

**ADVERTISEMENT  
FOR THE USE AND BENEFIT OF  
NESHOPA COUNTY, MISSISSIPPI**

The NESHOPA COUNTY BOARD OF SUPERVISORS will receive competitive, sealed bids in the Office of the Chancery Clerk of the Board of Supervisors of Neshoba County, Mississippi at the Neshoba County Courthouse, 401 Beacon Street, Suite 107, in Philadelphia, Mississippi until 10:00 AM on Monday, the 15<sup>th</sup> day of May, 2017 in response to a Request for Proposals (RFP) for the following equipment and services:

Inmate Telephone Systems for the Neshoba County Jail

Detailed specifications for the above described RFP may be obtained from the Board of Supervisors' Office at the Neshoba County Courthouse, 401 Beacon Street, Suite 201, Philadelphia, Mississippi 39350 or by calling 601-656-6281 or on our web site at [www.neshobacounty.net](http://www.neshobacounty.net). Neshoba County will determine if compliance with the specifications exist before accepting any bid.

**INSTRUCTIONS TO BIDDERS**

All responses shall be placed, with proposals included therewith, in a sealed envelope marked "Proposal for Inmate Telephone Systems", and filed with the Neshoba County Board of Supervisors C/O Chancery Clerk Guy Nowell, 401 Beacon Street, Suite 107, Philadelphia, Mississippi 39350.

It shall be incumbent upon each bidder to understand the specifications and requirements as listed herein and to obtain clarification when necessary, including visiting the facility and staff to inspect and determine necessary information. It is not the intent of the specifications to limit the bidding to any particular brand or provider of services, but rather to select services to fill specific needs. Any reference to name-brand materials, equipment or services is intended to establish standards only and bids submitted on materials, equipment or services thereto shall be considered. Proposals and Bid Submitted may not be withdrawn for a period of 90 days.

Published by Order of the Board of Supervisors of Neshoba County, Mississippi on the 17<sup>th</sup> day of April, 2016.

GUY NOWELL, CLERK  
BOARD OF SUPERVISORS  
NESHOPA COUNTY, MISSISSIPPI

Request for Proposals (RFP)  
Inmate Telephone Systems  
for the  
Neshoba County Jail  
Neshoba County Board of Supervisors  
Neshoba County, Mississippi

April 17, 2017

Proposals Due  
May 15, 2017 – 10:00 AM

## BACKGROUND INFORMATION

The Neshoba County Board of Supervisors is accepting proposals for the award of a contract for providing inmate telephone systems and services for the Neshoba County Jail. Neshoba County presently operates one adult detention facility with a total average daily population of 66 inmates. Each proposal must conform and be responsive to the specifications contained herein.

The Neshoba County Board of Supervisors contract for an inmate telephone system is expiring in May 2017. It is the desire of the County to enter into a long-term agreement for exclusive inmate telephone systems and services for our facility.

## RFP OVERVIEW

The Neshoba County Board of Supervisors invites qualified providers to submit a proposal in response to this Request for Proposals, for exclusive inmate telephone systems and services at the Neshoba County Jail.

The Neshoba County Board of Supervisors is seeking to establish and/or maintain a business partnership with a Vendor that will enter into a concession-type contract whereby the selected vendor will provide all inmate telephone equipment, visitation telephone equipment and all other equipment, software and services without any cost to Neshoba County and pays Neshoba County an agreed upon commission rate from generated inmate telephone calls and/or provides additional incentives to Neshoba County for said exclusive right to provide said services.

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. Neshoba 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 Neshoba County be responsible or accept liability for any Vendor owned items. Proposing vendors should be cognizant that all equipment will be installed in an adult detention facility.

This proposal is being competitively bid and will be awarded to the company that, in the opinion of the Board of Supervisors, is best qualified to serve the Neshoba County Jail and best responds to this request for proposal. The County will offer the award based on the following factors:

- Commitment to service to our Detention Facility

- Commitment to deliver as promised in regards to equipment, services, commissions, and service and maintenance to said systems
- Experience, reputation in the industry, and references
- Anticipated/guaranteed realized revenue in support of the Detention Facility
- Feasibility, innovation, communication, specific ideas and resources identified to support law enforcement and other objectives for the Detention Facility
- Demonstration of the company's commitment to a partnership with the County
- Ability to deliver a complete inmate telephone system, visitation phone system and other options in support of the Detention Facility.

Vendor must state that, if selected, vendor will furnish and install all equipment, cable, miscellaneous hardware and materials in compliance with all applicable codes, whether local, state or federal, and that all permits or licenses required for installation will be obtained without cost to Neshoba County.

This RFP does not commit Neshoba County to award a contract, to pay costs incurred in the preparation of a proposal in response to this request, or to procure or contract for services or supplies.

Neshoba County reserves the right to reject any and all proposals, to waive formalities, informalities, or irregularities contained in a said proposal and to award a contract for items herein if it is deemed to be in the best interest of Neshoba County to do so. Additionally, Neshoba County reserves the right to negotiate optional items and/or services with the successful firm.

Offers by vendors shall be firm for a minimum of ninety (90) days following the proposal opening.

#### Prime Contractor Responsibility

The selected Vendor awarded this contract will be required to assume prime contractor responsibility for the contract and will be the sole point of contact with regard to the systems, installation, maintenance and training. The selected vendor will be required to assume responsibility for all services obtained under contracts resulting from this RFP. Neshoba County will only contact the selected vendor awarded this contract for all matters involving providing the services solicited hereunder.

## REQUEST FOR PROPOSALS – INMATE TELEPHONE SYSTEMS - SPECIFICATIONS

### SECTION 1 – DEFINITION OF TERMS

Neshoba County has made every effort to use industry-accepted terminology in this RFP and it will attempt to further clarify any point or item in question.

- The words "Neshoba County" or "County" shall mean Neshoba County, Mississippi.
- The words "bidder", "vendor", and "contractor" may be used synonymously in this document.
- The word "system" or "systems", unless otherwise qualified, means the proposed inmate telephone systems described in the context of this solicitation.
- The words "must" "shall" or "will" mean that compliance with the intent of the statement is mandatory and failure by the vendor to satisfy that intent may cause the proposal to be rejected.

### SECTION 2 - TERM

- A. The term of the contract is to be five (5) years from date of award. After the initial 60 month term, the County and/or the selected vendor may exercise the option to renew this contract for up to two (2) additional one (1) year terms, which will renew automatically unless either party notifies the other party in writing at least 90 days in advance of the expiration of the contract of its intent not to extend said agreement.

It should be noted that the existing Board of Supervisors cannot bind this agreement/contract to future Boards and that a new Board of Supervisors in a new term may nullify or discontinue this agreement/contract. By proposing a response to this solicitation you acknowledge this matter of State Law.

- B. The County may terminate the agreement for cause by providing a show cause letter to the contractor citing instances of non-compliance.
- C. The contractor shall have thirty (30) days to cure non-compliance to the satisfaction of the facility.
- D. Vendor agrees to remove all machines/equipment within ten (10) business days following the effective termination date of this agreement.

### SECTION 3 - MODIFICATION

- A. Modifications to the terms of the agreement may be made by mutual agreement in writing between the parties.
- B. Proposed commissions, guaranteed commissions, signing bonuses or contributions will be considered firm for the entire term of the agreement unless it is documented, and accepted by the Neshoba County Board of Supervisors, that there are documented reasons of changes in legislation, taxes, fees or a significant condition outside the control of the vendor that justifies a renegotiation.

### SECTION 4 – TAXES, PERMITS, LICENSES AND FEE

- A. Vendor agrees to assume complete liability for all taxes, permits, licenses and fees applicable to its property, income and business arising out of or in connection with the performance of this agreement.
- B. Vendor shall obtain all necessary permits and licenses for the installation and operation of all equipment in its name and at its expense.
- C. Vendor will not be reimbursed by the County for any direct or indirect tax imposed on it by reason of this agreement.

### SECTION 5 – TECHNICAL SPECIFICATIONS – INMATE TELEPHONE SYSTEM

#### 5.0 Scope of Work – Inmate Telephone Systems

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

Vendor must own the product solutions as an integrated package. Third party interfaces are not acceptable and will be cause for disqualification. Vendor must confirm product solution are part of an integrated solution owned by vendor.

#### 5.1 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 Neshoba County.

## FACILITY LIST AND NUMBER OF TELEPHONES REQUIRED

<b>Facility</b>	<b>Address</b>	<b>ADP</b>	<b># Inmate Phones</b>	<b># Visitation Phones</b>
Neshoba County Jail	920 Chestnut Street Philadelphia, Mississippi 39350	66	10	12  Six (6) Booths

### 5.2 Additional Requirements

Neshoba County requires one (1) TDD unit located at the Neshoba County Jail.

### 5.3 Telephone Service Required

The system must be capable of providing local, inter-LATA, intra-LATA, interstate and international telephone service to inmates.

### 5.4 Telephone Hardware

#### 5.4.1 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.

#### 5.4.2 Volume Control

All inmate telephones will have adjustable volume control.

#### 5.4.3 TDD/TTY Compatible

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

### 5.5 Minimum Technical Requirements

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

#### 5.5.1 Automated Direct Call Processing

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

call attempts, whether accepted or rejected and the fate of the call shall be noted in the record.

#### 5.5.2 Pre-Pay Calling Service

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

The Vendor should describe available Pre-Pay Calling Options to include at a minimum the proposed approach to the following:

- Prepaid account set up
- Account replenishment options and methods
- Account balance inquiries and notifications

#### 5.5.3 Real-Time Called Party Prepaid Account Set Up Method

At the time of an inmate's attempted collect call to a number that cannot receive collect calls (due to billing restrictions, cell phone, etc.), the system shall put the inmate on hold and offer the called party the option to set up a prepaid account using a credit or debit card. This payment method will allow the collect call that would have otherwise been blocked to be connected as soon as the account is set up. If the called party elects not to set up an account, the inmate is to be informed and the call attempt terminated.

#### 5.5.4 Electronic Inmate Debit Payment Method

The system shall provide an option for inmates to pay for calls themselves from their personal debit or trust accounts. Describe the system's capability of electronic debit calling that may be integrated with the Neshoba County Jail's inmate booking or a commissary system (inmate trust accounts) if implemented in the future.

#### 5.5.5 Allowed Call List

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

#### 5.5.6 International Calling

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

#### 5.5.7 Inmate Personal Identification Number (PIN)

The inmate telephone system must have an integrated PIN assignment and management function that allows any or all inmate callers to be identified. The system must be capable of requiring the entry of a valid PIN at selected or all inmate telephones for the successful completion of calls. The proposed system must have the capability to record and save the



inmate's name during the inmate's first call attempt, to be automatically retrieved by the system for subsequent calls.

#### 5.5.8 Biometric PIN Verification

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

#### 5.5.9 PIN Control and Suspension

The system must allow an authorized person to add, change, or suspend an inmate's calling privileges by altering settings associated with the inmate's PIN. Such changes shall be implemented immediately; as soon as the change is made and saved. In the case of a suspended PIN, the system must have the capability to automatically reactivate the inmate's calling privileges and assigned restrictions after a user-specified date.

#### 5.5.10 Telephone Numbers per PIN

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

#### 5.5.11 Allowed Telephone Numbers

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

#### 5.5.12 End User Acceptance to be Contacted

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

#### 5.5.13 Staff approval or Validation of Allowed Numbers

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

#### 5.5.14 Call Processing/Blocking System

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

#### 5.5.15 Uninterruptible Power Source

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

#### 5.5.16 System Failure Telephone Disconnection

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

#### 5.5.17 User-Friendly Voice Prompts

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

#### 5.5.18 English and Spanish System Capability

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

#### 5.5.19 Remote Diagnostics, Programming, Polling and System Alarm Reporting

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

#### 5.5.20 Programmable Conversation Length

The system shall support a programmable maximum allowed call time length (example: 15 min.) with time remaining warning message heard by both parties prior to call termination. The maximum allowed call length shall be programmable by inmate, phone, phone number dialed, housing unit, and facility as a whole. The proposed Inmate Telephone System must also have the ability to support different maximum allowable call lengths for inmate calls, including calls made with the assistance of a TTY/TDD device.

#### 5.5.21 Programmable Inmate Access

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

#### 5.5.22 Programmable On/Off Service

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

#### 5.5.23 Manual On/Off Switch

A manual on/off switch for each phone shall be located in the Jail Control Room or another secured location specified by Neshoba County.

#### 5.5.24 On-Site Administration

The system shall provide an access program to the system's centralized controls and databases if an on-site Administration PC is not provided.

The on-site administration PC or remote access program must exist only as a portal to the centralized control system, meaning that underlying system functionality and inmate telephone service must operate completely independent of any administration terminal. Should an on-site computer "crash" or otherwise become disabled the central system must continue to function normally, maintaining full control of inmate telephones according to preprogrammed settings. Additionally, system controls and call data shall remain accessible from authorized remote computers.

#### 5.5.25 On-Site PC Administration Software

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

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

#### 5.5.26 Call Detail Records

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

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

#### 5.5.27 Call Detail Reports

Call Detail Reports should be available to Neshoba County on a real time basis. The system must be capable of allowing the user to specify limiting parameters for call searches, such as a search for all calls during a specified time period, calls placed by a specific inmate, calls to a specific destination number, etc.

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

- Each Call Detail Report must provide the option to sort in ascending or descending order by the station, destination, facility name, PIN, date, time, length, cost, acceptance or rejection code, and reason for incomplete calls.
- Each Call Detail Report must provide a summary of the total cost and total minutes for all calls in the report.
- Within the Call Detail Report, the PIN number must provide the inmates name if listed in the PIN database.
- Within the Call Detail Report, the PIN number must provide a direct link to edit PIN settings for a specific inmate without leaving the current reporting screen.
- Within the Call Detail Report, attempted three-way calls must be flagged for visual identification.

#### 5.5.28 Call Detail Reports Results

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

#### 5.5.29 End User Landing Page

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

#### 5.5.30 Unlimited End Users

The system should support unlimited number of end users.

#### 5.5.31 User Roles

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

#### 5.5.32 Restricted User Roles

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

#### 5.5.33 Ad Hoc Reports

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

#### 5.5.34 Ad Hoc Reporting

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

#### 5.5.35 Security Threat Groups

The system’s reporting capability must have a built-in security threat correlating function. It must allow the definition and selection as search criteria one or more special lists of inmates (e.g. all inmates belonging to a particular gang) and one or more special lists of telephone numbers (e.g. facility employee numbers), such that all calls by inmates in a given list are automatically correlated with the specified list of numbers.

#### 5.5.36 Other Administrative and Investigative Reports

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

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

- Call frequency reports by origination number, destination number, PIN, and trunk line ID.
- Report of all numbers called by more than one inmate.
- PIN report showing when and by whom the accounts were created and/or modified.
- Hot PIN report that identifies PINs of special interest and their assigned Alert Groups.
- Hot number report that shows all calls/attempts to numbers of special interest.
- Call recording playback history report (showing when and who listened to a recording).
- Debit account information and transaction reports (if applicable).
- System activity and user log reports that include among others, a report of users who have downloaded and copied calls to CD or other portable medium.
- Call statistic report providing a numerical count of total completed (accepted) calls and total incomplete calls with separate counts for calls that did not complete because they were blocked, refused, not answered, or not completed due to a busy signal.

#### 5.5.37 Call Traffic Analysis Graphs

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

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

#### 5.5.38 Call Security and Call Blocking

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

#### 5.5.39 Restricted Incoming Calls

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

#### 5.5.40 Call Restriction Capabilities

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

#### 5.5.41 Name Recording Capability

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

#### 5.5.42 Disallowance of Chain Dialing and Secondary Dial Tones

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

#### 5.5.43 Real Time Identification of Inmate to Inmate conferencing

The system should identify in real time calls that are suspected of multiple inmates conferenced by the called party.

#### 5.5.44 Inmate to Inmate Conferencing

The system should allow the ability to filter and retrieve calls that are suspected of inmate to inmate communication by being conferenced by the called party.

#### 5.5.45 100% Call Recording Feature

The system shall have 100% digital call recording as a feature; however, calls to attorneys will not be recorded. This feature will allow real time recording of individual

calls, online storage of each recording for a minimum of one (1) year, and shall have the ability to off-load a specific call to a recording medium that retains a chain of evidence admissible in a court of law. The recording feature must be able to be deactivated on a per-number dialed and/or per PIN basis. The system must allow for the ability to mark individual recorded calls to prevent the deletion when the normal storage period is expired. Such protected calls shall be maintained until such protection is removed.

#### 5.5.46 TDD/TTY Services

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

#### 5.5.47 Alternatives to TDD/TTY

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

#### 5.5.48 Attorney Numbers

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

#### 5.5.49 Free Calls

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

#### 5.5.50 Warning Statement

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

#### 5.5.51 Capability to Interject Messages

If deemed necessary by Neshoba County, 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.

#### 5.5.52 Administrative Functions Password Protection

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

#### 5.5.53 Three-Way Calling Detection

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

#### 5.5.54 Audit Log Reporting

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

#### 5.5.55 Remote System Access

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

#### 5.5.56 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.

#### 5.5.57 Access to Recorded Calls

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



#### 5.5.58 Recording Playback Features

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

#### 5.5.59 Simultaneous Call Retrieval for Investigations

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

The system shall provide for an unlimited number of operators to search and download recorded calls.

#### 5.5.60 Inmate Management System Interfaces

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

#### 5.5.61 Hot Alerts

Describe the system's capability to provide hot alerts, which will alert investigators when a specific telephone number is dialed, when a specific inmate places a phone call or a specific phone station is used. System must provide capability for alerts to be emailed to investigators, and for the call to be forwarded to an investigator's telephone and/or cell phone for real-time monitoring of the call in progress. Such real-time monitoring must be undetectable by the inmate and the called party and must not interfere with call recording.

#### 5.5.62 Email or Download Call Recordings

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

#### 5.5.63 Email Link to Call Recordings Listen Only

The system shall allow the capability to email a link for an external user to be allowed to listen to requested calls. The link shall require a password or other form of confirmation that the user accessing the recordings is the authorized user.

#### 5.5.64 Email Link to Call Recordings with Burn Capability

The system shall allow capability to email a link for an external user to be allowed to listen to requested calls as well as download and burn to a CD or DVD or other external media. The link shall require a password or other form of confirmation that the user accessing the recordings is the authorized user.

#### 5.5.65 Real-Time Call Monitoring

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

#### 5.5.66 Reverse Lookup

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

### 5.6 Jail Management System Integration Requirements

The vendor shall integrate the solution proposed to the Neshoba County Jail Management System (JMS) for automating tasks – the current vendor for the JMS is PTS Solutions.

The system shall be capable of allowing commissary ordering to inmates via the inmate telephones at no cost and shall provide a complete description and detailed information on this feature/functionality. Neshoba County is not currently providing commissary but will be implementing this function in the future.

Bidders must be able to allow inmates to check their commissary/trust fund balance via their proposed system solution upon implementation of the commissary function by Neshoba County.

## 5.7 MANDATORY SYSTEM REQUIREMENTS

### 5.7.1 Centralized Processing and Data Storage

The system must provide secure, centralized storage of both call records and recordings. Records and recordings are to be stored in a RAID environment to provide maximum protection of each call recording.

The 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 computer.

### 5.7.2 System Reliability

System uptime is essential. Please provide outages that lasted longer than 8 hours in a single day over the past two years. Any down-time longer than 8 hours may be cause for disqualification.

### 5.7.3 System Security

The system must have no security breaches within the past 5 years. Security breaches will be cause for disqualification.

Vendors must supply any and all security breaches that they, any of their partners, their subsidiaries or parent companies have had within the past 5 years as well as nature of the breach.

5.7.4 In addition, vendor will not be allowed to utilize any third party subcontractors for call analysis, recording reviews, etc. All services must be provided by vendor direct employees.

## SECTION 6 – TECHNICAL SPECIFICATIONS – VISITATION SYSTEMS

### 6.0 Scope of Work – Visitation Telephone System

The purpose of this is to install a visitation system that allows inmates to perform face-to-face visits with family members, friends and attorneys.

Vender must own the product solutions as an integrated package. Third party interfaces are not acceptable and will be cause for disqualification. Vendor must confirm product solution is part of an integrated solution owned by vendor.

### 6.1 Facilities and Stations

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

## FACILITY AND NUMBER OF STATIONS REQUIRED

Facility	Address	ADP	# Visitation Phones	# Visitation Booths
Neshoba County Jail	920 Chestnut Street Philadelphia, Mississippi 39350	66	12	6

### 6.2 Visitation Telephones or Video Conference System

The Neshoba County Jail wishes to record and monitor the Visitation Systems located within our facility. The **proposed** system shall allow the monitoring, recording and/or replay of conversations being conducted on the visitation systems. The recordings shall be stored and readily accessible for a period of not less than one (1) year.

The proposed system must be able to use the PIN system for the visitation phones so the calls can be easily identified to the correct inmate. This is a requirement of this RFP.

There are approximately 12 visitation phones with six (6) visitation booths at the Neshoba County Jail. The awarded Vendor must maintain all the equipment of this system at the Vendor's expense. Any additions or upgrades required of this equipment during the term of the contract must be provided by the Vendor, at the Vendor's expense.

The vendor may propose a video conference system in lieu of visitation phones that would allow visitation from the individual cell blocks of the facility to inside another area of the facility for on-site visitation by video conference or via remote access (internet) to accomplish visitation. Proposing a video conference system solution for visitation at the Neshoba County Jail will result in a higher proposal rating for the offering vendor. It should be noted that the same requirements apply for installation of a video conference system in an adult detention facility that applies for the inmate telephone system in regard to the need for a secure and rugged solution for this environment.

## SECTION 7 – MAINTENANCE AND SUPPORT

### 7.0 Maintenance and Support Commitment

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

### 7.1. System Maintenance and Support Plan

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

#### 7.1.1 Local Maintenance and Repair Service

The contractor shall provide local service personnel to maintain and/or replace broken or malfunctioning telephones as needed. Please describe the location of the nearest service technician to Neshoba County.

#### 7.1.2 Remote Access for System Monitoring and Software Maintenance

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

#### 7.1.3 Trouble Help Desk

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

#### 7.1.4 Trouble Ticket Tracking and Escalation

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

### 7.2 Additional Training as Needed

In addition to initial training required at the time of system installation, if deemed necessary by Neshoba County, the contractor must offer and provide additional training to existing or new Neshoba County employees. Describe follow-up training options such as on-site and webinar-type training if available.

### 7.3 Public Customer Support Plan

Contractor shall provide a contractor-run and staffed billing customer support help desk for public users of the proposed systems such as called parties. Describe in detail the

availability of the help desk as well as the services provided to the public by this support group. The vendor's Billing Customer Support Plan must address at a minimum the following requirements:

#### 7.3.1 Live Customer Service via Toll Free Number

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

#### 7.3.2 Customer Service via Phone and Website

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

### SECTION 8 – IMPLEMENTATION

#### 8.0 Implementation

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

#### 8.1. Risk of Loss

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

#### 8.2. Delivery and Unloading

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

#### 8.3. Implementation Plan

Vendors must submit with proposal a detailed implementation plan that indicates the time and activities required for installation, utility coordination, training, cut-over and testing. The system must be installed in a manner and under a time-frame designed to minimize disruption of the normal functioning of Neshoba County facilities and security

concerns. Any delay in contractor's implementation schedule that is caused by Neshoba County personnel will increase the contractor's time allowed to cut-over by the length of such delay.

#### 8.4. Training

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

#### 8.5 System Acceptance

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

### SECTION 9 – BILLING, RATES AND COMMISSIONS

#### 9.0 Billing, Rates, and Commission

##### 9.1 Billing and Collections

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

##### 9.1.1 Responsibility for Fraudulent and Uncollectible Calls

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

##### 9.1.2 Responsibility for Fees

The contractor shall assume the responsibility for all network, access, internet or other fees associated with the implementation and operation of the proposed system.

#### 9.2 Other Charges

Vendor shall define below other costs/fees that will be charged to public for the proposed Value Added services (public or inmate).

#### 9.3 Commission

Vendor shall pay Neshoba County a per minute commission rate for all local, intrastate and international inmate calls, whether collect or prepaid. Commission fees shall be in compliance with FCC rulings in this regard. All completed local, intrastate and international calls that generate revenue for the contractor, third parties or subcontractors utilized in the performance of this contract, are considered part of "Gross Billed Revenue" upon which Neshoba County's commission is based. The agreed upon commission rate shall remain fixed during the contract term, unless Neshoba County and the vendor mutually agree to modify the commission at any time during the contract term.

9.3.1 Neshoba County's commission rate shall be paid monthly. The vendor shall provide with each commission payment, revenue detail reports that clearly show total revenue from each inmate telephone, broken down by call type, as well as total revenue for all calls during the billing period. Call revenues must be verifiable in monthly reports provided by the vendor and from original call detail reports accessible within the system provided.

*Specifications Continue Next Page*



9.4 Vendor shall define below the proposed call rates and commissions offered to Neshoba County in response to this RFP. Tables may be expanded if necessary to provide additional destination class billing rates / commissions.

**Collect (Direct Bill) Advance Connect**

No.	Destination Class	Per Minute Call Rate	Per Minute Commission
1	Local, IntraLATA, InterLATA		
2	IntraLATA Interstate		
3	InterLATA Interstate		
6	International		

**Charges, fees and taxes**

No.	Account Terms and Conditions	Friends & Family Prepaid Advance Connect	Friends & Family Direct Bill/Traditional Connect
1	Account Setup Fee		
2	Refund Fee		
3	Funding Transaction Fee		
4	Billing Statement Fee		
5	Transfer Fee		
6	Recharge Account		
7	Wireless Administration Fee		
8	Federal Regulatory Recovery Fee		
9	Minimum Funding Amount		
10	Administrative Account Fee		

**Prepaid Cards/Debit Calls**

No.	Destination Class	Per Minute Call Rate	Per Minute Commission
1	Local, IntraLATA, Intrastate, InterLATA Intrastate		
2	IntraLATA Interstate		
3	InterLATA Interstate		
6	International		

**SECTION 10 – COMPANY PROFILE AND REFERENCES**

10.0 Experience, Expertise and Qualifications

Provide an overview of Vendor's experience with providing inmate telephone systems.

#### 10.1 Staff Experience and Qualifications

Vendor shall provide summaries of experience and qualifications of key personnel who will be assigned to the project in the event of award, including a description of anticipated roles in the project. Summaries must clearly indicate skills commensurate with the technical and professional requirements of this RFP.

#### 10.2 Government Contracts

Please explain if Vendor or any of its officers are presently the target or subject of any investigation, accusation or charges by any federal, State or local law enforcement, licensing or certification body.

#### 10.3 References – Inmate Telephone Services

Provide at least five (5) reference accounts that Neshoba County may contact to verify the bidder's level and reliability of services. References should be comparable in size to Neshoba County, or larger, where the inmate telephone system installed is of the same or similar configuration as proposed under this RFP. For each reference, the bidder must be the current prime contractor, and not a subcontractor. Contact information for each reference should include a contact person's name, telephone number, and email address. IT IS NOT ACCEPTABLE TO RESPOND THAT VENDOR'S CUSTOMER REFERENCES ARE PROPRIETARY. Vendors are advised that references will be contacted without further consent or approval of the Vendor.

#### 10.4 Performance Bond

If requested by Neshoba County, the awarded vendor shall furnish a performance bond to Neshoba County for the duration of the contract in an amount that is agreeable to Neshoba County based on the projected total revenue generated during the duration of the contract.

### SECTION 11 – VALUE ADDED SERVICES

#### 11.0 Value Added Services

Please list and describe any additional value added features or services that are offered to the Neshoba County Sheriff's Department / Jail at no additional cost.

11.1 Are there any other value added features available at a negotiable cost that may benefit the Neshoba County Sheriff's Department / Jail?

## SECTION 12 - SCHEDULE FOR RFP PROCESS

April 19 <sup>th</sup> , 2017	Notification of RFP availability
Advertising RFP	April 26 <sup>th</sup> & May 3 <sup>rd</sup> , 2017
Upon Request	Distribution of RFP to all interested Vendors.

### **May 15, 2017                      Proposal due by 10:00 a.m. to:**

Marked                      "Proposal for Inmate Telephone Systems",

Returnable To:            Neshoba County Board of Supervisors  
C/O Chancery Clerk Guy Nowell  
401 Beacon Street, Suite 107  
Philadelphia, Mississippi 39350

Review & Award of Contract to Follow

## SECTION 13 - INSTRUCTIONS FOR SUBMISSION OF PROPOSALS

### *Availability of Proposals:*

Detailed specifications for the above described RFP may be obtained from the Board of Supervisors' Office at the Neshoba County Courthouse, 401 Beacon Street, Suite 201, Philadelphia, Mississippi 39350 or by calling 601-656-6281 or on our web site at [www.neshobacounty.net](http://www.neshobacounty.net).

### *Proposal:*

Bidder proposes and agrees to provide the equipment, materials, services and related documentation required for the proposal described as, "Proposal for Inmate Telephone Systems", in the amounts listed on the proposal submitted. The Bidder confirms that it has checked all of the above figures and understands that neither the County nor any of its agents, employees or representatives shall be responsible for any errors or omissions on the part of the undersigned Bidder in preparing and submitting this Proposal.

### *Proposal Submittal:*

Submit one (1) original proposal and two (2) copies. Proposals must be addressed and delivered no later than 10:00 AM on May 15, 2017. Please plan deliveries accordingly. Mailing and Physical Address: Neshoba County Board of Supervisors C/O Chancery Clerk Guy Nowell, 401 Beacon Street, Suite 107, Philadelphia, Mississippi 39350. Proposal responses not received by Neshoba County by the closing date and time indicated above will not be accepted. Proposals shall be placed in a sealed envelope bearing on the outside the submitter's company name and address, along with "Proposal for Inmate Telephone Systems". Neshoba County, nor any of its employees will be responsible for bids improperly or not marked, which are opened in error, and which will nullify the bid. Further, Neshoba County will not be responsible for any delivery errors or issues.

### *Presentation of Proposal:*

All information requested should be submitted. Failure to submit all information requested may result in a lowered evaluation of the proposal. Proposals, which are substantially incomplete or lack key information, may be rejected. Failure to follow the instructions herein will be considered a reflection of the respondent's ability to perform the requirements of the contract. Any supplemental information the respondent wishes to include to enhance its response may be attached to the submission.

Proposals should be presented in a neat, business-like manner. Disorderly submittals, or those that are illegible or otherwise unreadable, will receive a lower evaluation or be subject to rejection. Disorganized or unreadable submissions will be considered a reflection of the respondent's ability to perform the requirements of the contract.

Any and all costs incurred by the respondent in the preparation and delivery of the proposal or subsequent requests for information are those of the respondent and will not be reimbursed by the Neshoba County Board of Supervisors.

### *Request for Information:*

All questions and inquiries should be made in writing and e-mailed by May 10<sup>th</sup>, 2017 to: Jeff Mayo at [jmayo@neshobacounty.net](mailto:jmayo@neshobacounty.net) **and** Jonathan Dearing at [jdearing@neshobacounty.net](mailto:jdearing@neshobacounty.net). Any resultant changes will be issued in the form of an addendum to the RFP. No changes will be made or issued within 48 working hours of the submission date.

### *Changes to the Proposal:*

Vendors should verify their proposals prior to submission. No proposal can be corrected, altered, or signed after opening. An unsigned proposal will be grounds for automatic rejection. The County will not be responsible for errors or omissions on the part of the vendor in making up its proposal. Once a proposal has been opened, it is subject to acceptance by the Board of Supervisors as submitted. No verbal changes to a proposal will be accepted.

If the proposer must take exception to any portion of this proposal or has suggestions on how to better serve the facilities herein, please provide your suggestions and exceptions to an Addendum to this RFP.

### *Proposal Validity:*

No bidder may withdraw any proposal for a period of ninety (90) calendar days after the date set for the opening of proposals. All withdrawals must be in writing.

### *Public Information:*

All materials received in response to this Request for Proposals shall be made available to the public and become part-of the public record upon submission. If any part of a Bidder's materials is proprietary or confidential, it should not be included. Any Bidder information used to aid in proposal selection will not be restricted from the public.

### *Proposal Costs:*

The Neshoba County Board of Supervisors will not pay the Bidder or agents for any costs incurred by the Bidder in the preparation, presentation, demonstration or negotiation of this proposal.

### *Proposal Response Format:*

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

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

- **Technical Specifications:** Vendor shall acknowledge and indicate compliance (e.g. Understands and Complies) with each **Technical Specification**, followed by any information specifically required. The bidder is encouraged to provide concise responses that respond to the specific requirement. Bidders are cautioned not to provide additional information beyond what is requested. Some specification paragraphs simply introduce the requirements that follow or provide information for the bidder. For such non- technical paragraphs, a simple acknowledgement of the vendor's understanding and compliance is sufficient.
- **Maintenance and Support:** Vendor shall describe in detail how the proposed systems are maintained and supported for the duration of the contract term, to ensure, reliable service for inmates and consistent access to system controls and reporting capabilities by Neshoba County. At a minimum the description shall address the topics listed in the **Maintenance and Support** section.
- **Implementation Plan:** Provide a narrative description and proposed timeline for the implementation of the required inmate telephone system and services. At a minimum the implementation plan shall include the topics identified in the **Implementation** section of the RFP.
- **Billing, Rates and Commission:** This section of the proposal shall contain the vendor's responses to requirements in **Billing, Rates, and Commission** section of the RFP including but not limited to the proposed calling rates and proposed offer to Neshoba County.
- **Company Profile and References:** This section of the proposal must include a brief history and overview of the vendor's company and all information required in the **Company Profile** section. Only vendors with proven experience in this field will be considered.
- **Value Added Options:** Describe any value added features or services offered to Neshoba County at no cost or at a negotiable cost that may benefit Neshoba County.
- **(only if applicable) RFP Addenda:** Should it become necessary for Neshoba County to issue one or more addenda to the RFP, the vendor is required to acknowledge receipt of each addendum issued. **RFP changes per addenda should be noted within the responses as well.**