



PURCHASING DEPARTMENT

P.O. BOX 1667
MONTGOMERY, ALABAMA 36102-1667

**INVITATION TO BID
INSTALLATION, SERVICE AND OPERATION OF THE
INMATE TELEPHONE AND VIDEO VISITATION SERVICES
ITB # 52200-25B-012**

ITB Issue Date:	Mandatory Pre- Bid Meeting	ITB Due Date:
February 26, 2025	March 13, 2025 2:00 PM CST	March 21, 2025 @10:00 am

The Montgomery County Commission solicits proposals for the Installation, Service and Operation of the Inmate Telephone, Video Visitation Services and/ or Public Pay Telephones for various Montgomery County Buildings.

Please submit a sealed price quotation on the conditions and requirements listed below. (**Faxed bids will not be accepted.**) The submissions will be received at the Purchasing Department Office, 101 S. Lawrence Street until the date and time shown above, and publicly opened as soon thereafter as practicable. If unable to quote, write "NO BID" and return.

Questions regarding this bid should be directed to Myrtle Singleton, Administrative Services Manager, Montgomery County Administrative Building Annex I, 100 South Lawrence Street, Montgomery, Alabama, phone number (334) 832-7705.

A handwritten signature in black ink, appearing to read "Kindell Anderson", is written over a horizontal line.

Kindell Anderson
County Administrator and Purchasing Agent

GENERAL CONDITIONS AND INSTRUCTIONS

1. The bid number must appear on the outside of the bid envelope.
2. No oral, telephonic, facsimile, modifications or alternate bids will be considered. Bids from firms, individuals, or the same owners of separate companies submitting more than one bid will not be considered.
3. Three (3) no responses to invitation to bid will be reason for deletion of bidder's name from the bid list. Once deleted from bid list, bidder's name may be returned to bid list with a written request from the bidder.
4. Bidders must submit an original and two (2) copies of its bid. The attached bid form must be completed in its entirety, signed by an authorized agent of the company, and submitted with the bid response. **Bid forms that are not signed will be disqualified.**
5. All pricing shall be F.O.B., Montgomery, Alabama. Delivery will be to the site and designated location of the ordering department listed on the purchase order. The bid price shall include all freight/delivery, fuel, surcharge, handling, packaging, services, charges, paid by the vendor.
6. Bidders must attach to bid a copy of a current City of Montgomery business license and Montgomery County business license, if required by law, and shall be current on payment of all city and county sales taxes. **If vendor is not required to have a City of Montgomery Business license or a Montgomery County business license, vendor must specify why license is not required.**
7. Vendors having a place of business within the legal boundaries of Montgomery County shall be given a 5% preference over vendors located outside of the legal boundaries of Montgomery County.
8. The contract period will be three (3) years from date of award. Prices shall remain firm for the entire contract period.
9. Montgomery County Commission and successful vendor reserves the right to cancel this contract at any time during the contract period, providing either party gives a ninety (90) day written notice.
10. The successful bidder awarded the contract/ purchase order must provide documentation of its enrollment in the e-verify program. Successful bidder will maintain such insurance as will protect him and Montgomery County from claim under Workmen's Compensation Acts, and from claims for damage and/or personal injury, including death which may arise from operations under the contract.
11. Montgomery County Commission reserves the right to add more inmate phones, tablets, messaging devices and video visitation stations as needed, at no cost to the county, during

the life of the contract.

12. If a dispute arises out of or relates to this agreement or its breach, the parties shall endeavor to settle the dispute first through direct discussions and negotiations. If the dispute cannot be settled through direct discussions or negotiations, the parties shall endeavor to settle the dispute by non-binding mediation. The location of the mediation shall be Montgomery, Alabama. Either party may terminate the mediation at any time after the session, but the decision to terminate must be delivered in person to the other party and the mediator. Engaging in mediation is a condition precedent to any other form of binding dispute resolution. If the parties cannot agree on a mutual resolution, any disputes not resolved by mediation shall be decided in the Circuit Court of Montgomery County, Alabama, governed by the laws of the state of Alabama.
13. If a bidder desires to protest a bid, a formal written protest shall be submitted to the Administrator/Purchasing Agent within five (5) working days before the bid opening or proposal due date or within five (5) working days after award. The formal written protest may be hand delivered to the Administrator or Administrator's Office of the Montgomery County Commission and/or mailed to the Administrator/Purchasing Agent by registered certified mail. The bidder and/or his authorized agent or legal representative must sign the formal written protest, or it will not be accepted.

Failure to file the notice of protest within the time limit prescribed herein shall constitute a waiver of any protest to the bid and/or request for proposal process.

The formal written protest shall state with particularity the facts and law upon which the protest is based. Within 30 calendar days of receipt of the timely filed, formal written protest, the Administrator/Purchasing Agent shall issue a written decision with respect to the protest. Should the decision by the Administrator/Purchasing Agent be adverse to the bidder, the bidder may seek relief in accordance with the *Code of Alabama 41-16-31*.

14. The selected vendor agrees to protect, defend, indemnify and hold the Montgomery County Commission and its employees, agents, officers and servants free and harmless from any and all losses, claims, liens, not limited to, the amounts of judgments, penalties, interests, court costs, legal fees, and all other expenses incurred by the County arising in favor of any party, including employees of the successful vendor, death or damages to property and without limitation by enumeration, all other claims or demands of every character but only on the proportion of and to the extent such losses, claims, liens, demands and causes of action arise out of the negligent acts or omissions of contractor, its employees, agents and officers. The successful vendor agrees to investigate, handle, respond to, provide defense for and defend any such claims, demand, or suite at its sole expense. The successful vendor also agrees to bear all other costs and expense related thereto, even if the claim or claims alleged are groundless, false or fraudulent.
15. The selected vendor affirms that it will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama for the duration of the agreement. Furthermore, a contracting party

found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom.

16. The Montgomery County Commission is committed to increase participation by Minority and Women-Owned Businesses (M/WBs) in the procurement process in Montgomery County; to ensure equal opportunity for M/WBs to participate in the procurement process; to prohibit discrimination on the basis of race, color, religion, national origin, sex, age, disability, or veteran status in the procurement process; and to achieve a minimum of 30% participation by M/WBs in the procurement process in Montgomery County.

INFORMATION AND REQUIREMENTS

This invitation to bid may be modified only by amendments written and authorized by the Montgomery County Commission and Montgomery County Sheriff's office.

Bids will be accepted until the time and date specified on page one of the invitation to bid. The bid envelope or container must be sealed and should be properly marked with the bid number, date and hour of bid opening and vendor's return address.

General Description of Required Equipment or Services

Inmate Telephone System, Inmate Video Visitation System, Support, and Services at Montgomery County Detention Facility:

General Description of Contract

This is a concession-type contract whereby the Vendor provides all new equipment and services without any cost to the County and pays the County an agreed upon commission percentage of gross revenue generated from inmate telephone calls. With the exception of any wiring or cabling installed by the Vendor within walls, floors, or ceilings of facility structures, all equipment and software provided by the Vendor shall remain the property and responsibility of the Vendor.

The County will demonstrate reasonable care but will not be liable in the event of loss, destruction, or theft of contractor owned equipment, software, or technical literature to be delivered or to be used in the installation of deliverables. The Vendor is required to retain total liability for the system. At no time will the County be responsible or accept liability for any Vendor owned items.

Performance Bond

Within twenty (20) consecutive days after posting of the recommended award under contract, the successful vendor will be required to provide Montgomery County Commission a performance bond, from a reliable surety company authorized to do business in the State of Alabama and acceptable to Montgomery County, in the amount of \$100,000 or the total estimated monthly commission payment for twelve (12) months if lower. The term of the bonds shall be concurrent with term of this contract. If Montgomery County Commission determines that the Vendor is not in compliance with any part of this contract, the vendor will be found in default. Allowances shall be made if non-compliance arises out of causes beyond the control and without fault or negligence of the Vendor (acts of God, the public enemy, fires, floods, strikes, and freight embargos. Regulated Telephone Company, etc.) The vendor must pay all costs associated with obtaining a performance bond.

Montgomery County Commission defines an "acceptable surety company" as follows:

- The surety company must be certified to do business in the State of Alabama.
- The surety company shall have been in business and have a record of successful, continuous operations for at least five (5) years.

- The surety company shall have a minimum Best Policy Holder rating of A and required Financial of VIII from Best Key Rating Guide.
- All bonds shall be signed by an Alabama Licensed Resident Agent that holds current Power of Attorney from the Surety Company issuing the bond.

All vendors personnel involved in installation, service and/or maintenance of the bid system, that will be discharging their duties on the premises of the Montgomery County Detention Facility must be covered by an employee dishonesty bond in the amount of \$100,000 per person.

Prime Contractor Responsibility:

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

The Vendor shall give the Contract Administrator immediate notice in writing by certified mail of any action or suit filed and prompt notice of any claim made against the Vendor which, in the opinion of the Vendor, may result in litigation related in any way to the contract.

Codes, Permits, Licenses:

Vendor must comply with any mandatory licensing requirement. If selected, Vendor will furnish and install all equipment, cable, miscellaneous hardware and materials in compliance with all applicable codes, whether local, state or federal, and that all permits or licenses required for installation will be obtained without cost to the Montgomery County Commission.

References:

Vendor must document that it is currently providing no less than five (5) confinement facilities in the United States at the time of submittal of its bid. Please provide list including the name of the location/facility, address, contact person, telephone number, and date service installed.

1.0 Introduction

This Invitation to Bid does not commit Montgomery County Commission to award a contract. The Montgomery County Commission reserves the right to reject any and all bids, to waive formalities, informalities, or irregularities contained in any bid and to award a contract for items herein if it is deemed to be in the best interest of the Montgomery County Commission to do so.

The Montgomery County Commission has made every effort to use industry-accepted terminology in this Invitation to Bid and, upon request, will attempt to further clarify any point or item in question.

1.1 Bid Submission

To be considered, bids must be received by the day and time specified on page one of the Invitation to Bid.

Information in the bid response labeled confidential or proprietary must be kept to a minimum and, if included, shall be submitted in a separate, sealed envelope marked "confidential" and/or "proprietary" for easy removal from the proposal book. While the Montgomery County Commission will attempt to process such documents in a manner intended to keep them confidential, the County cannot ensure that such documents will remain confidential.

Vendors must submit a signed one (1) original bid and two (2) copies, on or before the date specified on page one of this Invitation to Bid.

All official documents and correspondence shall be included as part of the resultant contract.

The Vendor's bid shall contain the following tabbed sections:

Tab Title	Required Content
Transmittal Letter	Brief letter that includes conformation that the accompanying document is the Vendor's response to this Invitation to Bid and that the bid is valid for a minimum of 120 days following the bid due date. Letter must be signed in ink by an authorized representative of the Vendor. Letter with original signature must be included in the proposal binder labeled "Original". A copy of the signed letter should be included in each bid binder labeled "Copy".
Executive Summary	Provide an overview or summary of the proposed services, indicating any special strengths or advantages of the Vendor's solution.
Technical Solution	ITB Section: Technical Specifications shall be included in its entirety with appropriate Vendor responses to every numbered paragraph. In a few cases a simple statement of compliance will be sufficient; otherwise the Vendor is encouraged to describe in detail how the proposed system will provide the required functionality.
Maintenance & Support	ITB Section: Maintenance and Support shall be included in its entirety with appropriate Vendor responses to every numbered paragraph; followed by the Vendor's comprehensive Maintenance and Support Plan.
Implementation	ITB Section: Implementation shall be included in its entirety with appropriate Vendor responses to every numbered paragraph followed by a narrative description of the Vendor's Implementation Plan as detailed in the last paragraph of Section 5.

Commission & Rates	ITB Section: Commission and Rates shall be included in its entirety with appropriate Vendor responses to every numbered paragraph followed by a clear presentation of the commission percentage and calling rates proposed.
Vendor Experience	Describe the Vendor's history and experience with providing inmate telephone systems and services. This section must include a statement that the company is financially stable. Submit with the proposal the company's audited financial statements for the past three (3) years. Privately owned companies may submit financial reports in a separate sealed envelope labeled "confidential".
References	Provide contact information (e.g. name, phone number, email address if available, etc.) for a minimum of five (5) references currently using the proposed inmate telephone system. At least one reference should have an inmate population similar to that of the Montgomery County Detention Facility or a similar number of inmate telephones as that required by this ITB.
Attachments	Attachments must be included at numbered or lettered sub-tabs within this section. A title page will show an Attachments list that identifies each sub-tab (by letter or number) and indicates its content. At minimum attachments will include the following. Other attachments may be added at the Vendor's discretion. ITB Addenda - if any Implementation Timeline - Gantt or other chart Resumes – of key project personnel Forms- Pages 47-49 of Invitation to Bid

1.3 **Bid Award:**

Bid will be awarded to the bidder offering the best overall solution to the Montgomery County Detention Facility. Facility commission will be a deciding factor.

1.4 **Current Provider**

The current provider of inmate telephone services is: **ICSolutions**.

1.5 **Current Call Traffic**

To assist Vendors in preparing rate and commission offers, the Montgomery County Commission will provide recent call statistics at the pre-bid meeting on the date specified.

1.6 **Insurance Requirements**

The Vendor will maintain Commercial General Liability coverage or equivalent with a minimum limit of \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. Specialized forms specific to the industry of the Vendor will be deemed equivalent provided coverage is no more restrictive than would be provided under a standard Commercial General Liability policy. The Vendor shall maintain workers' compensation insurance and shall provide evidence of coverage upon contract award.

TECHNICAL SPECIFICATIONS

2.0 Scope of Work

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

Unless otherwise noted, specifications in this section define the minimum features and services required. The Vendor's response to each technical specification should clearly indicate whether or not the proposed system solution satisfies the requirement and should, in most cases, include enough details of how the functionality or service is accomplished to allow the Montgomery County Sheriff's Office to fairly evaluate and compare the Vendor's solution with other bidder's solutions.

2.1 Single Source Provider

The successful Vendor must be a Single Source Provider. Vendor must own and operate the Inmate Telephone Platform, Inmate Video Visitation System, and Kiosk including software, hardware and all technology. Vendor must have its own Customer Service, Technical Support and Billing Departments. The Vendor's Billing Department must receive a record of every completed inmate call and must be responsible for bill distribution and collections.

2.2 Facilities and Telephones

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

Facility List and Number of Telephones Required

Montgomery County Detention Facility
250 S. McDonough Street
Montgomery, Alabama 36104

#Inmate Phones -59
#Visitation Stations-35

Mac Sim Butler Detention Facility
225 S. McDonough Street
Montgomery, Alabama 36104

#Inmate Phones -97
#Visitation Stations- 33

Facility ADP for 2024- 670

2.3 Additional Equipment Requirements

- Four (4) Roll Around in the Medical Unit (new)
- Two (2) TDD Machines (new)

2.4 Telephone Hardware

2.4.1 Suitable for Inmate Environment

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

2.4.2 ADA Compliance

The inmate telephone system shall comply with applicable guidelines set forth in the Americans with Disabilities Act (ADA). Telephones should be hearing aid compatible and have volume controls.

2.4.3 TDD/TTY Compatible

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

2.4.4 Compliance with Applicable Regulations

Telephone equipment must comply with FCC regulations and all other equipment and services associated with the inmate telephone system must comply with all applicable federal and state standards and regulations.

2.5 Centralized Processing and Data Storage:

- 2.5.1** The inmate telephone system must be a centralized platform that provides secure, centralized storage of system settings, call detail records, and call recordings. Records and recordings are to be stored in a RAID (Redundant Array of Independent Devices) environment, or better, to provide maximum protection and automatic redundancy of call data. Describe the location, security, and maintenance of the environment in which inmate call records and recordings will be stored.

- 2.5.2 To minimize the need for facility space and on-site hardware maintenance the bulk of the system's controlling and call processing equipment shall be housed and maintained at a location provided by the Vendor. The system's controlling and call processing equipment should be continuously monitored and maintained by the Vendor's highly trained personnel.
- 2.5.3 If multiple facilities are covered by the contract, each facility must have independent control of the inmate telephones at that facility and have on-site access to the facility's call records and recordings through a workstation computer. If multiple facilities are covered by the contract, the Vendor must provide a secure Wide Area Network (WAN) that connects all facilities and allows properly authorized staff at one location to carry out investigations by accessing call records or recordings from any or all sites covered by the contract. The centralized system must allow for the generation of reports for a single, multiple, or all facilities covered by the contract.
- 2.5.4 The centralized system shall allow inmates to be moved to another facility covered by the Contract without having to re-enter information.
- 2.5.5 The centralized system shall be capable of allowing an unlimited number of investigators to simultaneously search for and download call records or recordings from any facility covered by the Contract using the Vendor-provided network without degradation of call data.

2.6 Call Services

2.6.1 Out-Going Call Services Only

The inmate telephone system shall prevent incoming calls and permit only out-going calls from inmate telephones. Out-going call services for inmates should include local, inter-LATA, intra-LATA, interstate and international call capabilities. Call types should include collect, prepaid, and debit.

2.6.2 Domestic (U.S.) Calls

The inmate telephone system shall be capable of completing collect, prepaid, and debit calls to any destination number within the United States, including Alaska and Hawaii. (See 2.8 Prepaid Call Services).

2.6.3 International Calls

International calls must be prepaid and subject to the same restrictions and functions, including monitoring and recording and on-site reporting, as domestic calls. (Details can be provided at 2.8 Prepaid Call Services)

2.6.4 Automated Operator

Regardless of call type or destination, an automated operator must facilitate all inmate calls from off the hook to hang-up. Automated voice prompts must be clear, friendly, and give information and instructions to both the inmate and the called party. Describe the types of instructions and information available via the automated operator of the proposed system.

2.6.5 Language Options

At a minimum the system must be capable of responding to English, Korean and Spanish speaking inmates. If deemed necessary, prompts in additional languages must be made available at no cost to the Montgomery County Commission. The inmate caller will indicate the preferred language during call setup and thereafter all prompts, instructions, and warnings must be delivered to the inmate or the called party in the designated language. There shall be basic dialing instructions provided in English, Korean and Spanish on each inmate phone set.

2.6.6 Inmate Name Recording

The proposed inmate telephone system must have the capability to pre-record the inmate's name prior to routing the call to the destination number, for presentation to the called party by the automated operator. When PINs are required, the inmate's pre-recorded name must be saved during setup of the first call attempt and automatically retrieved when the PIN is used for subsequent calls. To ensure recording quality facility personnel must be able to replay name recordings at the system workstation and, if necessary, delete existing name files.

Upon deactivation of account (release of inmate) the recorded name will be automatically deleted so that a returning inmate can re-record their name in the system. There will need to be more clarity with the voice recognition on the phones. There should not be a need for inmates to continuously repeat their name or speak loudly when going through this process. When the inmate name is recorded on one phone it is required to work on all phones on the system.

2.6.7 Call Branding

The system must brand each and every call as originating from the detention facility and provide the name of the facility and the name of the inmate caller, before the inmate is allowed to speak to the called party. The called party will not be allowed to bypass the call branding. Each phone call must have call branding at the beginning of the recorded call to ensure the notification was given. For all calls except those to legal counsel, both the caller and the called-party must hear a clear warning statement that the call is subject to monitoring and/or recording. The inmate phone message should state the following "You are receiving a call from (Inmate Name) an inmate in the Mac Sim Butler Detention Facility located in Montgomery, Alabama".

2.6.8 Connection Delay

The system's automated operator must make first contact with each called party to explain the origin and options associated with inmate calls, prior to final connection. The system must not allow the inmate to communicate in any way with the called party prior to the party's positive acceptance of the call.

2.6.9 Positive Call Acceptance

The system shall require that the called party definitely indicates acceptance of an inmate's call before the final connection is made. Explain how positive acceptance is indicated on touch-tone and rotary-dialed telephones.

2.6.10 Overlay Messages

If deemed necessary by the Montgomery County Sheriff's Office, the system shall have the capability to interject messages into an inmate's call at random intervals that remind the called party that the call is from an inmate at the correctional facility.

2.6.11 Inmate Crime Tip Line

The system must provide a no-charge, speed-dial number that connects to a recorded message system that can be used by inmates to anonymously report criminal activity within the facility or to provide information related to criminal investigations. Access to crime tip messages should be permission-based to only allow a select group of County personnel access to this information.

2.7 Special Call Services

2.7.1 TDD Call Process and Controls

The Vendor's solution must be capable of allowing facility personnel to monitor and review typed conversations that take place with the assistance of a TTY/TDD unit. Describe how out-going inmate calls via a TDD/TTY device are conducted and how the system tracks and maintains control of such calls.

2.8 Prepaid Call Services

2.8.1 Called-Party Prepay Options

In addition to traditional collect call service, the Vendor and the Vendor's system must allow pre-pay calling. Prepaid methods must allow friends or family members to establish prepaid accounts directly with the Vendor.

The Vendor should describe all prepay options available to called parties. Include at a minimum the following:

- Billing Options and Methods
- Payment/Account Replenishment Options and Methods

- Balance Notification
- Customer Assistance for account setup or refunds
- Supported Call Types (e.g. Local, IntraLata, etc.)

2.8.2 Inmate Prepay Options

The system shall have an easy-to-manage integrated Inmate Debit account system and/or the Vendor must provide inmate prepaid calling cards if requested during the term of the contract. Fully describe prepay options available for inmates.

2.8.3 Kiosk

The vendor shall provide a single Kiosk solution to the front lobby of J1 so that visitors may make deposits to inmate phone accounts. The Kiosk must be bolted to the floor so that it will not tilt or fall over. The system must:

- a. Accept Cash, Credit Cards, or Debit Cards.
- b. Must disclose the amount being deducted for fees on screen before the transaction is accepted and the fee amount must be printed on the customer receipt. If the fee is not acceptable to the customer, the full cash amount (if a cash transaction) must be returnable by the kiosk. If Credit or Debit cards are used transaction must be able to be voided.
- c. Kiosk must be fully integrated with the Inmate Telephone System to ensure deposits can only be made to active inmate accounts. The system must update no less that every 6 hours.
- d. Kiosk must be owned and operated by the successful vendor, and not provided by a subcontractor or third party.
- e. Kiosk must be emptied of money at least twice a week or more as needed to ensure that deposits can be made at all time during business hours seven (7) days a week. Kiosk must also be checked to ensure enough paper is provided for printing receipts until the next scheduled pickup by the courier.
- f. Kiosk must have a toll-free number posted on the kiosk in large print for customers to call if they incur problems with a deposit. All problems reported must be resolved within 72 hours of initial contact.
- g. Kiosk must allow authorized Sheriff's Office personnel real time access to reports of deposits made at the kiosk.
- h. All deposits made to an inmate must be immediately visible on the individual inmate telephone account page and accessible through reports.
- i. Balance notification: The inmate must be notified of the balance on his account in real time each time before a call is connected or the vendor may provide a prompt for the inmate to be able to check the balance on his/ her debit account in real time.

2.8.4 Release of Funds

The vendor will supply a Debit Card system for releasing funds that are on the inmates' telephone account at the time of their release from custody by authorized Sheriff's Office personnel. The Debit Card will be a no interest card and will have documentation explaining how to retrieve their money on the card. No fees may be attached if the inmate retrieves all funds from the card within 5 business days. The system will have an easy to use interface for loading the Debit Cards.

NOTE: Vendor must provide debit release cards for inmate telephone system that are not identical to debit release cards for inmate trust account/commissary.

2.9 Call Controls

2.9.1 Manual On/Off Switches

A manual on/off switch that controls service to all inmate telephones, as well as a manual on/off switch for each phone shall be located in a secured office or area specified by the Montgomery County Sheriff's Office.

2.9.2 Automatic Shut Down on System or Electrical Failure

If the system's controlling server computer fails, service to all inmate telephones must be automatically disconnected to prevent unauthorized and uncontrolled calls.

Should commercial power to the facility be interrupted, the inmate telephone system shall be powered for a limited period of time by a UPS unit provided by the Vendor. During the period of operation on UPS power, the system shall prepare internal controls for a safe shutdown that saves current call data, and shall shut the entire system down if commercial power is not restored before UPS power is exhausted. Upon restoration of commercial power, the system shall re-boot and resume normal operations without the need for human intervention.

2.9.3 Other Shut Down Methods

The inmate telephone system must allow authorized personnel to temporarily suspend service to all or to selected inmate telephones at will. Describe system or service shut down options that are available in addition to the manual on/off switches previously required.

2.9.4 Telephone Number Database

The inmate telephone system must have a phone number database accessible to authorized facility staff that must be able to add telephone numbers and set or edit restrictions assigned to specific destination numbers (e.g. block/unblock, set an alert, or other restrictions). **Only authorized personnel of Montgomery County Detention Facility shall have access to unblock a number, not the successful vendor.**

2.9.5 Call Blocking by Destination Number

The system's call blocking functions shall be external of inmate phones and must allow designated numbers to blocked facility-wide and by individual inmate PIN. The system must allow facility personnel to block an unlimited number of destination numbers.

2.9.6 Call Blocking by a Range of Numbers

The system must allow authorized users to specify a range of destination numbers to be blocked.

2.9.7 Call Blocking by Called Party

The system's automated instructions to every called party must include an option to block future inmate calls.

2.9.8 Disallowance of 800/900/Information/Operator Calls

The system shall disallow 800/900/information/operator call options. Prefixes such as 900, 950, 800, 888, 700, 976, 411, and 911 shall be automatically blocked. Calls to the operator through 0, 00, 10xxx, 950xxx, etc. shall be disallowed.

2.9.9 Disallowance of Chain Dialing

The system shall be capable of detecting and preventing attempts by the inmate to chain-dial. After the information for the setup of one call is complete any hook-switch flashing or dialing of extra digits must not result in a secondary dial tone. The inmate must hang up before dialing a new number.

2.9.10 Disallowance of 3-Way Calls

After an inmate's call is accepted and connected, the system shall be capable of detecting and preventing attempts by a called-party to establish a three-way connection. Should a three-way attempt be detected, the inmate telephone system shall flag the call record and shall have the capability of immediately disconnecting the call.

2.9.11 Programmable Conversation Length

The system shall support a programmable maximum allowed call duration (example: 15 minutes) with a time-remaining warning message heard by both parties prior to call termination. The maximum allowed call length shall be programmable facility-wide and by inmate phone, destination number, and housing unit. When PINs are required, maximum call durations must be assignable to individual inmates. The proposed system must allow the call duration assigned to a particular phone, facility area, or inmate to be different than, and to over-ride, the default maximum duration set facility wide.

2.9.12 Programmable Calling Times

The system shall allow facility personnel to restrict inmate calls to particular hours of the day and/or to particular days of the week. Scheduled calling periods must be programmable facility-wide and by individual housing units, inmate phones, destination phone numbers, and when applicable to inmate PINs. Additional holiday settings shall be available to allow alternate scheduling of phone usage for specific holidays.

2.9.13 Free Calls

The system shall allow inmates to place free calls to local numbers specified by the Montgomery County Sheriff's Office. Free calls to specified numbers must be assignable facility-wide and by inmate PIN. Inmates must be provided one (1) free five (5) minute local call only and be assignable by phones. The software will track when the inmate places the free call. Montgomery County request inmates to receive a free birthday call, injury call or death notification call. Montgomery county request that indigent inmates receive 1 (one) free call per month.

2.9.14 Immediate Application of Changes

When changes in call restrictions are made either system-wide or to restrictions assigned to inmate PINs, the system must immediately recognize the changes and implement them in real-time with no delay.

2.10 Inmate Identification System

2.10.1 Inmate Personal Identification Number (PIN) System

The inmate telephone system must have an integrated PIN assignment and management function that allows any or all inmate callers to be identified and allows custom restrictions to be assigned to individual inmates. The system must be capable of requiring the entry of a valid PIN at all inmate telephones and selectively at designated inmate telephones. Fully describe the integrated PIN system.

Each inmate profile must contain a note area to place an infinite number of notes about the account by users and be allowed to be viewed by other users with proper access level. (Ref: notation changes made to the account such as adding days, removing numbers, etc.) The system will automatically tag the notation with the date, time and the user logged into the system on the end of the note.

2.10.2 PIN Assignment

The Vendor shall explain how PINs for existing inmates (at the start of the contract) are to be entered into the system and how new PINs are created and assigned. To save administrative time, at least one automated method of PIN account creation must be available.

2.10.3 Approved Telephone Numbers Per PIN

The system shall have the ability to assign a limited number of allowable telephone numbers per PIN. To save administrative time, the system should have the ability to record the inmate's preferred destination numbers in an automatic, self-learning mode. Each phone number automatically added to the inmate's allowed calling list must be immediately accessible for facility personnel review and editing. Each phone number must include the date and time the number was added to the list of approved numbers. The phone number will not be added until positive contact has been made and not just the first numbers dialed.

The system must clear all of the inmate destination numbers automatically when the account is closed (Inmate Released). Ref: This is so the inmate can enter new destination numbers to his list the next time he is incarcerated.

2.10.4 Assignment of Personal Call Restrictions

Authorized facility staff must be able to access the system's PIN database to add or edit restrictions assigned to inmate PINs. Describe all restrictions that can be assigned to individual inmates without affecting the calling privileges of other inmates.

2.10.5 Suspension of Individual Calling Privileges

The system must allow the calling privileges of individual inmates to be suspended indefinitely until such time as facility staff decides to reinstate the inmate's ability to make calls. The system must also allow an inmate's access to phone service to be suspended for a specified period of time, after which the system automatically reactivates the individual's access to phone service. At the discretion of authorized staff, the inmate should be able to complete calls to his/her attorney or legal representative during the suspension period.

2.10.6 The system must provide an Export function that allows authorized users to export the Inmate PIN Account list in various file formats (XLS, PDF, RTF, TXT, or TIFF) to use outside the Vendor's inmate telephone system.

2.10.7 Officer Check In

The system must have the capability of allowing correctional officers to "check in" from any phone in the system, entering his PIN number and creating a report log of the date, time, and location of the phone used to "check in." Correctional Officer PIN numbers must be different from inmate pin numbers and if possible, incorporate the * or # symbols in the PIN number (Example: *100172). The system must have a printable report that is customizable by date, time, location, etc. and include the date, time, and the officers' name for each check in. All reports must print out at an Arial 10 font or larger, must utilize the entire page with an exception for a 1-inch header and footer and print out on 8 ½ inch by 11-inch paper.

2.11 System Access and User Interface:

2.11.1 On-Site PC Workstation

The system shall include two (2) on-site personal computers that will allow authorized facility personnel to activate, edit and de-activate inmate accounts in the system. The locations of the workstations will be Booking and Releasing. The workstations must have the ability to print reports as needed. System options and inmate telephone restrictions must be programmable at the workstation, but the functionality and operation of the system must be completely independent of any administration terminal. In other words, if the workstation computer fails, this shall in no way affect the ability of inmates to place calls or the system's ability to track and control inmate calls according to preconfigured restrictions from an alternate authorized computer. The system shall include one (1) printer for the Releasing computer to print any necessary reports. The two (2) computers furnished will be locked down and will only be able to access the vendor's site.

2.11.2 Password Protected System Access

Access to call controls, administrative functions, call detail records, and call recordings must be password protected to prevent unauthorized access. Assigned passwords should be associated with a multilevel security system that dictates which features, functions, and data will be accessible to each user. The system must be able to define if the user is denied access, granted read-only access, or granted read- and- write access to any feature or task in the system. The system shall allow the Montgomery County Sheriff's Office to create new-user access based on templates which contain a set of permissions preselected by the Montgomery County Sheriff's Office. Template examples such as Clerical, Corporal, Sergeant, Lieutenant, Administrator, Investigator, Guest and etc. must be used. User access into the system will have the capability to limit access for each user to be limited to in-house workstations provided by the vendor only or access from outside locations. This will be assignable by individual user accounts or by group of accounts. The system must log off the user after 20 minutes of activity.

2.11.3 Remote System Access

The system must have the capability to allow authorized facility administrators and/or investigators to access call controls or call records and recordings from locations other than the Vendor-provided workstation computer, including locations outside the facility. For easier training and support of remote users, the Montgomery County Sheriff's Office prefers that the user interface and system features accessible from remote locations be identical to the user interface and features available at on-site workstations; restricted only by each remote user's security access assignments. Describe any and all available remote access methods, how proper security is maintained during remote access and whether or not the user interface and features available via remote access match those available at on-site system workstations.

2.11.4 Efficient, Easy to Use Interface

The system's workstation interface must be an easy-to-use Web-based Window's program that allows any authorized user at the facility, or at an authorized remote

computer, to efficiently access the system and perform any or all of the administrative or investigative functions permitted by the individual's security level.

The Montgomery County Sheriff's Office prefers a system that requires only a single log-in by users who must perform multiple tasks. Please state whether or not your system requires users to log-in multiple times in order to perform different functions.

The system must not lock any field containing Montgomery County Sheriff's Office Data. The system must provide for any field to be locked to prevent data entry upon request. The system should allow for on-site administrators to have the ability to lock or unlock any data fields.

2.11.5 System Access and Activity Log

The inmate telephone system must be capable of maintaining a system log that identifies each user that accesses the system and all activities and changes that occur while users are logged into the system. The system log should record any changes initiated within the system when call restrictions are created or edited facility wide, by PIN, by inmate station, or by destination number. The log should identify the date and time of the change, the user making the change, and the specific station or PIN changed, and describe the type of change made.

System must identify the building number, cell block, and telephone location within the block each time a call is initiated. Example: J2 2B #2. Each phone will be numbered from left to right (when facing phones in cellblock) when multiple phones are located in the cellblock.

System must allow the system administrator to be able to set the time each location (cellblock) that the phones will be active for inmate use. Example: 7 days week 7:00 AM to 9:00 PM Mon-Fri 7:00 AM to 9:00 PM

2.11.6 Data Transfer

Inmate data entered into the system is the property of the Montgomery County Sheriff's Office and will at end of contract be transferred to the new vendor unaltered. Data will be transferred in a protected medium as to not remove any zeros at the beginning or end of a group of numbers. The data to be transferred is as follows:

- a. Inmate Pin Numbers – Last Name, First Name, Middle Name, Pin Number, ID Number, Date of Birth, Date/Time Added, User who added, Date/Time Modified, and User who modified record.
- b. Blocked Numbers – Phone Number, Name, Notes entered as to reason blocked, Date/Time Blocked, and Date/Time Modified.
- c. Attorney Numbers – Name is entered, Reason entered, any Notes entered, and Date/Time entered.

2.12 Call Recording

- 2.12.1 The system must be capable of recording all inmate conversations, excluding those to legal counsel. The system must automatically prevent recording of inmate calls to approved attorney or other legal counsel numbers. Facility staff must be able to selectively turn-off the recording function for other calls at will. Fully describe how the system protects client/attorney conversations from both recording and live monitoring.
- 2.12.2 The proposed system must save recorded conversations for access and replay by facility staff or authorized investigators for the duration of the contract plus 180 days past contract to allow investigators to complete current cases.
- 2.12.3 The system's recording function must allow selected recordings of special interest to be retained and remain accessible on-line beyond the normal storage period.
- 2.12.4 Playback of recorded calls shall not require a manual media change. Recordings must be stored on digital hard drives that automatically provide data replication.
- 2.12.5 The system must provide easy access and replay of stored recordings from within the system's user program. Explain how an investigator who is logged into the system would locate and replay one or more desired recordings.
- 2.12.6 The system must provide a way for investigators to bookmark or tag locations within recordings for future reference. The system should allow the investigator to make notes at marked locations. These bookmarks/tags and their associated notes should follow the recorded call if it is burned to a CD, DVD or USB portable medium.
- 2.12.7 The system must provide an easy method for copying call recordings to CDs or other portable media for permanent archival at the facility or for transporting a recording to a criminal trial as evidence. The system must allow for the selection and download of a minimum of 100 recorded calls at a time. Each downloaded call must contain the relevant identifying information: the date and time of the call, recording identification number, inmate phone location or station used, the inmates first and last name, MCDF inmate id number, inmate Pin Number used, the destination number called, if the destination number is a land line or mobile number, duration of the call, and the date and time the call was copied or downloaded.
- 2.12.8 When an inmate's recorded conversation is copied to portable media, relevant identifying information must also be automatically transferred to the portable media. Each downloaded call must contain the relevant identifying information: the date and time of the call, recording identification number, inmate phone location or station used, the inmates first and last name, MCDF inmate id number, inmate Pin Number used, the destination number called, if the destination number is a land line or mobile number, duration of the call, and the date and time the call was copied or downloaded.
- 2.12.9 The system must help ensure that inmate call recordings are tamper-proof, and that chain of evidence is maintained when recordings are copied to portable media.

- 2.12.10 The system must track every user attempt to listen to, copy or download a call recording. The system must document and display to authorized personnel: the user name, the date and time they logged in, the type of activity performed (listened to, copy or download a call recording), the inmate first and last name, the MCDF inmate id number, the call record id, and the time they logged out of the system. Authorized staff must be able to query the system to determine who has listened to recordings, copied recordings and who has downloaded recordings.

2.13 Call Monitoring:

- 2.13.1 The system must allow authorized staff to monitor calls in progress. The monitoring of live conversations shall not interfere with the on-going recording of those conversations and shall not be detectable by either the inmate or the called party.
- 2.13.2 The system's monitoring capabilities must include an alert function that will automatically notify designated staff or investigators, by phone or pager, when particular PINs or destination numbers are used during call setup. When the alert is delivered to an official's desk or cell phone, the system shall allow the alerted official to immediately access and monitor the live conversation.
- 2.13.3 Authorized personnel at the system workstation or from a remote location must be able to immediately disconnect or conference-into a call that is being monitored.

2.14 Call Detail Records and Reports:

- 2.14.1 The system shall create and save a detailed record for every call or call attempt, whether the call is accepted or rejected, and the fate of the call shall be noted in the call record. The reason a call is not completed must be explained, examples: Call completed, no answer, caller hung up, called party hung up, called party did not accept, number restricted, pan restricted, voice biometrics failed, funds not available, incorrect pin number.
- 2.14.2 At a minimum the record for each call shall contain information that identifies the location and ID of the inmate phone used, the destination number called, the date and time of the call, the duration and cost of the call, type of call (local, IntraLATA, et cetera), the first and last name of the inmate, the MCDF inmate id number, and inmate PIN number used.
- 2.14.3 All call detail records shall be stored on-line and available for retrieval by authorized users at the system workstation or at authorized remote computers for the entire duration of the contract. A duplicate copy of each call detail record must be automatically transmitted to a secure secondary storage location provided by the Vendor.
- 2.14.4 A copy of the call detail record for every completed call must be transmitted to the Vendor's bill processing center.
- 2.14.5 Call records for any specified time period (during the course of the contract) must be

available to authorized staff and investigators through the system's user interface program. Call detail records must be displayable on-screen in a pre-configured call detail report that is ready for printing.

- 2.14.6 Printable call detail reports must be pre-configured to display the name of the facility and at a minimum the following fields of information for each record in the report: Inmate Phone Station; Location (of the inmate phone), Destination number, Date and Time of the call, duration of the call, MCDF Inmate ID number, Inmate PIN number, Inmate first and last name, cost of the call, whether or not the call was accepted, the reason a call was not completed must be explained. Examples: no answer, caller hung up, called party hung up, called party did not accept, number restricted, pan restricted, voice biometrics failed, funds not available, incorrect pin number. The printed report must print out on 8 ½ x 11-inch sheets of paper and must not be smaller than a size 10 Arial font.
- 2.14.7 The system must provide an Export function that allows call detail reports to be exported in various file formats, to include at a minimum: XLS (Microsoft Excel), PDF (Portable Document Format), RTF (Microsoft Word Rich Text Format), TXT (plain text), and TIFF (Tagged Image File Format).
- 2.14.8 In addition to details for each call, call detail reports must display the total number of call records in the report and the total revenue and total minutes for all calls in the report. The County must have access to a real-time, on-line, revenue report that details calls by type, Lata, and include gross revenue for each. For example, the report must be able to show call volumes and durations by local, intralata, interlata/intrastate, interstate, and international. Any exceptions to the above could result in a cancellation of contract.
- 2.14.9 The system must allow the records in a call detail report to be sorted in ascending or descending order by the inmate station ID, destination number, PIN, date, time, length, cost, acceptance or rejection notations, and reasons for incomplete calls.
- 2.14.10 The system must support the customization of call detail reports based on criteria selected by the user. The system must allow the user to search for call records for review and/or reporting based on one or more specified criteria. For example: all calls placed to a specific destination number; all calls placed using a specific inmate PIN, et cetera.
- 2.14.11 The call record for any call during which a three-way call attempt was detected shall be flagged in the on-screen call detail report for quick visual identification.
- 2.14.12 The system must allow investigators to attach case-notes to call records and to use the existence of a case-note as well as specific words or phrases included in case-notes as search criteria for the selection of call records to be reviewed.
- 2.14.13 Investigators must be able to access and replay the recorded conversation associated with a selected call record. Recordings must be accessible for replay from on-screen call detail reports that would remain available for further review or printing after the replay of a selected recording.

- 2.14.14 The system must provide quick access to a specific inmate's PIN file directly from any on-screen call detail report that includes a call by that inmate. The call detail report must remain available for further review or printing after the review or editing of the selected inmate's PIN restrictions.

2.15 Other Administrative and Investigative Reports

In addition to call detail reports, the system must be capable of providing a variety of reports based on inmate call records and or the system's user log. All reports must print out at an Arial 10 font or larger, must utilize the entire page with an exception for a 1-inch header and footer and print out on 8 ½ inch by 11-inch paper. At a minimum the proposed system should provide the following types of reports:

- 2.15.1 A summary report of the total number of calls for each day within a user specified time frame. This report must allow the user to apply search parameters. This report must be able to be run on-site by authorized personnel.
- 2.15.2 A summary report of the most frequently dialed destination numbers. The report must allow the user to specify a time frame and at a minimum include the destination number and the total number of calls to that destination number. Sorting options must be available for each field. This report must be able to be run on-site by authorized personnel.
- 2.15.3 A summary report of the most frequently used PINs. The report must allow the user to specify a time frame and at a minimum include the PIN and the total number of calls placed using that PIN. Sorting options must be available for each field. This report must be able to be run on-site by authorized personnel.
- 2.15.4 A summary report of the most frequently used inmate stations. The report must allow the user to specify a time frame and at a minimum include the station number and the total number of calls placed using that station. Sorting options must be available for each field. This report must be able to be run on-site by authorized personnel.
- 2.15.5 An account creation report. The report must provide at a minimum a list of each new PIN and the date and time of PIN creation during a user specified period of time. This report must be able to be run on-site by authorized personnel.
- 2.15.6 An analysis report that lists totals for all inmate calls during a specified time period by rate type (i.e. free, local, interLATA, ET cetera.). This report should include the total number of calls in the report and for each rate type should include at a minimum: the total number of calls, the total cost of all calls, and the total number of minutes for all calls of that rate type. This report must be able to be run on-site by authorized personnel.
- 2.15.7 A telephone station report that displays the name of the facility and all telephones currently connected to the system at that facility must be available. At a minimum the

report must include for each phone: the station number, location, status (active or deactivated), the date the phone was added, and if applicable the date and time the phone was deactivated. If a usage schedule is currently assigned to the station, this too should be indicated. This report must be in real-time, accessible on-line, and must be able to be run on-site by authorized personnel.

- 2.15.8 A user's log report. This report must provide information to track the activities of each user that has accessed the system within the specified period of time. The report must allow authorized personnel to identify each user, date, time of log-in, activities performed, and time of exit from the system. This report must be able to be run on-site by authorized personnel.
- 2.15.9 A shared destination number list. This report must identify all destination numbers being dialed by multiple PINs. This report must be able to be run on-site by authorized personnel.
- 2.15.10 The system must provide a report for tracking the debit cards and amounts loaded on each card by date range. This report must be able to be run on-site by authorized personnel.
- 2.15.11 The system must provide an Export function that allows reports to be exported in various file formats, to include at a minimum: XLS (Microsoft Excel), PDF (Portable Document Format), RTF (Microsoft Word Rich Text Format), TXT (plain text), and TIFF (Tagged Image File Format).

IP BASED VIDEO VISITATION SYSTEM

3.1 Video Visitation system Description (herein known as VVS)

- 3.1.1 Provide all labor, equipment, materials, software, installation, configuration (hardware, software and networking), documentation, testing, and training of the VVS as required to fully equip the Montgomery County Detention Facility, located at 225 & 250 S. McDonough Street, Montgomery, Alabama.
- 3.1.2 VVS shall be an Internet Protocol (IP) based system. All video and audio streams between the stations shall be transmitted over TCP/IP/Ethernet. Any systems that utilize analog audio/video matrix switching devices are not acceptable.
- 3.1.3 The vendor is responsible for providing all adequate bandwidth for internet video visitation. The Vendor shall supply its own internet solution for providing this service.

3.2 Video Visitation Stations, Networks, and Servers

- 3.2.1 All video visitation station components must be field replaceable by VVS contractor.

- 3.2.2 All inmate video visitation station components must be nonproprietary and, at minimum, meet the following requirements:
- a. Correction grade wall mountable enclosure with minimum 14-gauge steel
 - b. Enclosure shall be wall mounted using no more surface area than a standard inmate “mini-phone” measuring a height of 11.5” and width of 5”.
 - c. Enclosure shall allow the facility to transition to larger tablets in the future without the need to remove the enclosure from the wall
 - d. Enclosure components shall be powered using 15.4W power-over Ethernet standards using a minimum of category 5 cabling with simultaneous data and power transfer.
 - e. Enclosure shall not have any openings exposed to inmate.
 - f. Detention grade audio handset with cable lanyard measuring no more than 24”
 - g. Optional pedestal mounts available in single, dual, tri and quad configurations
 - h. Option for mobile video visitation stations
- 3.2.3 All visitation recordings shall be processed and stored locally for 30 days within the Vendors internal server environment or optionally, if facility desires, at remote data center.
- 3.2.4 VVS servers shall be installed locally within the Vendors internal server environment or optionally, if facility desires, at remote data center
- a. Vendor will need to provide a proposal for all Application Server specification requirements for processing up to 24 simultaneous visits.
 - b. Vendor will need to provide proposals for recording and storage server specification requirements for both internal storage and offsite data storage with backup functions for each.
 - c. VVS recording data in the storage space is to be held for a minimum of a five (5) year retention period after the end of contract.
- 3.2.5 The system shall include one (1) on-site personal computer that will allow authorized facility personnel to activate, cancel and monitor at minimum 24 visitations in real time. The on-site computer must have at minimum; dual monitor capabilities, Windows 10, 64-bit operating system, 16 GB Ram, and 2GB to 4GB Video card. The system must monitor the inmate side as well as the visitor side of the conversation. The system must be capable of enlarging a single visitation to better see any details on both parties. The on-site PC must be locked down so that it can only access the visitation software.

3.3 Video Visitation Software

- 3.3.1 VVS must be successfully installed and functional in at least 25 facilities, with at least 5 installations being larger than 75 VVS stations and at least 2 installations being larger than 200 VVS stations.

- 3.3.2 VVS must be successfully installed and functional with correctional agencies having multiple facilities and multiple visitor centers requiring different hours and policies for each facility and visitor center.
- 3.3.3 VVS must have multiple current customers where the system is scheduling and managing visits of all types (video, face to face, contact, personal, and professional, etc.) for at least 2,000 inmates per agency.
- 3.3.4 VVS shall be compatible with Oracle, Microsoft SQL or PostgreSQL databases.
- 3.3.5 VVS shall be a user friendly, highly graphical, keyboard and mouse driven application. The VVS and inmate telephone system must be integrated within the same user interface. Two separate systems are not sufficient for this project.
- 3.3.6 VVS shall be accessible via standard browser to facility users with network access and application privileges from any internet connected approved computer or laptop.
- 3.3.7 VVS shall be a privilege-based system allowing the assignment of at least 50 different privileges to customizable user's groups and user assignment to specific user groups.
- 3.3.8 VVS shall have integration with LDAP. The vendor's system needs to work with LDAP or Activity Directory so that we can sign in with one sign on.
- 3.3.9 VVS shall allow the facility to automatically notify a user(s) and/or user group(s) via email when a visitation station is added, modified and/or taken offline.
- 3.3.10 VVS shall have mass email notifications to make all or select visitors aware of facility events, policy changes, etc.
- 3.3.11 The facility's jail management system (JMS) will be responsible for providing the VVS system the following minimal requirements via Xml file share:
 - a. Inmate ID
 - b. Inmate last name
 - c. Inmate middle name
 - d. Inmate first name
 - e. Gender designator
 - f. Date of birth
 - g. Housing assignment designator
 - h. Race designator
 - i. Inmate booking number
- 3.3.12 VVS shall have capability to allow for automated data export to allow for two-way data share with the facility's jail management system (JMS) via Xml file on a local share.
- 3.3.13 VVS shall track all inmate housing unit assignments, movements, and inmate releases to validate scheduled visitation integrity.

- a. VVS shall automatically attempt to reschedule all visits associated with the inmate if the inmate has changed housing locations.
 - b. VVS shall automatically cancel all visits associated with an inmate if the inmate has been released.
 - c. VVS shall notify visitor(s) via email and automated phone message if a visitation has been cancelled.
- 3.3.14 VVS shall allow the facility to manage and schedule Internet video visitation, on premise video visitation, and non-video visitations including face to face and contacts visits with shared or separate quotas, stations, visitation center hours, time slots, and scheduling policies.
- 3.3.15 VVS shall allow the facility to manage personal and professional visitations with shared or separate quotas, stations, visitation center hours, time slots, recording and monitoring rules, and scheduling based on Montgomery County policies.
- 3.3.16 VVS shall allow the facility to create specific personal and professional visitation time slots for Internet video visits, on premise video visits, face-to-face visits and contact visits. VVS must allow the facility to customize visitation time slot duration.
- 3.3.17 VVS shall allow the facility to determine what type of visits (Internet, On-premise, face-to-face, and contact) are allowed for each housing unit.
- 3.3.18 VVS shall be able to manage multiple visitation centers with unique hours of operation, visitation types, policies and quotas.
- 3.3.19 VVS shall allow the facility to establish and manage approved visitor lists for the entire facility, only selected housing units, or only selected inmates.
- 3.3.20 VVS shall allow the facility to schedule a “no visitations” event with customizable duration for an inmate, station, station group, housing unit and/or visitation center.
- 3.3.21 VVS shall allow the facility to create the following restrictions with customizable duration:
 - a. Restrict a visitor from visiting a certain inmate(s).
 - b. Restrict an inmate from visiting a minor.
 - c. Restrict an inmate from visiting ALL visitors.
 - d. Restrict a visitor from visiting ALL inmates.
 - e. Restrict an inmate from having Internet video visits
 - f. Restrict an inmate from having contact visits
 - g. Restrict an inmate from visiting at the same time as another inmate.
 - h. Restrict a visitor from visitation at the same time as another visitor.
- 3.3.22 VVS shall allow the facility to establish and automatically enforce different inmate and visitor quotas for Internet video visits, on premise video visits, face-to-face visits, and contact visits.

3.3.23 VVS shall allow the facility to set the age at which a minor is allowed to register and schedule a visit as an adult.

3.3.24 VVS shall allow the facility to create custom visitation quotas

- a. VVS shall allow the facility to create inmate and visitor quotas based upon time (example: 25 min/day).
- b. VVS shall allow the facility to create inmate and visitor quotas based upon count (example: 1 visit/week).
- c. VVS shall allow the facility to create inmate and visitor quotas with a customizable duration (day, week or month).
- d. VVS shall allow the facility to establish separate quotas for personal and professional visits.
- e. VVS shall allow the facility to create quotas for specific types of visits (Internet Video, On-Premise Video, Face-to-Face, and contact).
- f. VVS shall allow the facility to establish the total number of visitors (as well as any rules regarding the number of adults and minors per visit) allowed per visit for Internet video visits, on premise video visits, face-to-face visits, and contact visits.
- g. VVS shall allow the facility to specify unique quotas for each housing unit.

3.3.25 VVS shall allow the facility to denote a visitor as being a professional visitor.

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

- a. Review; edit visitor/inmate general information.
- b. Review visitation history.
- c. View and download visitation recordings.
- d. Review warrant check results.
- e. Create, edit, and remove restrictions.
- f. Create, edit, and remove events.
- g. Create, edit, remove approved visitors/inmates.

3.3.27 VVS shall allow facility staff to schedule visits on behalf of visitors either in person or over the phone. VVS must be configurable to set different scheduling rules for facility staff scheduling visits vs. public scheduling visits online.

3.3.28 VVS shall provide a means of creating an unscheduled visit (Ad Hoc Visit) where the inmate's and visitor's information is required and tracked.

3.3.29 VVS shall provide the means for facility staff to create an unscheduled visit/station connection where the inmate's and visitor's information is not required (Quick Connect).

3.3.30 VVS shall be a single web-based scheduling application allowing public and professional visitors to register and schedule visits using a standard internet browser and an internet connection.

- a. VVS shall determine what fields are mandatory for visitor registration.
- b. VVS shall have an ID card reader which can read magnetic-stripe or 2-D barcode for ANY state issued ID – reader shall automatically populate VVS with name, DOB, address, ID number of visitor.
- c. VVS shall allow the facility to determine if visitors must register in person (rather than online registration) prior to scheduling a visit.
- d. Officers will have ability to capture pictures of visitors and their ID's and store within application for authenticating visitors during visits.
- e. Remote registration of visitors shall allow for visitors to capture their own image and image of their ID for proper authentication.
- f. VVS public and professional scheduling must be available in English, Korean and Spanish
- g. VVS shall have an optional inmate scheduling capability for inmates to schedule and review schedules from in-pod-kiosks
- h. Visitors shall be able to login using their unique visitor ID or their email address and password.
- i. Professional visitors will have the additional option of selecting the visitor station and stations characteristics. (i.e. have a video visit from their desk or conference room, contact visit, private room, etc.)
- j. VVS must allow for Smart phone scheduling
- k. VVS shall have public scheduling module specifically designed for touch screen lobby kiosks.
- l. Web-based scheduling application shall allow the facility to customize the top banner with an image and customizable text and font size.
- m. Public web-based scheduling application shall allow for facility to create and post Public Message Posts with programming of start and end dates of posts, allow for multiple posts at one time and ability for posts to appear and be specific to separate screens.

3.3.31 VVS shall allow the facility to display upcoming and running visit information on one or multiple monitor(s) and/or station(s) that automatically refresh.

- a. VVS shall allow the facility to configure information for display for each individual display type(s) (visitation center informational monitor, inmate station, dorm officer, etc.)
- b. VVS shall allow the facility to display visitor check-in status.
- c. VVS shall allow the facility to hide assigned visitor station(s) number until the visitor has checked in.

3.3.32 VVS can automatically start each video visit at the designated start time.

- a. VVS shall allow the facility to determine if the visitor is required to check-in for a video visit to start.
 - 1. For remote (Internet) visits officer must be able to have a real time video check-in with audio and video to determine authenticity and match with visitor picture on file with facility.

- b. VVS shall allow the facility to determine if a visit is to be canceled if the visitor does not check-in on time or after a set amount of time and if that visit will count against the inmate's visitation quota.
- c. VVS shall allow the facility to check in those visitors visiting over the Internet via video chat between the officer and the visitor(s).
- d. Prior to connecting the visit, the inmate and visitor must agree to abide by visitation rules in a on screen disclaimer:
 - 1. Visitation is a privilege, visits may be denied, revoked, canceled or limited.
 - 2. No nudity, see through clothing, brief type clothing, swimsuits, visible underwear allowed.
 - 3. If a visit is cancelled due to a rule violation by either party, no refund will be issued.

3.3.33 VVS shall automatically attempt to reconnect stations if connectivity is lost.

3.3.34 VVS shall allow for an option to limit the number of simultaneous remote/internet video visits.

3.3.35 VVS shall allow for real-time visitation monitoring of all live personal video visits

- a. VVS shall allow facility staff to stop, pause and restart any running visit
- b. VVS shall allow for station reassignment during any running visit.
- c. VVS shall allow for visitation time extension during any running visit.
- d. VVS shall allow for Real-time monitoring of audio/video for up to eight visitations simultaneously per monitoring station screen.
- e. VVS shall rotate through all visits at user defined monitoring rate.
- f. VVS shall allow the facility to customize the number of visits per screen and the page rotation duration.
- g. User shall be capable of scanning through all active visits and select particular visit for monitoring.
 - 1. User shall be capable of locking a visit in place and removing it from the exit queue.
 - 2. User shall be able to stop or pause and restart any visit.
 - 3. If recording sources are available, user shall be able to start recording a visit.

3.3.36 VVS shall allow for facility staff to setup automated email notification of visits to notify staff, investigators, i.e. of visits for a particular inmate or visitor.

3.3.37 VVS must be able to automatically encrypt all professional video visitations to ensure no recording or monitoring can take place.

3.3.38 VVS shall provide synchronized digital video and audio recording for all video visitation sessions.

- a. VVS shall utilize standard servers for processing and storing the recordings. Any system that utilizes VCR's, DVR's, IPVCR's, and/or MCU's is not acceptable.
- b. VVS shall allow facilities to configure recordings such that all video visitations will be recorded, only certain visitations will be recorded, and/or certain inmates and visitor will be recorded.
- c. VVS must allow the facility to determine the quality and storage size for video visitation recordings independent of the visitation quality. The facility must be able to select from H.264, MPEG2 and MPEG 4 recording formats. Minimum storage size must be equal to 120GB per hour.
- d. Authorized users shall have the ability to mandate specific visits, visitors and/or inmates to be recorded.
- e. VVS shall provide two levels of recording permissions (standard and investigative) to ensure execution of recording mandate.
- f. VVS shall store all recorded visits for (TBD amount of time) in a video storage server (see 'Video Visitation Recording Server' above).
- g. Authorized users shall be capable of downloading a recorded file(s) and/or viewing recordings from within the application.
- h. VVS shall incorporate an audit trail to track who has viewed and/or downloaded the recording file(s).

3.3.39 VVS shall provide the option to display a startup message and two separate visual warning messages on each visitation monitor. Time placement and messaging shall be fully configurable.

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

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

3.3.42 VVS shall be able to display upcoming daily visit information on inmate station screens i.e. inmate name, time of visit.

3.3.43 VVS system shall be able to process the following reports (available in PDF, XLS, and HTML):

- a. Facility and housing unit daily visitation schedules
- b. Inmate visit history, date range selectable
- c. Visitor visit history, date range selectable
- d. Statistical reports for reporting historical number of visits by visit type, or days of weeks, or months, or station, or station group, or housing unit or time blocks.

3.3.44 VVS shall allow the use of 3rd party report writing tools to generate additional custom reports from the VVS database.

3.3.45 VVS shall provide visitor warrant check management settings to control facility warrant check policies.

- a. Allow settings for how often warrant checks are required
- b. Ability to run reports to see which visitors are due for warrant checks and export the visitor information for use in 3rd party warrant check systems.
- c. Ability to import warrant check results allowing system users, investigators, etc. access to see when the last warrant check was run and what the results were.
- d. Ability to run reports to see any visitors with outstanding warrants. Report options to include visitation date ranges as well as options to include all visitors or only those visitors with upcoming scheduled visits

3.3.46 VVS shall allow the facility to create visitation billing charges

- a. VVS shall allow the facility to charge for visits when an inmate has exceeded his/her established free visit quota.
- b. VVS shall allow the facility to charge for all visits for a specific visitation center (example: all Internet video visits).
- c. VVS must have the ability to differentiate between professional visitors (e.g. allow public defenders to have free visits, while charging private attorneys for remote visits etc.)
- d. VVS shall allow visitation charges to be based upon per minute or per visit.
- e. VVS shall allow the facility to implement a non-refundable processing fee.
- f. VVS shall allow the facility to assign billing rules to selected visitation centers and/or specific visitation center days or hours.
- g. VVS shall take into account inmates mandated free visit quota and dynamically calculate charges during the scheduling process
- h. VVS shall allow the facility to create a custom visitation cancellation policy that allows for varying cancellation charges based upon when the visitor cancels the visit.
- i. VVS shall dynamically display the cancellation and refund policy while the visitor is scheduling and canceling visits.
- j. VVS shall have capability of automatically refunding a visitor for a charged visit that has been cancelled as a result of:
 1. Inmate release
 2. Facility imposed restriction
 3. Station unavailability
 4. Facility event (example: weather closure, dorm lockdown)
- k. VVS shall allow authorized facility staff to override or refund visitation charges.

INMATE TABLET SOLUTION

4.0 The tablet solution for use by inmates and for the purpose of education and entertainment.

- a. Tablets must be a minimum 6-inch android quad core processor

- b. Must have customizable OS launcher designed for corrections market to prevent unauthorized access to unapproved programs. Tablet must be locked down to prevent user from accessing another Wi-fi signal.
- c. Tablets will be controlled by an industry leading enterprise mobility management solution that allows for easy updates and service upgrades.
- d. Must have antivirus software installed
- e. Must accept a generic headset
- f. Must allow for video visitation
- g. Must have the capability for inmates to order commissary from tablet.
- h. Must have the ability to display an inmate handbook with the ability to make inmates sign and acknowledge handbook before logging into tablet.
- i. Must allow inmates to file grievances and forms. The facility must have the ability to download and update forms as needed.
- j. Must allow for PREA Notifications and reporting
- k. Must allow recording and live monitoring of video visitation sessions.
- l. Must be secure and built for the correctional environment with protection covering to reduce breakage
- m. Must provide capability of restricting inmate usage to the specific housing units to which the inmate is assigned.
- n. Require an inmate to enter credentials and log in to the tablet before being able to access any application.
- o. Tablets shall only allow 5(five) numbers stored based on an inmate pin number
- p. Facial Recognition: Before a call is connected to a tablet a facial picture must be seen
- q. Warning labels on tablets: i.e. If face not seen calls will be dropped.
- r. Charging stations required to charge tablets
- s. Tablets must contain a free general law library, free general library, eBooks, excess to radio, add free incentives to complete updated educational programs
- t. Programs will be added to tablet for drug and alcohol, GED, Anger Management, Religion, Conflict Resolution, and ENDOVO for Ignite Program. Programs must be approved prior by Jail Administrator prior to delivery of tablets.
- u. Tablets must be capable of being updated wirelessly in real time. All tablet device software updates must be provided at no cost.
- v. Vendor must issue tablets 1:1 Ratio with a surplus of 10%
- w. Facility has the right to increase tablets based on inmate population.

OPTIONAL INMATE MESSAGING

Note: Montgomery County may add any time during the contract period.

5.0 The inmate messaging solution must allow inmates to easily send and receive messages to and from friends and family via a handheld device assigned to the inmate. The Vendor shall describe their ability to provide an inmate messaging solution to the county.

- a. Friends and family must be able to respond by the following: app, a mobile device via text or email address. Please describe
- b. Vendors must provide staff with review capabilities before messages are sent and received.
- c. The Vendor must provide report capabilities for message threads. Show examples
- d. The Facility must be allowed the ability to terminate a conversation based on an individual inmate, friend or family account and/or facility wide.
- e. The Facility must be allowed to block family and friends' accounts as needed.
- f. All messaging devices and software updates must be provided at no cost.
- g. Facility has the right to increase handheld messages devices based on inmate population

MAINTENANCE AND SUPPORT

6.0 Technical Support and Customer Service

6.1 Vendor's Financial Responsibility

For the entire duration of the Contract, the successful Vendor shall be solely and absolutely responsible for the provision, maintenance, and support of all equipment and services associated with the inmate telephone system, and the video visitation system, including the repair or replacement of inmate telephones and video visitation stations, as needed, at no cost to Montgomery County.

6.2 Established Customer Service Center for Called Parties

The successful Vendor must own and manage an established service center dedicated to the support of families and friends who receive calls from inmates at the facility; staffed by qualified service representatives who are able to address billing issues, numbers blocked due to lack of payment, and establish prepay accounts upon customer request. Parties receiving inmate calls through the Vendor's system must be able to contact the Vendor's billing and customer support center via a toll-free number that is answered by live service representatives 24 hours a day 7 days a week and 365 days a year. Describe your company's billing and customer service center, including its location, hours of operation, and the current number of knowledgeable representatives available to assist the public.

6.3 Established Technical Service and Support Center

The successful Vendor must own and manage an established service center dedicated to the support of the inmate telephone system and video visitation system; staffed by qualified technicians who are able to address system problems 24 hours a day, 365 days a year. Facility personnel must be able to contact the Vendor's service center via a toll-free number that is answered by a live operator at any time day or night as well as access to a customer support web portal. Vendor must provide customer with software upgrades as they become available. Describe your company's Technical Service and Support Center,

including its location, how long it has been operating, and the current number technicians dedicated to supporting the Vendor's inmate telephone system platform and video visitation system.

6.4 Proactive System Monitoring

To help ensure reliable, problem free performance of the inmate telephone system and the video visitation system, the Vendor must be able to access and must regularly monitor the system's critical functions. Describe your company's ability and plan to remotely access and monitor system performance. Describe methods or procedures regularly used to ensure the system's reliability.

6.5 Designated Technician for Continuity of Service

Upon contract award the successful Vendor must provide the name and credentials of one qualified service technician or manager who will be responsible for ensuring that all inquiries or service related issues related to the inmate telephone system and video visitation system at the Montgomery County Sheriff's Office facility are addressed satisfactorily and in a timely fashion. This individual will have the authority, resource, and responsibility to address technical issues via remote access of the system, dispatch a service representative to the site if required, escalate any issue that cannot be resolved within the expected time frame, and keep the Montgomery County Sheriff's Office informed at regular intervals until issues are resolved.

6.6 Designated Technician for Continuity of Service

Upon contract award the successful Vendor must provide the name and credentials of one qualified service technician or manager who will be responsible for ensuring that all inquiries or service issues related to the inmate telephone system at the Montgomery County Sheriff's Office facility are addressed satisfactorily and in a timely fashion. This individual will have the authority, resources, and responsibility to address technical issues via remote access of the system, dispatch a service representative to the site if required, escalate any issue that cannot be resolved within the expected time frame, and keep the Montgomery County Sheriff's Office informed at regular intervals until issues are resolved.

6.7 Local Technician for On-Site Repairs

The Vendor must provide one or more local technicians to handle on-site maintenance, repair, or replacement of inmate telephones and other Vendor-provided equipment at the facility. The local technician(s) must be trained, certified, and available for dispatch to the facility any time a system problem cannot be diagnosed and/or corrected by remote access from the Vendor's Technical Service and Support Center. Should it become necessary, the Vendor must be willing and able to dispatch additional technicians to the facility from the Technical Service and Support Center. Explain how your company provides on-site service. If on-site service is to be provided by a subcontractor, identify the proposed subcontractor and describe the subcontractor's qualifications to provide this

service. The Vendor is fully responsible for all work performed by a vendor-provided subcontractor.

6.8 Local Spare Parts

The Vendor must provide a local cache of spare telephones or parts for timely repair or replacement of damaged or broken telephones. Repair parts will not be stored on site.

6.9 Required Response Times - System Issues

The response time for non-critical system issues or repair work shall not exceed twelve (12) hours following notification. The response time for critical system issues or repairs shall not exceed four (4) hours. If twenty (20) percent of the installed phones are out of service, Vendor must respond within four (4) hours and provide status updates every four (4) hours until resolution of the issue is attained.

6.10 Required Replacement Time - Non-Working Phones

In areas that have only a single phone, the replacement time for non-working phones shall not exceed twenty-four (24) hours following notification. Replacement time for a single non-working phone in an area with multiple phones shall not exceed 48 hours. Vendors are required to detail in their proposal how requests for telephone repair or replacement will be handled.

6.11 Vendor's Maintenance and Support Plan

Vendor shall include in this section a comprehensive Maintenance and Support plan that describes the Vendor's service and support policies for the inmate telephone system; how trouble tickets are handled; work order time frames (response and resolution times), and escalation procedure when issues are not resolved within expected time frames. Vendors shall provide authorized Montgomery County employees access to an on-line trouble reporting system that tracks all previous trouble tickets and their resolution. All trouble tickets shall be stored for the duration of the contract.

6.12 Onsite Review

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

IMPLEMENTATION

7.0 Implementation Costs and Requirements

7.1 Cost

All expenses related to the installation and implementation of the inmate telephone system shall be the sole responsibility of the awarded contractor.

7.2 Materials and Labor

The awarded contractor shall provide all equipment or other required materials, as well as qualified labor, for the successful implementation of the proposed system. The Vendor must provide transportation to and unloading at the Montgomery County Sheriff's Office designated location. The Montgomery County Sheriff's Office will not be liable for any charges for drayage, packing, cartage, boxing, insurance, crating or storage in addition to the price proposed by the Vendor. All packing crates, boxes, paper, packing materials, and all other such extraneous material shall be removed from the premises by the Vendor at his/her expense after installation.

7.3 Installation Responsibility

Supervision, delivery, unpacking, placement, installation, testing, and cut-over of equipment shall be the responsibility of the contractor. All phases of the installation must be coordinated through the Montgomery County Sheriff's Office designated contact person. The Montgomery County Sheriff's Office advice and written approval must be obtained by the contractor before making any modification or alteration to building(s) or grounds. Work areas shall be barricaded to provide a safe condition for pedestrian and vehicular traffic.

7.4 Conformance to Electrical Codes

Installation of electrical wires, cables, or electric-dependent equipment must comply with all applicable local and national electrical codes. Inside wiring must be concealed where possible and installed in a neat, workmanlike manner. Any cable runs not concealed inside ceiling or wall must follow ceiling, floor or wall corners and must be covered in metal conduit or other material pre-accepted in writing by the County. All cable runs above ceilings shall be installed with clips or hangers to prevent contact with suspended ceilings.

7.5 Existing and New Cabling

Where available and appropriate, the awarded Vendor may use existing cabling at the facility. It is the Vendor's responsibility to inspect existing cabling to ensure its reliability. Any new cabling installed by the Vendor within walls, floors, or ceilings of the facility shall remain the property of the Montgomery County Sheriff's Office after contract expiration.

7.6 Restoration

The contractor must restore to original condition any property, including sidewalks, streets, and grounds, that are damaged, marred, or defaced by the Vendor's employees or sub-contractors during the installation.

7.7 Expected Time Frame

The inmate telephone system should be fully installed and operational and meet all bid specifications within sixty (60) days after the notice to proceed. If this schedule cannot be met, Vendor must state the number of days required to install the equipment after notification. Failure to state an alternate time frame in the proposal will obligate the Vendor to complete installation within the Montgomery County Sheriff's Office stated time frame. Extended installation times may be considered when in the best interest of the County.

7.8 Delayed System Acceptance

The Montgomery County Sheriff's Office final acceptance and approval of the installation shall be delayed until the system meets all bid specifications and has performed satisfactorily for a period of thirty (30) consecutive days. In the event that the equipment and/or service is not acceptable, the County will notify the Vendor in writing and give the Vendor thirty (30) days to bring the equipment and service to a satisfactory level. If the equipment and/or service remain unsatisfactory, the County reserves the right to terminate the Contract and change Vendors. The Vendor must commit to providing service in the interim until the new Vendor can replace equipment, at which time the Contract becomes terminated. Vendor must state compliance with this paragraph.

7.9 Training

Prior to installation and at no cost to the County, hands-on training is to be provided on-site for all personnel who will be required to use or manage the inmate telephone system and the video visitation system. The Vendor must provide at least two (2) printed user manuals to remain at the facility throughout the contract period that clearly explains the use of all system features and functions. The Vendor will also supply two (2) tutorial training cd's that cover the same or more detailed information as taught on-site. If the Vendor modifies or changes the appearance functionality of the system; the two (2) printed user manuals and the two (2) tutorial training cd's must be updated to reflect changes. For the duration of the contract period, if deemed necessary by the Montgomery County Sheriff's Office, the Vendor must agree to provide additional training at no cost to the County.

A training plan that describes on-site training procedures and topics is to be included in the Vendor's implementation plan.

7.10 Implementation Plan

Installation and cut over procedures must be designed to avoid prolonged disruption of phone service to inmates and to minimize disruption of normal facility activities. The successful Vendor's final implementation plan must be approved by the Montgomery County Sheriff's Office prior to the commencement of equipment installation. Provide a preliminary implementation plan that addresses at least the following topics in any order that clearly explains the implementation process from start to finish.

- An introductory overview of the implementation process
- The degree of involvement required of facility staff

- A list the key project personnel who will be responsible for accomplishing the implementation. For each person on the list, include the individual's project responsibility and a brief summary of the individual's qualifications to perform that function. Resumes of key project personnel should be included with the proposal as a separate attachment or exhibit.
- Details of implementation procedures at a facility prior to cut over.
- Methods of equipment grounding and lightening protection
- Testing and acceptance procedures following cut over
- Training of facility personnel
- A detailed implementation timeline (e.g. Gantt or other chart) is to be included in the Attachment section of the proposal.

7.11 Implementation

All equipment to be installed must be onsite before any equipment can be installed. Successful vendor must supply a timetable indicating the following:

- a. Date equipment will arrive at the facility.
- b. Date equipment will be installed.
- c. How many technicians will be on-site for installation of equipment?
- d. Date of projected start up (change over).
- e. Date training will be provided to Sheriff's Office personnel.

COMMISSION AND RATES

8.0 Vendor Responsibility

8.1 Responsibility for Billing and Collections

The Vendor shall be responsible for all billing and collections with no deductions from commission. The Vendor shall provide to called parties an invoice or direct bill statement of all inmate collect or direct billed calls to be paid for by the called party. This invoice shall include call details including, but not limited to, the date and time of each call, length of each call, and the applicable charge for each call.

All costs, both regulated and non-regulated, that the Vendor charges called parties for billing and collections must be disclosed in your response; failure to do so are grounds for contract cancellation.

Vendors must list all dates and reasons, for the last 5 years, that called parties or inmates, have been issued credits for any reason. If applicable, the Vendor must reference if the AL PSC, BBB, or the FCC were involved or notified of the refunds. This information cannot be treated as confidential information to Vendor's response. Describe if the error was due to rate file errors, over charging, 3 Way Call, or platform issues. Failure to list occurrences can result in contract cancellation.

8.2 Responsibility for Fraudulent and Uncollectible Calls

The Vendor shall be responsible for all fraudulent billing and uncollectible calls. No credit card chargebacks; called party or inmate refunds or credits, unbillable or any uncollectible debt should be removed from commission. Failure to do so could result in contract termination.

8.3 Responsibility for Monthly Line Fees

The Vendor shall assume the responsibility for all monthly line fees associated with the inmate phone system.

9.4 Calling Rates

- 9.4.1 Each Vendor shall charge the called party the agreed upon per minute rates and per call surcharges shall be in compliance with Federal Communication Commission and Alabama Public Service Commission approved rates. Vendor must comply initially as well as in future years with all applicable state and federal regulatory changes without cost to Montgomery County.

Such rates and surcharges shall remain fixed during the contract term, unless the Montgomery County Sheriff's Office and the Vendor mutually agree to modify such rates or surcharges at any time during the contract period.

- 9.4.2. Vendor shall not charge the inmate or their call recipients any additional per call fees over and above the approved call rates. Vendor shall not charge inmates or called parties any additional fees for system features or functions that must be used by the inmate in order to place calls through the system. Vendor will not charge any fee to unblock phone numbers that have been blocked. Vendor will not charge any type fee for opening accounts for deposits to inmate accounts. Vendor shall not charge any fees for services that are not approved by contract. Vendor must list all taxes and fees, both regulated and non-regulated. Vendor must describe any administration fees and notate if they are commissionable. Vendor must describe any revenue generated from 3rd party companies associated with this bid.
- 9.4.3 Additional charges to called parties and inmates shall be limited to the fees prescribed in the chart below.

The chart below includes all allowable fees that can be charged by the successful vendor. No additional fees may be charged to the cost of the call or for the funding of prepaid accounts. No third-party fees may be charged. These prescribed fees do not include taxes and mandatory regulatory fees. Vendors must disclose any other taxes or fees that will be charged to the inmate or called party. Failure to disclose any items can result in contract termination.

Prepaid Account Funding - Transaction Fees

Prepayment Deposit Method	Maximum Allowable Fees
Money Order or check mailed to provider or payment via online banking transfer	\$0.00
Automated Interactive Voice Response Deposit - Any Amount	\$2.00
Debit/Credit Card Deposit telephonically via a live agent- Any Amount	\$5.95
Internet Web Deposit- Debit/Credit Card – Any Amount	\$2.00
Lobby Kiosk Deposit – Debit/Credit Card	\$2.00
Lobby Kiosk Deposit - Cash	\$2.00

- **No 3rd party fees will be allowed.**

9.4.4 If the Vendor desires to pass through to called parties a LEC billing fee (a charge to the Vendor for adding inmate collect calls to the LEC's monthly billing statement), the amount and frequency of that fee must be disclosed and explained below. Montgomery County Commission reserves the right to forbid the passing through of billing cost recovery fees that are deemed by the County to be excessively large.

9.4.5 For international calls the Vendor will be permitted to charge the tariffed per minute rate and per call surcharge in effect during the contract term for each international location.

9.5. Commissions:

9.5.1 The successful Vendor's agreed upon commission percentage to the Montgomery County Commission shall remain fixed during the contract term, unless the County and the Vendor mutually agree to modify the commission rate at any time during the contract term. There shall be no contractual limitations to the term that the County can question the vendor about previously paid commissions. List any occurrences that a Customer has questioned the Vendor about commission payments within the last five (5) years.

9.5.2 The commission to be paid to the Montgomery County Commission shall be computed as a percentage of the total gross revenue generated by the application of the approved call rates for every completed collect or prepaid inmate call, regardless of rate type (Local, IntraLATA, InterLATA, Interstate, or International) and the report must itemize by facility, minutes of usage, number of video visitation services, total gross revenue, revenue for each video visitation station component and total cost recovery rate for video visitation services. The Vendor shall remit all due commissions to the county within thirty (30) days after the end of each calendar month (EOM). Failure to do so could result in contract termination.

9.5.3 Documentation supporting the commission paid to the County shall be included with each monthly payment. Documentation must include details of the revenue generated by completed calls from each inmate telephone during the billing period. For each rate-type

(Local, IntraLATA, InterLATA, Interstate, or International), revenue details for each inmate phone must include at a minimum the total number of calls, the total time billed, and the total costs billed for the specified rate type. The report must be itemized by facility, minutes of usage, number of video visitation services, total gross revenue, revenues for each video visitation station component and total cost recovery rate for video visitation services. The Vendor shall provide with the proposal samples of revenue and commission reports that will accompany the commission payment. If reviews of the vendor's standard revenue and commission reports by the County reveal that the provided reports are inadequate, the successful Vendor must agree to provide additional reports that meet County's needs. The successful vendor shall mail monthly commission payment and reports to:

Montgomery County Commission
Finance Department – Attn: Wanda Jackson
P.O. Box 1667
Montgomery, Alabama 36102

Pre-Bid Conference Date/Time: A mandatory pre-bid meeting will be held on March 13, 2025, at 2:00 PM CST, at Montgomery County Annex III, Commission Chambers Room, 1st Floor, 101 South Lawrence Street, Montgomery, Alabama.

Inquiries and questions should be submitted by email only to Myrtle Singleton, Administrative Services Manager, at myrtlesingleton@mc-ala.org no later than 1:00 PM, CST, March 7. All questions that are submitted will be answered and given to all vendors attending the mandatory Pre-Bid Meeting on March 13, 2025.

Attachment A

List of Most Frequently Asked Questions & Answers

1. Does Montgomery currently have PINs? If so, do they have an interface that automates PIN transfer from the JMS to the ITS?

Answer: The inmate telephone provider must have a PIN system; the PINs do not come from the JMS. As required in section 2.10.1 and Section 2.10.2 of the bid requirements.

2. Who is the commissary/ trust accounting vendor?

Answer: Kimble Commissary

3. Please confirm that Korean is a required language.

Answer: Korean is a required language as required in Section 2.6.5.

4. There are two requirements in the ITB that point to failed voice biometric, but there are no specific requirements for the voice biometric feature. Is there a requirement for Voice Biometrics? Please confirm.

Answer: Voice Biometrics is not required but is preferred to add another layer of security to keep inmates from using other inmates PIN numbers.

5. Also, in order to help us evaluate call volumes and recognize additional revenue potential, it is very helpful to have the rates currently being charged to called parties under the current contract. Please provide the following information:

Answer: Not available to us but must follow FCC and AL PSC Guidelines.

6. Will the County please outline the fees that are being charged by the current vendor:

- a. Bill Statement Fee
- b. PrePaid Account Funding Fee via Web
- c. PrePaid Account Funding Fee via IVR
- d. PrePaid Account Funding Fee via Live Operator
- e. Fees for Instant Pay Calls

Answer: Not available to us but must follow FCC and AL PSC Guidelines.

7. Please provide a copy of all current contracts and amendments pertaining to phones and video visitation.

Answer: Vendors can receive copies of current agreements and all addenda's at \$0.25 cents per page. However, this information is public record and can be viewed in the Purchasing Department located at 101 S. Lawrence Street Montgomery, AL 36104. Monday – Friday 8: 00 AM to 5:00 P.M. CST excluding holidays.

8. Jail Management Integration – Please provide the name and contact information for the current JMS vendor.

Answer: Nitorco – Derek Anderson or Lewis Valentine (678)-951-8300

9. Does the County anticipate any significant increases or decreases in ADP during the contract term?

Answer: No significant changes anticipated current ADP fluctuates between 625 to 700 inmates but is subject to change.

10. What is the average stay for inmates?

Answer: Figures from Length of Stay report from January 1, 2024, to December 31, 2024:

Less than 30 Days	5.1%
20 to 180 Days	19.7%
180 to 365 Days	5.5%
Greater than 365 Days	69.7%

11. How many inmates are booked per day, on average?

Answer: Average Daily intake during Year 2024 was 4 inmates per day.

12. How long do inmates stay in bookings?

Answer: Depending on workload anywhere from 4 to 6 hours before moved upstairs to a cellblock.

13. What is your bed count?

Answer: 1290

14. Does the County house any ICE detainees? If so, what is the average monthly population?

Answer: None at this time.

15. How many inmates are state (DOC) inmates within your facility?

Answer: Currently 25 inmates

16. How many inmates are from the U.S. Marshals Service?

Answer: Currently a total of 125 which includes FBOP and USM inmates.

17. How many inmates are from outside of the County?

Answer: Currently 5 inmates are being housed for other counties.

18. Please provide a pod layout, with the number of inmates per pod/housing unit.

Answer: For security purposes, pod layouts will not be provided. Vendors are more than welcome to schedule a tour.

19. Please provide a blueprint of your facility/facilities.

Answer: For security purposes, blueprints of the facility/facilities will not be provided. Vendors are more than welcome to schedule a tour.

20. How many floors does each facility have?

Answer: Four (4)

21. Are there any uninhabited housing units?

Answer: Southside of Building #1 is vacant totaling 305 beds due to renovation.

22. Please list which housing units have restricted access.

Answer: #1 2N Housing unit 2F and 2G cellblock; 3I cellblock; and 4I cellblock

23. Please describe inmate access to common areas, including what hours inmates are allowed into those areas.

Answer: General population inmates are out of their cells from 6:00 AM to 9:30 PM.

24. Are inmates charged a daily fee for their incarceration?

Answer: No

25. Please provide visitation hours by facility. Will these hours change when remote visitations are in place?

Answer: Visitation Hours -Monday -Sunday

8:00 -11:00 / 2:30 -4:00 / 6:00 -9:00

Remote visitation is from 8am -9 pm

26. How many face to face visitation phones does the facility currently have? Are the visits recorded?

Answer: The following are video visits booths that are recorded 34 Visitors Booths Lobby, 33 Inmate Booths (J2), 17 Inmate Booths (J1). The following booths are the attorney booths which are not recorded and do not have video recording capabilities 19 total for J2 and 10 totals for J1.

27. Please tell us which company is your current law library provider.

Answer: Montgomery County Detention currently does not have a law library provider.

28. Do you currently conduct inmate education at your facility?

Answer: Yes

29. What kind of educational programs do Montgomery County Detention Facility have in place?

Answer:

- **GED**
- **Council on Substance Abuse**
- **NA/AA Program**
- **Endovo**
- **Financial Literacy Class**
- **Patient Care Technology**

30. Do you have a current MP3/MP4 player contract? If so, please provide a copy of the contract and any addenda.

Answer: No contract

31. Do you have televisions in housing units?

Answer: Yes, cable televisions in all housing areas.

32. Does your facility allow any other media devices in housing units such as MP3 players, radios or other devices?

Answer: No

33. Can the County provide the typical total inmate spend per month on commissary/phones/visitation/messaging and other services.

Answer: Unknown. Montgomery County does not track inmate spending on commissary, phones, etc.

34. Please confirm if the Montgomery County Sheriff's Office currently has an integrated, cardless inmate debit system, or if physical pre-paid calling cards are currently used.

Answer: Montgomery County Detention Facility uses a cardless inmate debit system.

35. How many tablets does Montgomery County currently have?

Answer: Montgomery County Detention currently has 147 tablets

36. How are inmates currently paying for phone calls?

Answer: Friends and Family can add funds two ways they can add funds to inmate phone account, or they can add funds to inmate trust account. If funds are added to the trust account, inmates can transfer funds from the commissary to the phone account. Upon leaving the facility, the remaining phone balance is released from trust account if purchased via Commissary.

BID FORM

Sealed bids, subject to the conditions herein and attached hereto will be received for one (1) inmate telephone system, and video visitation system at the Montgomery County Detention facility and/or public pay telephones for various locations throughout the County.

Part I – Inmate Telephone System

State the name and model of all hardware and software associated with providing inmate telephone service bid for the Montgomery County Detention Facility. Provide any available brochures.

Part II– Inmate Messaging System

State the name and model of all hardware and software associated with providing inmate messaging system for the Montgomery County Detention Facility. Provide any available brochures.

Commission Summary

State the terms and amount of the commission being bid.

Commission for Part I _____ %

(Only one (1) Commission Rate will be accepted)
Commission is to be paid from all gross revenue from all call types.

Commission for Part II _____ %

Montgomery County has the right to add Part II at any time during the contract period.

Montgomery County Commission reserves the right to add more inmate phones, inmate tablets, inmate messaging systems, and video visitation stations as needed, at no cost to the county, during the life of the contract.

Please complete this form and return it with your bid proposal. Should you choose not to bid at this time, please complete this form and forward back to our office as soon as possible. It is necessary that you check all categories that apply to your company.

Vendor Name: _____

Address: _____

Email Address: _____

Phone Number: _____

Fax Number: _____

Is the Company Minority Owned: _____ Yes _____ No

Is the Company Owned By: _____ Female _____ Male _____ Both

Is the Company Incorporated: _____ Yes _____ No

Ethnicity of Ownership:

_____ African American

_____ American Indian

_____ Asian American

_____ Caucasian

_____ Disabled

_____ Hispanic

_____ Other (Please Specify) _____

Official Signature

Printed Name and Title

Date: _____

RESPONSE FORM TO BE ATTACHED TO BID

Company Name _____

Federal I.D. # _____

Mailing Address _____

Phone Number _____

Email Address _____

Quote F.O.B. _____

Terms of Payment _____

Delivery Date _____

Official Signature

Printed Name and Title