and contact information for all customers in Kentucky.

References – Video Visitation Services

Provide at least three (3) reference accounts that the [Customer] may contact to verify the bidder's level and reliability of services. References should be comparable in size to , or larger, where the video visitation system installed is of the same or similar configuration as proposed under this BID. For each reference, the bidder must be the current prime contractor, and not a subcontractor. Contact information for each reference should include a contact person's name, title, telephone number, and email address. Reference information should also include facility name and a description of services. The references should be for different customers. If multiple references are provided for the same customer it will only be considered as one reference. They must provide a list with agency, contact name, and contact information for all customers in Kentucky.

References – Wireless Tablets Services

Provide at least three (3) reference accounts that the [Customer] may contact to verify the bidder's level and reliability of services. References should be of the same or similar configuration as proposed under this BID. For each reference, the bidder must be the current prime contractor, and not a subcontractor. Contact information for each reference should include a contact person's name, title, telephone number, and email address. Reference information should also include facility name and a description of services. The references should be for different customers. If multiple references are provided for the same customer it will only be considered as one reference. They must provide a list with agency, contact name, and contact information for all customers in Kentucky.

References – Payment Services

Provide at least two (2) reference accounts that the [Customer] may contact to verify the bidder's level and reliability of services. References should be of the same or similar configuration as proposed under this BID. For each reference, the bidder must be the current prime contractor, and not a subcontractor. Contact information for each reference should include a contact person's name, title, telephone number, and email address. Reference information should also include facility name and a description of services. The references should be for different customers. If multiple references are provided for the same customer, it will only be considered as one reference. They must provide a list with agency, contact name, and contact information for all customers in Kentucky.

PREPAID ACCOUNTS

Bidders must have the ability to provide prepaid account funding for ITS, Tablets and Video Visitation. Payments for items such as video visitation should not require prepayment to schedule a visit and only take payment at time a visit take place.

TECHNICAL SPECIFICATIONS – INMATE TELEPHONE SYSTEM

SCOPE OF WORK – INMATE TELEPHONE SYSTEMS

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

Vender must own the product solutions as an integrated package. Vendor must confirm product solution are part of an integrated solution owned by vendor.

FACILITIES AND TELEPHONES

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

FACILITY LIST AND NUMBER OF TELEPHONES REQUIRED

Facility	Address	ADP	# Inmate Phones	# Public Phones
Main Jail	400 Coffee Tree Rd	320	32	7
State Dorm **(Separate Building)**	400 Coffee Tree Rd	30	6	0

ADDITIONAL REQUIREMENTS

2 TDD units.

TELEPHONE SERVICE REQUIRED

The system must be capable of providing local, inter-LATA, intra-LATA, and international telephone service to inmates. Calls must be able to be terminated over the Public Switched Telephone Network (PSTN).

TELEPHONE HARDWARE

Suitable for Inmate Environment

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

Volume Control

All inmate telephones will have adjustable volume control.

TDD/TTY Compatible

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

ADA Compliance:

Vendor must provide hardware and services using text telephone/teletype (TDD.TTY), Captioning, and video relay service using sign language (VRS) which allow inmate communication that meets ADA guidelines for hearing impaired inmates.

MINIMUM TECHNICAL REQUIREMENTS,

The following items outline the minimum specifications required. Vendors are required to respond to each item. Where requested, fully detail and explain how the proposed system will accomplish each specification.

Automated Direct Call Processing

Only automated call processing of collect and pre-paid intra-LATA, inter-LATA, interstate, and prepaid international calls will be allowed. The system shall require a positive acceptance by the called party. Only after positive acceptance will the inmate and the called party be allowed to talk. The system shall create and save a call detail record of all call attempts, whether accepted or rejected and the fate of the call shall be noted in the record.

Pre-Pay Calling Service

In addition to traditional collect call service, [Customer] requires that the vendor provide pre-pay options for called parties. The pre-pay calling option must allow friends and family members (Users) the ability to establish an account directly with the Vendor.

The Vendor should describe available pre-paid calling options to include at a minimum the proposed approach to the following:

- System to allow one free call

- Prepaid account set up

- Customer contact programs (courtesy call, phone, text and email contact, and account auto-reload with stored credit card)

- Card storage (for future use)

- Account replenishment options and methods

- Account balance inquiries and notifications

Real-Time Called Party Prepaid Account Set Up Method

At the time of an inmate's attempted collect call to a number that cannot receive collect calls (due to billing restrictions, cell phone, etc.), the system shall put the inmate on hold and offer the called party the option to set up a prepaid account using a credit or debit card. This payment method will allow the collect call that would have otherwise been blocked to be connected as soon as the account is set up. If the called party elects not to set up an account, the inmate is to be informed and the call attempt terminated. The called party should also receive an option to pay for just that call without the need to setup an account. Please describe how these requirements these items are accomplished.

Electronic Inmate Debit Payment Method

The system shall provide an option for inmates to pay for calls themselves from their personal debit or trust accounts. Describe the system's capability of electronic debit calling that is integrated with the [Customer]'s inmate banking or commissary system (inmate trust accounts).

Allowed Call List

Vendors shall describe the system's capability to provide allowed call lists to limit calls to only those phone numbers listed on an inmate's approved call list.

International Calling

Vendors shall describe the system's method for the completion of international calls outside of the North America Dialing Plan.

Inmate Personal Identification Number (PIN)

The inmate telephone system must have an integrated PIN assignment and management function that allows any or all inmate callers to be identified. The system must be capable of requiring the entry of a valid PIN at selected or all inmate telephones for the successful completion of calls. The proposed system must have the capability to record and save the inmate's name during the inmate's first call attempt, to be automatically retrieved by the system for subsequent calls. Selected phones can be programmed to place calls without PINs.

PIN Assignment by Phone

System provides capability for assigning an inmate's phone access to an individual telephone or group of telephones so that the inmate's PIN account can only place calls from those designated telephones.

Class of Service by PIN

Each PIN must have a "class of service" assigned. For example, each PIN has a list of allowable telephone numbers, duration of each call, and or other information.

Call Duration by PIN

The vendor's system must have the ability to limit call durations globally (all PINs), by site, by facility area or by individual inmate's PIN.

Inmate PIN Interface with JMS/OMS

The inmate PIN should interface with [Customer]'s JMS/OMS to automatically add or update PIN data in the ITS. Please detail the process.

Voice Biometric Verification

The inmate telephone system shall verify the identity of inmate callers using voice biometrics. The voice biometric functionality must be fully integrated within the telephone platform and operate in real time. Enrollment of each inmate's voice print into the system must be easily accomplished without the need for [Customer] staff supervision.

The system should have the ability to have enrollment flexibility and provide the facility with the option of a script-based enrollment or where the system can enroll the inmate based on voice samples taken during initial calls made by the inmate. Neither should require staff involvement. Voice Verification must be capable of being enabled by phone, housing unit or site and exemptions must be able to be applied by inmate. Vendor must describe these capabilities.

PIN Control and Suspension

The system must allow an authorized person to add, change, or suspend an inmate's calling privileges by altering settings associated with the inmate's PIN. Such changes shall be implemented immediately as soon as the change is made and saved. In the case of a suspended PIN, the system must have the capability to suspend an inmate calling privileges by PIN and set a beginning and end date without the need to manually re-enable privileges.

Deactivation of PINs

The system must de-activate the PIN feature by individual inmate telephone, groups of telephones and/or entire facilities.

Telephone Numbers per PIN

The system shall have the ability to assign a limited number of allowable telephone numbers per PIN. The system should have the ability to record in a self-learning mode, phone numbers to be added to the inmate's PIN.

Allowed Telephone Numbers

The system shall allow the ability for an inmate to call into an Inmate Allowed List IVR and self-manage his allowed number list.

End User Acceptance to be Contacted

Through the IVR process initiated by the inmate, the end user will be contacted automatically and be given the opportunity to accept or decline being put on the inmate's contact list.

Staff Approval or Validation of Allowed Numbers

Staff will have the ability to add notes, comments, disallow or otherwise edit an allowed number that was added via the Inmate Allowed List IVR.

Call Processing/Blocking System

The call processing/blocking system controller shall be external from the phone. The call processing/blocking system controller shall be centralized for all facilities to allow inmates to move to another facility without having to re-enter information.

Call Restrictions:

The vendors system must allow authorized staff to program times when the system will be operational, i.e., available or unavailable for inmate calls.

During the call set-up process, the system must provide a pre-recorded announcement identifying that the collect/prepaid call is coming from a specific inmate at a [name of facility] facility.

The system must have dialed number management for adding new numbers to the system's number database and review/editing restrictions of existing dialed numbers. Restrictions for new and existing dialed numbers in the number database must include: Restricted Playback, Blocked, Private, Free, Alert, Dialed No. Limits, and Voicemail. Users must be able to add notes in a notes field within the number management screen for that specific dialed number.

Calling Fraud Prevention:

The system must prevent the inmate or called party from dialing extra digits after the call is accepted unless to destinations authorized by [name of the customer].

Provide a complete listing of fraud prevention capabilities.

Uninterruptible Power Source

An uninterruptible filtered power source must be provided for any hardware maintained at the facility. In the event of a commercial power failure, the uninterruptible power source will provide a minimum backup power of at least fifteen (15) minutes to the system.

System Failure Telephone Disconnection

If the system fails, all inmate phones must be automatically disconnected.

User-Friendly Voice Prompts

The system shall provide an automated operator with friendly voice prompts that give information and instructions to both the inmate and the called party. The automated voice prompts must be capable of facilitating an inmate's call from off the hook to hang up. Explain the types of prompts available thought the automated operator system.

English and Spanish System Capability

The system must be capable of responding to English and Spanish speaking inmates. There shall be dialing instructions provided in English and Spanish on each inmate phone set. System prompts, warnings and messages must be available in English and Spanish. The vendor must describe how this will be accomplished with the proposed phone sets. If needed, additional languages must be available at no cost to [Customer].

Remote Diagnostics. Programming, Polling, and System Alarm Reporting

The system shall support remote diagnostics, programming, polling, and system alarm reporting directly to the vendor, with the ability to notify the [Customer] of any alarm reporting issues.

Programmable Conversation Length

The system shall support a programmable maximum allowed call time length (example: 15 min.) with time remaining warning message heard by both parties prior to call

termination. The maximum allowed call length shall be programmable by inmate, phone, phone number dialed, housing unit, and facility as a whole. The proposed Inmate Telephone System must also have the ability to support different maximum allowable call lengths for inmate calls, including calls made with the assistance of a TTY/TDD device.

Programmable Inmate Access

The system shall support a programmable inmate access based on time, date, or day of week. This access shall be programmable by inmate, phone, destination phone number, housing unit, facility, and by the system as a whole. Additional holiday settings shall be available to allow alternate scheduling of phone usage for specific holidays.

Programmable On/Off Service

The system shall support a daily programmable on/off service by individual phone, a group of phones, or by destination number and shall have the ability to shut down all or some of the phones from the system workstation.

On-Site PC Administration Software

System software must be security-level based and password protected. A system user who is properly authorized to perform different administrative tasks must be able do so with a single log-in to the system. Describe the proposed system's password security system.

The system software must be a web-based, with a Graphic User Interface (GUI). It must require two-factor authentication utilizing a username and password to access the system. Once logged in, each account must have an associated security level which defines the capabilities of that user.

The vendors system must provide administrators a new user account set up with password, user ID validation, and Image generation for security purposes.

When logging into the system user interface, system users must agree to a Terms of Usage message. The system must provide users with recovery of their username or password if they have forgotten them.

The user interface software must provide the [Customer] staff with the ability to control, monitor, and report inmate telephone usage. Describe common administrative tasks performed at the system workstation.

Call Detail Records

The inmate telephone system must generate a detailed call record for every inmate call attempt. All call detail records must be collected and stored in real-time at a central, secure location with redundancy.

All call detail records shall be stored on-line, available at the system workstation, for the entire duration of the contract.

Call Detail Reports

Call Detail Reports should be available to the [Customer] on a real time basis via the on-site PC workstation. The system must be capable of allowing the user to specify limiting parameters for call searches, such as a search for all calls during a specified time period, calls placed by a specific inmate, calls to a specific destination number, etc. The system must be able to be accessed remotely by mobile devices.

Each Call Detail Report must provide at a minimum for each record returned the station, destination, facility name, PIN, date, time, length, cost, acceptance or rejection code, and reason for incomplete calls.

Each Call Detail Report must provide the option to sort in ascending or descending order by the station, destination, facility name, PIN, date, time, length, cost, acceptance or rejection code, and reason for incomplete calls.

Each Call Detail Report must provide a summary of the total cost and total minutes for all calls in the report.

Within the Call Detail Report, the PIN number must provide the inmates name if listed in the PIN database.

Within the Call Detail Report, the PIN number must provide a direct link to edit PIN settings for a specific inmate without leaving the current reporting screen.

The vendor's ITS user interface must allow investigators to build custom reports incorporating call detail information and contain tools for selecting, sorting, and combining data.

The system must provide the ability for investigators to attach notes to a call and view it from the call detail report.

Authorized users must be able to add a case number, investigator ID, and mark significant points to notes that are attached to an inmate call.

The system allows investigators to share notes about a call and use text entries, such as a case number, investigator ID, and a specific gang affiliation in the case-notes as the search

criteria to retrieve specific case-notes with the associated call detail record as well as providing the ability to do a full text search against the notes attached to the call.

The system must have the ability to assign and track Security Threat Groups (gang affiliations) within the user interface' call detail records, live monitoring, and stored recordings. Inmate accounts may be assigned a Security Threat Group manually in the administrator application or through a Jail Management System feed. The user interface must provide reporting for Security Threat Groups using a drop-down menu, which displays a list of common Security Threat Group names. Users must be able to search calling activity by selecting one or more threat groups from the drop-down list.

The system Security Threat Group feature must provide an alert that can be sent to a single person or multiple persons when a keyword or phrase is used during a phone conversation. The alert must be able to be sent as a phone call, text, or email.

Within the Call Detail Report, attempted three-way calls must be flagged for visual identification.

Call Detail Reports Results

The call detail results reports shall allow the end user to move column headers, remove columns, sort columns, include or exclude columns in the result set.

Additional Reporting Requirements

The ITS reporting tools must include a way to run a many-inmates-to-many-phone-numbers query tool.

The ITS reporting tools must include revenue and call statistic reports for administrators to quickly see ITS performance.

The ITS reporting tools must provide statistical reports that show call attempts, complete calls, rejected calls or other statistical references and is capable of splitting by facility.

The ITS reporting tool must provide the ability to build lists of inmates or phone numbers with similar characteristics (i.e., inmates with special classification or staff phone numbers).

User Interface Functionality

The ITS interface should be web-based, accessible on mobile devices, and require a username and password. The system should be capable of restricting access per IP address.

The end user should be able to select a landing page within the user interface. The end user may select a landing page within the user interface related to their role or preference. End users with a role specific to Inmate PIN management may select the PIN management module as their chosen landing page.

User interface must utilize adaptive technology to allow screen scaling to various size tablets or other mobile devices. User Interface must allow for user to select/deselect column headers to appear in call detail report results.

End users must have the ability to select a live chat with a customer service agent directly from the user interface. Online real-time access to technical support. User interface must provide a Help Button that provides instant guidance based on the content of the active page.

The system must provide a fully integrated on-line help function that allows users to self-help during use of the vendor's system user interface.

Vendor must describe these capabilities.

Unlimited End Users

The system should support unlimited number of end users.

User Roles

The system should support an unlimited number of unique roles with varying capabilities to be assigned to unique end users.

Restricted User Roles

The system shall provide the ability to establish roles for users who are setup to only allow access to specified inmates or dialed numbers.

Ad Hoc Reports

The inmate telephone system must provide ad hoc reporting capabilities that allow authorized staff to build custom reports using advanced tools for selecting, sorting, and combining call data that may reveal trends and correlations that might otherwise not be apparent in standard call detail reports.

Ad Hoc Reporting

The Ad Hoc reporting capability must allow for an end user to search "many to many" complex queries such as all staff numbers, all known visitors, all known vendors or all inmates who meet a criteria.

Security Threat Groups

The system's reporting capability must have a built-in security threat group (STG) correlating function. The system must have the ability to assign and track security threat groups within the user interface' call detail records, live monitoring, and stored recordings. Inmate accounts may be assigned a security threat group manually in the administrator application or through a Jail Management System feed. The user interface must provide reporting for Security Threat which displays a list of common Security Threat Group names. Users must be able to search calling activity by selecting one or

more threat groups and one or more special lists of telephone numbers (e.g., facility employee numbers), such that all calls by inmates in a given list are automatically correlated with the specified list of numbers. Inmate accounts must allow a security threat group to be assigned manually in the administrator application or through a Jail Management System feed. The user interface must provide reporting for Security Threat which displays a list of common Security Threat Group names. Users must be able to search calling activity by selecting one or more threat groups.

The Security Threat Group feature must provide an alert that can be sent to a single person or multiple persons when a keyword or phrase is used during a phone conversation. The alert must be able to be sent as a phone call, text, or email.

Other Administrative and Investigative Reports

In addition to call detail reports, the inmate telephone system must provide a variety of other administrative and investigative reports at the PC workstation. When appropriate, the user must be able to limit the search to call records that meet specified criteria. Describe the report capabilities of the proposed system and discuss the system's ability to provide the special types of reports listed below.

For specified time periods, the desired reports should include, but not be limited to:

Call frequency reports by origination number, destination number, PIN, and trunk line ID. Report of all numbers called by more than one inmate.

PINs created or modified by the PIN interface with the JMS

Manually created or modified PINs

Report that identifies tagged PINs of special interest and their assigned alert groups.

Report that shows all calls/attempts to numbers tagged as of special interest.

Call recording playback history report (showing when and who listened to a recording).

Debit account information and transaction reports (if applicable).

System activity and user log reports that include among others, a report of users who have downloaded and copied calls to CD or other portable medium.

Call statistic report providing a numerical count of total completed (accepted) calls and total incomplete calls with separate counts for calls that did not complete because they were blocked, refused, not answered, or not completed due to a busy signal.

Call Traffic Analysis Graphs

The system shall have the capability for graphical display of call statistics for the current day, month, or other designated time periods. The purpose of graphs is to provide the [Customer] a quick way to verify that calls are being made and to determine the overall

call traffic patterns and revenue. For example, for the day (or month or other designated time period) the [Customer] would like to see at a glance the fraction of attempted calls that are completed; and the fraction of call revenue that is generated by collect calls compared to inmate debit or call party prepaid. Graphs must be automatically or otherwise easily generated and displayed.

Call Security and Call Blocking

The system shall provide complete call security and call blocking at the unit location. It shall also have a programmable reestablishment mode for restrictions place on the inmate's use of the phone system. All call security and blocking settings must take place in real-time with no delay in system changes.

Restricted Incoming Calls

The system shall restrict incoming calls, allowing outgoing calls only.

Call Restriction Capabilities

The system shall have the capability to restrict area code, exchange, single number or range of numbers. The system shall disallow 800/900/information/operator call options. Prefixes such as 900, 950, 800, 888. 700. 976, 411, and 911 shall be automatically blocked. Calls to the operator through 0, 00, 10xxx, 95Oxxx, etc. shall be disallowed.

Name Recording Capability

The proposed Inmate Telephone System must have the capability to record the inmate's name either at the time they place their first (1st) call attempt or by the vendor's provided administrative personnel. The inmate's recorded name must be stored by the Inmate Telephone System and utilized on all future call attempts in the announcement to the called party. The system must allow for the maintenance of such recorded names.

Chain Dialing and Secondary Dial Tones

The system shall restrict chain dialing and secondary dial tones. The inmate must hang up before dialing a new number.

Real Time Identification of Inmate-to-Inmate conferencing

The system should identify in real time calls that are suspected of multiple inmates conferenced by the called party. This capability should apply to all sites for the [Customer] as well as other sites associated with [Customer]. Vendor must describe this capability.

Inmate-to-Inmate Conferencing

The system should allow the ability to filter and retrieve calls that are suspected of inmate-to-inmate communication by being conferenced by the called party. Inmate-to-Inmate conferencing shall be displayed in real time as the event occurs in the live monitoring section of the inmate telephone platform.

Inmate-to-inmate call detection must be shown and flagged in the call detail record of the user interface.

The system should provide the ability to "white list" known numbers that will receive simultaneous calls from inmates (Public defenders, PREA, commissary). The system should the ability to clearly mark call records that were suspected of participating in a multi-way conversation.

The system should provide the capability to alert staff with an audible and/or visual alert in live monitoring when inmate-to-inmate communication is identified. The system should provide the capability to display the name/location of the inmates engaging in the call.

The solution should detect inmate-to-inmate calls between any inmates using the vendor's hosted ITS platform. Vendor must describe this capability.

100% Call Recording Feature

The system shall have 100% digital call recording as a feature; however, calls to attorneys will not be recorded. This feature will allow real time recording of individual calls, online storage of each recording for a minimum of one (1) year, and shall have the ability to off-load a specific call to a recording medium that retains a chain of evidence admissible in a court of law. The recording feature must be able to be deactivated on a per-number dialed and/or per PIN basis. The system must allow for the ability to mark individual recorded calls to prevent the deletion when the normal storage period is expired. Such protected calls shall be maintained until such protection is removed.

Call Recording Storage

The system must maintain all call recordings centrally at the vendor's data center on scalable enterprise class Flash storage technology and does not use tape drives for primary storage of call recordings.

All call recordings are stored online and available through the online user interface for a minimum period of 1 year.

Access to Recorded Calls

Access and playback of recorded calls shall not require a manual media change. [Customer] desires that inmate call recordings be maintained on-line for a minimum of one (1) year and readily available for identification, selection and playback. The search for and ability to playback recorded calls shall be performed on either an inmate telephone system Workstation at the main facility or may be accomplished by searching and retrieving recorded calls from other facilities covered under the scope of this BID. Remote access to call recordings for authorized users working from offsite PCs, laptops, and mobile devices must also be provided.

Users must be able to place call recordings in a single call queue which allows the user to forward call recordings, secure links to call recordings, and download call recording.

Recording Playback Features

The system must allow authorized users to retrieve and play back specific call recordings easily in the Call Detail Reports screen of the system user interface. System playback must allow the user to separately analyze the inmate and called party sides of the conversation.

The system must provide two options for recording replay: 1) Begin the replay immediately while the audio file is streaming, and 2) Allow the recording to be fully downloaded to the computer's hard drive before the investigator begins the replay. With these replay options, ability to separate the audio for the inmate and called party; allow slowing-down the playback to better understand unclear passages; pause and fast forward as needed; mark significant points within a recording; add text notes that will remain with the recording when it is copied to a CD or other portable medium, and provide the ability to replay a selected segment of a call, once or many times, without having to replay the entire recording. Vendor must describe this capability.

When playing back call recordings, the system must allow the user to add a case number, investigator ID, any notes to the recording while listening, and mark significant spots in the recording where notes are applicable.

The system playback feature must allow investigators to remove silence from recordings for both the inmate and called party channels or disable the control. Investigators must be able to set the rate which the system skips ahead when silence is detected and adjust the level of silence sensitivity to detect the level of volume and filter out noise in the audio.

The system must allow the user to lock a call from the playback feature.

Call Recording Sharing Capabilities

The system shall provide the capability for investigators to download call recordings directly from the system to a local drive or to a "flash drive," "thumb drive," or other removable storage device.

The system must allow authorized users the ability to email an external user a secure link to inmate call recordings. The end users must be able to play the recordings or download the selected recordings and burn to a CD or DVD or other external media. End users who receive the secure email link to recordings must have a limited time to retrieve the recordings. After the access window expires the link must not be accessible. The user receiving the email link must enter their email, a password, and a confirmation code to access the recordings. The system must have the ability in the user interface to audit and report the user activity for staff that have been given permission to email links to recordings.

The links must only be utilized during the access window of time provided, after the access window expires the link must not be accessible. The feature must require a multi factor authentication, preferably with three unique characters. The authorized user is

required to provide link access credentials separate from the link itself for security purposes.

Vendor must describe this capability in detail.

Simultaneous Call Retrieval for Investigations

Multiple authorized operators must be able to simultaneously access the centralized recording database to retrieve calls for investigations without having to change or exchange recording media.

The system shall provide for an unlimited number of operators to search and download recorded calls across the WAN for all facilities without the degradation of any and all facilities within the provided WAN.

TDD/TTY Services

The system must be capable of providing telephone service, as well as call restrictions, for hearing impaired inmates using a TDD/TTY device. The system must provide functionality that allows facility personnel to monitor and record-for-replay calls transmitted through a TDD/TTY device. The system must also have the capability to record the TTY call and convert it to text so that it can be stored and reviewed via the inmate telephone system user interface. Explain how the proposed system meets these requirements.

Alternatives to TDD/TTY

Propose solutions or alternatives for hearing impaired inmates or called parties.

Attorney Numbers

Inmate calls to approved legal/attorney numbers shall be exempt from monitoring and recording. Describe in detail how the system will protect pre-approved attorney numbers from monitoring and recording. Individual attorney numbers must be configurable for predefined call durations as necessary. [Customer] is responsible for verifying and authorizing attorney numbers.

Free Calls

The system shall have the capability to provide fee calls to preapproved numbers.

Warning Statement

The system must provide a "warning statement" in both English and Spanish on each phone set that states "This call is subject to monitoring and/or recording". This statement must also be given as a message on the initiation of the phone call for both parties information. Such message and capability must be disabled on calls between inmates and their attorneys of record.

Capability to Interject Messages

If deemed necessary by [Customer], the system shall have the capability to interject messages into an inmate's call at random intervals that remind the called party that the call is from an inmate at the correctional facility. Vendor must describe this capability.

Administrative Functions Password Protection

It is required that access to administrative functions and data be password protected within the system. Each bid must detail the level of password protection that is provided with each proposed system.

Three-Way Calling Detection

The system must be able to detect, alert and mark (flag) three-way calling. Such detection of each three-way call attempt shall have the ability to mark (or flag) in the call detail record such call attempt as a fraudulent call attempt. The system shall monitor each line for events that appear to be a three-way call attempt from the called party.

Audit Log Reporting

The system must have the ability to report user activity within the system. Such report shall list the user logged into the system at the time, the date, and activity. The system must allow authorized [Customer] staff options to generate audit reports for all users and for individual users and for all activities and specified activities. Describe the system's user auditing capabilities.

Remote System Access

The system must allow properly authorized [Customer] administrators and investigators to remotely access the inmate telephone system's user interface and centrally stored data using personal desktop or laptop computers that have not been provided by the vendor. The system must be able to be accessed remotely by mobile devices Explain how remote access is accomplished.

Inmate Crime Tip Line

The system must provide a no-charge, speed-dial number that connects to a recorded message system that can be used by inmates to anonymously report criminal activity within the facility or to provide information related to criminal investigations.

Real-Time Call Monitoring

The system must allow authorized users to monitor ongoing inmate phone calls in real-time, from an onsite workstation or from a remote PC. Real-time call monitoring must not interfere with call recording and must be undetectable by the inmate and the called party. Explain in detail how your system will provide these features.

Live Monitoring Features

The live monitoring application provides end users with visual cues/indicators of calls that include unique characteristics. The application must display at a minimum the inmate information, dialed number information, station/phone being used.

The Call Monitoring feature of the vendor's system must allow authorized personnel to assign surveillance alerts by individual inmate PIN, specific destination number, security threat group (gang affiliation), keyword/phrase, or a specified inmate phone. The system must allow the alert to be sent to multiple contacts. Neither the inmate nor the called party can be aware the investigator has joined the call. These alerts should include, but not be limited to, the following features:

    A. Alert to investigators email, SMS text, or phone (landline or smartphone).
    B. Allow real time listening of conversation in progress.
    C. Allow the ability to disconnect the call in progress.
    D. Allow investigators to assign and enter a PIN when alert call is received.

The system must have the ability to have a selectable scan of all live calls in progress. The scans should sequentially play the live conversion of each active call for a configurable time interval (e.g., 30 seconds, 60 seconds), before scrolling to the next active call. At any point, the user should be able to stop the scan and listen to a conversation of interest for any length of time.

The application must provide the end user with a toggle switch allowing them to enable or disable audible alerts. The application must provide the end user audible cues/indicators of calls that include unique characteristics (Hot Number, Hot PIN, Inmate to Inmate communication etc.).

The live monitoring application must provide a count of active calls. The application must allow the end user to select a single site, multiple sites or all sites and must show a Site ID per call so that the end user knows from which site the call is being placed.

The live monitoring application must allow the end user to do a reverse lookup of the phone number being called (Billing Name and Address). This must also include a map showing the location of the called number.

Inmate Management System Interfaces

Describe the vendor's capability to provide software interfaces to other facility programs that would, for example, allow inmate PINs to be automatically transferred into the phone system's database from the facility's jail management system, or would allow monies in an inmate's commissary account to be used for pre-paid inmate (debit) calls. Describe how such interfaces would work.

Tagged Numbers, PINs, and Stations – Alerts and Notifications

Describe the system's capability to provide alerts and/or notifications to investigators when a specific telephone number is dialed, when a specific inmate places a phone call,

or a specific phone station is used. System must provide capability for alerts to be emailed to investigators, for the call to be forwarded to an investigator's telephone and/or cell phone or sent by SMS text messaging. Alerts and notifications must be received in time to allow for real-time monitoring of the call in progress. Such real-time monitoring must be undetectable by the inmate and the called party and must not interfere with call recording.

All alerts and notifications must require the investigator/s to enter a passcode to create or edit a tagged phone call of interest.

System Integrated Help

The system must provide a fully integrated on-line help function that allows users to self-help during use of the vendor's system user interface.

The system must provide a fully integrated live help on-line instant messaging "chat" for technical support for facility staff to get assistance using the vendor's system user interface.

The system must provide a fully integrated "What's New" feature that allows staff users to access system updates for each new release of the ITS platform in the system user interface.

Reverse Lookup

The system must provide, at no cost to the [Customer], a mechanism for looking up the name and address of a called-to telephone number for a call in progress, a call attempt, or a completed call. Name and address information must be reported in text and displayed on a map.

Keyword Search

The system must provide a fully integrated user application keyword search capability. The keyword search capability must allow users to add words to the dictionary and utilize phonetic based functionality as the primary method for searches and must also utilize speech to text transcription.

Keyword Search must be capable of multiple language models including English, Spanish, Chinese, German, Dutch, Italian, French, Russian, Farsi, and Somali.

Advanced Features:

The keyword search application must provide a word cloud to visually display words most often spoken or gaining usage. For example, "Facebook" or "cell phone".

1.1.1.1.1 The keyword search feature must provide an alert that can be sent to a single person or multiple persons when a keyword or phrase is used

during a phone conversation. The alert must be able to be sent as a phone call, text, or email.

The keyword search application must show changes in sentiment or emotion through the course of a call.

The keyword search application must search where sentiment or emotion changed during the call.

The keyword search application must automatically generate a transcript of a call on demand and allows the end user to proof and insert commentary or corrections as needed without the need to send to outside transcription service.

The application must have completed searches of call records across multiple facilities with a population totaling more than 5000 inmates/prisoners.

Phone Type Identification

The vendors system must provide an indicator in the form of an icon that shows the device type used to receive the call in the ITS user interface. The device type receiving the call must be displayed in the Dialed Number fields when viewing Live Monitoring and Call Detail Records.

Security and Compliance Features:

The vendor's system user interface must only allow user access to information for which they have been authorized. All data must only be accessed on a "need to know" basis. Users who do not need to have access to sensitive data must be prevented from accessing it. To access the ITS user interface, a person must login with a valid username and password. Each user's password must be linked to an assigned Role, giving them permission to access some functions, but not others.

The vendor must provide Systems and Organization Controls (SOC) 2 Type II compliance certification.

The vendor must provide Payment Card Industry (PCI) Merchant Level 1 compliance certification. The vendor's handling and storage of sensitive cardholder data must be fully compliant with the Payment Card Industry Data Security Standard (PCI-DSS).

All data related to the services provided by the vendor to the facility must be encrypted at rest and meet FIPS 140-2 requirements. This includes all detail records, databases, call data, etc. and ensures that only vendor's employees with a business justification can access customer information.

Anti-Virus software must be installed on all vendor's internal servers and workstations and must be centrally managed and alert the vendor's internal security staff when viruses are detected, or security policies are not adhered to. Intrusion Prevention Systems must be deployed with malware detection and removal licenses that prevent

any suspicious files from traversing the vendor's network and automatically block suspected malicious traffic and files.

Vendor must install and maintain, at no cost, an entirely independent network, including independent wiring and an independent Internet connection to ensure that there is no overlap between [name of customer]'s network and the vendor's network. Vendor's network must be protected by routers and firewalls that utilize a "default deny" rule to drop all packets from IP addresses and/or ports that have not been specifically whitelisted for its products and services to work as designed.

Access control lists (ACLs) must be used to limit all inbound, and outbound traffic to vendor specific networks which include the IP address for vendor data centers and web applications.

Vendor must provide internal and external network vulnerability scanning and penetration testing. Vulnerabilities must be remediated within a timely manner based on the level of risk.

JMS/OMS INTEGRATION REQUIREMENTS

The system shall be capable of allowing commissary ordering to inmates via the inmate telephones at no cost and shall provide a complete description and detailed information on this feature/functionality. The current Commissary Vendor is Kellwell and Ordering/Accounting Vendor is Tech Friends (Lockdown). The JMS is currently Jailtracker. You must integrate or have the capability of integrating with these vendors. **We will not use any other vendors for these services at this time.**

The system shall have the following capabilities for allowing commissary ordering via the inmate telephones:

Checking ordering dollar limitations in the JMS/OMS at a global and/or inmate level.

Limiting the day and time of day an order can be placed based upon the commissary ordering schedule.

Bidder shall specify if the system has the following preferred capabilities for allowing commissary ordering via the inmate telephones:

Specify if the system is capable of checking item restrictions such as:

- Item(s) permitted by inmate

- Category of item(s) permitted by inmate

- Item(s) permitted by housing area

- Item(s) permitted by gender

- Maximum quantity of items

- Number of items per category

Specify the number of orders an inmate can place during an ordering period.

Bidders must be able to allow inmates to check their commissary/trust fund balance via their proposed system solution.

Bidders must allow for inmates to pay for their debit call by directly charging the inmate's commissary/trust fund in real-time. Transfers of inmate money to separate debit accounts, the selling of calling cards, the selling of commissary time, the replacement of the current trust fund system is not permissible.

MANDATORY SYSTEM REQUIREMENTS

Centralized Processing and Data Storage

The system must provide secure, centralized storage of both call records and recordings.

Each facility must have independent control of the inmate telephones at that facility and have on-site access to the facility's call records and recordings through a workstation computer. The system at each facility must be tied together in a secure Wide Area Network (WAN) that allows properly authorized staff at one location to carry out investigations by accessing call records or recordings from any or all sites. Reporting capabilities must allow for the reporting of a single location or all locations within the network.

Vendor should describe how data is encrypted both at rest and in transit.

TECHNICAL SPECIFICATIONS – DATA ANALYSIS SYSTEM

The purpose is to install a data analysis system that will aid [Customer] investigators in analyzing data from multiple sources (e.g., phone calls, visitations, deposits) to create actionable intelligence. Vendor shall provide initial and ongoing training to [Customer] staff in how to use the system to aid investigations.

Vender must provide an integrated package that displays all data to include vendor data, and 3rd party, as well as facility and other source data in a single tool.

DATA ANALYSIS SYSTEM SPECIFICATIONS

Allows analysts to document and create notes on the analyses.

Allows for user to share table and link diagram results with another user in a format that allows the user to work with the diagram without rebuilding or duplicating efforts.

No limit to the size of any data source regardless of data source type.

No limit to the number of data sources or types that may be incorporated, and supports the importing and link analysis of call detail records, offender demographic data, visitation data, offender banking data, and security threat group information.

Web based, accessible through a web browser.

Provides open APIs (Rest API) for custom interfaces

Provides data transformation, conversion and cleansing capabilities

Supports integration of custom-defined data manipulation functions

Capable of plotting addresses and locations on an interactive map to include visitor addresses, offender's assigned locations based on housing unit, incident location based on location, etc.

Supports searches based on location using geo-coded data (point, region, route)

Includes ability to convert address information into geo-coded values

Supports searching multiple data sources at the same time.

Allows users to manually create objects/entities and associations among those objects/entities.

Supports on-the-fly import of file and database data by analysts

Provides the ability for users to import data sources stored in a variety of file formats, and must provide a utility for the user to format the structured data columns.

Reflects the source from which a particular object or entity is derived.

Supports any entity type configuration or value

Provides search results in both table and diagram formats, and both formats must be easily exported.

Provides a variety of predefined link analysis layouts such as starburst, vertical and horizontal hierarchy, etc., of offenders linking to other objects/entities.

Supports the display of date related data on a graphical timeline.

Allows for link diagram custom images to be applied both automatically or via user intervention, and must support common formats to include PNG, GIF, SVG, and JPG.

Supports background images

Allows users to schedule queries to be run automatically at the user's discretion (i.e., daily, weekly, monthly, etc.)

Supports monitoring and notification of data changes (Alerts)

Identifies real-time changes to link diagrams

Provides notification of changes to link diagrams

Performs automatic merging of objects/entities based on key values attributes as new data sources are added by agency or individual user.

Includes logging feature to capture the activity of individual users within the solution to include searches conducted.

Provides access control list functionality that manages individual user's ability to search against individual data sources.

Incorporates a minimum of 1 years' worth of vendor supplied data.

Allows for the incorporation of unstructured data and allow for entity extraction from the data element.

Allows users to add text, lines, and other objects to a link diagram to enhance and/or draw attention to certain aspects of the diagram.

Allows users to build custom search queries and save for future use, to include the ability to set dynamically set date ranges (i.e. report can be set to run for the last week, and based on the date the report is run, automatically sets date range to be for the last 7 days.

Allows users to filter search results "on the fly", regardless of data source or type, without the need to conduct a new query.

TECHNICAL SPECIFICATIONS – VIDEO VISITATION SYSTEM

SCOPE OF WORK – VIDEO VISITATION SYSTEM

The purpose of this is to install a video visitation system that allows inmates to conduct video and audio visitation with a visitor remotely. The purpose is also to install a visitation management system that will streamline the visitation process including scheduling, check-in, and tracking of both remote and on-site visitation. The system furnished shall be of state-of-the-art technology.

It is [Customer]'s preference that the video visitation solution be integrated within the wireless tablet units therefore saving wall space in the cell areas.

VVS must have been deployed for at least three (3) years.

VVS must be deployed with at least 20 customers currently.

VVS must have at least one deployment of 500 or more customers.

FACILITIES AND STATIONS

The locations and number of facility visitation stations initially desired are listed below but may need to be adjusted during the course of the contract to accommodate significant changes in inmate population and/or visitation demand.

FACILITY LIST AND NUMBER OF VIDEO VISITATION STATIONS DESIRED

Facility	Address	ADP	# of Stations	# Public Stations
Main Jail	400 Coffee Tree Rd	320	64	5
State Dorm **(Separate Building)**	400 Coffee Tree Rd	30	10	0

VIDEO VISITATION SYSTEM DESCRIPTION (HEREIN KNOWN AS VVS)

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.

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.

VVS shall support both on-site and remote (Internet) visits, with the ability to configure for only one or the other if desired.

Software Support & Upgrades

1. Vendor must provide customer with 24x7x365 phone support.

2. Vendor must provide customer with software upgrades as they become available.

3. Vendor must provide support services directly to visitors via phone and email support services.

VVS data must be stored off-site in a remote data center.

Video Recordings must be retained in storage with online retrieval for a minimum of 90 days.

Vendor shall integrate the VVS to [Customer]'s offender management system (JMS/OMS/IMS).

1.1.1.2 The VVS shall be able to accept from the facility's offender management system (JMS/OMS/IMS) the following minimal information 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

1.1.1.3 VVS shall track all inmate housing unit assignments, movements, and inmate releases to validate scheduled visitation integrity as well as permit on-demand visits.

VIDEO VISITATION STATIONS, NETWORK AND STANDARDS

All video visitation station components must be field replaceable by facility staff or by the VVS contractor. All video visitation components must meet the following requirements:

Visitor VVS Stations

1.1.1.4   Steel wall mountable enclosure:

    1.   Enclosure shall not have any openings exposed to visitor.

    2.   Handset with reinforced lanyard

    3.   Optional 2nd handset as requested by location.

Minimum 15" Android-based or similar operating system

    1.   Constructed of rugged off-the-shelf components

    2.   Android operating or similar system

    3.   Hardened handsets and lanyards

    4.   Hardened stainless steel encasement

    5.   Built-in high-resolution camera

    6.   15.6" high resolution, multi-point, capacitive touch-screen resistant to liquids and vandalism

    7.   1920 x 1080 Display

    8.   2GB RAM, 32GB ROM

    9.   POE 802.3at compliant (Power over Ethernet) with 10/100/1000 Ethernet

Inmate VVS Station(s):

1.1.1.5   Inmate wireless tablets shall be able to be used for video visitation.

1.1.1.6   Wireless tablets must be docked in a wall-mounted shelf to allow usage for VVS.

1.1.1.7   VVS shall provide the ability to configure if a tablet is eligible for video visits

1.1.1.8   VVS shall provide the ability allow visitation to be alerted to all tablets in a given housing unit such that any tablet can be used (after authentication) to receive the visit.

Videoconferencing Codec will contain multiple non-proprietary CODECS. CODECS to include a minimum of the following:

1.1.1.9   Bandwidth - Supported from 24 kbps up to 8 Mbps

1.1.1.10 Video standards – support VP8

Network:

1.1.1.11 VVS will by supported by a network provided by the Vendor that is separate from [Customer's] network. [Customer's] network will not be required for functionality of the VVS.

1.1.1.12 VVS network shall has sufficient bandwidth to support the proposed deployment.

1.1.1.13 VVS network shall be secure and not allow unauthorized viewing of and/or listening to a visit other than through the approved monitoring capability of the VVS.

1.1.1.14 VVS shall utilize appropriate CAT5 or higher cabling for connection of VVS stations to the visitation network.

1.1.1.15 VVS shall provide an adequate number of Gigabit or 10/100Base-T managed multicast switches and ports to accommodate the total number of visitation stations, servers and administration stations.

VISITATION MANAGEMENT AND REGISTRATION SOFTWARE

Visitation Management Software

1.1.1.16 VVS shall be a user friendly, highly graphical application.

1.1.1.17 VVS shall be accessible via any Internet connection and standard browser (IE9+, Chrome and Firefox recommended) to facility users with network access and application privileges.

1.1.1.18 VVS shall allow the facility to manage personal and professional visitations, visitation center hours, time slots, and recording & monitoring rules.

1.1.1.19 VVS shall allow the facility to provide unique visitation restrictions for professional visitors.

1.1.1.20 VVS shall have individual profile pages for each inmate and visitor allowing the facility staff to:

1. Review, edit visitor/inmate general information.

2. Review visitation history.

3. View and download visitation recordings.

1.1.1.21 VVS shall allow for unscheduled, on-demand visits to specific inmates.

1. Visitors can initiate a visit to any inmate for which they have an approved contact.

2. On-demand visit shall be initiated from web browser or via mobile app.

3. Incoming visit shall be alerted on all tablets within the housing unit that are active and enabled for VVS.

4. Inmate can accept the visit on any tablet enabled for VVS by entering PIN.

1.1.1.22 VVS shall allow for inmate-initiated visits.

1. Inmate can initiate a visit to any outside party for which they have an approved contact.

Visitation Registration Software

1.1.1.23 VVS shall include a 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. Accepted registration IDs shall include Driver's License, Passport, Military, and Consulate ID.

3. VVS public and professional scheduling must be available in English & Spanish.

4. VVS shall require visitor registration to specify the visitors that they wish to be able to schedule visits.

5. VVS shall allow inmates to initiate contacts for visitation via generic message to email address.

6. Visitors shall be able to login using their unique visitor ID or their email address and password.

7. VVS shall provide mobile applications for mobile device scheduling (Android and iOS).

1.1.1.24 VVS shall provide the ability of a review queue that will require authorized facility staff to approve the visitor registration.

1.1.1.25 Visitation scheduling application shall provide for attorneys, etc. to request registration as a professional visitor.

VISITATION SESSIONS, RECORDING AND MONITORING

VVS shall alert at the designated station that an incoming visit is beginning and prompt the inmate to enter PIN to accept the visit.

1. Alerts shall only appear on tablets that are enabled for VVS in the housing unit.

2. Alert shall identify by name the inmate that is being visited.

VVS shall have the ability to display "picture-in-picture" on the inmate and visitor stations.

VVS shall provide the capability to blur the background beyond the immediate visit participant placement.

VVS shall provide the capability to view multiple parties that are in the field of view of the camera in a visit, e.g., parent and child.

VVS shall provide the option to display an onscreen countdown clock timer on the inmate and visitor stations

VVS over tablets should only occur when the device is located on a charging shelf or other wall mounted enclosure specifically designed to support visitation. Should the device, be removed from the charging shelf, the video visitation session will move to video and audio, to audio-only. - prohibiting the inmate and the visitor from scanning the area, to include the facility and other inmates.

VVS shall only activate inmate tablet camera when placed on designated wireless charging and/or docking station.

VVS shall allow for visitation monitoring of all live personal video visits

1. VVS shall allow facility staff to terminate any running visit

2. VVS shall allow for monitoring of audio/video for all active concurrent visits taking place at any given time

3. User shall be capable of scanning through all active visits and select particular visit for monitoring.

4. Professional visits shall not be monitored. Visit shall be displayed on monitor but video/audio will be obscured.

VVS must be able to configure visitations to ensure no recording or monitoring can take place where applicable (i.e., professional visits).

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.

2. VVS shall allow facilities to configure recordings such that all video visitations will be recorded and/or certain inmates and visitor will be recorded.

3. Authorized users shall be capable of downloading a recorded file(s) and/or viewing recordings from within the application.

VVS shall provide ability to search for visitations, display visit information, and play back visitation recordings.

1. Search filtering criteria shall include:
   a. Date/Time
   b. All housing units – specific housing units
   c. All visitation locations – all visitation locations
   d. Inmate visited
   e. Professional only
   f. Facility
   g. Housing Unit

2. Users shall be able to replay visit recordings associated with visits returned through search.

TECHNICAL SPECIFICATIONS – WIRELESS TABLETS SYSTEM

[Customer] requires a secure wireless system that allows inmates to use a tablet device, analogous to commercial tablets, but with security and survivability features specialized for the corrections environments. The wireless tablets must access a secure, private Wi-Fi network within facilities and make use of applications including:

- Phone calling

- Educational and self-improvement programs

- Inmate email and electronic messaging

- Facility Information distribution

- Inmate recreation (music, games, e-books)

- Commissary ordering online

- Electronic submission and tracking of requests and grievances

- Video Visitation

Vender must own the product solutions as an integrated package. Vendor must confirm product solution are part of an integrated solution owned by vendor. Vendor must describe each item in this section.

It is Customers preference that the video visitation solution be integrated within the wireless tablet units therefore saving wall space in the cell areas.

WIRELESS TABLETS SYSTEM SPECIFICATIONS

Vendor must have its own proprietary operating system (OS) on tablets. Commercial tablets are not acceptable. They must be designed for the correctional environment.

For security and anti-fraud detection, tablets should have cameras embedded as part of the tablet and not a docking station.

Tablets must take a photo of the inmate at login or a similar security feature.

When an inmate is performing the initial login, any facial validation feature must require the inmate to blink and smile to ensure that the image being captured is a real human face and not a picture or decoy.

Cameras must be disabled via the software and are only active for docked video visits and when taking the inmate's photo at login.

To help reduce theft and fraud, the tablet must have the option to be configured to also take an additional photo of the tablet user after the usage service is selected.

Bidder must have the ability to multi-task for one rate. For example, they must have the ability to send a message or read a book while also being able to listen to music or watch a movie while sending a message and only charged once even though they are using multiple apps.

The tablet solution must provide multiple billing options for inmates and their friends and family. The system must be able to bill per minute, per bundle of minutes and per transaction. For example, if an inmate wants to send an email, they are charged just for the minute it takes to draft and send the email. As another option, the system must have the capability to allow inmates to purchase a bundle of minutes. This bundle can be used for any of the services that are billed per minute, so the inmate doesn't need a separate subscription or transaction for each service they want to use.

The tablet solution must have the ability to enable communication by allowing friends and family members to use the vendor's friends and family website or mobile applications to submit a call request to an inmate using a tablet. Status indicators must inform a friend or family member of an inmate's availability, ensuring a timely response.

The tablet must operate in a shared model, with no need to be assigned to have access to entertainment content. All inmates should have equal access.

The tablet must have the ability to be self-assigned with no staff involvement, the assigned tablet should be able to be clearly identified by the user with the inmate picture on the login page.

Inmates shall not own any of the content they rent or lease and no content may be downloaded to the tablets. All content should be streamed.

All data transferred to or from the tablets should be over the air. No physical connection may be required to send messages, conduct video visits or otherwise send or receive data.

TABLET APPLICATIONS

The solution must provide education, an LMS and self-improvement programs at no cost to the inmate or the facility. Please describe the available programs in detail. The facility is also interested in additional or alternative educational and self-improvement programs available. Please describe this information, if any. Must have the ability to add things at no cost like church service videos and more.

The solution must provide inmate digital messaging. Inmates must be able to receive a photo or video from friends and family.

The solution must provide facility information distribution capabilities.

The solution must provide inmate entertainment (music, games, e-books), please describe the applications available.

Shall provide streaming music to offer more value to inmates. Buying MP3 music ala-carte is not acceptable.

The solution must provide commissary ordering from the tablet.

The solution must provide electronic submission and tracking of requests and grievances. Please describe the audit/tracking features of your solution.

Must provide an e-card messaging system with pre-approved e-cards

Must provide the ability for friends and family to send photos

Must provide the ability for friends and family to send short videos

PRIVILEGED ELECTRONIC MAIL SOLUTION

To increase inmate and legal correspondence, reduce mail delays, and increase privacy, the system must have a specialized messaging solutions that provides a secure, encrypted alternative to traditional legal mail. System must allow legal and other approved professionals (lawyers, counselors, clergy, etc.) the ability to send secure messages and attachments that only the specific inmate can view and securely store.

Provide solution via tablet to inmate

Must provide private, un-monitored messaging between approved professionals and inmate

Provide Bi-directional messaging

Must be password protected in addition to the tablet login security

Must provide encrypted attachments that can only be read by the intended inmate/recipient

Must include data retention policies for encrypted legal documents

Must not require any additional equipment for scanning

Must not require scanning of documents by vendor and/or facility staff

System must provide full facility approval workflow to provide professional/legal status

No additional staff involvement other than electronic approval of professional/legal status allowed

VIDEO VISITATION

Tablet must offer video visitation

Tablet must be docked for video visitation.

Docking station for visitation must not be on same station as other tablets would be charged. This is to avoid inmate-to-inmate conflict.

VVS shall only activate inmate tablet camera when placed on designated wireless charging and/or docking station.

Video visitation solution must provide picture-in-picture viewing for both parties of the visit.

Video visitation solution must blur the background of the inmate side video for facility security. To maintain as close to a true visit as possible while still providing security, applications where only the face is viewed, while blocking out the remainder of either party is not acceptable.

The video visitation system must provide artificial intelligence recognition that allows the system to recognize items such as multiple people during a visit, nudity, etc.

TABLET HARDWARE, NETWORK AND ACCESSORY CAPABILITIES MUST INCLUDE THE FOLLOWING:

Tablet must be a hardened, corrections-grade device and not an off-the-shelf product.

Case should be either sealed or accessible only by security screws with unique unlock tool

USB charging of tablets is not allowed. Must outline how the tablets are charged in detail.

Flame Resistant

Military Drop Tested

At least 32GB of onboard RAM, a battery of at least 8000mAh

8" Screen Size

Multiple Storage Space Options

Non-Removable Lithium Battery (specify hours it will run with a charge)

Multiple Tablet Charging Systems Available (i.e., cart, secured wall units)

The use of ear bud headphones is required.

WIRELESS TABLET SECURITY REQUIREMENTS

Tablet hardware security capabilities must include the following:

Ability to disable any camera

USB port should not recognize human interface devices (i.e., keyboards) allowed

USB port should not recognize Ethernet connections

Tablet operating system security must include the following:

Locked bootloader (Only Operating Systems digitally signed by vendor can be installed)

Over-the-air update to upgrade OS (similar to how commercial Windows or smart phone providers requests to upgrade for security issues).

Custom OS that removes risky OS features such as safe boot, factory reset, command line access, blue tooth, wireless tethering, etc.

OS should be capable of remote management that is inaccessible to offenders

Should have custom software for communicating with tablets from a connected computer and tablet should be devoid of any standard communication tools (ex. for android OS a common tool would be adb)

All installed applications should be evaluated and approved by certified security experts in the field

Wireless security provides the ability to remotely monitor the airspace of the prison and all wirelessly connected devices for security breaches. Capabilities must include:

The ability to detect and quarantine an offender tablet that has attempted to connect to an unauthorized wireless network

Ability to detect and quarantine a rogue wireless access point that has been smuggled into the airspace of the facility

Vendor should monitor wireless activity and provide tools for prison security staff to monitor all wireless activity

System should be able to remotely measure signal strength and noise floor of all tablets

System must have wireless airspace reporting

NETWORK SECURITY

System must be deployed as a wireless network.

Vendor must put in their own network and control internet access.

Vendor network appliance must have access control lists that are capable of a 1) deny all or 2) white list approach.

Vendor network appliance must have stateless inspection with 1) attack checking and 2) automatically discard traffic initiated from the internet.

Vendor network appliance must deploy only with vendor's circuit so that only vendor engineers have access to firewall.

APPLICATION SECURITY – THE VENDOR MUST PROVIDE A MOBILE DEVICE MANAGEMENT TOOL CAPABLE OF THE FOLLOWING:

Must be custom solution to meet the needs of corrections

Built into the Operating System layer to prevent removal

Critical tablet settings must be controlled remotely

Ability to shut down any tablet or group of tablets remotely

Updated applications can be installed remotely

Tablet applications can be removed remotely

ADA COMPLIANCE

Proposed tablet must meet the following ADA compliance requirements:

Screen Reader - Users must be able to interact with the tablet device using touch and spoken feedback with the screen reader (text-to-speech).

Change the Display - Item sizes on the screen must be able to be changed and the size of the font adjusted.. Contrast and color options must allow contrast or color adjustment using high-contrast text, dark theme, color inversion, and color-blindness correction.

The user must be able to zoom in and zoom out.

Audio Control & On-Screen Text - caption preferences must allow the tablet user to see captions which allow for language, text, and style on the tablet device. Must include a sound amplifier feature that allows sounds in the tablet environment to be filtered, augmented, and amplified using the wired headphones.

TECHNICAL SPECIFICATIONS – OFFSITE MAIL SCANNING

[Customer] is seeking a qualified vendor to provide a comprehensive Offsite Mail Scanning Solution. The Mail Scanning Solution must provide for an offsite facility to handle the mail scanning.

1.2 NON-PRIVILEGED OFFSITE MAIL/CORRESPONDENCE

All non-privileged mail shall be sent to an offsite facility address

All non-privileged mail must be scanned at an offsite processing center with no facility involvement.

Both the envelope and contents must be scanned

Scanned mail must be converted to an electronic image file

System must allow for electronic image file to be delivered and accessible for authorized facility staff to review and approve prior to being electronically released.

Each piece of scanned mail must have an audit trail that can be reviewed by authorized staff

Approved scanned mail must delivered to inmate via electronic message application.

Mail will be scanned and accessible to the facility within one business day of receipt

Scanned mail must be able to be printed by authorized staff at customer discretion

Scanned mail must be able to be reassigned by authorized staff

Scanned mail must be able to be flagged for further investigation by authorized staff'

Staff must have the ability to open and zoom in on content

Scanned mail must be available in full color

Viewing app must be able to be used from a kiosk and/or tablet

App must organize received and approved mail by approval date and should clearly indicate any new and/or unopened mail.

Inmate must be able to manage their inbox and delete mail; although the mail should not be deleted from the database and still available for viewing in the mail scanning interface

Scanned documents must be digitally encrypted at rest and in transit

All mail scanning personnel must be HIPAA-certified personnel that have passed a background screening and signed a confidentiality agreement to manage records.

Physical mail retention shall not exceed 90 days.

After retention period physical mail shall be shredded.

Privileged mail should be sent directly to [Customer]. Any privileged mail accidently sent to the offsite facility should be forwarded to [Customer] immediately without being opened and/or scanned.

Vendor can contract with an outside company for this feature as long as it meets the requirements listed above and is approved by the Customer.

This service is to be offered at no additional cost to the facility. If there is an additional cost it must be open for negotiation and disclosed at time of bid. Any additional cost to the Customer could be cause for disqualification.

TECHNICAL SPECIFICATIONS - PAYMENT SERVICES

[Customer] is seeking a qualified vendor to develop a comprehensive Automated Payment Services System. The Payment Services System will allow _____ to be paid via Point of Service Kiosks and Counter-Top Terminals, an IVR automated phone payment services, or via the internet. This Bid includes Inmate Deposit Services. The system will require the vendor to provide limited Fiduciary Services for the Payment Services System. The goal is to eliminate manual payment processing and cash handling by the staff of [Customer] to increase efficiency and reduce costs to [Customer]. This automated payment system will also increase convenience for payers and improve transaction volumes.

[Customer] is seeing the optimal money transaction system with emphasis on 1) ease-of-use, and 2) low service charge to the inmate/family/friends/payers for depositing funds into inmate Trust Accounts or other types of government fees, fines, or charges. Transaction services must be available in designated pre-booking and public lobby areas as well as being offered by phone or through the internet.

1.3 REQUIREMENTS

Equipment, installation, integration, maintenance, training, promotional materials, cash pick-up services, monitoring, investigative and transactional reporting, and live, US-based client and customer support teams must be provided FREE-OF-CHARGE to [Customer].

No staff of [Customer] will be responsible for any aspect of the payment services functions listed above.

Bidders must have the ability to provide prepaid account funding for ITS, Tablets and Video Visitation. Payments for items such as video visitation should not require prepayment to schedule a visit and only take payment at time a visit take place.

Automated payment system must be compatible with current Commissary Provider or any other provider and jail management and accounting systems.

Current Providers: Accounting: Tech Friends (Lockdown) and JMS: Jailtracker.

The payment system must have robust fraud detection capabilities including the ability to detect counterfeit currency and fraudulent credit and debit card transactions.

All accepted transactions must be guaranteed to [Customer] with real-time validation, payments, and reporting.

Vendor must hold a valid Licensed Money Transmitter in the State of Kentucky and certify PCI compliance.

On-Site Equipment: Bids shall include provisions for the equipment listed below, and/or any other equipment alternatives that may meet the needs of [Customer]. Bi-lingual options are required. Electrical needs and data connection requirements must be included for all equipment. Each terminal and kiosk must include an Uninterruptable Power Supply (UPS) that provides a minimum of 20 minutes back-up power to the equipment it is servicing. Equipment descriptions should be complete and include all available features.

Automated Payment Kiosks. The hardened kiosks, both hardware and software, must be suitable for detention lobby environments and manufactured to withstand attempts of theft, vandalism and other forms of abuse. Any loss of funds due to damage / break-ins shall be the responsibility of the vendor and funds must be paid to [Customer] on behalf of payers once successfully remitted.

1.4 THE KIOSKS MUST:

Be operational 24 hours per day 365 days per year except during pre-established periods of down-time

Be able to accept cash and credit/debit card payments.

Be able to accept cash payments even in the event that the payment processing network is down and limits the ability to process credit and debit card transactions.

Be equipped with an updatable currency acceptor to safeguard against counterfeit funds. In the event a kiosk accepts counterfeit funds, vendor must guarantee those funds to [Customer].

Be off of the internal WAN, and utilizing a dialup or DSL connection (vendor supplied) to the vendor.

Be remotely monitored for service disruptions and cash inflow levels. Cash must be retrieved before cash capacity issues disrupt service.

Be secure from consumer fraud. In the event of consumer fraud, vendor must guarantee those funds to [Customer].

Be compliant with the Americans with Disability Act.

Be monitored by vendor with picture capture in a method acceptable to [Customer]. The vendor shall provide on demand reproductions of any transactional periods as requested, delivered within 24 hours of request for the duration of the contract.

Include a user-interface touchscreen and a display monitor for providing users with relevant payment information and other messages.

Have a secondary monitor on the kiosk that provides information on the available deposit services or specific information provided by the facility

All payment transactions must transfer in near real time to the selected inmate accounts via the current vendor's commissary system. Currently, [Customer] utilizes the Lockdown Commissary System provided by techfriends.

Be maintained by the Company and not the customer. The company must be responsible for emptying any cash payments into the machine if cash is accepted.

At a minimum, Automated Payment Kiosks will be installed in the following locations:

Lobby Area

Automated Kiosks must be suitable for jail environments and manufactured to withstand theft attempts, vandalism and other forms of abuse. A small footprint is desired due to space limitations at each proposed location. If the Kiosk accepts cash it must be emptied by the Vendor and the Customer assumes not responsibility or accounting for cash payments.

Off-Site Payment Programs: Bids should include provisions for the following programs or suitable alternative solutions. These programs must be capable of accepting credit/debit card payments to several accounts with [Customer] through the Automated Payment Services System. Bi-lingual options are required.

Online Web-based Payment Program. The website must process credit/debit card payments of an amount to be set by the Customer and transfer all transactions in real time to designated accounts. The website should have the same [Customer] banner as [Customer]'s Office internet website (URL).

Telephone/Interactive Voice Recognition Payment (IVR) Program. The program must process credit/debit card payments of an amount to be set by the customer and transfer all transactions in real time to selected designated accounts.

1.5 MAINTENANCE AND SUPPORT

1.6 ON-SITE EQUIPMENT OWNERSHIP & SERVICE:

On-Site Equipment Ownership & Service: The vendor will retain ownership of all hardware and software supplied during the term of the agreement. Bids should include service schedules and all other relative details. All equipment must be serviced as often as necessary to ensure availability at all times. Minor adjustments in the service schedules are allowed as long as the revised schedule maintains an acceptable level of service. The contractor must make maintenance service available for out-of-order equipment 24 hours per day 365 days per year.

The vendor will provide a four-hour maximum response to out-of-order calls, 365 days per year. If a piece of equipment cannot be repaired, it must be replaced within 24 hours.

In the event a kiosk is vandalized to the extent that surface repairs are not feasible, the kiosk should either be repaired with new surface parts or replaced. Damaged and/or unsightly

equipment must be repaired or replaced within a pre-established time schedule. [Customer] will not assume any liability for damage caused to the kiosks through acts of vandalism, theft, accidents or any other causes.

Cash must be removed by the vendor on a regular basis to prevent system failure.

The vendor must notify [Customer] when they notice a software failure. This notification shall be made within two hours and provide [Customer] with the estimated repair time.

1.7 REPORTING:

Reporting capabilities must enable [Customer] easy access to integrated, on-demand reporting for payments made in real time. Reports should allow customizable fields detailing the activity of each kiosk transaction, IVR payment, or online payment including payer name/account information, payment details (time/location/etc.), transaction volume, dollar volume and fees generated. Reports must reflect transaction details from all the payment portals together and each one separately. They must include data filters that can be sorted to provide the information that is required.

1.8 PROMOTIONAL MATERIALS:

Vendor must provide and assist with the dissemination of instructional and promotional materials, which include information on usage and availability of vendor's kiosk, online payment portal and interactive voice response system to [Customer] payers. Such materials may include pamphlets, materials for [Customer]'s website, kiosk signage, and other appropriate materials mutually agreed upon by vendor and [Customer]

1.9 CUSTOMER SERVICE:

Vendor shall be able to provide bilingual customer service in English and Spanish to cover end-user inquiries regarding the acceptance of payment through the Contractor's kiosk, online payment portal and interactive voice response system. At a minimum, customer service telephone communications shall be available to end users between 8:00am to 5:00pm (EST). Customer service shall be available with on-line assistance during all hours of operations.

1.10 FIDUCIARY RESPONSIBILITIES:

The vendor will process all monies. The vendor accepts full responsibility for all monies received. The vendor is responsible for the kiosks accepting counterfeit money. The vendor is responsible for all fraudulent credit/debit card transactions.

The vendor will transfer funds from their banking account to the appropriate [Customer] banking accounts on a daily basis.

INMATE TRUST ACCOUNT SERVICES;

> If the vendor finds a fraudulent transaction and the inmate is still in custody with a sufficient balance, monies may be recovered from that inmate by withdrawing the appropriate monies from his or her account with customer approval. However, if the inmate is out of custody or in custody with an insufficient balance, the vendor will be unable to recoup its losses through the [Customer]. All transactions accepted by the vendor's automated payment systems must be guaranteed to [Customer]. In most circumstances the vendor will have no access to the inmate trust account without customer approval.

ALL SOFTWARE SYSTEMS MUST BE FULLY COMPATIBLE WITH THE CURRENT VENDOR'S OPERATIONAL SYSTEMS TO ALLOW CONSISTENT TRANSACTIONAL PROCESSING AND REPORTING.

ALL TRANSACTIONS MUST BE ENCRYPTED USING CURRENT INDUSTRY STANDARD ENCRYPTION PROTOCOLS AND BEST PRACTICES FOR SECURITY.

THE VENDOR MUST DEMONSTRATE THAT THEIR SYSTEMS HAVE BEEN IN USE FOR AT LEAST TWO YEARS, IN MULTIPLE LOCATIONS, PROVIDING MULTIPLE TYPES OF TRANSACTIONS.

THE VENDOR MUST DEMONSTRATE THE EFFECTIVENESS OF INTEGRATED SECURITY FEATURES ACROSS ALL PLATFORMS IN ORDER TO MAINTAIN UTMOST PRIVACY, PROTECTION FROM DATA INTRUSION AND FRAUD PREVENTION FOR ALL PARTIES, INCLUDING [Customer], THE VENDOR, AND END USERS.

THE VENDOR MUST PROVIDE PROOF OF ACHIEVING PCI COMPLIANCE STANDARDS AND HOLD A CURRENT MONEY TRANSMITTER'S LICENSE IN THE STATE OF KENTUCKY.

IN ADDITION TO OTHER SECURITY PROTOCOLS, THE VENDOR MUST PROVIDE PICTURE CAPABILITY TO ASSIST WITH THE APPREHENSION OF THOSE INVOLVED IN FRAUDULENT ACTIVITY.

ALL TRANSACTIONS ACCEPTED BY THE VENDOR'S AUTOMATED PAYMENT SYSTEMS MUST BE GUARANTEED TO FRANKLIN COUNTY.

ADDITIONAL REQUIREMENTS

Vendor must act as the custodian of records for all open records requests involving inmate telephone or tablet use.   Vendor must fulfill any request in compliance with the FOIA Standard. If vendor is unable to meet this request it must be disclosed and will not be grounds for disqualification.

Vendor must have the ability to provide Kiosks for inmate use and must provide the customer details about the type of inmate Kiosks they offer. Not providing a kiosk will not be grounds for disqualification but must be disclosed.

MAINTENANCE AND SUPPORT COMMITMENT

The awarded contractor shall maintain sole and absolute responsibility for the maintenance and service of the proposed systems at no cost to [Customer].

SYSTEM MAINTENANCE AND SUPPORT PLAN

Vendor shall describe in detail how the systems are maintained and supported to ensure, for the duration of the contract term, reliable service for inmates and consistent access to system controls and reporting capabilities by the [Customer]. The vendor's service and support plan must address at a minimum the following topics:

Local Maintenance and Repair Service

The contractor shall provide local service personnel to maintain and/or replace broken or malfunctioning telephones, video stations, tablets, or system equipment as needed.

Remote Access for System Monitoring and Software Maintenance

The vendor's technical experts must be able to remotely monitor system performance and, if necessary, remotely reconfigure or repair the system's software control program. Include the company's policy for updating the user interface software as new versions are released.

Trouble Help Desk

Contractor shall provide facility staff a toll-free Help Desk number that can be reached 24 hours a day, 365 days a year to report system problems, ask for help with system functionality or submit requests for additional equipment or services. The Help Desk should be contractor-run and staffed with the contractor's trained personnel.

Trouble Ticket Tracking and Escalation

Contractor must have and describe in the bid a well-defined process for logging, tracking, and resolving issues related to the proposed systems and services. Define the proposed emergency-priority levels and proposed response and resolution times for each level. Provide the escalation plan for dealing with issues that are not resolved within the agreed upon time frame. Upon contract award, the contractor is to provide [Customer] with specific names, titles, and personal-contact information for all individuals involved in ticket escalation.

ADDITIONAL TRAINING AS NEEDED

In addition to initial training required at the time of system installation, if deemed necessary by the [Customer], the contractor must offer and provide additional training to

existing or new [Customer] employees. Describe follow-up training options such as on-site and webinar-type training if available.

PUBLIC CUSTOMER SUPPORT PLAN

Contractor shall provide a contractor-run and staffed billing customer support help desk for public users of the proposed systems such as called parties and public video visitors. Describe in detail the availability of the helpdesk as well as the services provided to the public by this support group. The vendor's Billing Customer Support Plan must address at a minimum the following requirements:

Live Customer Service via Toll Free Number

Called parties must be able to contact the vendor's live customer service representatives seven (7) days a week via a toll free number for assistance with any issues, including but not limited to: billing disputes, blocked calls from inmates, dropped calls or video sessions, and setting up or replenishing prepaid accounts.

Customer Service via Phone IVR and Website

The vendor's Customer Service shall include self-help options via an automated telephone IVR system and an easy to navigate Website.

IMPLEMENTATION

The awarded contractor shall provide and be responsible for the installation all equipment and any necessary cabling related to the required services at no cost to the [Customer]. Installation of the system shall be at the awarded contractor's expense, as will removal of same upon cancellation or completion of the contract. The contractor shall be totally responsible for all equipment and services.

RISK OF LOSS

The risk of loss and/or damage of vendor's equipment will be fully assumed by the vendor during shipment, unloading and installation.

DELIVERY AND UNLOADING

The vendor must provide transportation to and unloading of equipment at [Customer]'s designated location. [Customer] will not be liable for any charges related to packaging, delivery, or storage of equipment or materials required for proper implementation of the required services. All packing crates, boxes, paper, packing materials, and all other such extraneous material shall be removed from the premises by the vendor at his/her expense after installation.

IMPLEMENTATION PLAN

Vendors must submit with bid a detailed implementation plan that indicates the time and activities required for installation, utility coordination, training, cut-over and testing. The system must be installed in a manner and under a time-frame designed to minimize disruption of the normal functioning of [Customer] facilities and security concerns. Any delay in contractor's implementation schedule that is caused by [Customer] personnel will increase the contractor's time allowed to cut-over by the length of such delay.

TRAINING

At no additional cost to [Customer], hands-on training is to be provided on-site for all [Customer] personnel authorized to access the telephone system. At no charge, the contractor must provide, upon, completion of training, one (1) set of appropriate documentation per installed facility. Describe, in the bid, the training program for [Customer] staff, including a description of topics covered and any applicable documentation or training aids.

SYSTEM ACCEPTANCE

System acceptance shall be determined by a consecutive thirty (30) day period during which the system must function error free. The vendor must work with the [Customer] to determine the actual definition of error free operation.

BILLING, RATES, AND COST RECOVERY

BILLING, RATES, AND COMMISSION

Billing and Collections

The contractor shall be the responsible for call billing and collections. Billing for an inmate's call shall not begin until the call is positively accepted by the called party and shall end when either party hangs up. Describe the vendor's billing processes.

Responsibility for Fraudulent and Uncollectible Calls

The contractor shall be responsible for any financial losses due to fraudulent billing and/or uncollectible call charges. The vendor must agree that any losses due to fraudulent calls or uncollectible telephone bills will not be subtracted from the gross revenue from inmate calls prior to the calculation of [Customer]'s commission rate.

Responsibility for Monthly Line Fees

The contractor shall assume the responsibility for all monthly line fees associated with the proposed system.

CALL RATES/FEES

As the FCC brings equality to the rates and fees of every vendor and the elimination of commissions, the merits of the bid will take into account all aspects of the BID. The State will conduct an BID that has evaluation criteria that awards more point percentages to the system itself. The rates are set by the State per the FCC rules based on ADP so that all vendor commission is based upon the same rates and fees. Rates will be disclosed to the Customer.

ADDITIONAL CHARGES AND FEES

The Vendor is to outline any additional fees that are applicable. No additional fees will be allowed.

OTHER CHARGES

Vendor shall define other costs/fees that will be charged to public, the [Customer] or users of other proposed services (public or inmate) including:

- Video Visitation
- Wireless tablet equipment
- Services delivered through wireless tablets

- Mail Scanning
- Payment Services

TAXES

Taxes are to be charged to end user customers based on per call, visit, etc. and not at the time of deposit. Vendors who propose charging taxes charged at the time of deposit will be disqualified. Please provide a detailed explanation on how taxes will be charged to customers/end users.

COMMISSION

Vendor shall pay [Customer] a commission rate for all local, intrastate, and international inmate calls, whether collect or prepaid. All completed in-state and international calls that generate revenue for the contractor, third parties or subcontractors utilized in the performance of this contract, are considered part of gross revenue upon which the [Customer]'s commission is based. The agreed upon commission rate shall remain fixed during the contract term, unless [Customer] and the vendor mutually agree to modify the commission at any time during the contract term.

[Customer]'s commission rate shall be paid monthly. The vendor shall provide with each commission payment, revenue detail reports that clearly show total revenue from each inmate telephone, broken down by call type, as well as total revenue for all calls during the billing period. Call revenues must be verifiable in monthly reports provided by the vendor and at the on-site system workstation from original call detail reports.

Vendor shall define the proposed commission rate offered to the [Customer] for the following and be open to negotiation before the final contract is drafted.

CALL TYPE	COLLECT	PRE-PAID COLLECT	DEBIT AND/OR INMATE BASED PRE-PAID
ITS Revenue Sharing Rate:			
Revenue Share Rate from Tablet generated Calls			
		FREQUENCY	COMMISSION
Services delivered through Wireless Tablets			
Video Visitation			
Messaging or Similar services			