



Jackson County Board of Commissioners

67 Athens Street
Jefferson, Georgia 30549
Phone: (706) 367-6309
Fax: (706) 367-1505
Email: lbernat@jacksoncountygov.com

TO: INMATE PHONE SERVICES COMPANY

DATE: December 1, 2016

SUBJECT: Request for Proposal for INMATE PHONE SERVICES

You are invited to submit a proposal to the Jackson County Sheriff, Jefferson, Georgia for providing Inmate Phone Services at the Jackson County Jail.

Attached hereto are the general conditions, technical specifications, and submittal format.

The written requirements contained in this Request for Proposal (RFP) shall not be changed or superseded except by written addendum from Jackson County Purchasing Department. Failure to comply with the written requirements for this RFP may result in disqualification of the submittal by Jackson County.

Submittals are to be sealed, marked with the vendor's name and address and labeled:

“RFP 6350-01”, “INMATE PHONE SERVICES” and delivered to:

Jackson County Purchasing Manager
67 Athens Street
Jefferson, GA 30549

not later than **THURSDAY, DECEMBER 15, 2016 at 10:00 AM, local time prevailing.**

A qualified interpreter for the hearing impaired is available upon request at least 10 (ten) days in advance of the proposal receipt date. Please call (706) 367-6312 for more information for the hearing impaired. This service is in compliance with the Americans with Disabilities Act (ADA).

Jackson County reserves the right to reject any and all submittals, to waive any technicalities or irregularities and to award contracts based on the highest and best interest of Jackson County.

Inquiries regarding this Request for Proposal (RFP) should be made to Len Bernat, Purchasing Manager at phone number (706) 367-6309, by fax at (706) 367-1505, or by email lbernat@jacksoncountygov.com .

JACKSON COUNTY SHERIFF

**REQUEST FOR PROPALS
FOR
INMATE PHONE SERVICES**

SUBMISSIONS ARE DUE AT THE ADDRESS SHOWN BELOW NO LATER THAN

THURSDAY, DECEMBER 15, 2016 AT 10:00 AM, local time
prevailing

**JACKSON COUNTY SHERIFF
ATTENTION: PURCHASING MANAGER
67 ATHENS STREET
JEFFERSON, GA 30549**

RFP # 6350-01

THE RESPONSIBILITY FOR SUBMITTING A RESPONSE TO THIS RFP ON OR BEFORE THE STATED DATE AND TIME WILL BE SOLELY AND STRICTLY THE RESPONSIBILITY OF THE OFFEROR.

ISSUE DATE: DECEMBER 1, 2016

**JACKSON COUNTY, GEORGIA
REQUEST FOR PROPOSAL
FOR
INMATE PHONE SERVICES**

SECTION I - REQUEST FOR PROPOSAL OVERVIEW

A. PURPOSE

Jackson County Sheriff is issuing this Request for Proposal (RFP) to companies who specialize in providing Inmate Phone Services for providing Inmate Phone Services at the Jackson County Jail in Jefferson, Georgia.

B. INFORMATION TO VENDORS

1. RFP TIMETABLE

The anticipated schedule for the RFP is as follows:

RFP Available	DECEMBER 1, 2016
Deadline for questions	DECEMBER 9, 2016 at 3:00 PM
Submittal deadline	THURSDAY, DECEMBER 15, 2016 10:00 AM, local time prevailing

2. RFP SUBMISSION:

One (1) original and three (3) copies of the complete signed submittal must be received **THURSDAY, DECEMBER 15, 2016, by 10:00 AM, local time prevailing.** Proposals must be submitted in a sealed envelope stating on the outside, the vendor's name, address, the **RFP Number 6350-01** and title “**Inmate Phone Services**” to:

**Jackson County Purchasing Manager
67 Athens Street
Jefferson, GA 30549**

Hand delivered copies may be delivered to the above address ONLY between the hours of 8:30 a.m. and 4:30 p.m. ET, Monday through Friday, excluding holidays observed by the Jackson County Government.

Vendors are responsible for informing any commercial delivery service, if used, of all delivery requirements and for ensuring that the required address information appears on the outer wrapper or envelope used by such service.

The Submittal must be signed by a company officer who is legally authorized to enter into a contractual relationship in the name of the vendor.

3. CONTACT PERSON:

Vendors are encouraged to contact **Len Bernat, Purchasing Manager at (706) 367-6309, by fax at (706) 367-1505 or email lbernat@jacksoncountygov.com** to clarify any part of the RFP requirements. All questions that arise prior to the DEADLINE FOR QUESTIONS due date shall be directed to the contact person in writing via facsimile or email. Any unauthorized contact shall not be used as a basis for responding to this RFP and also may result in the disqualification of the vendor's submittal.

Vendors may not contact any elected official or other County Employee to discuss the proposal process or proposal opportunities. Contact of this nature will result in immediate disqualification of the vendor.

4. ADDITIONAL INFORMATION/ADDENDA

Jackson County will issue responses to inquiries and any other corrections or amendments it deems necessary in written addenda issued prior to the due date. Vendors should not rely on any representations, statements or explanations other than those made in this RFP or in any addendum to this RFP. Where there appears to be a conflict between the RFP and any addenda issued, the last addendum issued will prevail.

Vendors must acknowledge any issued addenda by including the Addenda Acknowledgement Form with the submittal. Proposals which fail to acknowledge the vendor's receipt of any addendum will result in the rejection of the offer if the addendum contains information which substantively changes the Owner's requirements

5. LATE SUBMITTAL, LATE MODIFICATIONS AND LATE WITHDRAWALS

Submittals received after the due date and time will not be considered. Modifications received after the due date will not be considered. Jackson County Government assumes no responsibility for the premature opening of a proposal not properly addressed and identified, and/or delivered to the proper designation.

6. REJECTION OF PROPOSALS

Jackson County Government may reject any and all submittals and reserves the right to waive any irregularities or informalities in any submittal or in the submittal procedure.

Submittals received after said time or at any place other than the time and place as stated in the notice will not be considered.

7. MIMINUM RFP ACCEPTANCE PERIOD

Valid submittals shall not be withdrawn for a period of 90 days from the date specified for receipt of submittals.

8. NON-COLLUSION AFFIDAVIT

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

By submitting a proposal, the vendor represents and warrants that no official or employee of Jackson County Government has, in any manner, an interest, directly or indirectly in the proposal or in the contract which may be made under it, or in any expected profits to arise there from.

9. COST INCURRED BY VENDORS

All expenses involved with the preparation and submission of the RFP to the Jackson County Sheriff, or any work performed in connection therewith is the responsibility of the vendor(s).

10. AMERICANS WITH DISABILITIES ACT (ADA)

A qualified interpreter for the hearing impaired is available upon request at least ten (10) days in advance of the proposal due date. This service is in compliance with the Americans with Disabilities Act (ADA). Please call (706) 367-6312 for more information for the hearing impaired.

11. RFP OPENING

Respondent names who submit proposals on this RFP submittal prices will be read aloud publicly. A list of names of firms responding to the RFP may be obtained from Len Bernat, Purchasing Manager, after the RFP due date and time stated herein.

12. TAXES.

Selected vendor will be provided with Jackson County's Sales and Use Tax Certificate of Exemption number upon request.

13. VENDOR INFORMATION

All submissions shall include a completed vendor master form and current W-9 and register as a vendor at www.vendorregistry.com . Vendors whose place of business is other than the State of Georgia may be required to provide the Purchasing Manager with copies of your state's regulations and/or laws concerning the application of certain vendor preference requirements to vendors whose place of business is in the applicable state. Failure to provide this

information will result in the disqualification of the vendor from submitting a proposal.

14. INSURANCE

Selected vendor will be required to provide proof of liability and workman's compensation insurance before work can begin on this County project. Workman's Compensation Insurance should be as required by the State of Georgia. General Liability should cover \$1,000,000 per incident.

15. TERMINATION

Federal, State, and other Local government agencies may terminate this Agreement in the event funds are not appropriated for it in future periods; provided, however, that funds are also not appropriated for equipment or services that replace those contracted for under this Agreement. Customer shall be obligated for any future annual period if Company is not notified in writing at least thirty (30) days prior to the beginning for the annual period for which non-appropriation is being claimed. Either party may terminate this contract without prejudice by providing the other party sixty (60) day notice in writing of their desire to terminate the contract.

16. ANTI-DISCRIMINATION

During the performance of this contract, the Contractor, its employees, agents and subcontractors agree as follows:

- a) The Contractor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, disability or national origin, except where religion, sex, disability or national origin is a bona fide occupational qualification reasonable necessary to the normal operation of the Contractor. The Successful Contractor agrees to post conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- b) The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Successful Contractor, shall state that such contractor is an equal opportunity employer.
- c) Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- d) The Contractor shall include the provisions of the foregoing paragraphs of this section in every subcontract or purchase order so that the provisions will be binding upon each subcontractor or vendor

17. ILLEGAL IMMIGRATION REFORM AND ENFORCEMENT ACT OF 2011

Vendors submitting a response to this RFP must complete the Contractor Affidavit under O.C.G.A. §13-10-91(b)(1) which is provided with the RFP package to verify compliance with the Illegal Immigration Reform and Enforcement Act of 2011.

- A. The form must be signed by an authorized officer of the contractor or their authorized agent.
- B. The form must be notarized.
- C. The contractor will be required to have all subcontractors and sub-subcontractors who are engaged to complete physical performance of services under the final contract executed between the County and the contractor complete the appropriate subcontractor and sub-subcontractor affidavits and return them to the County a minimum of five (5) days prior to any work being accomplished by said subcontractor or sub-subcontractor. Format for this affidavit can be provided to the contractor if necessary.

SECTION II - GENERAL CONDITIONS

1. Purpose:

Jackson County Sheriff is issuing this Request for Proposal (RFP) to companies who specialize in providing Inmate Phone Services for providing Inmate Phone Services at the Jackson County Jail in Jefferson, Georgia.

2. Contract Period:

Any contract resulting from this RFP will commence on the date of the award and continue in force through December 31, 2017. The Contract may be extended for four (4) additional one-year periods. After this, a new solicitation may be required. Additionally, both parties may terminate the contract without prejudice by providing the other party a sixty (60) day notice in writing. The sample contract provided with this RFP will be used by the Sheriff to engage the vendor selected as a result of this RFP process.

3. Project Scope:

SCOPE/INTENT

The Jackson County Jail operating under the authority of the Jackson County Sheriff 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.

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 Project Information

Appendix 1 contains the call volumes from December 1, 2015 until November 28, 2016. This information should be utilized to formulate your proposal.

PROPOSAL FORMAT

To enable the Selection Committee to fairly evaluate each proposal, each bidder shall use the following proposal format:

Cover Letter

Table of Contents

Executive Summary

Point-by-Point RFP Response

Commission Offer Form and Sample Commission Calculation

Rate Information

References

System Information Attachments or Exhibits

CONTRACT PERIOD

Any contract awarded as a result of this RFP shall remain in effect until the end of calendar year 2017. Upon expiration of the initial term, this agreement may be renewed for up to four (4) consecutive additional one (1) year terms, provided both parties mutually agree in writing. Notice to extend under this provision shall be provided to the contractor no less than sixty (60) days prior to the expiration date.

AWARD

A selection committee shall evaluate all proposals submitted to this RFP. The award will be based on general criteria, as outlined in this RFP. After an initial screening process, the Vendor may be asked to make an oral presentation of its proposal. All arrangements and scheduling shall be coordinated by the RFP contact.

The Jackson County Board Sheriff expressly reserves the right, in its sole judgment, to accept or reject any or all proposals, with or without cause, modify, alter, waive any technicalities or provisions, or to accept the proposal which, in its sole judgment, is determined to be the best evaluated offer resulting from negotiation.

The Jackson County Sheriff reserves the right to withdraw the RFP in whole or in part, at any time and for any reason. Submission of a proposal confers no rights upon the Vendor nor obligates the Sheriff in any manner. The Jackson County Sheriff reserves the right to award no Agreement and to solicit additional offers at a later date.

SELECTION CRITERIA

<u>CRITERIA</u>	<u>MAXIMUM POINTS</u>
RELEVANT EXPERIENCE	20 points
FINANCIAL PROPOSAL	25 points
PROPOSED SOLUTION	35 points
OPTIONS OFFERED	10 points
OVERALL BENEFIT TO SHERIFF'S DEPARTMENT	10 points

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. the Jackson County Sheriff shall not have any responsibility for any costs associated with the system.

Proposer is responsible for determining all wiring and software requirements and 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.

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.

CALL RATING AND COMMISSION ACCOUNTABILITY

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

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

The commission offered to the Jackson County Sheriff 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: Collect, Direct Billed, Pre-Paid Collect, Advance Pay, Debit and Debit Card.

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.

Proposer must provide an alternative billing option to called parties who are categorized as unbillable by virtue of their selection of an alternative local carrier for service. 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 Sheriff 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.

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 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.
 - 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 Jail Management System (JMS) is required to automate the PIN assignment process. Jackson County utilizes the KCN Keep Track JMS. The JMS vendor is Keefe Commissary 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 County will not be a “beta site” for unproven technology. Therefore, your references must include at least five sites where this technology has been in service as an integrated part of the proposed inmate phone system for at least 6 months.
- 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 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. Jackson County utilizes the KCN Keep Track system to track inmate trust account balances. The vendor is Keefe Commissary and they may charge for the interface. The selected vendor is expected to cover this expense.

EQUIPMENT

All telephone equipment provided shall be new and completely operational at cutover, including from existing vendor.

All equipment shall comply with Part 68 FCC Rules and meet or exceed all applicable codes and standards for installation and service.

All systems proposed shall meet ADA standards. For each facility, the vendor must provide one (1) 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.

All inmate telephones shall be indestructible type telephones suitable for use in a jail, 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 handset cord shall be armored with a stainless steel lanyard. All phone instruments shall be waterproof, fireproof and feature DTMF dialing.

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.

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.

REFERENCES & EXPERIENCE AS A PRIME CONTRACTOR

Provide a list of at least 5 references who have been customers for at least 12 months, where the bidder provides inmate phone services in the role of PRIME CONTRACTOR. Accounts where the bidder is involved as a subcontractor do not adequately demonstrate the bidder’s ability to provide all products, services, and account management required of this contract as the fully accountable, single point of contact, and therefore these types of references are NOT ACCEPTABLE. For each reference, provide contact information and relevant project

information (site size, number of inmate telephones, ADP, contract start date, products/services, etc.).

Proposed biometric technology: You MUST include a minimum of three references (of the five required as mentioned above) that have been using this technology as an integrated part of the proposed inmate phone system for at least 6 months. Identify which references utilize the proposed biometric features.

Provide a list of all instances over the past 2 years when a customer notified you that their commissions were underpaid or inaccurately paid. Explain the details of the error and how the matter was resolved. Include name of facility and contact person.

Provide a list of all instances over the past 2 years when a customer cancelled your contract in advance of the planned contract end. Include name of facility, contract end date and contract termination date.

Provide a list of all instances over the past 2 years when a customer has provided you with notice that you were in breach of contract. Describe the nature of the breach and whether or not the breach was cured to the customer's satisfaction. Include name of facility and contact person.

OTHER REQUIREMENTS

Facility requires a single, per minute rate for all phone calls within the continental U.S., irrespective of call type or payment method. With the exception of the actual telecommunications taxes which will be remitted to the appropriate taxing authority, no other fees or charges will be allowed.

The vendor shall state the total fees of any kind which will be charged to the consumer, directly by the vendor or indirectly by any other party, including money transfer companies such as Western Union, MoneyGram, Ace Cash Express, etc., to make payments, purchases, or funding to accounts which are used in any way to fund, purchase, or pay for phone calls. The Vendor may not charge a higher fee than the stated amount, and then provide a refund or credit thereafter, once the consumer receives a phone call from an inmate at the facility. The stated fee must allow the consumer to deposit any desired amount into the account up to the maximum of \$50.

4. Property Description:

Services will be provided at the Jackson County Jail, 555 Stan Evans Drive, Jefferson, Georgia 30549.

5. Administration:

The project will be administered by the Jackson County Sheriff through the Jail Commander. The Jail Commander will be the main point of contact for all questions during the operating contract.

6. Procedures and Miscellaneous Items:

- A. All questions shall be submitted in writing (e-mail is acceptable) and shall be communicated to all firms responding to this RFP.
- B. All materials submitted in connection with this RFP will be public documents and subject to the Open Records Act and all other laws of the State of Georgia, the United States of America and the open records policies of the Jackson County Board of Commissioners. All such materials shall remain the property of the Jackson County Sheriff and will not be returned to the respondent.
- C. All respondents to this RFP shall hold harmless the Jackson County Sheriff, and any of their officers and employees from all suits and claims alleged to be a result of this RFP. The issuance of this RFP constitutes only an invitation to present a proposal. The Jackson County Sheriff reserves the right to determine, at its sole discretion, whether any aspect of a respondent's submittal meets the criteria in this RFP. The Jackson County Sheriff also reserves the right to seek clarifications, to negotiate with any vendor submitting a response, to reject any or all responses with or without cause, and to modify the procurement process and schedule. In the event that this RFP is withdrawn or the project canceled for any reason, the Jackson County Sheriff shall have no liability to any respondent for any costs or expenses incurred in connection with this RFP or otherwise.
- D. The RFP is subject to the provisions of the Jackson County Purchasing Manual and any revisions thereto, which are hereby incorporated into this RFP in their entirety except as amended or superseded herein.
- E. Failure to submit all the mandatory forms from this RFP package shall be just cause for the rejection of the qualification package. However, Jackson County reserves the right to decide, on a case by case basis, in its sole discretion, whether or not to reject such a bid as non-responsive.
- F. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment less than 30 days, however.
- G. In case of failure to deliver goods in accordance with the contract terms and conditions, Jackson County, after due oral or written notice, may procure substitute goods or services from other sources and hold the contractor responsible for any resulting additional purchasing and administrative costs. This remedy shall be in addition to any other remedies which Jackson County may have.
- H. By submitting a qualification package, the vendor is certifying that they are not currently debarred from bidding on contracts by any agency of the State of Georgia, nor are they an agent of any person or entity that is currently debarred from submitting bids on contracts by any agency of the State of Georgia.
- I. Any contract resulting from this RFP shall be governed in all respects by the laws of the State of Georgia and any litigation with respect thereto shall be brought in the courts of the State of Georgia. Then contractor shall comply with applicable federal, state, and

local laws and regulations.

- J. It is understood and agreed between the parties herein that Jackson County shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.

7. Final Selection:

Following review of all qualified proposals, selection of a suitable vendor, and preliminary contract negotiations, a recommendation will be made to the Jackson County Sheriff by the project representative at which point the Sheriff will complete contract negotiations.

The Jackson County Sheriff reserves the right to accept the response that is determined to be in the best interest of the Jackson County Jail operations. The Sheriff reserves the right to reject any and or all proposals.

Every vendor submitting a proposal must complete the form showing compliance with the **Illegal Immigration Reform and Enforcement Act of 2011, OCGA §13-10-90(b)(1)**. The form is provided with this RFP package.

RFP 6350-01 PRICE PROPOSAL

COMPANY NAME: _____

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.

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?)	

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)	\$ _____

By submitting this proposal, _____(enter vendor company name) commits to pay commissions on every answered and accepted collect, prepaid collect (aka advance paid, direct billed), prepaid debit card and debit card call. If a call results in a charge to the called party or inmate, regardless of type, it will earn commission. No deductions will be made for any cost associated with providing the proposed system. No deductions will be made for unbillable calls, uncollectible calls or bad debt. _____ (vendor name) understands that any violation of the above will equate to contract default and grounds for contract termination. This form, in its entirety, must become part of any contract resulting from this bid process.

Signed: _____

Title: _____

Date: _____

THIS PAGE MUST BE COMPLETED AND SUBMITTED AS A PART OF YOUR PROPOSAL.

EXECUTION OF PROPOSAL

DATE: _____

The potential Contractor certifies the following by placing an "X" in all blank spaces:

- ___ That this proposal was signed by an authorized representative of the firm.
- ___ That the potential Contractor has determined the cost and availability of all materials and supplies associated with performing the services outlined herein.
- ___ That all labor costs associated with this project have been determined, including all direct and indirect costs.
- ___ That the potential Contractor agrees to the conditions as set forth in this Request for Proposal with no exceptions.

Therefore, in compliance with the foregoing **Request for Qualifications**, and subject to all terms and conditions thereof, the undersigned offers and agrees, if this proposal is accepted within sixty (60) days from the date of the opening, to furnish the services for the prices quoted within the timeframe required.

Business Contact Representative

Operational Contact Representative

Vendor's Name

Federal ID #

Address

Phone

Fax

Email

Authorized Signature

Date

Typed Name & Title

THIS PAGE MUST BE COMPLETED AND SUBMITTED AS A PART OF YOUR PROPOSAL.

ADDENDA ACKNOWLEDGEMENT

The vendor has examined and carefully studied the Request for Proposals and the following Addenda, receipt of all of which is hereby acknowledged:

Addendum No. _____

Addendum No _____

Addendum No. _____

Addendum No. _____

Authorized Representative/Title
(Print or Type)

Authorized Representative (Date)
(Signature)

Vendors must acknowledge any issued addenda. Proposals which fail to acknowledge the vendor's receipt of any addendum will result in the rejection of the offer if the addendum contained information which substantively changes the Owner's requirements.

THIS PAGE MUST BE COMPLETED AND SUBMITTED AS A PART OF YOUR PROPOSAL.

Illegal Immigration Reform and Enforcement Act of 2011
CONTRACTOR AFFIDAVIT UNDER O.C.G.A. §13-10-91(b)(1)

The Jackson County Sheriff and Contractor agree that compliance with the Illegal Immigration Reform and Enforcement Act of 2011 are conditions of this Agreement for the physical performance of services.

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. §13-10-91, stating affirmatively that the individual, firm, or corporation which is engaged in the physical performance of services on behalf of the Jackson County Sheriff has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. §13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present and affidavit to the contractor with the information required by O.C.G.A. §13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

E-Verify Employment Eligibility Verification User Identification Number

Date of Authorization to Use Federal Work Authorization Program

NAME OF CONTRACTOR

Inmate Telephone Services at the Jackson County Correctional Institution
Name of Project

Jackson County Sheriff
Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, _____, 20____ in _____ (City), _____ (State).

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE _____ DAY OF _____, 20____

Notary Public

My Commission Expires: _____

SAMPLE CONTRACT

This Agreement made and entered into this ____ Day of _____, Two Thousand and Seventeen,

BETWEEN

The Owner: The Jackson County Sheriff
Jackson County, Georgia
555 Stan Evans Drive
Jefferson, Georgia 30549

And the Contractor: **Company Name**
 Company Address
 City, Georgia Zip

PROJECT: INMATE PHONE SERVICES AT THE JACKSON COUNTY JAIL

WITNESSETH: That said Contractor has agreed, and by these presents does agree, with the said County, for the consideration herein mentioned and under the provisions required by the Specifications outlined in the Jackson County Sheriff's Request for Proposal **XXXX-XX** to furnish all equipment, tools, material, skill and labor of every description necessary to carry out and complete in a good, firm and substantial and workmanlike manner, proposal made by the Contractor, the Advertisement, the Instructions to Bid, General Terms and Conditions and this Agreement, including all work shown on Plans and Technical Specifications and listed in the conditions, provisions and specification to wit:

ARTICLE 1

The Contract Documents

The Contract Documents consist of this Agreement, the Jackson County Sheriff's Request for Proposal (RFP) **XXXX-XX**, the supporting drawings and specifications, the Contractor's Response to RFP **XXXX-XX**, including the Contractor Affidavit and Agreement, Addenda issued prior to execution of this Agreement, and all Change Orders issued subsequent thereto. These form the Contract, and all are as fully a part of the Contract as if attached to this Agreement or repeated herein.

ARTICLE 2

The Work

The Contractor shall perform all work required by the Contract Documents for:

PROJECT: INMATE PHONE SERVICES AT THE JACKSON COUNTY JAIL

All Work performed under this contract is subject to oversight and inspection by the Jackson County Jail Commander acting under the authority of the Jackson County Sheriff. It shall be the Contractor's responsibility to coordinate with the Jail Commander with questions, concerns, and/or comments regarding service requirements. All Work shall meet or exceed all Federal, State, and local requirements.

ARTICLE 3

Georgia Illegal Immigration Reform and Enforcement Act of 2011

Contractor agrees and acknowledges that compliance with the requirements of the Georgia Illegal Immigration Reform and Enforcement Act of 2011 are conditions of this Contract. The Contractor Affidavit and Agreement executed by Contractor pursuant to O.C.G.A. §13-10-91(b)(1) is hereby incorporated into this Agreement by reference and made a part of this Contract. By the execution of this Contract, the Contractor affirms that the Illegal Immigration Reform and Enforcement Act of 2011 Contractor Affidavit submitted with the response to RFP ~~XXXX-XX~~ is still valid, that the Contractor's Federal Work Authorization Number has not changed, that the Contractor will utilize the Federal Work Authorization Program during the duration of this contract, that the Contractor will ensure that all subcontractors and sub-subcontractors working on the Project covered by this Contract are participating in the Federal Work Authorization Program and have completed the Subcontractors and/or Sub-subcontractor Affidavit, and that the Contractor will advise the Owner of hiring a new subcontractor and/or sub-subcontractor and will provide the Owner with a Subcontractor/Sub-subcontractor Affidavit attesting to the subcontractor's/sub-subcontractor's name, address, user identification number, and date of authorization to use the Federal Work Authorization Program within five (5) days of hiring before the subcontractor/sub-subcontractor begins working on the Project. The Contractor understands and will ensure that all subcontractors and sub-subcontractors understand that knowingly and willfully making a false, fictitious, or fraudulent statement in an affidavit submitted in compliance with O.C.G.A. §13-10-91 shall be guilty of a violation of Code Section §16-10-20 and, upon conviction, shall be punished as provided for in such Code Section. Additionally, any contractor and/or sub-contractor convicted for false statements based upon a violation of this Code Section shall be prohibited from bidding on or entering into any public contract for twelve (12) months following the conviction.

ARTICLE 4

Time of Commencement and Completion

The Work to transfer the existing inmate phone system to the new inmate phone system that must be performed under this Contract shall be completed within 45 days of the approval of this Agreement by the Sheriff.

ARTICLE 5

Contract Price

The Contractor shall pay the Owner, the commissions on phone calls that are associated with Jackson County Jail Operations on a monthly basis per the pricing outlined in the Contractor's response to this RFP and per the commission calculations that were also included in Contractor's response to the RFP.

ARTICLE 6

Payment

Payment of the monthly commissions will be provided to the Jackson County Sheriff, 555 Stan Evans Drive, Jefferson, Georgia 30549 by check no later than the _____ day of each month following the end of the prior month. Payment may be in the form of a check or a direct deposit into an account designated by the Sheriff during final negotiations.

IN WITNESS WHEREOF, the parties have executed this Contract on the date first written above.

OWNER:
Jackson County Sheriff

CONTRACTOR:
Company Name

BY: Janis Mangum

BY: Representative

ATTEST:

ATTEST:

Notary Public

Notary Public

Appendix 1

Jackson County Jail, GA

Call Detail Report

Search Criteria:

Country Code:
Dialed Number:
Destination Zone: ALL
Account Number:
PIN:
Prepaid Acct#:
First Name:
Last Name:
Termination Category: ALL
Blocked Reason: ALL
Phone:
Phone Group:
Call Type: ALL
Call Status: COMPLETE
Text2Connect: ALL
International Filter On:
Watched Filter On:
Private Filter On:
3-Way Filter On:
Voice Biometrics:
Test Call:
Wireless:
Live Connect:
Date Criteria: Date/Time Range
Start Date/Time: 12/01/2015 00:00:00

End Date/Time: 12/31/2015 23:59:59

Summary:

Attempts:5490
Complete:5490
Incomplete:0
Duration(Sees):2870899
Duration(Mins):47848.32
Average Call Length(Sees):522
Total Debit Minutes:36330.58
Total Debit Complete Calls:3735
Total Debit Incomplete Calls:0
Total Debit Charges(Excluding Taxes & Fees):\$8926.13

Report Generated On 11/28/2016 14:28:21 Central Time

Jackson County Jail, GA

Call Detail Report

Search Criteria:

Country Code:
Dialed Number:
Destination Zone: ALL
Account Number:
PIN:
Prepaid Acct#:
First Name:
Last Name:
Termination Category: ALL
Blocked Reason: ALL
Phone:
Phone Group:
Call Type: ALL
Call Status: COMPLETE
Text2Connect: ALL
International Filter On:
Watched Filter On:
Private Filter On:
3-Way Filter On:
Voice Biometrics:
Test Call:
Wireless:
Live Connect:
Date Criteria: Date/Time Range
Start Date/Time: 01/01/2016 00:00:00

End Date/Time: 01/31/2016 23:59:59

Summary:

Attempts:4625
Complete:4625
Incomplete:0
Duration(Secs):2548644
Duration(Mins):42477.4
Average Call Length(Secs):551
Total Debit Minutes:33515.95
Total Debit Complete Calls:3251
Total Debit Incomplete Calls:0
Total Debit Charges(Excluding Taxes & Fees):\$8498.63

Report Generated On 11/28/2016 14:22:35 Central Time

Jackson County Jail, GA

Call Detail Report

Search Criteria:

Country Code:
Dialed Number:
Destination Zone: ALL
Account Number:
PIN:
Prepaid Acct#:
First Name:
Last Name:
Termination Category: ALL
Blocked Reason: ALL
Phone:
Phone Group:
Call Type: ALL
Call Status: COMPLETE
Text2Connect: ALL
International Filter On:
Watched Filter On:
Private Filter On:
3-Way Filter On:
Voice Biometrics:
Test Call:
Wireless:
Live Connect:
Date Criteria: Date/Time Range
Start Date/Time: 02/01/2016 00:00:00 End Date/Time: 02/29/2016 23:59:59

Summary:

Attempts:9099
Complete:9099
Incomplete:0
Duration(Secs):3140337
Duration(Mins):52338.95
Average Call Length(Secs):345
Total Debit Minutes:36829.43
Total Debit Complete Calls:3653
Total Debit Incomplete Calls:0
Total Debit Charges(Excluding Taxes & Fees):\$9652.75

Report Generated On 11/28/2016 14:15:26 Central Time

Jackson County Jail, GA

Call Detail Report

Search Criteria:

Country Code:
Dialed Number:
Destination Zone: ALL
Account Number:
PIN:
Prepaid Acct#:
First Name:
Last Name:
Termination Category: ALL
Blocked Reason: ALL
Phone:
Phone Group:
Call Type: ALL
Call Status: COMPLETE
Text2Connect: ALL
International Filter On:
Watched Filter On:
Private Filter On:
3-Way Filter On:
Voice Biometrics:
Test Call:
Wireless:
Live Connect:
Date Criteria: Date/Time Range
Start Date/Time: 03/01/2016 00:00:00

End Date/Time: 03/31/2016 23:59:59

Summary:

Attempts:9043
Complete:9043
Incomplete:0
Duration(Secs):3396299
Duration(Mins):56604.98
Average Call Length(Secs):375
Total Debit Minutes:44493.55
Total Debit Complete Calls:4292
Total Debit Incomplete Calls:0
Total Debit Charges(Excluding Taxes & Fees):\$11526.06

Report Generated On 11/28/2016 14:12:03 Central Time

Jackson County Jail, GA

Call Detail Report

Search Criteria:

Country Code:
Dialed Number:
Destination Zone: ALL
Account Number:
PIN:
Prepaid Acct#:
First Name:
Last Name:
Termination Category: ALL
Blocked Reason: ALL
Phone:
Phone Group:
Call Type: ALL
Call Status: COMPLETE
Text2Connect: ALL
International Filter On:
Watched Filter On:
Private Filter On:
3-Way Filter On:
Voice Biometrics:
Test Call:
Wireless:
Live Connect:
Date Criteria: Date/Time Range
Start Date/Time: 04/01/2016 00:00:00 End Date/Time: 04/30/2016 23:59:59

Summary:

Attempts:7385
Complete:7385
Incomplete:0
Duration(Secs):2943626
Duration(Mins):49060.43
Average Call Length(Secs):398
Total Debit Minutes:36957.7
Total Debit Complete Calls:3446
Total Debit Incomplete Calls:0
Total Debit Charges(Excluding Taxes & Fees):\$9803.30

Report Generated On 11/28/2016 14:07:39 Central Time

Jackson County Jail, GA

Call Detail Report

Search Criteria:

Country Code:
Dialed Number:
Destination Zone: ALL
Account Number:
PIN:
Prepaid Acct#:
First Name:
Last Name:
Termination Category: ALL
Blocked Reason: ALL
Phone:
Phone Group:
Call Type: ALL
Call Status: COMPLETE
Text2Connect: ALL
International Filter On:
Watched Filter On:
Private Filter On:
3-Way Filter On:
Voice Biometrics:
Test Call:
Wireless:
Live Connect:
Date Criteria: Date/Time Range
Start Date/Time: 05/01/2016 00:00:00 End Date/Time: 05/31/2016 23:59:59

Summary:

Attempts:7240
Complete:7240
Incomplete:0
Duration(Secs):3062173
Duration(Mins):51036.22
Average Call Length(Secs):422
Total Debit Minutes:36776.35
Total Debit Complete Calls:3444
Total Debit Incomplete Calls:0
Total Debit Charges(Excluding Taxes & Fees):\$9280.49

Report Generated On 11/28/2016 14:04:24 Central Time

Jackson County Jail, GA

Call Detail Report

Search Criteria:

Country Code:
Dialed Number:
Destination Zone: ALL
Account Number:
PIN:
Prepaid Acct#:
First Name:
Last Name:
Termination Category: ALL
Blocked Reason: ALL
Phone:
Phone Group:
Call Type: ALL
Call Status: COMPLETE
Text2Connect: ALL
International Filter On:
Watched Filter On:
Private Filter On:
3-Way Filter On:
Voice Biometrics:
Test Call:
Wireless:
Live Connect:
Date Criteria: Date/Time Range

Start Date/Time: 06/01/2016 00:00:00

End Date/Time: 06/30/2016 23:59:59

Summary:

Attempts:8953
Complete:8953
Incomplete:0
Duration(Secs):3280115
Duration(Mins):54668.58
Average Call Length(Secs):366
Total Debit Minutes:39611.98
Total Debit Complete Calls:4443
Total Debit Incomplete Calls:0
Total Debit Charges(Excluding Taxes & Fees):\$10474.99

Report Generated On 11/28/2016 14:00:46 Central Time

Jackson County Jail, GA

Call Detail Report

Search Criteria:

Country Code:
Dialed Number:
Destination Zone: ALL
Account Number:
PIN:
Prepaid Acct#: ☐
First Name:
Last Name:
Termination Category: ALL
Blocked Reason: ALL
Phone:
Phone Group:
Call Type: ALL
Call Status: COMPLETE
Text2Connect: ALL
International Filter On: ☐
Watched Filter On: ☐
Private Filter On: ☐
3-Way Filter On: ☐
Voice Biometrics: ☐
Test Call: ☐
Wireless: ☐
Live Connect: ☐
Date Criteria: Date/Time Range
Start Date/Time: 07/01/2016 00:00:00 End Date/Time: 07/31/2016 23:59:59

Summary:

Attempts:9789
Complete:9789
Incomplete:0
Duration(Secs):2653146
Duration(Mins):44219.1
Average Call Length(Secs):271
Total Debit Minutes:33525.28
Total Debit Complete Calls:5452
Total Debit Incomplete Calls:0
Total Debit Charges(Excluding Taxes & Fees):\$7961.89

Report Generated On 11/28/2016 13:50:10 Central Time

Jackson County Jail, GA

Call Detail Report

Search Criteria:

Country Code:
Dialed Number:
Destination Zone: ALL
Account Number:
PIN:
Prepaid Acct#:
First Name:
Last Name:
Termination Category: ALL
Blocked Reason: ALL
Phone:
Phone Group:
Call Type: ALL
Call Status: COMPLETE
Text2Connect: ALL
International Filter On:
Watched Filter On:
Private Filter On:
3-Way Filter On:
Voice Biometrics:
Test Call:
Wireless:
Live Connect:
Date Criteria: Date/Time Range
Start Date/Time: 08/01/2016 00:00:00 End Date/Time: 08/31/2016 23:59:59

Summary:

Attempts:10571
Complete:10571
Incomplete:0
Duration(Secs):2682306
Duration(Mins):44705.1
Average Call Length(Secs):253
Total Debit Minutes:37224.77
Total Debit Complete Calls:6409
Total Debit Incomplete Calls:0
Total Debit Charges(Excluding Taxes & Fees):\$7413.91

Report Generated On 11/28/2016 13:44:17 Central Time

Jackson County Jail, GA

Call Detail Report

Search Criteria:

Country Code:
Dialed Number:
Destination Zone: ALL
Account Number:
PIN:
Prepaid Acct#:
First Name:
Last Name:
Termination Category: ALL
Blocked Reason: ALL
Phone:
Phone Group:
Call Type: ALL
Call Status: COMPLETE
Text2Connect: ALL
International Filter On:
Watched Filter On:
Private Filter On:
3-Way Filter On:
Voice Biometrics:
Test Call:
Wireless:
Live Connect:
Date Criteria: Date/Time Range
Start Date/Time: 09/01/2016 00:00:00 End Date/Time: 09/30/2016 23:59:59

Summary:

Attempts:11541
Complete:11541
Incomplete:0
Duration(Secs):3471703
Duration(Mins):57861.72
Average Call Length(Secs):300
Total Debit Minutes:46493.32
Total Debit Complete Calls:6843
Total Debit Incomplete Calls:0
Total Debit Charges(Excluding Taxes & Fees):\$9162.64

Report Generated On 11/28/2016 13:34:45 Central Time

Jackson County Jail, GA

Call Detail Report

Search Criteria:

Country Code:
Dialed Number:
Destination Zone: ALL
Account Number:
PIN:
Prepaid Acct#:
First Name:
Last Name:
Termination Category: ALL
Blocked Reason: ALL
Phone:
Phone Group:
Call Type: ALL
Call Status: COMPLETE
Text2Connect: ALL
International Filter On:
Watched Filter On:
Private Filter On:
3-Way Filter On:
Voice Biometrics:
Test Call:
Wireless:
Live Connect:
Date Criteria: Date/Time Range
Start Date/Time: 10/01/2016 00:00:00 End Date/Time: 10/31/2016 23:59:59

Summary:

Attempts:16061
Complete:16061
Incomplete:0
Duration(Secs):4742092
Duration(Mins):79034.87
Average Call Length(Secs):295
Total Debit Minutes:65933.58
Total Debit Complete Calls:9693
Total Debit Incomplete Calls:0
Total Debit Charges(Excluding Taxes & Fees):\$12992.30

Report Generated On 11/28/2016 13:29:31 Central Time

Jackson County Jail, GA

Call Detail Report

Search Criteria:

Country Code:
Dialed Number:
Destination Zone: ALL
Account Number:
PIN:
Prepaid Acct#:
First Name:
Last Name:
Termination Category: ALL
Blocked Reason: ALL
Phone:
Phone Group:
Call Type: ALL
Call Status: COMPLETE
Text2Connect: ALL
International Filter On:
Watched Filter On:
Private Filter On:
3-Way Filter On:
Voice Biometrics:
Test Call:
Wireless:
Live Connect:
Date Criteria: Date/Time Range
Start Date/Time: 11/01/2016 00:00:00 End Date/Time: 11/28/2016 23:59:59

Summary:

Attempts:10642
Complete:10642
Incomplete:0
Duration(Secs):2954918
Duration(Mins):49248.63
Average Call Length(Secs):277
Total Debit Minutes:40642.97
Total Debit Complete Calls:6490
Total Debit Incomplete Calls:0
Total Debit Charges(Excluding Taxes & Fees):\$8069.88

Report Generated On 11/28/2016 13:23:51 Central Time