

A. OBJECTIVES AND CURRENT ENVIRONMENT

The Aiken County Sheriff’s Office (*hereinafter referred to as “County”*) is soliciting sealed proposals for Inmate Telephone Service, Video Visitation, and Inmate Information Services. The contractor will supply the facility, equipment and related services. Service will be provided at the Aiken County Detention Center located at 435 Wire Road, Aiken, SC 29801. Please submit one (1) original and five (5) copies. The proposed contract/agreement must be included.

1. The County’s existing contract is with Securus Technologies. The equipment listed below will all be replaced by the successful bidder’s equipment:
 - a. Twenty-two (22) Inmate Phones - Wintel model 7010BL w/mounting backboards.
 - b. Two (2) Ceeco Flyer 500/501 speaker phones.
 - c. Fourteen (14) visitation booths.
 - d. One (1) Ultra Tech Super Print TTY/TDD for use by hearing impaired inmates.
 - e. Inmate information service that provides public information on current inmates.

2. During the base term of the contract with Securus Technologies, the call length was set at a maximum of 15 minutes.

3. During the base term of the contract with our current provider, the rate schedule was/is as follows:

Destination Class	Customer Type	First Minute	Additional Minute
Local	Collect (Direct Bill)	0.99	0.03
IntraLATA Intrastate	Collect (Direct Bill)	1.50	0.195-0.36
InterLATA Intrastate	Collect (Direct Bill)	2.50	0.40
InterLATA Interstate	Collect (Direct Bill)	0.25	0.25
IntraLATA Interstate	Collect (Direct Bill)	0.25	0.25
Local	AdvanceConnect	0.99	0.03
IntraLATA Intrastate	AdvanceConnect	1.50	0.195-0.36
InterLATA Intrastate	AdvanceConnect	2.50	0.40
InterLATA Interstate	AdvanceConnect	0.21	0.21
IntraLATA Interstate	AdvanceConnect	0.21	0.21
Local	Debit	0.99	0.03
IntraLATA Intrastate	Debit	1.50	0.195-0.36
InterLATA Intrastate	Debit	2.50	0.40
InterLATA Interstate	Debit	0.21	0.21
IntraLATA Interstate	Debit	0.21	0.21
International	Debit	Varies by Country	

4. The current average daily population (ADP) is 396.

5. The following chart reflects the most recent 12-month County phone usage (August 2015 through July 2016).

Collect		Annual Calls	Annual Minutes
	Local	10206	34582.03
	intralata	4	7.53
	Intrastate	120	814.28
	Interstate	6	55.97
Prepaid			
	Local	82015	932350.96
	Intracell	0	0
	intralata	7119	66735.18
	Intrastate	2209	18543
	Interstate	6709	65016.35
	Canadian	0	0
	International	0	0
Debit	Local	21260	25443.23
	Intracell	0	0
	Intralata	1663	11346.88
	Intrastate	370	3103.87
	Interstate	2232	20186.3
	Canadian	0	0
	International	0	0

B. SCOPE OF WORK

The Proposer must provide complete *turnkey* services, requiring no items or services ordered by the County. The Proposer must obtain all Local Exchange Carrier (*LEC*) and Inter-Exchange Carrier (*IEC*) services that are necessary in order to meet contract requirements. The Proposer is not authorized to incur any charges for which the County will be responsible. Any and all charges levied by the LEC for Presubscribed Interexchange Carrier charge PIC changes must be invoiced to and paid directly by the Proposer. The County will not be responsible for any costs related to service. The County will not provide labor, equipment or facilities to implement and maintain services. The Proposal must include the following services and equipment:

1. **Vendor Qualifications**

The County is contacting prospective vendors who have an interest in or are known to do business relevant to this Request for Proposal. The vendor must be an experienced, reputable firm in *inmate telephone / video visitation services / inmate information service*. Vendors not currently involved with inmate telephone / video visitation services / inmate information services will not be considered for this contract.

- a. The vendor must have installed at least two (2) operating systems in facilities of similar size to the County's facility.
- b. The vendor must provide the name and contact information for at least one (1) installation completed within the last year.
- c. References must be provided from two (2) systems which have been operational for at least one (1) year.

- d. Vendors are required to provide information regarding any citations or investigations by any regulatory body regarding inmate telephone / video visitation service.
- e. Vendor must submit an affidavit in reference to their company being PREA compliant.
- f. Vendors must disclose any and all proposed fees charged to user or end user.
- g. All employees / subcontractors that would need access to the facility shall have to comply with security screening procedures to include a criminal background check.

2. Equipment

- a. Furnish and install 28 inmate telephones, 14 inmate video visitation units. This includes providing ongoing maintenance throughout the contract period. The proposed equipment and system shall be scalable to meet the County's growing needs.
- b. Furnish and install an *inmate phone system* (IPS), *video visitation equipment*, and *inmate information system*. All systems should include system administration, capable of performance monitoring, alarm reporting, troubleshooting and real-time statistical call reporting.
- c. All systems shall interface with Jail Management System (Inpursuit / Intergraph).
- d. Machines should be installed in a way to avoid injury to inmates, example: short cords, no pieces easily broken, tamperproof, etc.
- e. No coin operated machines shall be used.
- f. Deny access to 800, 888, 877, 411, 555-1212, 900, 911, 950+1, 976 or 10-10xxx numbers. Allow the blocking of specific telephone number such as victims, witnesses, judges, and county staff.
- g. The system shall be capable of allowing free local calls to certain numbers such as Public Defender, Crime Stoppers, etc.
- h. Ability to control call duration on the basis of time limits and time of day restrictions.
- i. The County will not be a "beta site" for unproven technology. If offering features, provide references where the feature is installed today. References must include a site where continuous technology has been in service for at least 6 months.
- j. No calling cards shall be used.
- k. All vendor equipment shall comply with all South Carolina and FCC regulations.
- l. All calls must be preceded by the standard, common language prompts including but not limited to: Call initiated from the Aiken County Detention Center, All calls are recorded and subject to monitoring, etc.
- m. Provide Inmate Voicemail to be individually accessed by PIN number.
- n. Provide the ability to use Voice Biometrics on all phone calls.
- o. Provide billing and revenue reporting capability that allows the County to easily reconcile.
- p. Billing and revenue reports with actual system traffic data.
- q. Must interface with Jail Management System (Inpursuit). The interface requirements are below:
 - i. County sends current provider the current active inmate list every 15 minutes. Each record in the file contains the specified data elements (Name, Inmate Number, DOB, Arrest Number, Sex, Cell, and Intake Date).
 - ii. A web service is available so the provider can get information on a single inmate.
- r. Facility must have immediate access to call records on-site on a near real-time basis. Once a call has ended, the rated call detail record should be available for reporting using the on-site system software.
- s. Inmates to connect each call using their individual PIN for all calls; free, collect or charged.
- t. Inmates to access telephone account balance through telephone system.
- u. System should give prompts in English and Spanish. Additional languages should be available as needed.
- v. Inmates should be able to make collect calls.
- w. Recipients must actively accept telephone calls from inmates.

- x. Telephone calls should be limited to fifteen (15) minutes in length. Aiken County shall be able change limits at any time via system software.
- y. System shall notify both parties one (1) minute prior to termination of call.
- z. System should allow outgoing calls only.
- aa. Intake telephones shall have the ability to allow free calls with limitations.

3. **Options**

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

4. **Fraud Management**

- a. System should be able to auto generate PIN numbers.
- b. System shall prevent use of duplicate PINs.
- c. System shall prevent use of PINs by multiple inmates at the same time in an effort to stop inmates from sharing PINs.
- d. System shall be able to detect, notify and prevent three-way and conference calls unless approved for the purposes of telephone calls that are protected under attorney-client privilege.
- e. Call-chaining, chain-dialing or getting a second dial tone is not permitted.
- f. System shall prevent users (inmates or callers) from dialing extra digits once call is accepted.
- g. System shall only let PINs work in designated housing unit that the inmate is assigned.

5. **Repair & Damage**

- a. The County will not be responsible for fraud, theft, vandalism and/or damage or loss of the Vendor's equipment inflicted by inmates or the public.
- b. Vendors shall make all repairs. All repairs will be made at Vendor's expense.
- c. Vendor should make every effort to ensure that repairs are made in reasonable time.

6. **Secured Access & Recording Capabilities**

- a. Vendor shall maintain all telephone recordings for one (1) year for County use. Time not to be less than required by South Carolina / Federal law.
- b. Vendor shall maintain all video visitation recordings for sixty (60) days for County use. Time not to be less than required by South Carolina / Federal law.
- c. Recordings should be archived in a direct manner that with no time delays in accessing information.
- d. Aiken County and designees shall be provided access to web based system
- e. All calls / video visitation sessions, with the exception of confidential / privileged calls shall be recorded.

7. **Reporting**

- a. Vendor shall make every effort to customize reporting to ensure program meets Aiken County needs. PIN numbers, inmate names, caller names, telephone numbers, date queries, etc.
- b. System should allow search via inmate name, PINs, telephone number used in the call, the specific telephone used to originate the telephone call and/or date and time.
- c. System should be able to assist Aiken County personnel in investigative processes. Vendor to describe solution for investigative processes.

8. Training

- a. Vendor to provide onsite training in system administration, operation and reporting to all applicable staff.
- b. Upgrade and refresher training is also required for the length of the contract at no cost to the County.
- c. Vendor to provide online, tutorials or instructional manuals to staff.

9. Software

- a. Vendor shall maintain web based software for staff to pull reports. Software shall be a web-based application which is accessible to any computer with an internet connection.
- b. Software should be able to integrate with the Detention Center software.
- c. Aiken County shall have the ability to block telephone numbers.
- d. Aiken County shall be able to listen to live telephone calls without parties' knowledge.
- e. Aiken County shall have the ability to turn off telephones either as a group or individually remotely.
- f. Aiken County must be able to set up various user permission levels for staff.
- g. System shall be able to remotely monitor real-time telephone calls and able to transfer calls in progress to authorized personnel.
- h. Software should maintain inmate ledgers with funds placed on the inmates' accounts and funds used.
- i. Software should incorporate internal controls and financial reporting and reconciliation features.
- j. Vendor to provide a link to be posted on the Aiken County Sheriff's Office website to their online portal so the public can add money to inmate accounts. Refer to www.aikencountysheriff.org for details on the website.

10. Customer Service

- a. Vendor to provide 24/7 customer service support via toll-free telephone number / website at no cost to the County.
- b. Vendor shall be able to respond to all major problems within the same day. A major outage is defined as 30% or more of the functionality of the system.
- c. System shall be configured in a way to allow vendors to access the system remotely for diagnostics and to address minor issues.
- d. Vendor to provide service policies and procedures as an attachment to this proposal.
- e. Vendors are to describe the maintenance and quality assurance programs for telephones to be installed as an attachment to this proposal.
- f. Detail the method of determining service interruptions and service call priorities. List response time for each priority and level of expertise devoted to each priority.
- g. Vendor to provide a contact person who will be responsible for ongoing account management and support.
- h. Vendors to handle all customer complaints directly. Aiken County Detention Center will not be involved in customer complaints. Describe in detail customer service processes for complaints.
- i. Vendors wishing to subcontract some or all of the work, including but not limited to: software platform, hardware, installation, maintenance and/or support, or customer service must disclose this information as part of their proposal.

11. **Call Rating and Commission Accountability**

- a. A copy of current rates shall be on file with the County.
- b. County must be notified, in writing, of any proposed increases or decreases in the rates charged.
- c. County **MUST** approve increases/decreases in rate(s) prior to any change.
- d. Any change in Tariff (Increase or Decrease) which is not approved by Aiken County in writing in advance of the change shall be grounds for termination of the contract.
- e. The commission offered to the County shall be based on total gross revenues, with no deductions for fraud, bad debt, uncollectible, unbillable calls. No deduction shall be made for any cost of providing the service described.
- f. Commissions shall be paid on all call types authorized by the FCC.
- g. Commissions shall be paid **MONTHLY** and shall be accompanied by an inmate telephone commission and summary report which shall include, at a minimum, the following information:
 - i. Date of Report
 - ii. Time Period Covered
 - iii. Total Number of Calls
 - iv. Total Number of Minutes
 - v. Total Gross Revenue (as defined above)
 - vi. Such payment shall arrive no later than 45 days following the calendar month for which commissions are being paid.
 - vii. Failure to pay accurate commissions on a regular, monthly basis shall be grounds for cancellation, without penalty, of any agreement executed as a result of the RFP.

C. **CRITERIA OF AWARD**

1. Aiken County will consider several evaluation factors, which price is only one. Proposers may offer/propose solutions which meet the “spirit” of the listed requirements, but should note that only the proposed solution/service that meets or most closely meets all of the specifications will be recommended for award.
2. The selection process will be based on the responses to this RFP, and any interviews / demonstrations required to verify the ability of Proposer to provide the services / products proposed in response to this document, along with reference checks. Evaluation factors and associated point values are listed in order of importance.
3. A selection committee shall evaluate all proposals submitted to this RFP. The award will be based on general criteria, as outlined in Section F of this RFP. After an initial screening process, vendors may be asked to make an oral presentation of its proposal. All arrangements and scheduling shall be coordinated by the RFP contact.

D. **METHOD OF AWARD**

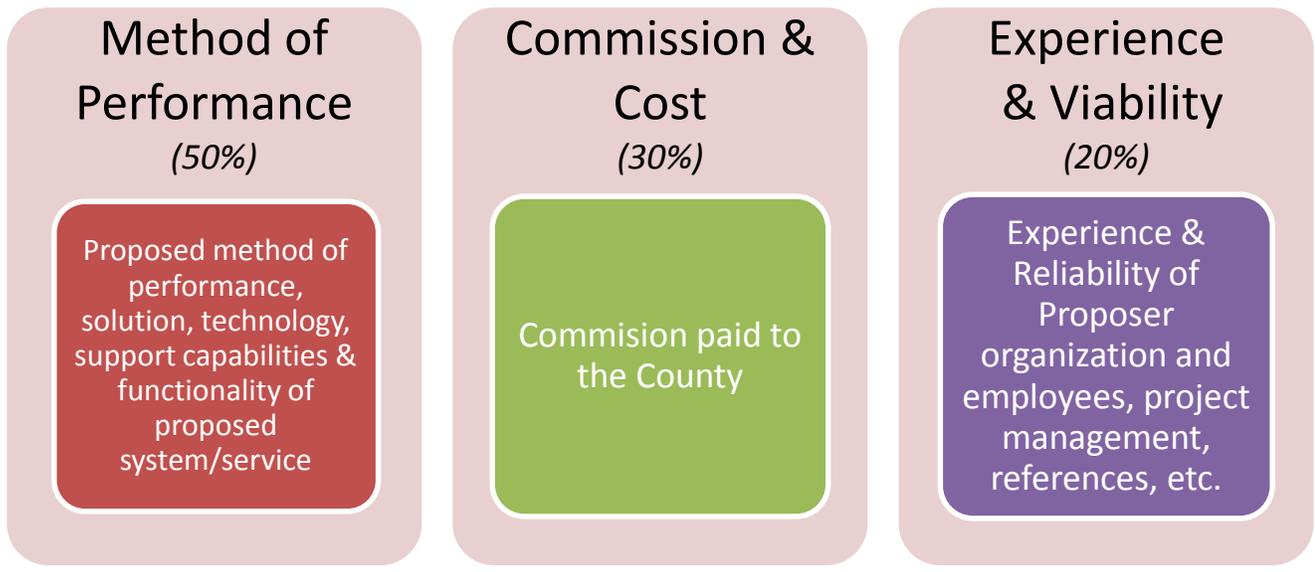
The award of the contract shall be made to the responsible Proposer, whose proposal is determined to be the best evaluated offer resulting from negotiation, taking into consideration the relative importance of price and other evaluation factors set forth herein.

1. Prompt payment discounts will not be considered in determining low proposals and making awards.
2. Aiken County reserves the right to award only a portion of the RFP.

E. NEGOTIATIONS

1. The Purchasing Agent shall supervise all negotiations.
2. Discussions may be conducted only with responsible Proposers who submit proposals determined to be reasonably susceptible of being selected for award. All Proposers will be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals. Revisions to proposals may be permitted after submission and before award for the purpose of obtaining best and final offers.
3. Proposers may be required to submit additional data during the process of any negotiations.
4. The County reserves the right to negotiate the price and any other term with the Proposers.
5. Any oral negotiations must be confirmed in writing prior to award.

F. SELECTION CRITERIA



May include but not limited to

May include but not limited to

May include but not limited to



- **Method of Performance, Solution, Technology, Support Capabilities:** Platform of system/service & Delivery of Same, General Support Capabilities, Installation Plan, Transition Process, Technical & Ongoing Support, Consulting, Resources to Account, Innovative Billing/Commission, other
- **Service Level Agreements;** Quality of SLAs for Each Service , Willingness to Commitment to SLA's with Remedies & Penalties, other
- **Other;** Best Practices, Migration between Vendors, Help Desk

- **Initial Investment/Return;** Commission, Total *all-in* Costs Clearly Identified. Purchase, Installation, Training, Consulting, 3-5 year TCO, Costs to Switch Vendor(s), Fairness of Rates, Competitiveness with other Governments, Institutions, Organizations, other
- **Ongoing Investment/Return;** Maintenance, service & support expenses, *add-on* costs, staff support & other ongoing costs
- **Other;** Pre-Paid Account Set-Up & Funding Fee, Willingness/acceptance of audits

- **Experience & Reliability of Vendor/Employees:** Vendor Profile, Credentials & References of individual Team Members, Reputation of Vendor, Project & Industry Experience, Transition Processes, Business Process Competence, other
- **Project Management;** Quality & Thoroughness of Proposal, Quality & Thoroughness of Implementation Plan, Systems and/or Service Integration, other
- **Other;** Client Base, References, Presentation, Knowledge Transfer, Presentation, Quality of Responses to Questions

Additional information

County will evaluate the written proposals and may additionally invite evaluate:

- Information from formal presentations
- Reference feedback
- Agreement on the contract terms as evidenced by the absence of exceptions.

**ATTACHMENT A
RATES AND COMMISSIONS FORM**

RATES AND COMMISSIONS: Please complete the following chart for the charges you propose using and the commissions you would pay at each rate. NOTE: If more than one rate and commission structure is offered please complete a chart for each optional package using the format below.

If your company specializes solely in inmate phone systems or solely in video visitation systems, please complete that section of the form as Aiken County reserves the right to issue two separate contracts if it is in the best interests of the County.

COLLECT PHONE CALLS

Call Type	1st Min. Rate	Add'l Min. Rate	15 Minute Charge	% Of Gross Revenue Offered
Local				
IntraLATA				
InterLATA				
InterState				
International				

PREPAID DEBIT CALLS

Call Type	1st Min. Rate	Add'l Min. Rate	15 Minute Charge	% Of Gross Revenue Offered
Local				
IntraLATA				
InterLATA				
InterState				
International				

VIDEO VISITATION

20 Minute Charge	40 Minute Charge	%Of Gross Revenue Offered

Inmate Voicemail

Charge Per Voicemail	%Of Gross Revenue Offered

Exhibit B: References

Proposer's Name: _____

Indicate below three current and three previous references. All portions of the template must be completed

Current Reference #1

Name of Facility or Institution:	
Mailing Address:	
Contact Person & Title:	
Telephone Number:	
Contact email Address:	
Date Service Began:	
Number of Phones Supported:	

Current Reference #2

Name of Facility or Institution:	
Mailing Address:	
Contact Person & Title:	
Telephone Number:	
Contact email Address:	
Date Service Began:	
Number of Phones Supported:	

Current Reference #3

Name of Facility or Institution:	
Mailing Address:	
Contact Person & Title:	
Telephone Number:	
Contact email Address:	
Date Service Began:	
Number of Phones Supported:	

Proposer's Name: _____

Previous Customer Reference #1

Name of Facility or Institution:	
Mailing Address:	
Contact Person & Title:	
Telephone Number:	
Contact Email Address:	
Date Service Began & Ended:	
Number of Phones Supported:	

Previous Customer Reference #2

Name of Facility or Institution:	
Mailing Address:	
Contact Person & Title:	
Telephone Number:	
Contact Email Address:	
Date Service Began & Ended:	
Number of Phones Supported:	

Previous Customer Reference #3

Name of Facility or Institution:	
Mailing Address:	
Contact Person & Title:	
Telephone Number:	
Contact Email Address:	
Date Service Began & Ended:	
Number of Phones Supported:	

Exhibit C: References for Subcontractors/ Third Party Providers

Proposer's Name: _____

Indicate below three references for each subcontractor below:

Reference #1

Name of subcontractor:	
How will subcontractor be used:	
Name of facility serviced by subcontractor:	
Contact person:	
Mailing address:	
Telephone number:	
Contact email address:	

Reference #2

Name of subcontractor:	
How will subcontractor be used:	
Name of facility serviced by subcontractor:	
Contact person:	
Mailing address:	
Telephone number:	
Contact email address:	

Reference #3

Name of subcontractor:	
How will subcontractor be used:	
Name of facility serviced by subcontractor:	
Contact person:	
Mailing address:	
Telephone number:	
Contact email address:	