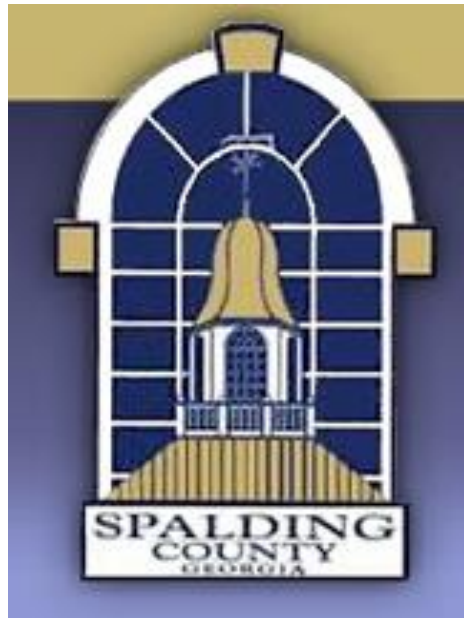


# **SPALDING COUNTY, GEORGIA**

**September 25, 2015**

## **REQUEST FOR BID**

### **Inmate Phone and Commissary Services**



#### **SPALDING COUNTY ADMINISTRATIVE SERVICES**

**Terri Bass, Administrative Assistant  
119 East Solomon Street, Room 104  
Griffin, GA 30223  
770-467-4226**

## **INVITATION TO BID Inmate Phone and Commissary Services**

Spalding County Board of Commissioners invites all qualified bidders to submit a cost proposal for the above captioned Project. Digital copies of the CONTRACT DOCUMENTS and Specifications may be obtained from Spalding County by contacting Terri Bass at [tbass@spaldingcounty.com](mailto:tbass@spaldingcounty.com) or on the Spalding County website at [www.spaldingcounty.com](http://www.spaldingcounty.com). Hard copies of the CONTRACT DOCUMENTS may be obtained upon receipt of a non-refundable payment of \$10.00 for each set that is mailed or faxed.

**A MANDATORY Pre-Bid Conference will be held Wednesday, October 21, 2015, 10:00 a.m., (EST)** at the Spalding County Correctional Institution, 295 Justice Blvd., Griffin, GA 30224.

All general questions must be in writing via email; [tbass@spaldingcounty.com](mailto:tbass@spaldingcounty.com) NO PHONE CALLS. **Final written questions are due by Friday, October 23, 2015, 5:00 p.m., (EST).**

**Sealed Bids are due: MONDAY, November 02, 2015, 10:00 a.m., (EST)**

**BIDS MUST BE SIGNED, IN A SEALED ENVELOPE AND MUST INCLUDE ALL OF THESE COMPLETED DOCUMENTS:**

- Appendix A – Scope of Services**
- Appendix B – Insurance Requirement Affidavit**
- Certificate of Insurance – General Liability, Auto Liability and Worker Compensation**
- Permits and Business License, E-verify Number and Immigration Form**

**Deliver Sealed Bids and Appendix Documents to:  
Spalding County Board of Commissioners  
Inmate Phone and Commissary Services  
119 East Solomon Street, Room 104  
Griffin, GA 30223**

Announcement of award will be done upon evaluation of submitted bids and funding. Spalding County reserves the right to reject any or all bids.

William P. Wilson, Jr., County Manager

**INTRODUCTION:**

This is a Request for Bid for **INMATE PHONE AND COMMISSARY SERVICES** for The Spalding County Correctional Institution. Instructions for preparation and submission of a bid are contained in this packet. Bids must be typed or printed in ink.

It is the intent of the Spalding County Board of Commissioners to award a SINGLE CONTRACT for **INMATE PHONE AND COMMISSARY SERVICES** at the Spalding County Correctional Institution. Spalding County provides equal opportunity for all businesses and does not discriminate against any person or business because of race, color, religion, sex, national origin, and handicap or veterans status. This policy ensures all segments of the business community have access to supplying the goods and services needed by Spalding County.

**ADMINISTRATIVE SERVICES CONTACT FOR THIS REQUEST:**

All questions concerning this invitation and all questions arising subsequent to award are to be addressed to the following:

Spalding County Administration  
Attn: Terri Bass  
119 East Solomon Street, Room 104  
Griffin, GA 30223  
Phone: (770) 467-4226, Fax (770) 467-4227  
E-mail: [tbass@spaldingcounty.com](mailto:tbass@spaldingcounty.com)

To maintain a “level playing field”, and to assure that all bidders receive the same information, bidders are requested **NOT** to contact anyone other than the contact above until after the award of the contract. Doing so could result in disqualification of the proposer.

**DUE DATE:**

Sealed bids will be received at the Spalding County Board of Commissioners office, 119 East Solomon Street, Room 104, Griffin, GA 30223 no later than **10:00 AM (EST) Monday, November 02, 2015**. Bids received after this time will not be accepted.

**BID COPIES FOR EVALUATION:**

One (1) original will be required for review purposes, and one (1) copy.

**PRE-BID CONFERENCE:**

There will be a **MANDATORY** pre-bid conference held at the Spalding County Correctional Institution, 295 Justice Blvd., Griffin, GA 30224, at **10:00 AM, EST, Wednesday, October 21, 2015**. Any questions and/or misunderstandings that may arise from this bid must be submitted in writing and forwarded to the Terri Bass at the above address or by email. It shall be the Bidders responsibility to seek clarification as early as possible prior to the due date and time. **ANY CONTRACTOR WHO INTENDS TO SUBMIT A PROPOSAL IS REQUIRED TO ATTEND THIS MEETING.**

Answers to questions submitted that materially change the conditions and specifications of this bid will be distributed to all addressees as an addendum. Any discussions or documents will be considered non-binding unless incorporated and distributed in an addendum.

**ADDENDA:**

Answers to questions submitted that materially change the conditions and specifications of this bid will be distributed to all addressees as an addendum. Any discussions or documents will be considered non-binding unless incorporated and distributed in an addendum.

Bidders should check with Terri Bass at [tbass@spaldingcounty.com](mailto:tbass@spaldingcounty.com) frequently during the bidding process to verify that they have received all issued addendums. While every attempt is made to make sure that registered bidders receive notice of addendums, bidders have the responsibility of making sure that they have received all issued addendums. Addenda are required to be signed and returned with the bid proposal.

**CONTRACT TERM: n/a**

**QUALIFICATIONS OF OFFERORS:**

Bidders must be licensed by the State of Georgia to perform phone and commissary services and must provide a copy with the bid proposal.

Bidders must have a current business license and provide a copy of that license with the submittal of their bid proposal.

Bids from any offeror that is in default on the payment of any taxes, license fees, or other monies due to Spalding County will not be accepted.

Bidders are to submit at least (3) three commercial references for compatible services for which your entity provides and include a contact name and phone number.

## **PROPRIETARY INFORMATION:**

Careful consideration should be given before submitting confidential information to Spalding County. The Georgia Open Records Act permits public scrutiny of most materials collected as part of this process. Please clearly mark any information that is considered a trade secret, as defined by the Georgia Trade Secrets Act of 1990, O.C.G.A. §10-1-760 et seq., as trade secrets are exempt from disclosure under the Open Records Act. **Spalding County does not guarantee the confidentiality of any information not clearly marked as a trade secret.**

## **SELECTION PROCESS:**

Administrative staff will make a recommendation for award to the Board of Commissioners. The Board of Commissioners will consider proposals at the November 16, 2015 Spalding County Commission Meeting or at a special called meeting, date and time TBA after November 16, 2015.

The award will be made to the responsible offeror whose proposal represents the best value after evaluation in accordance with the factors listed below. The Spalding County Board of Commissioners may reject any or all bids if such action is in the County's best interest.

Spalding County intends to evaluate bids and award a contract without discussions with offerors. Therefore, the offeror's initial proposal should contain the offeror's best terms from a price and technical standpoint. The County reserves the right to conduct discussions if the County later determines them to be necessary.

## **INSURANCE:**

Bidders shall maintain the following insurance (a) comprehensive general liability, including blanket contractual, covering bodily injuries with limits of no less than \$1,000,000.00 per occurrence, and property damage with limits of no less than \$1,000,000.00 per occurrence; and (b) commercial automobile liability, including blanket contractual, covering bodily injuries with limits of no less than \$1,000,000.00 per occurrence, and property damage with limits of no less than \$1,000,000.00 per accident (c) statutory worker's compensation insurance, including \$1,000,000.00 employer's liability insurance. (d) Employee dishonesty and/or crimes coverage with respect to personnel of Contractor having access to County buildings, with limits of no less than \$50,000.00 per occurrence. All insurance shall be provided by an insurer(s) acceptable to the County, and shall provide for thirty (30) days prior notice of cancellation to the County. Upon request, Contractor shall deliver to the County a certificate or policy of insurance evidencing Contractor's compliance with this paragraph naming the Spalding County Board of Commissioners as additional insured. Contractor shall abide by all terms and conditions of the insurance and shall do nothing to impair or invalidate the coverage.

**BID BOND AND PERFORMANCE BOND:**

A Bid Bond shall be required for this project in the amount equal to 5% of the bid. Performance and Payment (P&P) Bonds will be required of the successful bidder each in the amount equal to 100 percent of the contract sum. Said P&P Bonds shall be furnished within ten (10) days following execution of the contract.

**GEORGIA SECURITY AND IMMIGRATION COMPLIANCE ACT:**

All Bidders shall execute an enclosed affidavit verifying that Proposer has registered and participates in the federal work authorization program to verify information of all new employees, per O.C.G.A. 13-10-90, et seq. and Georgia Department of Labor Regulations Rule 300-10-1-02. The appropriate affidavit is attached hereto as "Exhibit A". By submission of this Proposal, Bidders certify that any subcontractor employed by Proposer for the performance of this agreement will execute an appropriate subcontractor affidavit verifying its registration and participation in the federal work authorization program and compliance with O.C.G.A. 13-10-90, et seq, and Georgia Department of Labor Regulations Rule 300-10-1-02, and that all such affidavits are incorporated into and made a part of every contract with each subcontractor.

In accordance with OCGA 50-36-1, Proposer certifies its eligibility for public benefits. The appropriate affidavit is attached hereto as "Exhibit B".

**GENERAL INFORMATION:**

No bids received after said time or at any place other than the time and place as stated in the notice shall be considered. No responsibility shall attach to Spalding County for the premature opening of a bid not properly addressed and identified.

**WITHDRAWAL OF PROPOSAL:**

A bidder may withdraw his bid before the due date, without prejudice to the bidder, by submitting a written request of withdrawal to the Spalding County Board of Commissioners.

**REJECTION OF PROPOSAL:**

Spalding County may reject any and all bids and must reject a bid of any party who has been delinquent or unfaithful in any formal contract with Spalding County. Also, the right is reserved

to waive any irregularities or informalities in any bid in the bidding procedure. Spalding County shall be the sole judge as to which bid is best, and in ascertaining this, will take into consideration the business integrity, financial resources, facilities for performing the work, and experience in similar operations of the various bidders.

**STATEMENT OF EXPERIENCE AND QUALIFICATIONS:**

The bidder may be required, upon request, to prove to the satisfaction of Spalding County that he/she has the skill, experience, necessary facilities and ample financial resources to perform the contract(s) in a satisfactory manner and within the required time. If the available evidence of competency of any bidder is not satisfactory, the bid of such bidder may be rejected. The successful proposer is required to comply with and abide by all applicable federal and state laws in effect at the time the contract is awarded.

**NON-COLLUSION AFFIDAVIT:**

By submitting a bid, the bidder represents and warrants that such bid is genuine and not sham or collusive or made in the interest or in behalf of any person not therein named, that the bidder has not directly or indirectly induced or solicited any other bidder to put in a sham, or any other person, firm or corporation to refrain from bidding and that the bidder has not in any manner sought by collusion to secure to that bidder any advantage over any other bidder.

**INTEREST OF:**

By submitting a bid, the bidder represents and warrants that a Commissioner, Administrator, employee, nor any other person employed by Spalding County has, in any manner, an interest, directly or indirectly, in the bid or in the contract which may be made under it, or in any expected profits to arise therefrom.

**DOCUMENTS DEEMED PART OF THE CONTRACT:**

The notice, invitation to bid, general conditions, and instructions for bidders, special conditions, specifications, bid, and addenda, if any, will be deemed part of the contract.

**STANDARD INSTRUCTIONS:**

1. The instructions contained herein shall be construed as a part of any bid invitation and/or specifications issued by Spalding County and must be followed by each bidder.

2. The written specifications contained in this bid shall not be changed or superseded except by written addendum from Spalding County. Failure to comply with the written specifications for this bid may result in disqualification by Spalding County.
3. All goods and materials shall be F.O.B. Destination Griffin, Georgia and no freight or postage charges will be paid by Spalding County unless such charges are included in the bid price.
4. **"INMATE PHONE AND COMMISSARY BID"** must be written clearly on the outside of each bid envelope in order to avoid prior opening in error.
5. All bids must be received and in-hand at bid due date and time. Each bidder assumes the responsibility for having his/her bid received at the designated time and place of bid due date. Bids received after the stated time and date shall be rejected without consideration, regardless of postmark. Spalding County accepts no responsibility for mail delivery.
6. Unless otherwise stated, all bids submitted shall be valid and may not be withdrawn for a period of 90 days from the due date.
7. Each bid form submitted must include the name of the business, mailing address, the name, title and signature of the person submitting the bid. When submitting a bid to Spalding County the first page of your bid package should be the bid form listing the price, delivery date, etc.
8. Spalding County reserves the right to accept a bid that is not the lowest price if, in the County's judgment, such bid is in the best interest of the County and the public. The County reserves the right to reject any and all bids.
9. Telephone, telegraphic or facsimile bids will not be accepted.
10. No sales tax will be charged on any orders.
11. Bids shall identify any subcontractors, and include an explanation of the service or product that they may provide.



## SCOPE OF SERVICES

The following describes the intended process of how commissary will be ordered and delivered, inmate accounting system specifications, hardware specifications, warranty and maintenance, staffing requirements, billing, and implementation requirements. The vendor will be required to provide an inmate accounting and commissary ordering and delivery solution that meets the requirements set forth here as well as any value added aspects the vendor may propose. It is the intent of Spalding County to partner with the vendor providing the best value and most secure process of providing commissary service to the Spalding County Correctional Institution. **No alternate or on-site order pulling responses shall be accepted in response to this RFP. Any alternate response shall be returned to the vendor unopened. Vendors must meet the minimum requirements of the Technology Section of this RFP. Deviations from any bid specifications shall be deemed to an unresponsive bid submission, and in turn, disqualify the vendor from the bidding process**

The Spalding County Correctional Institution has an average daily population of **384 inmates**. The facility address is as follows:

295 Justice Blvd.  
Griffin, GA 30224

The Spalding County C. I. requires the following for the start of a new commissary contract:

Vendors will provide a commission to SCCI on gross commissary sales. Gross sales do not include any phone time sales or sales tax.

The awarded Vendor must purchase the Inmate Accounting Software System.

1 Computer Workstation with flat panel monitor.

Wall Mounted Kiosk Order Entry System. The vendor will provide, at a minimum, 6 Housing -Type Wall-mounted (Tamper Proof) inmate order entry Kiosks with color touch screens. Incoming vendor will be responsible for wiring ALL kiosks for network and electricity at no cost to Spalding County.

5. Inmate Housing Kiosk Functionality to include:

Commissary Order Entry

Account History

Appointment Request Features

Inmate Grievance/Medical Requests

Ability to Post Facility Information

6. Proposed menu and pricing.

7. Automated Deposit Services with one (1) Lobby Deposit Kiosk accepting cash and credit / debit cards.

8. Commissary orders delivered one (1) time per week to SCCI from the Vendor's warehouse. All deliveries must be secured. The delivery time and day will be mutually

agreed upon by the SCCI and Vendor.

9. Individual commissary orders shipped to the facility will be delivered to the inmate population by the employees of the SCCI Staff.

10. Prices listed shall be guaranteed for the first year of the contract. Any price increases must be agreed upon by a designated representative of SC and said increase shall take effect and be implemented annually on each contract anniversary date.

11. Mandatory active integration experience with the facility Offender Management System.

12. Provide a technology fund from commission that will provide funding for Inmate Management software to be used by SCCI.

13. There will be a mandatory Correctional Institution walk through to determine wiring costs for incoming vendor on October 21, 2015 at 10:00am in the CI conference room. Failure to attend result in disqualification

14. If after reading this RFP it is determined that the Vendor cannot meet all the requirements as stipulated by Spalding County, the vendor may choose to submit the Spalding County “Inmate Phone and Commissary Service – No Bid Form”.

All bidders must define in detail in their written response how their commissary delivery system and operation will meet the requirements as stipulated.

## ORDERING PROCESS AND PROCEDURES

The successful vendor will provide an Inmate Order Entry Wall-Mount Housing (tamper proof) Type Kiosk Solution with Commissary Order Entry Software to order commissary, fully integrated with the SCCI’s Offender Management System. The entire inmate population will be allowed to order commissary one (1) time per week. The electronic data of the orders will be transmitted via the internet to the vendor’s designated warehouse, including all relevant information. The SCCI will not allow for vendors to dial in to the SCCI computer system for the retrieval of orders. Order information must be able to be transmitted locally from the commissary computer supplied by the awarded vendor.

Pricing and items cannot be changed by the vendor without the consent of the designated representative of Spalding County. Prices submitted shall remain in effect for the first year of the contract. Price increases shall be allowed on the anniversary date of the commissary contract upon approval of the designated representative of Spalding County. A current market analysis is required prior to consideration of price adjustment.

Each inmate will order with a weekly dollar limitation that will be set forth by

the SCCI.

Once the inmate's available funds are exhausted, additional items will not be processed. The vendor's software must search for the next item on the commissary sheet that may be attained by the inmate due to limited funds, maximizing the inmate's purchases. Items exceeding the inmates' available funds must be listed at the bottom of the inmate receipt.

In addition, any items that are unavailable to the inmate due to restrictions, unauthorized items, or item quantities that exceed the SCCI's limits, etc., must be listed at the bottom of the inmates receipt. A sample of the master commissary sheet and inmate receipt detailing said restrictions must be enclosed with the vendor's response.

The Vendor must establish a procedure for handling replacement and/or reimbursement for defective footwear and expired food items as determined by SCCI and purchased within a 30-day period. This procedure must be approved by the SCCI. System should limit amount of deposits as set by SCCI. The SCCI must have the ability to override this limit.

It is the SCCI's intent to maintain the current, security conscious, correctional environment. All products intended to be sold to inmates must be submitted to the SCCI for inspection and approval prior to sale for safety and security purposes. Items containing tobacco, metal or glass cannot be sold. Specifically, the vendor must provide "correctional safe pens". A preference shall be given to the vendor providing the most "security friendly" products. There will be no substitution of products, without prior authorization from SCCI.

The Vendor will be required to develop an informational package which will serve to explain and inform the inmate population of the procedures for ordering and receiving commissary. All such information must be provided in both English and Spanish.

Orders must be processed off site. Space will not be made available to the vendor at facility. The SCCI reserves the right to a site visit of the Vendor's warehouse before the award of a contract is made.

Representatives from Spalding County will review all proposals received. Each evaluation criteria has been given a point total based on its relative value to the scope of work as a whole. The RFP is a value-based bid as Spalding County is looking to partner with the vendor that best meets all the requirements set forth in this RFP.

## INMATE ACCOUNTING SYSTEM

1. Spalding County will require the successful vendor to provide an entire Inmate Banking and Commissary Kiosk Ordering Software System. The vendor system will be used to facilitate the tracking of inmate funds, inmate locations within the facilities, check-writing, bank reconciliation, payroll, property, and provide the ability to order commissary items such as food, hygiene and other approved items from the successful vendor. Spalding County has the authority to award in whole or part. Any subcontracting by the successful vendor must be presented and approved by the SCCI before engaging. The successful vendor must own, support and service the banking software offered. No exception to this requirement will be allowed.

2. Vendor MUST provide and assume all costs for an Electronic Booking Type Integration with the Offender Management System for the electronic exchange of all pertinent inmate information required to operate the financial system.

3. The vendor, in their proposal, must provide a timeline on the history of the development of their software to include, at a minimum: The date of the systems first introduction to the correctional industry. Programmers who created the software and their current status within the company.

Current technical staff, job titles, phone numbers, experience, and duties.

Current ownership of the vendor's software and who provides the customer service for and continuing enhancements of the software.

Listing of all comparably sized correctional facilities in the State of GA and surrounding states where the vendor's software is utilized, as put forth in this bid. Said list to include the names of contacts, phone numbers and a description of the utilization of your software at said facilities.

4. The vendor shall be responsible for supplying any necessary financial reports from their software to meet the needs of Spalding County at no charge.

5. The vendor shall be responsible for providing adequate training for the Spalding County Correctional Institution's employees as to the thorough and proper use of the vendor's software at no charge to Spalding County. On-going training will be required by the vendor as needs arise at no charge to Spalding County. The vendor shall submit, upon award, a training schedule. All training will be the sole responsibility of the vendor. The initial training of the SCCI's employees will conclude when the Warden signs off

on the training schedule as completed.

6. The successful vendor must have interface experience with the SCCI Offender Management System and provide a current facility reference with contact names and numbers.

7. The vendor's software, at a minimum, must meet the following requirements:

Security protocols to limit accessibility to the vendor's software by individual, group and the ability to authorize software access by terminal/workstation. Transactions must be time stamped by user and terminal for auditing purposes.

Post deposits on-line and in real time, to an inmate's account, all windows and mail deposits. Deposits must have the ability to be posted in batch mode to increase the efficiency of the staff. Batches must have the ability to be numbered by the user to track said batches for audit purposes.

Track inmates who may be indebted and automatically track, calculate and post arrears, payments of fines, restitution's damage to property payments and other financial obligations.

Allow user to conduct batch entries for all accounting data. Provide for automated transaction category codes and transaction amounts.

Monitor all system activity including but not limited to: new entries, data changes, log in and log outs and releases.

Print batch checks representing payments for more than one inmate, with inmate numbers noted.

Log all checks generated by the system with user ID, date, time, payee/s, and payer's amount. Checks must have the ability to be written to an individual or third party. A "virtual" check must be approved by the user prior to the printing of a check for verification purposes.

Allow one workstation to print checks to a networked check printer.

Configuration for said workstation to the networked printer must be achieved without user assistance. One check printer to be provided by the Vendor.

Ability to print "non-negotiable sample checks" to assist in configuration changes and verification of print locations prior to the printing of a "live" check.

Generate receipts for all deposits with an automated receipt numbering

system.

Calculate and post all inmates' sales from the commissary account.

Deduct on-line from an inmate's account of store order purchases.

Deduct on-line inmate money transfers that do not require the issuing of a check to an inmate.

Post on-line credits for commissary orders, shortages, damages, and releases.

Create various reports, including at least:

“Ledger” Report for each inmate.

Reporting of individual inmate accounts on a monthly basis or entire incarceration to include all transactions (deposits and withdrawals).

Recoverable/Receivable reporting to include: inmates charged, paid, and due/outstanding amounts.

Bank reconciliation features to include, but not limited to the following:

View and edit bank reconciliations by bank and date range.

List all payments and deposits in separate panels that allow for each panel to be viewed in full view.

User ability to add voided checks to a bank statement.

Provide detailed information of each transaction, to include but not limited to credits, debits, depositor name, date, and balance on the bank reconciliation.

Allow the user to manually lock each bank reconciliation, or unlock any transaction inside a statement if the status of the transaction must be changed.

Allow the user to modify information in the SCCI's bank statement after it has already been created.

The ability to generate summary and detail reports for each bank statement.

Allow the user to view and search transactions by type (checks only, other payments/deposits, etc.), status, date, check number or amount range, accounting event, resident ID number and payee name.

Allow the user the ability to print all or manually selected transactions for auditing purposes.

Commissary restrictions, (i.e. disciplinary restrictions) to include at a minimum:

Type of Restriction	Description	Example	Scope
Quantity per order	Any Item may be restricted to any quantity.	For instance, any inmate may be restricted to no more than 2 2-pack Tylenol per	Per inmate, per order
Quantity per time span	In addition to the quantity per order restriction, any item may be restricted to any quantity over any time span in days.	For instance, any inmate may be restricted to no more than 4 2-pack Tylenol over a 60-day period	Per inmate, per item, per time span
Disallowed item	Any item may be restricted entirely from a given inmate	For instance, any inmate may have smoked sausage restricted entirely so that none may	Per inmate, per item
Category Quantity Restriction	Any inmate may be restricted to a given quantity of a collection of	For instance, any inmate may be restricted to ordering up to 7	1 Per inmate, per category

Spending Limit Restriction	Any inmate may be restricted to a maximum dollar amount to be spent per order	For instance, any inmate may be limited to spending no more than \$50 per order	Per inmate, per order
Override	granted a spending limit override to order a given item	inmate may be allowed to spend up to \$40 on a tennis shoes, which amount does not contribute to the spending limit for the rest of the	item

Restriction Grid by Housing Location, Gender and / or Age	Entire restriction grids including combinations of any of the above restrictions can be applied automatically during the order process based upon an inmate's location in the	For example, an inmate in a female only pod can be automatically assigned to a female restriction profile without user intervention.	Per inmate, Per
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Commissary ordering system will allow for all restrictions in any quantity to any individual including but not limited to medical restrictions, for example candy bars restricted to diabetics.

A complete property management module to allow for the classification, inventorying and disposal of inmate property during incarceration.

#### Deposit Service Specifications:

1 Deposit Kiosk – vendor must provide standalone floor model kiosk to the county at no cost.

The kiosk must accept cash and credit/debit card deposits by friends and family members of inmates to be located in the jail public lobby.

The kiosk must be equipped with a camera to capture picture of each depositor.

The deposits must post in the Jail's Inmate Accounting system in real time.

All funds deposited must be guaranteed by the vendor.

The winning Vendor shall be responsible for any interface fees charged to create a real time interface with the SCCI's current inmate accounting system and Inmate Management System.

All costs of the hardware and installation are the successful Vendors responsibility. The successful vendor must possess a valid Money Transmitter License in the state of Georgia.

2 Deposit Kiosk questions for vendors

The proposal shall specify what look up information the kiosk will be able to provide to depositors to correctly identify inmates (e.g. Name, inmate ID number and date of birth).

The proposal shall specify what denominations of bills the kiosk will accept (e.g. \$1's, \$5's, \$10's).

The proposal shall specify what the maximum amount of bills your kiosk will accept before needing service.

The proposal shall specify that, if the deposit kiosk system is down, how the SCCI and Vendor will be alerted, and what action will be taken to correct the problem.

The proposal shall specify who services the deposit kiosk for repairs.

The proposal shall specify who collects the funds from the kiosk and how often those funds are picked up.

The ability for the kiosk to provide a receipt to the depositor shall be required. The proposal shall specify if the deposit kiosk will identify or take pictures of depositors.

The location, staffing, and brief description of proposers call center shall be provided in the proposal.

The proposal shall specify all service fees charged to the depositor.

The proposal shall describe your hiring practice for your employees who will be accepting credit card information from depositors.

3. Vendor must provide alternate service deposit methods for family and friends of inmates to post monies to inmate accounts. The following must be available: Vendor is responsible for all money deposited and guarantee of funds.

Phone: A call center using a 1-800 number in which family and friends can use a credit card to deposit funds into an inmate's account. The call center must be bilingual (English & Spanish) and call center

Internet: Designated website for family and friends to use a credit or debit card to deposit funds directly to an inmate's account

Walk up Cash Locations: Family and friends can use Western Union (or equivalent) locations and deposit monies into an inmate's account

Lock Box Service: Family and friends can send money orders to the vendor to be processed within 24 hours and batched together with all other deposit methods.

#### 4 Deposit Services Features

Vendor must provide the ability for authorized staff to see connections between inmates and senders and transaction history (i.e. how many deposits)

System must provide investigators the ability to view all transactions in a quick and easy to view manner.

#### Inmate Kiosk Requirements & Specifications:

Kiosk enclosure and display specifications **MUST** be of suitable size and dimension for practical correctional use.

Wyse Terminal:

1GHz Processor or faster

USB 2.0 or 3.0 Ports, as needed to meet hardware/software functional requirements.

Serial Port(s), as needed to meet hardware/software functional requirements

Parallel Port(s), as needed to meet hardware/software functional requirements

PS2 Port(s), as needed to meet hardware/software functional requirements

100 BaseT or Gigabit Ethernet, as needed to meet hardware/software functional requirements

PCMCIA Slot, as needed to meet hardware/software functional requirements

Internal Smart Card Slot, as needed to meet hardware/software functional requirements

Flash memory as required to meet software requirements for duration of service life

RAM as required to meet software requirements as required for duration of service life

1600 x 1200, 24 Bit, 85hz maximum video resolution

Ports must not be accessible to inmates.

Kiosk MUST be designed for the 6 main following functions: with symbols and pictures to accompany category titles and menu items.

Account history

Inmate Grievance Feature

Facility information posting.

Appointment Request

Order Commissary

Secure E-mail

An inmate is able to logon to the kiosk using one of two ways:

Displayed to the inmate is a logon screen that will allow them to enter their identifying number. The inmate is then asked to enter his PIN number or the number is assigned to them at admission and then changed by the inmate at first logon. The facility is able to change this at any time back to a default and then prompt the inmate to change the PIN number at next logon.

Once logged into the kiosk, the inmate is displayed their full name, icn number, available balance and their debt balance. In the middle section of the screen they are able to choose ALL main Tabs.

Account history – All debit and credit transactional information is displayed to the inmate for the life of their account.

Commissary order entry – Each inmate is able to create a “grocery list” using the kiosk. An inmate is assigned a facility approved order form which is displayed to them as their choices. Each order for is displayed in category sections. The inmate will simply touch the category that will then display the items to be added to the grocery list. Kiosk will display pictures of all the products to the inmates allowing them to understand fully what items they are requesting. This module will apply all restrictions at the time the order is created. Those restrictions are as follows:

Order for assignment

Order form spending group limit

Order form maximum spending limit  
Item category maximum spending limit  
Item maximum time quantity  
Item maximum quantity  
Resident indigence status  
Item indigence status  
Resident available balance

Facility Information - The facility MUST BE able to freeform information using the administration tool to display to the inmates. They are able to display things such as FAQ's, meal menus, Inmate hand books and many other things. This section is purely for the benefit of the facility.

Appointment Request - Allows inmates to submit requests electronically. After the facility configures the type(s) of requests that the inmate is allowed to submit the inmate will be able to logon to the kiosk and submit the requests.

Phone Management – Ability for inmates to review phone time charges.

Note: ALL Vendors MUST list specifications that deviate from above. Spalding County requires that there will be NO hard drives in ANY housing unit kiosks.

## References

The successful Vendor must supply a minimum of 6 current commissary referenced facilities of comparable size to be awarded the contract, in addition to nationwide references that mimic the technical requirements and interface specifications listed in this RFP. A facility contact person and contact information must be provided by the vendor for ALL references. In addition, Vendors MUST supply contact information on all users that are currently utilizing said Kiosk Order Entry System and Software, with contact information and date of service into the commissary market. Preference will be given to vendors that have more experience with order entry housing kiosks and automated deposit service references.

## DATA RECOVERY / DISASTER BACK UP PLANS

Disaster recovery to Spalding County, at a minimum, will include:

1) Scheduled backup of local media – daily or more frequent export of database files to one or more of the following:

Local Hard Drive  
Network Drive  
Offsite Backup

Recovery under the above scenario will include first efforts to restore the data on the machine that failed without resorting to a prior backup. If this is not possible, the Vendor will restore the last backup to a service replacement system and ship

the replacement to the site on the business day following the data restoration. The vendor will outline additional service procedures offered.

#### **EQUIPMENT WARRANTY AND MAINTENANCE**

All equipment, including software, provided by the vendor shall be warranted and maintained by the vendor for the extent of the contract terms and any renewal periods. Vendor MUST list all equipment provided. All equipment MUST be new and not refurbished.

The vendor shall provide initial on-site training session(s) for SCCI staff.

The vendor shall provide on-line user manuals on all desktops utilizing the vendor's software.

All information entered into the vendor's software during the extent of the contract is the property of Spalding County. Upon completion of the commissary contract, the vendor will provide, in comma delimited format and at Spalding County's approval, all inmate and facility information.

Vendor must have 24-hour helpdesk with an 800 number manned by the vendors employees. Vendor must provide said number in their response to this section and the staff assigned to monitor the helpdesk.

#### **BILLING & COMMISSION**

The SCCI will require detailed billing at least once every month.

Commissions due to Spalding County shall remain in the control of Spalding County at all times and shall be paid to Spalding County on Gross Sales. At no times shall commissions be paid to the vendor, to in turn be reimbursed by the vendor to the inmate welfare fund.

Credits for shortages/damages to inmate orders shall be input into the vendors system for credit to the individual inmate's accounts. The vendor's system must allow for on-line crediting where the SCCI staff may view the order in the computer, and credit said shorted/damaged products electronically. Credits shall be sent to the vendor and said credits shall be reflected on a separate invoice from the sale

4. 100% of gross revenue from telephone sales will be credited to SCCI.

#### **INMATE PHONE SERVICE RFP SCOPE/INTENT**

The Spalding County Board of Commissioners is requesting sealed proposals for a fully operational, flexible, secure and reliable inmate telephone system. The provision of inmate phone service and the quality and reliability of service are a high priority.

Debit Revenue	Total Calls	Total Minutes	Gross Revenue
Local	353	4,535	700.36
IntraLata	147	1,046	275.36
IntraState/Intra Lata	184	1,318	347.75
InterState	45	560	141.75
International	1	10	10.00
Total Debit	730	7,469	1,475.22

Suppliers offering a proposal in response to this RFP shall be responsible to submit technical solutions based on their programs that meet or exceed the goals and objectives set forth herein.

Current call volume and rate information is provided below:

Collect Revenue	Total Calls	Total Minutes	Gross Revenue
Local	10	130	27.00
IntraLata	1	14	4.85
IntraState/InterLata	2	26	8.94
International	2	30	7.50
Total Collect	15	200	48.29

Prepaid Revenue	Total Calls	Total Minutes	Gross Revenue
Local	2,576	33,428	6,259.68
IntraLata	646	7,825	2,525.35
IntraState/InterLata	458	4,734	1,654.00
InterState	535	7,080	1,685.25
International	0	0	0.00
Total Prepaid	4,215	53,067	12,124.28

2.7

## INSTALLATION REQUIREMENTS

Turnkey Installation – Proposer shall be responsible for all costs associated with the inmate telephone system, including purchase of equipment, installation, service, maintenance, voice network and transmission, data network, and day- to-day operation. Spalding County Board of Commissioners shall have no responsibility for any costs associated with the system.

Proposer is responsible for determining all wiring and software requirements; costs associated with the conversion of service from current inmate telephone system providers to the successful new service provider. Successful proposer shall coordinate all details of switching out services with the current vendor.

## 2.8 SERVICE AND SUPPORT REQUIREMENTS

Successful Contractor shall be responsible for maintenance support on a twenty-four (24) hour, seven (7) day per week basis.

Describe, in detail, your company's service and maintenance program. Include remote programming, diagnostics, downloading and trouble-shooting. Describe how the phones are polled, how often, and what information is gathered during remote diagnostics.

Wherever "Maintenance" is specified in this section, it shall mean "Software and/or Hardware and/or other telephone equipment Maintenance, Support and repair and/or replacement requirements".

All costs for maintenance, support, repair of all software and equipment will be borne by the successful proposer, and will not be deducted from any commissions.

During the term of any contract awarded as a result of the RFP, successful proposer agrees to provide maintenance to diagnose problems, determine proper solutions and provide:

The implementation of any required solutions, changes, modifications, updates or other services which are necessary to allow the Software, Hardware and any other telephone equipment to perform in accordance with the specifications as set forth in the RFP

Upgrade the Software and/or hardware to its required performance standards as required in the RFP

Telephone support shall be available to accept calls regarding maintenance twenty-four (24) hours a day, seven (7) days a week. Describe the location of your technical services call center(s), and indicate whether, and under what circumstances, a maintenance call from the facility will ever be answered by a service representative located outside of the United States.

Successful proposer shall respond to a telephone request for maintenance within four (4) hours after the initial notification.

Live operator telephone support shall be available to accept calls from inmate call recipients (friends/family) regarding customer service, billing, and prepaid account setup and funding twenty-four (24) hours a day, seven (7) days a week. Describe the location of your customer service call center(s), and indicate whether, and under what circumstances, a customer service call from an inmate call recipient will ever be answered by a service representative located outside of the United States.

## 2.9 CALL RATING AND COMMISSION ACCOUNTABILITY

A copy of current rates shall be on file with the County. Spalding County must be notified, in writing, of any proposed increases or decreases in the rates charged. Spalding County MUST approve increases/decreases in rate(s) prior to any change.

Any change in Tariff (Increase or Decrease) which is not approved by SCCI in writing in advance of the change shall be grounds for termination of the contract.

The commission offered to Spalding County shall be based on total gross revenues, with no deductions for fraud, bad debt, uncollectible, unbillable calls. No deduction shall be made for any cost of providing the service described.

Commissions shall be paid on all call types and tariff types: Collect, Direct Billed, PrePaid Collect, Debit and Debit Card, local, intrastate, interstate and international.

Commissions shall be paid MONTHLY and shall be accompanied by an inmate telephone commission and summary report which shall include, at a minimum, the following information:



Date of Report  
Time Period Covered  
Total Number Calls by Call Type (collect, prepaid, debit, etc..)  
Total Number Calls by Tariff Type (local, intrastate, etc..)  
Total Number Minutes  
Total Gross Revenue (as defined above)

Such payment shall arrive no later than 45 days following the calendar month for which commissions are being paid.

Failure to pay accurate commissions on a regular, monthly basis shall be grounds for cancellation, without penalty, of any agreement executed as a result of the RFP

System proposed MUST permit the first call attempt to complete and must provide the called party with immediate access to live customer service representatives for account setup. Such access must be accomplished by pressing a single key on the called party's telephone keypad. Although the called party may be provided a toll free number to call for information or account set-up, this MUST NOT be the only alternative. Called party account set up must include various payment options such as: credit card, electronic check, Western Union, etc.

Proposer must support the ability to have multiple rate schedules at the facility. For example, state inmates may be housed from time to time and may require the application of unique rate schedules for these inmates only – without impacting rates charged to other inmates. In addition, the County will accept multiple rate/commission proposals for consideration.

Commissions shall be presented in the proposal using the enclosed Commission offer form. Failure to complete this form will be grounds for disqualification of your proposal.

Facility must have immediate access to rated call records on a real-time or near real-time basis. Once a call has ended, the rated call detail record should be available for reporting using the web-based inmate phone system. Remote report generation by the Contractor is not an acceptable alternative; intervention by the Contractor must not be necessary for authorized facility personnel to access rated call detail records.

## 2.10 TECHNICAL REQUIREMENTS AND SPECIFICATIONS

The following identifies the minimum requirements of the desired inmate telephone system:

“State of the Art” technology and web based equipment with multilevel password security access. The architecture shall be expandable to allow future growth.

The Inmate Phone System shall process all Inmate Calls on an outgoing, station-to-station basis.

All phones shall limit one call per connection.

No incoming calls shall be permitted.

All Inmate calls shall be processed by an automated operator and shall not allow access to a live operator at any time.

After the dialing sequence, the inmate shall be put “ON HOLD”. The inmate shall NOT be permitted to monitor call progress and shall NOT be allowed to communicate with the called party, until the call is positively accepted.

The System shall be capable of informing the called party the amount that will be billed for the call prior to acceptance of the call.

The system shall brand all inmate calls with a pre-recorded message announcing the collect call, name of the facility, and pre-recorded name of the inmate initiating the call. The system shall have, at a minimum, multi-lingual capabilities for English and Spanish.

The system must transfer the called party to the Proposer call center for account setup.

The system shall provide as a minimum the following security, control and investigative features.

Deny access to 800, 888, 877, 411, 555-1212, 900, 911, 950+1, 976 or 10-10xxx numbers. Allow the blocking of specific telephone number such as victims, witnesses, judges, and county staff.

Add Prison Rape Elimination Act (PREA) message and 1-800 #.

The system shall be capable of allowing free local calls to certain numbers such as Public Defender, Crime Stoppers, etc.

Ability to control call duration on the basis of time limits and time of day restrictions.

The ability to set time limits and calling hours for destination numbers.

Provide the capability to assign and use "PIN" management with the inmate telephone system. Integration with the facility's Offender Management System (OMS) is required to automate the PIN assignment process. Spalding County utilizes the TBA. The OMS vendor is TBA and they will charge/will not charge. The selected vendor is expected to cover this expense.

The system must offer the option of voice biometric technology. This feature must be an integrated part of the call processing system and must offer related analysis tools and capabilities. Products which continue to analyze the voice throughout the length of the call are required.

The system shall provide an integrated capability to monitor, record, store, and retrieve inmate phone conversations on a real time basis and retrieve conversations. Recordings must be stored online for the entire contract period plus any extensions, with the option to archive to DVD.

Provide correct and accurate call detail and management reports for all calls placed from the inmate phones. Reports shall include as a minimum, origination number, destination number, type of call (local, intralata, interlata/intrastate, or interstate), number of minutes of call, reason for disconnect and total call charges. Reports must be available onsite to authorized County personnel, with no intervention from the Vendor necessary.

Provide accurate summary revenue reports on site from any system workstation. Reports must include all call types (collect, prepaid collect and debit/debit card) and must reflect the total revenue for each call type, subtotaled by tariff type (local, IntraLATA, InterLATA, Interstate, and International).

The System shall be capable of producing detailed and summary reports which

reveal inmate telephone activity, such as telephone numbers called by more than one inmate.

Proposer shall provide two (2) iPads or Tablets for Inmate phone call monitoring and access.

Proposer shall supply (1) new user workstation, (1) new inkjet printer and (2) new laptops with a minimum 15 inch screen, 4GB RAM and CD/DVD burn capability.

Call Detail Records – Call records and recordings shall be stored online throughout the life of the contract. Alternate proposals of archive storage are not acceptable. Bidder must specify in their proposal where the call records and recordings will be stored, and where backups of either will reside.

Inmate Messaging System - the facility may be interested in a system which allows inmates to send and/or receive short-duration messages (voice mail) to and from called parties. All messages are to be recorded and stored for investigative purposes within the call processing system. The called party or inmate may be charged a reasonable fee for each message.

The System shall offer unlimited secure, remote access capability from any PC or laptop with high speed internet connectivity. This remote access shall (at a minimum) enable authorized users to view call records, generate reports, monitor live conversations, and search/retrieve/play recorded calls. Remote access activity shall not impair system functionality or performance in any way.”

Integration with the facility’s Commissary System is required to automate the debit calling option. Spalding County utilizes the TBA (OMS) to track inmate trust account balances. The vendor is TBA and they may charge for the interface. The selected vendor is expected to cover this expense.

## 2.11 EQUIPMENT

1. All telephone equipment provided shall be new and completely operational at cutover, including from existing vendor.
2. All equipment shall comply with Part 68 FCC Rules and meet or exceed all

applicable codes and standards for installation and service.

3. All systems proposed shall meet ADA standards. For each facility, the vendor must provide one telephone with TDD capability at no charge. Each TDD call must be recorded by the inmate phone system, converted to text, and attached to the call recording.

4. All inmate telephones shall be indestructible type telephones suitable for use in a prison, tamperproof, with steel encased housings and shockproof keypads. All handsets shall be of heavy-duty construction with no removable parts and shall be hearing aid compatible. The hand set cord shall be armored with a stainless steel lanyard. All phone instruments shall be waterproof, fireproof and feature DTMF dialing.

5. All telephone instruments shall be line powered and have UPS back-up power. No separate power supply shall be required. The UPS back-up as other equipment, whether or not specifically mentioned, to complete a total inmate telephone system will be the responsibility of the successful proposer and any and all costs will be borne by the successful proposer and will not be deducted from Commissions.

## 2.12 OPTIONS

We are interested in the optional features and technology that each vendor has to offer. These value-added options can be additional features of the system, integrated solutions or external technologies that complement the inmate calling system and enhance our ability to perform investigations. Technologies proposed may be included in the bid at no cost or offered at an additional price, which may be funded from commission revenue.

### COMMISSION OFFER FORM (Page 1 of 3)

Describe the call rates and commissions proposed for each call type. Vendors are required to submit one Commission offer form for each rate option proposed. Each vendor must submit an offer based upon the current rates as stated in the RFP. Additional rate options are also encouraged, including postalized rates which

offer the same pricing for all call destinations.

**COLLECT CALLS**

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local				
Intra LATA				
Inter LATA				
InterState				

**PREPAID COLLECT, DIRECT BILLED COLLECT or ADVANCE PAY CALLS**

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local				
Intra LATA				
Inter LATA				
InterState				

PREPAID DEBIT or DEBIT CARD CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local				
Intra LATA				
Inter LATA				
InterState				
International				

NOTE: Rates shown above are exclusive of Federal, State and Local Taxes and Regulatory Fees such as the Universal Service Fund. It is understood that these will be charged as a pass-through from the taxing/regulating agency to the called party and that no commission will be paid on these items.

Commission Offer Form (Page 2 of 3)

Other Fees:

Vendors are required to disclose any/all fees charged to the inmate or called party in excess of the above stated call rates. Disclose fees whether charged directly or by a subcontractor, billing agent, or other third party who accepts payments on your behalf. Failure to accurately disclose fees will be cause for disqualification. The only fees that need not be listed are taxes and pass-through fees imposed by regulatory agencies.

Fees

Description	Fee Amount	Applicable to Collect, Prepaid Collect, Direct Billed and/or Debit?
Prepaid Account Set up Fee		
Prepaid Account Funding Fee via Internet		
Prepaid Account Funding		

Fee via Telephone		
Prepaid Account Close-Out Fee		
Refund Fee		
Account Maintenance Fee		
Inactive Account Fee		
Regulatory Cost Recovery Fee		
Bill Statement Fee		
Single Bill Fee		
Other? Describe any other fees that are not covered above		

Policies

Question	Vendor Policy
What is the Prepaid Account Deposit Minimum?	
Does vendor or subcontractor provide ready access to live agents via telephone?	
After what period of inactivity does a prepaid account balance expire?	
How long does it take after a credit card deposit is received before calling is restored? (# minutes, hours, days?)	

Commission Offer Form (Page 3 of 3)

Sample Commission Calculation



The data provided in this table is NOT representative of historical call volume. This table is provided to allow vendors to demonstrate commission calculation methods using sample data.

NOTE: The expected commission calculation method is clearly described in Section 2.9 Item 3. Nothing in this table is designed to change that mandatory requirement. This table is designed to verify that the vendor understands what is meant by gross commission calculation. Assume that the Gross Revenue figures shown below include every completed, accepted phone call initiated by an inmate, regardless of payment method.

The successful vendor will be expected to use the same methods to calculate commissions.

Description	Amount
Gross Collect Call Revenue	\$25,000
Gross PrePaid Collect Revenue	\$15,000
Gross Debit Revenue	\$ 5,000
Total Revenue	\$45,000
Cost of Phone Lines & Transport	\$ 1,900
Cost of System & Maintenance	\$ 2,000
Cost of Unbillable Calls	\$ 900
Cost of Bad Debt	\$ 3,950
Cost of Billing & Collection	\$ 1,250
Commission Amount Due for Sample Month based on Proposed Commission Percentage (Exact check amount)	\$ _____ —

**PRODUCTS/PRICING**

The vendor shall supply a complete detailed master list with pricing of all items available to the SCCI with their RFP response. The vendor will list ALL SIZES offered including ounce sizes and quantity counts (i.e. six-pack, 3 oz chips, etc). The vendor shall make available, commissary goods from the approved commissary master list issued by the SCCI to the inmates. The vendor is responsible for ensuring that only items included on the commissary master list

are available. The SCCI reserves the right to add, eliminate or restrict products on the commissary master list. The SCCI has been designated as a tobacco free facility and tobacco products are strictly prohibited.

The SCCI has put an emphasis on security friendly commissary items to enhance security and timeliness of cell searches. This includes, but is not limited to, clear and re-sealable products for both food and hygiene products. Product quality will be considered for all items offered to the inmate population. The vendor shall note any security friendly item offered in their response to get credit for said product.

## VENDOR HISTORY, QUALIFICATIONS AND REFERENCES

The Vendor shall provide a complete description of the warehouse location where commissary services for the SCCI will be processed. As stated earlier, the vendor's warehouse must assure product availability, selection, stock and ability to grow with the SCCI facilities. Vendors should include the size of the warehouse(s), address, staff members working at that location and the security measures/procedures in place at each warehouse.

The vendor must describe how its experience in the correctional commissary industry qualifies it to provide commissary services to the SCCI. At a minimum, each vendor should supply the following information to establish its qualifications:

A narrative description of the vendor's history in corrections, limited to the correctional commissary business.

The resumes of key personnel who will be involved in the contract.

An organizational chart to include local personnel and technical support staff assigned to this project.

Listing of comparably sized accounts where the vendor provides commissary services. Provide references and contracts at facilities where the vendor mimics the requirements set forth in this RFP both technically and operationally to include references from facilities serviced by the warehouse that will service the SCCI.

Vendor MUST provide warehouse address location that will be responsible for supplying this contract, including but not limited to square footage.

The successful Vendor must supply a minimum of 3 current commissary referenced facilities of comparable size to SCCI, as well as others that the vendor provides CURRENT commissary services for that mimic the operational plan proposed in this RFP. The following information must be included with the references:

Facility name, address, telephone number and title of contact person, date of acquisition. All references provided must be currently serviced by Vendor.

The award resulting from this RFP will be made to the vendor who submits the response that, in Spalding County judgment, best serves the interest of the SCCI. Based upon the review of the above factors, the proposals with the highest rating may be further evaluated through technical presentations and site visits at the discretion of Spalding County. Spalding County will not entertain or accept on-site commissary operational plans. The submission of any shall render the vendor's proposal unresponsive.

#### IMPLEMENTATION REQUIREMENTS/CONTRACT START DATE

The awarded vendor shall be required to implement commissary operations within 90 days of a signed contract between the SCCI and Vendor.

The vendor's technical staff shall be required to work with the Spalding County Correctional Institution's Staff to create all General Ledger Accounts and review system requirements.

Only after the Spalding County Correctional Institution's Warden has signed off on the training schedule as complete, may the successful vendor's technical staff be released of further training. Ongoing training may be requested by SCCI at any time during the course of the contract.

#### RECORD OF ACCOUNTS

The contractor shall keep adequate books and records of accounts and shall permit the Spalding County Administrator or designee to inspect such books and records any reasonable time during normal business hours on seven (7) days' notice.

#### CONTRACT PERIOD

The contract resulting from this Request for Proposal shall be in effect for a two (2) year period.

SPALDING COUNTY RESERVES THE RIGHT TO RENEW AND EXTEND SAID CONTRACT FOR TWO (2) TWELVE (12) MONTH OPTIONS. THE CONTRACTOR SHALL HAVE NO RIGHT OF SUBLETTING OR ASSIGNMENT OF CONTRACT WITHOUT WRITTEN APPROVAL OF SPALDING COUNTY. THE CONTRACT MAY BE TERMINATED BY SPALDING COUNTY BY GIVING WRITTEN NOTICE TO THE CONTRACTOR AT LEAST NINETY (90) DAYS PRIOR NOTICE TO ANY SUBSEQUENT RENEWAL TERM.



**SPALDING COUNTY NO BID FORM  
INMATE PHONE AND COMMISSARY SERVICES**

**Vendor/Contactor Name:** \_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Reason (check one):**

**Can't Meet Software Requirements:** \_\_\_\_\_

**Warehouse too Small:** \_\_\_\_\_

**No Integration Experience with Current OMS:** \_\_\_\_\_

**Can't Meet Reference Requirements:** \_\_\_\_\_

**Other (please specify):** \_\_\_\_\_

**Mail to :**        **Spalding County – “Inmate Phone and Commissary RFP Response”**  
                      **119 Solomon Street**  
                      **Room 104**  
                      **Griffin, GA 30223**

**ATTN: Terri Bass**  
[tbass@spaldingcounty.com](mailto:tbass@spaldingcounty.com)

**Note: Any other questions regarding this RFP will be submitted in writing to the same contact email address as listed above.**

**EXHIBIT B**  
**Affidavit Verifying Status**  
**For County Public Benefit Application**

By executing this affidavit under oath, as an applicant for the award of a contract with Spalding, County Georgia, I \_\_\_\_\_. [Name of natural person applying on behalf of individual, business, corporation, partnership, or other private entity] am stating the following as required by O.C.G.A. Section 50-36-1:

1) \_\_\_\_\_ I am a United States citizen

**OR**

2) \_\_\_\_\_ I am a legal permanent resident 18 years of age or older or I am an otherwise qualified alien or non-immigrant under the Federal Immigration and Nationality Act 18 years of age or older and lawfully present in the United States.\*

In making the above representation under oath, I understand that any person who knowingly and willfully makes a false, fictitious, or fraudulent statement or representation in an affidavit shall be guilty of a violation of Code Section 16-10-20 of the Official Code of Georgia.

Signature of Applicant:                      Date

\_\_\_\_\_

Printed Name: \_\_\_\_\_

\* \_\_\_\_\_  
Alien Registration number for non-citizens

SUBSCRIBED AND SWORN  
BEFORE ME ON THIS THE  
\_\_\_\_\_ DAY OF \_\_\_\_\_, 20\_\_\_\_\_.

\_\_\_\_\_  
Notary Public  
My commission Expires:

**\*Note:** O.C.G.A. § 50-36-1(e)(2) requires that aliens under the federal Immigration and Nationality Act, Title 8 U.S.C., as amended, provide their registration number. Because legal permanent residents are included in the federal definition of "alien", legal permanent residents must also provide their alien registration number. Qualified aliens that do not have an alien registration number may supply another identifying number below.