

**COUNTY OF TANEY - MISSOURI**



**Request for Proposal  
For  
INMATE TELEPHONE SYSTEM  
Taney County, Missouri**

**RFP #200910-81 – INMATE TELEPHONE SYSTEM**

**Release Date:  
October 21, 2009**

**Submittal Deadline:  
November 13, 2009  
Not later than 10:00 a.m. Central Time**

**Taney County Purchasing  
132 David Street  
P.O. Box 1630  
Forsyth, MO 65653**

**Linda Gifford, Purchasing Agent  
Phone: 417-546-7281 Fax: 417-546-7280  
E-mail: [lindag@co.taney.mo.us](mailto:lindag@co.taney.mo.us)**

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**INSTRUCTIONS AND GENERAL CONDITIONS**

- 1) **Delivery of Proposals:** Sealed proposals, subject to Instructions and General Conditions and any special conditions set forth herein, will be received at the Taney County Purchasing Office until the proposal closing date and time indicated herein for furnishing the County with services as detailed in the following request for proposal.
  
- 2) **Proposal Closing:** All proposals shall be **delivered before 10:00A.M.**, Central Time, on November 13, 2009 to:

Taney County Purchasing Department  
Linda Gifford, Purchasing Agent  
132 David Street  
P.O. Box 1630  
Forsyth, MO 65653
  
- 3) The County will not accept any proposals received after 10:00A.M and will return such late proposals to the Offeror.
  
- 4) Offerors must submit one (1) original and four (4) copies of the proposal (total of five). Proposals will be opened publicly at 10:00a.m. on November 13, 2009 but only names of offerors will be read aloud. All proposal responses will be considered public information and following contract execution or rejection of all proposals, all responses will become a part of public record and will be released to any person or firm that requests it.
  
- 5) Proposals must be submitted in a sealed envelope identified with the proposal number and date of closing. List the proposal number on the outside of the box or envelope and note "Response to Request for Proposal enclosed".
  
- 6) If you do not care to submit a proposal, please return the *No Bid Response Page* and note your reason. No fax or electronic transmitted proposals will be accepted.
  
- 7) If you have obtained this proposal document from our Web Page or from another source than the Taney County Purchasing Department, please check with our office prior to submitting your proposal to ensure that you have a complete package. The Purchasing Department cannot be responsible for providing addenda if we if we do not have you on our Vendor list for this proposal.

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**INTRODUCTION AND GENERAL INFORMATION**

**Introduction:**

- 1) This document constitutes a request for sealed proposals for an **Inmate Telephone System** as set forth herein.
  
- 2) Organization – This document, referred to as Request for Proposal (RFP), is divided into the following parts:
  1. Instructions and General Conditions
  2. Instructions and General Information
  3. Scope of Services
  4. Evaluation and Award Process

**Guideline for Written Questions:**

- 1) All questions regarding this Request for Proposal shall be submitted in writing, **prior to the proposal opening** and no later than **5:00 p.m., Friday, November 6, 2009**. All questions must be mailed, faxed or emailed to the attention of Linda Gifford, Purchasing Agent. All such questions will be answered in writing, and such answers will be provided to all parties having obtained a Request for Proposal packet by the County by posting the addendum on the County Web site at [www.taneycounty.org](http://www.taneycounty.org) (select Current Bid Notices). Submit questions to:

**Linda Gifford  
Taney County Purchasing Agent,  
PO Box 1630  
132 David Street  
Forsyth, MO 65653**

- 2) In the event that it becomes necessary to revise any part of this RFP, written addenda will be issued. Any addendum to this RFP is valid only if in writing and issued by the Taney County Purchasing Department.
  
- 3) **Timeline:** The County anticipates a contract award following the evaluation of the proposal responses within **45 days from the RFP opening date and completion of installation and training within 60 days from award of contract**. These dates are provided for informational purpose and may change as requirements dictate.
  
- 4) **Sunshine Laws:** Due to applicable sunshine laws and regulations concerning public documents, the County's proposal file becomes part of public record at the time of contract execution or when all proposals are rejected.

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**SCOPE OF SERVICES**

**1. Project Description:**

The County of Taney –Missouri, hereafter referred to as the County, seeks a qualified firm to provide for the furnishing, delivery and installation of hardware and software for an Inmate Telephone System at Taney County Jail Facility in Forsyth, Missouri. The system shall provide for local and long distance telephone service, including a recording and monitoring system and equipment for the inmates.

**2. Background Information:**

The system currently employed at the Taney County Jail Facility (hereafter referred to as facility) is with Securis Technologies. This is a current manifestation of Evercom Phone system.

The facility has a maximum of 268 beds and the average inmate population is 85.

There are two pods at the facility with a current total of 30 inmate phones. There are 7 cell blocks per pod with two phones per cell block and two phones at booking.

Although an attempt has been made to provide accurate and up-to-date information, the County of Taney – Missouri does not warrant or represent that the background information provided herein reflects all relationships or existing conditions related to this Request for Proposal.

**3. General Requirements:**

Any item not specifically mentioned but necessary for the delivery and operation of the proposed system shall be included in the proposal response. These specifications and requirements should be in sufficient detail to secure proposals on comparable services.

Each inmate telephone system shall be connected through individual on/off switches located at the pod control room. Contractor shall be responsible for the maintenance on all equipment installed for the length of the contract at no cost to the County.

The system shall provide all of the functions necessary to operate and control all features and related accessories. The contractor shall make every effort to provide a system that shall be sufficiently flexible to meet the requirements of the user.

The system shall provide a web-based interface for administering the inmate phone system. Such interface shall include but not be limited to administrative rights control for adding, deleting and reporting on user activity, blocking numbers, PIN administration, call detail listing, and recording and playback of telephone calls. The interface shall also have the ability for the administrator of the system to monitor and report on user activities within the interface.

The system shall allow outgoing calls only.

The system shall allow inmate calls to be restricted to a minimum of 15 minutes. County representatives must be able to change this call duration limit by PIN, specific telephone, or group of telephones. The duration may be increased up to 30 minutes at operator's discretion.

## **Request for Proposal for Inmate Telephone System Taney County, Missouri**

The users – inmate and called party – shall be notified of limit in advance of the system terminating the call.

Contractor shall supply one TTY phone to the Facility. This TTY phone must be compatible with billing, recording, and monitoring the same as the regular inmate phone system.

The system must require active acceptance by the called party.

The system shall include prompts in English and Spanish in addition to other languages that may be requested by the County.

The system shall have the ability to complete outgoing collect, prepaid debit, calling card, and called party credit card calls. For prepaid debit transactions, the end-users funds must be made available for use within 15 minutes after the funds have been received by the contractor. If prepaid service is offered, the Offeror should explain how it works in detail including how commissions are to be paid on each type of call from the facility.

The contractor should have a program that will proactively attempt to set-up an account for individuals who are not able to accept collect calls, enabling families to quickly communicate with incarcerated individuals. Please describe your program.

Contractor must notify end user when they have reached 75% of its site or personal credit limit and describe process.

The system shall provide the capability to track and identify specific telephone numbers called by each individual inmate telephone, as may be required. The system shall provide the capability of monitoring and recording all calls made by each inmate.

The recording system shall have the ability to fast forward and rewind recordings as necessary during the playback process. In addition, the recording system shall also have the ability to burn recordings to CD ROM and /or DVD.

The live monitoring system shall have the ability to notify designated parties via email, pager and / or cell phone of the calls made to a specific telephone numbers that are under a watch status. The notified party must be able to monitor a specific call from a remote location via the internet.

Personal Identification Number (PIN) (REQUESTED BY THE COUNTY TO IDENTIFY EACH INMATE PLACING A CALL AND THE TELEPHONE NUMBER RECEIVING THE CALL)

The system must have the capability to assign PIN numbers at the time of booking. County requests that their PIN number match their booking numbers. Please describe process of assigning PIN.

#### **4. Fraud Management:**

The system shall be able to detect, notify and prevent three-way or conference calls.

The system shall prevent the inmate from receiving a second dial tone, or “chain-dialing”.

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The system shall detect any extra digits dialed by the inmate or after the party has accepted the call. Please describe process.

The system shall have the capability to remotely survey inmate calls and be able to transfer specific calls in progress to investigators.

The system shall brand each call with the name of the facility and the inmate placing the call.

The system shall detect the difference between an accepted call, an answering machine, busy signal, or other telephone activity. Please describe.

The system shall permit the called party to block all future calls from a correctional facility.

The system must have the capability to suspend an inmate's privilege for placing a call and set a beginning and end date without the need to manually re-enable privileges.

**5. Other Investigative Tools:**

The system shall be equipped with a remote call forwarding feature to those numbers that are under surveillance by the investigative unit. The feature shall allow authorized personnel to monitor a call, from any designated remote location, while the call is in progress. The call shall be automatically rerouted once the call is accepted by the called party and in progress.

Please provide any other additional investigative tools, features, or creative solutions that might be available to the County.

**6. Call Acceptance:**

The system shall alert the called party of the per-minute cost of the call prior to acceptance.

The called party must actively accept the call.

Billing does not begin until the call is accepted.

**7. System Security:**

The proposal system shall be password protected to permit only appropriate facility personnel access to the system.

The system must have the capability to enable and disable any phone at the facility from any secured internet enable computer.

For security purpose, the system must be centralized non-premise system that will keep all records secure and not require the need to maintain at the facility. Describe your system and how your system will meet this requirement.

**8. Reports:**

The system shall generate reports that state, at a minimum, the date and time each call is placed, the source of the call, the telephone number called, the date and time the call ends, duration of the call,

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and a voice recording of all parties involved in the conversation. The system shall have the capability to store calls in memory for a period of time sufficient to comply with any requirements of the Public Information (Open Records) Act. At a minimum, the County needs five years of data.

The facility shall have the capability to view and track call activity, commission information, and facility service requests from practically any location at any time via a web accessible site.

The contractor shall supply call detail reports to the County. These reports shall contain a variety of call information and be customized to suit the County's needs.

Standard reports should include: Frequently Dialed Numbers, 3-Way Call Attempts, and Call Volume by Telephone. Please attach samples of their call detail and other standard reports.

Contractor shall supply monthly revenue reports.

Contractor shall provide a secure access to all calling activity within the facility via the internet/web.

Real-time commission reports must be made available through the internet detailing total commissions earned for all types of calls completed through the system.

Real-time revenue reports must be made available through the internet outlining all calls made through the facility. Such reports should, at a minimum, break out calls by specific call type for collect, prepaid and calling card calls.

The system must incorporate an on-line service reporting system whereby the County can submit service requests as well as monitor service ticket status and history.

**9. Service and Maintenance:**

The contractor shall offer complete hardware and software on-site contract maintenance through itself or an approved facility.

The contractor and/or Manufacturer shall provide engineering and technical support to the County to help resolve any operational or service problems that may occur. The contractor must provide a twenty-four hour telephone number for emergency technical support.

Acknowledgement of receipt of a repair request from the County must be made within two hours. Contractor shall dispatch for repair within twenty-four hours for minor outages and with four hours for major outages.

It is solely the contractor's responsibility to provide installation and maintenance which includes all wiring at the facility.

System upgrades, including software upgrades should be provided free of charge to the County for the life of the contract.

**10. Training:**

Contractor shall provide on-site training to the County staff (35-40 individuals) for system administration, operation and reporting.

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The training shall be scheduled at the convenience of the County in order to minimize the impact on shift personnel and scheduling.

**11. Equipment:**

The proposed inmate telephone system shall be a turnkey, non-coin telephone system and service.

The proposed system must be able to utilize the current PCs that are available at the County without the need for additional PCs.

All contractor equipment shall comply with FCC regulations.

**12. Fees, Rates & Facility Commissions:**

Under no circumstances will the commission rate be adjusted lower than the rate agreed to at contract award, nor will the County be obligated to renegotiate any portion of this contract as a result of an increase to the commission rate.

What is the commission you will pay Taney County? Failure to state proposed commission will result in rejection of proposal.

**13. Contract Term:**

The contract will be for a period of five (5) years. At the expiration of this contract, the County will have the option of continuing the phone services with the Offeror's company at the same commission and rates for a period of two (2) additional years in one-year increments. Each optional year will require County's approval for renewal.

**14. Termination of Contract:**

The obligation to provide further service under the terms may be terminated by the County upon ninety (90) days written notice in the event of material breach by the contractor to perform in accordance with the terms hereof, or any contract resulting from this RFP. In the event that the County chooses to discontinue this contract either by termination or not extending the contract, the offeror warrants that it will remove all of its equipment from the facilities without charge. Service and equipment will not be moved until another contractor has been acquired

The successful contractor is prohibited from assigning, transferring, conveying, subletting, or otherwise disposing of this agreement or its rights, title or interest therein, or its power to execute such agreement to any other person, company or corporation without prior consent and approval in writing by the County.

**15. Damage and Repair Liability:**

The County will have no liability to the contractor for fraud, theft, vandalism/damage or loss of the Contractor's equipment inflicted by the inmates or the public. All costs associated with the repair will be the responsibility of the Contractor.



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**16. Installation/Disconnection:**

The contractor shall be responsible for all the costs of installation or disconnection throughout the term of the contract. The contractor shall furnish and install equipment, dedicated lines and any item necessary to make this service functional.

**17. Insurance Requirements:**

The Contractor shall not commence work under this contract until they have obtained all insurance required under this paragraph and such insurance has been approved by the County. Insurance limits indicated below may be lowered at the discretion of the County.

- **Compensation Insurance** - The Contractor shall take out and maintain during the life of this contract, **Employee's Liability and Worker's Compensation Insurance** for all of their employees employed at the site of work. Worker's Compensation coverage shall meet Missouri statutory limits. Employee's Liability limits shall be \$1,000,000.00 each employee, \$1,000,000.00 each accident, \$1,000,000.00 policy limit.
- **Comprehensive General Liability Insurance** - The Contractor shall take out and maintain during the life of this contract. The amounts of insurance shall not be less than \$2,000,000.00 combined single limit for any one occurrence covering both bodily injury and property damage, including accidental death.
- **Commercial Automobile Liability** - The Contractor shall take out and maintain during the life of this contract, automobile liability insurance in the amount of not less than \$2,000,000.00 combined single limit for any one occurrence covering both bodily injury and property damage, including accidental death, to protect themselves from any and all claims arising from the use of the Contractor's own automobiles, teams and trucks, both on and off the site of work.
- **Proof of Carriage of Insurance** – The Contractor shall furnish the County with Certificate of Insurance which names the County as additional insured.

**Evaluation and Award Process**

Taney County will select an evaluation team to review responses and to make a formal recommendation for award to the County Commission. The evaluation team will conduct a comparative assessment of the proposals in accordance with the evaluation criteria stated below:

- **Commission Return** 30 Points
- **Experience/Expertise** 20 Points
- **Operational Plan** 20 Points
- **References/Qualifications** 20 Points
- **Financial Stability** 10 Points

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After an initial evaluation process, a question and answer interview may be conducted with the Offeror, if deemed necessary by the County. In addition, the Offeror may be asked to make an oral presentation and demonstration of their proposed system. All arrangements and scheduling will be coordinated by the County.

**18. Rejection / Withdrawal of Proposals Response:**

Rejection of Proposals- Taney County reserves the right to reject any or all proposals, when such rejection is in the best interest of the County.

Withdrawal of Proposals- Proposals may be withdrawn on written request from the Offeror at the address shown in the RFP prior to the time of acceptance of the proposals.

**19. Validity of Proposal Response:**

Offeror agrees that the proposal response shall remain firm for a period of ninety (90) calendar days after the date specified for the return of proposals.

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**“NO BID RESPONSE FORM”**

NOTE: COMPLETE AND RETURN THIS FORM ONLY IF YOU DO NOT WANT TO  
SUBMIT A BID

**If you do not wish to respond to this bid request, please fill this form out and return it to  
the Purchasing Department by mail or fax.**

**If you would like to FAX this “NO Bid” Response Form to our office, the FAX number is  
(417) 546-7280.**

**BID: #200910-81 – Inmate Phone Services**

**Business Name:** \_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Contact:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Reason(s) for not bidding:**

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**Request for Proposal for Inmate Telephone System  
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**TANEYCOUNTY, MISSOURI**

**Request for Proposal # 200910-81 – Inmate Phone**

**Services**

**ADDENDUM #1 - Issued November 4, 2009**

This addendum is issued in accordance with the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal Documents. Bidders are reminded that receipt of this addendum should be acknowledged and submitted with Bidder's *Response Form*.

Specifications for the above noted Request for Proposal and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect:

1. **Question** – Would it be possible to obtain call volume or revenue figures from Taney County to assist us in our commission offering? Ideally we would like to obtain either 3 months of call volume or revenue figures for a three month period.

**Response** - The past three months of revenue have been \$1378.21, \$1167.00, and \$1507.69, total for the year to date is \$19,076.15.

2. **Question** – Please provide 12 months of call detail records minutes, messages and revenue.

- In addition to the above please also provide by call type – collect, prepaid collect and debit if applicable?

**Response** – The past three months of revenue have been \$1378.21, \$1167.00, and \$1507.69, total for the year to date is \$19,076.15.

3. **Question** – What are the current calling rates (local, inter-Lata, intra-Lata and inter-state)?

**Response** – To obtain that information, please contact our current provider Securus Technologies, Inc.

4. **Question** – Who is the Taney County current Inmate Tel Vendor and what commission rate is being paid? And is it gross or net?

**Response** – Securus Technologies, Inc. is the current provider.

5. **Question** – How many visitation phones are in the jail and are they included in this RFP and does the county what them recorded on the inmate telephone system?

- If yes, is there conduit from the telephone equipment room to the visitation phones?

**Response** – No, the visitation phones are not included in this RFP.

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**6. Question** – How many PCs (section 11, page 8) will require VPN access to Inmate Telephone System?

**Response** – Three (3)

**7. Question** –Please clarify what the County’s purpose for accessing reports via the internet is. Real-time commission reports must be made available through the internet detailing total commissions earned for all types of calls completed through the system.

**Response** – With real-time commission reports made available through the internet, Taney County will have the ability to view and print reports as needed.

**By:** \_\_\_\_\_  
**Linda Gifford**

OFFEROR has examined copy of Addendum #1 to Request for Proposal # **200910-81 – Inmate Phone Services**, receipt of which is hereby acknowledged:

Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Authorized Representative Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Authorized Representative Printed Name: \_\_\_\_\_