

Inmate Telephone System

RFQ 1516-24

**Inmate Equipment and Associated Inmate Monitoring and
Recording Equipment and Services**

Chester County Detention Center

Scope of Work / Specifications

Qualifications / Proposals will be received until Tuesday, June 21, 2016 @ 2:00 pm local time in the Office of Purchasing, Chester County Government, 1476 J.A. Cochran Bypass, Chester, SC 29706.

Optional Site Visit – Contact Major Wayne Alley 803-374-1565. Interested vendors will meet at 2740 Dawson Dr., Chester, SC 29706.

Specifications, further instructions and arrangements can be obtained from the Office of the Purchasing Director, Susan M. Cok, 803-581-2829.

Chester County reserves the right to reject any and all proposals and to reject any and all technicalities or formalities therein. Chester County is an Equal Opportunity Employer.

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SPECIFICATIONS FOR INMATE TELEPHONE SERVICE

Overview

The objective of this Request for Qualifications (RFQ) is to solicit qualifications from interested vendors to provide all equipment, software, labor and maintenance support required for the implementation and operation of an Inmate Telephone Service at the Chester County Detention Center.

The current population averages approximately 70 inmates with the capability of holding 210 inmates.

The Contractor will provide a commission to the Chester County Detention Center. The Chester County Detention Center will not be obligated to pay for any of the services provided. Contractor will share with the Chester County Detention Center in the revenues generated by the service provided.

All questions must be submitted by June 13, 2016.

Only one (1) submittal per company.

Required Contractor Format & Responses

In addition to any other information and requirements listed elsewhere in these specifications, vendors are required to respond in writing in the same order listed to the below listed inquiries/requirements:

Contractor Format & Responses

The following format and sequence should be followed in order to provide consistency in Contractor responses and to ensure each proposal receives full consideration.

- a) Proposal cover letter – page 1 of RFQ document
- b) Non-collusion affidavit – page 15 of RFQ document
- c) Certificate of Familiarity – page 16 of RFQ document
- d) A summary of the key features of the proposal.
- e) Commission and calling rates are to be in a separate sealed envelope.

Contractor shall submit one (1) original and two (2) copies of their response.

Definitions

The following terms will apply to this RFQ and to any subsequent contract. Submission of a proposal in response to this RFQ indicates acceptance of all the following terms.

- a) "Chester County Detention Center" means the Chester County Detention Center/Prison Camp;
- b) "Contract" means the written agreement resulting from this Request for Qualifications executed by the Chester County Detention Center and the Contractor;
- c) "Vendor" or "Contractor" means an individual or a company that submits, or intends to submit, a proposal in response to this "Request for Qualifications"
- d) "ITS" means Inmate Telephone System;
- e) "Must," "mandatory," "required" or "requirement(s)" means a feature or qualification that is already operational and employed at 5 of vendors currently installed accounts / correctional facilities in order for a proposal to receive consideration.
- f) "Should" or "desirable" means a requirement having a significant degree of importance to the objectives of the Request for Qualifications
- g) "Inmate" means Chester County Jail detainee
- h) "PIN" Personal Identification Number
- i) "PAN" only those destination numbers listed on an inmate's allowed call list or on the general allowed call list
- j) "CO" Central Office
- k) "LEC" Local Exchange Carrier
- l) Department of Homeland Security (DHS)
- m) U.S. Immigration and Customs Enforcement (ICE)

Qualifications/Experience

Professional Competence Requirements

Contractor is required to provide qualifications as well as experience information on key personnel.

Contractor is must to include at least five (5) references with names, addresses and telephone numbers of current correctional clients and the number of inmate telephones installed in each facility.

Contactore must list all accounts they have lost or failed to renew ITS contract with in the last 24 months. List must include account name, state and contact person for account.

All references listed must utilize the same ITS detailed in mandatory RFP responses. Please list date proposed ITS was put in place at listed reference.

Contractor must have at least 3 years direct experience as sole contractor providing inmate phones services including: installation, field repair service, customer service, ITS support and management, commission and reporting.

Contractor must currently employ all "required" features listed in this RFQ at five (5) or more facilities using the same ITS proposed in this RFQ in order to respond to a requirement listed in this RFQ.

Contractor must be primary provider of ITS, customer service, kiosk and web services. Contractor may not subcontract customer service or prepaid billing services to a third party.

Contractor must have in-house capabilities for facility service and technical support available 24/7/365 answered by live operators and must ensure employees carry out all support activities. Contractor must not subcontract support to a third party.

Contractor must list any change of control and current majority shareholder of contractor.

Company Overview

Contractor is requested to define the overall structure of the Company to include the following:

- A descriptive background of Company's history.
- State principal business location and any other service locations.
- What is your primary line of business?
- How long have you been providing services?
- How many locations are your services now in use?

Equipment, Software & Service

All equipment provided must be new, in current production and considered to be state-of-the-art at the time of installation.

Contractor must provide non-coin, collect call, inmate telephones composed of durable, stainless steel, tamper-free equipment suitable for a detention environment.

Contractor must provide all materials and services related to this project for proper installation at no additional charge to the Chester County Detention Center. Contractor must describe the method of system installation. If Chester County Detention Center staff involvement is required, said involvement must be clearly identified in the proposals and the extent of Chester County Detention Center involvement must be clearly stated.

Contractor must provide an offsite calling and storage solution requiring only minimal equipment to be installed at the facility.

All recording and monitoring equipment must be integrated into the offsite ITS. An onsite and/or non-integrated call processing, recording and monitoring system will not be accepted.

ITS must be a Web-based solution accessible from existing facility staff computers without requiring any software other than a web browser to run application. All features and

functionality, call recording and monitoring, data and reporting must be accessible from web browser applications.

ITS must run on contractor network and not use County network for phone calls traffic.

Reliability

In addition to primary offsite call processing, recording and data center, contractor must have, geographically separate, redundant offsite centers providing complete redundancy of calling capacity, data and call recordings.

Contractor must be able demonstrate 99.9% uptime of central call processing for the past 12 months for all correctional facilities under contract with contractor.

Call recordings and data must available online for immediate review for 36 months.

Contractor must list **all** occurrences where they have lost call recording or call data of any of their current or prior customers. Please list customer name, date of loss event and number of calls affected by data loss and correctional facility administrator contact for account. Failure to list all accounts in which calls were lost will result in automatic rejection of bid.

If power is interrupted, state whether the inmate telephones will continue to operate as proposed. Will Contractor provide a UPS system? If so, provide specifications and indicate "up" time.

Contractor must have in-house customer service department with capabilities for facility service and technical support available 24/7/365 and must ensure employees carry out all support activities. The toll-free number for service must allow the option to immediate speak to a customer service representative. Please provide this technical support phone number, or, if not yet operational, the technical support phone number of another referenced facility where the proposed system is in place (please name the facility).

Onsite Repair Technician:

Service technician must be onsite when required within 4-hours of notification to contractor of a service issue without any additional cost to the Chester County Detention Center.

Technical service representatives:

Must be available 24 hours a day/7days a week/365 days a year (24/7/365) to resolve service issues. Services cannot be subcontracted out to third party vendors.

Network Operating Center:

Contractor must have the capability in-house to provide network support 24/7/365.

Service/Repairs/Replacements:

Services must be guaranteed for the duration of the Contract period. The Contractor must assume responsibility for all equipment and software defects for the entire duration of the contract. The Contractor must ensure that services are free from defects and must correct all problems associated with the hardware or software at no cost to the Chester County Detention Center. A local service provider is preferred.

Describe the ability to perform remote system access as follows:

- Diagnostic testing and remote analysis
- Remote monitoring capabilities
- Service and maintenance

Please state who will carry local, intralata, interlata, interstate calls and international calls and the reliability of calling network. Contractor must include a copy of their Service Level Agreement (SLA).

Security

Personal Identification Number (PIN): the proposed system must have the capability to be a PIN based system. The PIN system must allow designated areas to operate with or without PINs. Inmate must be able to be restricted to specific phone stations based on their PIN.

System must provide real-time voice biometrics to establish the identity of each inmate making call.

3-way detection - contractor must provide a method for detecting silence, ringing and DTMF tones. Please list all security methods and review processes used to ensure less than 5% false positives while maintaining highest level of detections.

The proposed system must disallow chain dialing and secondary dial tones. The inmate must be required to hang up before dialing a new number.

The proposed system must detect the difference between an accepted call, and answering machine, busy signal or other telephone activity. The system will disallow connection with an answering machine, busy signal or other telephone activity.

System must not allow inmate to listen to the status of the call in progress for the acceptance and or denial by called party and must not allow inmate to communicate with the called party until the call has been accepted.

The proposed system must have the ability to document source of blocked calls (i.e. is the call blocked by the contractor's system, the county system, or is it blocked by the called party).

Contractor must be able to show the OCN (phone provider: example AT&T) and rate center (billing location) for every phone number dialed by inmates.

All features of the ITS must be assignable based on user level. Access to any feature or group of features must be available or restricted, based on a user's profile.

ITS must provide an audit trail of user activity.

An Internet based ITS must be accessible on the Internet by individual user accounts and should have the ability to be restricted to specific Internet Protocol (IP) addresses.

Access to individual features of the ITS must be controllable on a user or group level.

Address how the system provides investigative tools for Detention Center personnel. ITS must allow for live remote call monitoring via a mobile phone and mobile device.

Features

Contractor must be able to provide inmates with real-time trust fund and prepaid balance notification.

System must provide an option for automatic daily turn on and shut off at designated times and manual system shut off capabilities from designated control rooms.

System must possess telephone number blocking capabilities, and allow pre-approved numbers to be assigned to specific inmates.

Contractor must be able to demonstrate a solution capable of providing inmate education related to substance abuse programs, facility rules and regulations, PREA information, and inmate phone use rules and regulations via a secured inmate kiosk. Solution must be fully integrated with ITS.

Adequate initial and on-going on-site training must be provided for Chester County Detention Center personnel at no cost to the facility or related agencies.

Contractor must not charge for unanswered or non-accepted calls.

Contractor must be able to provide system updates and additional features in a timely manner, as agreed upon by Contractor and Chester County Detention Center. Contractor must ensure that Detention Center is running the latest released version of ITS solution within 5 business days of any deployed update.

Contractor must provide an integrated solution for inmates to contact crime tip hotline and PREA hotline. Correctional staff must have the ability to monitor and playback recorded calls related to crime tips and PREA. Contractor must provide a real-time notification via text message or email whenever an inmate calls the crime tip hotline or PREA.

Contractor must provide alternatives when collect calling is unavailable and provide inmates with a real-time ability to contact any domestic phone number they dial even if number cannot be called collect or if the inmate does not have a prepaid account setup for calling a specific phone number.

Contractor *must* allow International prepaid calling.

Contractor *must* allow free Pro Bono calls for Immigration Detainees. Contractor may not receive compensation for providing Pro Bono calls.

Bilingual synthesized voice (English/Spanish) must be utilized to instruct and assist the inmate and called party while placing a call.

ITS must allow for real-time monitoring of calls via web browser or secured phone.

The system must provide the capability for free calls by the inmates that must be allowed by law (i.e. calls to public defender).

The proposed system must provide call detail reports for all calling activity that will include:

- Report showing inmate telephone number, date, time, PIN # (if applicable), number called, duration of call, and cost of each call.
- Report showing “frequently called numbers” for all numbers called more than 5 times in a day.
- Report showing “common numbers called” for all numbers called by more than one inmate.
- Report allowing the real-time check on commissary balances and orders when used with the Contractors interface and system

The Contractor must submit a preliminary Project Plan in enough detail to allow the evaluation committee to assess the Project Team, installation time line, proposed installation procedures (transition from existing system to the proposed system) and development of commission accounting procedures. The Project Plan is to include a comprehensive narrative and project plan document in a Microsoft Project © compatible format.

Selected vendors may be required to perform a live demonstration all required features.

Labor Savings to County

Describe in detail the overall value to correctional staff for the ITS system proposed by vendor including, but not limited to the following:

- Ease of ITS use with minimal or no maintenance required by correctional Staff.
- Reduction in staff workload for efficient operation to Institutions
- Reduction in material and equipment cost.
- Ability to provide stable-proven product
- Security features that prevent inmate criminal activity and violations of Rules and Policies for contraband, extortion and fraud.

Describe in detail a method of distributing PINs to inmates when entering custody, taking into account the following elements:

- The PIN distribution system should be as automatic as possible.
- Inmate account and PIN format will be determined by County and the Contractor.
- PINs will be printed on forms/cards provided or paid for by the Contractor.

Describe in detail the process for handling data (PANs, Account balances, etc.) for Inmates who are released and then return to ODOC custody.

Contractor must provide an automated visitation scheduling solution fully integrated with ITS provided by contractor and not a third party or subcontractor.

Contractor must provide an automated voicemail solution for inmates to leave requests for facility personnel and for facility to leave messages for inmates. Correctional staff must have the ability to monitor and playback recorded voicemail. Voicemail recording and data must be retained for same time period as call data and recordings.

Contractor must provide a prepaid inmate calling solution that does not require correctional staff or commissary provider to physically handle calling cards. Solution must be capable of providing inmates fully automated prepaid purchase real-time.

Are additions, future enhancements, and advancements in technology covered in the system? How are new features/enhancements loaded onto the system and how often are they made available?

Benefit to inmates and Friends & Family

Describe in detail the overall value to County, Inmates and friends & family for the ITS system proposed by vendor, including but not limited to the following:

- Describe pricing cost and value for ITS services to Inmates, friends & family.
- Value of services available to Inmates, friends and family.
- Increased security for Inmates, including reduction of PIN theft and extortion.
- Describe Proposer's approach and capability to automate the following PAN processes:
 - Adding numbers to an Inmate's PAN list.
 - Storing the information for investigative purposes.

Facility and friends and family must be able to reach a live operator within 3 minutes of dialing, automated customer service is not an acceptable solution. Please provide this customer support phone number, or, if not yet operational, the customer support phone number of another referenced facility where the proposed system is in place (please name the facility).

ITS should provide the inmates with the ability to receive voicemail from Friends and Family and from facility staff. Inmate voicemail system must be integrated solution using all inmate call rules established for inmate phones. Correctional staff must have the ability to monitor and playback recorded voicemail. Using caller id to verify caller system must automatically route voicemail to appropriate inmate. Only phone numbers listed on an inmate's allowed call list shall be permitted to leave voicemails.

Contractor must provide an automated voicemail solution for inmates to leave requests for contractor customer (dropped call credit, prepaid information, etc.). Correctional staff must have the ability to monitor and playback recorded voicemail. Voicemail recording and data must be retained for same time period as call data and recordings.

Contractor must provide an automated prepaid solution that allows inmates to purchase prepaid using their trust balance 24/7/365.

Contactoer must provide an automated solution for processing inmate request for dropped call. All requests for refunds or adjustments for dropped or incomplete calls should be responded to and resolved on average within 12 hours of request. Contractor must be able to show historical average response time reports for all currently contracted facilities over past 12 months.

Contractor must provide live customer service representatives 18 hours a day/7days a week/365 days a year to resolve inmate and Friend & Family issues without involvement of correctional staff. Services cannot be subcontracted out to third party vendors.

Describe prepaid options available to F&F.

Describe refund policy. Refunds must be processed same day requested.

Describe how voicemail solution benefits inmate and F&F.

Describe how three-way calling detection ensures inmates are not inadvertently cut off call and how it protects F&F and victims.

Product Compatibility

Describe the compatibility of separate systems and programs in the proposal and the ability of those programs and systems to interface with features and capabilities of the ITS as presented in this RFP, including but not limited to the following:

- Ability to share data, both incoming and outgoing.
- Describe the extent of how open the system architecture is, i.e. inter-connectivity and adaptability.
- Describe a service level plan for all goods and services that minimize County involvement in resolving all maintenance, repair and customer service issues.

Describe in detail how the proposal meets the following Internet based or WAN based requirements: Contractor shall ensure the system performs without unreasonable delays due to a restriction of bandwidth in any part of the ITS system including any facility equipment or systems required for access. The Contractor shall ensure each portion of the proposed ITS system is adequate to provide a reliable connection without unreasonable delays, including, but not limited to, any connection through facility equipment, networks or cabling and internet access.

Detail Questions - Inmate Telephone System

The proposal should also include the following specific information:

Contractor must provide answers to the following:

- 1) Indicate manufacturer and model of equipment & software being proposed.
- 2) Give complete description of equipment offered.
- 3) Describe in detail the function and purpose of each piece of equipment involved in handling calls either on premises or off premises including all options available.
- 4) Will system/service allow for portable instruments in each pod to be used by inmates in single cells?
- 5) Address power/electrical requirements for proposed system. Does system require electricity to run to cell blocks?
- 6) Does the system provide for both automatic and manual on and off?
- 7) Explain blocking process and indicate how many telephone numbers the system can block.
- 8) Indicate the physical size of any controlling equipment, if any, to be installed at the Chester County Detention Center, and where installation is recommended. Indicate any environmental conditions required for the proposed equipment.
- 9) Indicate how calls will be handled. Include step-by-step activity by the inmate. Include a description of the flow of the call and the purpose of each step. I.e. "To place a station-to-station collect call press two" (optional) "To place a debit call press three" (optional).
- 10) Explain reporting procedure. Can contractor provide a complete list of all telephone numbers called from a given inmate telephone real-time?
- 11) How much time will be required to complete installation of the service/system after contract award is made? Installation includes rendering the system completely operational and ready to use.
- 12) Describe in detail the procedures to request additions and deletions of equipment.
- 13) Can the proposed service/system be successfully demonstrated in similar environments to that of the Chester County Detention Center? If yes, explain.

- 14) Describe the system's ability to interface with other Contractor products such as commissary, JAIL management systems, etc.
- 15) Address expansion capabilities if the Chester County Detention Center includes new facilities or additions.
- 16) State how much time is allowed for inmate to record his/her name when placing a call and how many times the system will play the message to the called party prior to termination?
- 17) State what additional call reports are available to the Chester County Detention Center and provide samples copies of each report.
- 18) State where the reports are generated and printed and how they will be delivered to the Chester County Detention Center.
- 19) State if an inmate can employ the PIN feature on a telephone and whether that phone can operate independently of other inmate telephones in the proposed system. If yes, explain in detail how this is accomplished and how the inmate telephones not using the PIN feature will function.
- 20) State the minimum and maximum number of digits in each PIN and the flexibility of the number assignment.
- 21) State how the system automatically prevents the assignment of the same PIN to more than one inmate.
- 22) PAN - State if the system provides for an allowed call list by PIN, which allows only approved numbers to be called by each inmate. State the maximum number of telephone numbers allowed for each inmate.
- 23) State how numbers are entered into the authorized number database.
- 24) State if one inmate's PIN can be turned off, disallowing all calling by the inmate without affecting other inmate's ability to place calls. If yes, state how this is accomplished and how can automatic reinstatement of a restricted PIN be completed.
- 25) State if any other special calling restrictions are available which are associated with PIN, PAN, phone station or group of phones or entire facility - please describe in detail.
- 26) State when, by whom and via what data entry process is the PIN assignment, approved telephone number list and special restrictions implemented onto the system.
- 27) Address the following for the Inmate Telephone System:
 - *State the maximum number of inmate phones the system can operate as equipped at installation and the maximum limitation of the system.
 - *Describe how automated operator for collect station-to-station calls processes calls in a step-by-step, inmate centralized system interaction manner.
 - *Identify the nearest manufacturer's authorized service location to the Chester County Detention Center and describe the guaranteed emergency and non-emergency service response time for hardware and or software failure.
- 28) Describe any alternative methods of calling for inmates. (E.g.: Debit and prepaid.) Also describe the Contractor's ability to provide debit and collect international calling.
- 29) State in what time frame(s) and to what destination the system will report malfunctions, fraud attempts or other information necessary to properly maintain the integrity of the system.
- 30) Identify the features/functions that are programmed locally (on-site) and which features/functions are programmed remotely.
- 31) How will software updating be accomplished? Will this be done remotely or will someone be on-site?
- 32) Describe the process for on-site training of Chester County Detention Center personnel.
- 33) At what time does the billing for an inmate call begin:
- 34) Describe the real-time call monitoring process.
- 35) Alarm / Alerts – describe if ITS has alerts that can be set by inmate, PAN (telephone number) or station.

- 36) Describe any additional services; technical features or options that you feel are relevant to this RFP.
- 37) Describe billing and collection process based on the following criteria:
- *What types of payment options are available to the called party?
 - *Describe the process for customer service inquiries and hours of availability.
 - *Provide statistical data regarding the customer service responsiveness for the last 12 months.
- 38) Contractor must have personnel to handle citizen requests. Describe procedures for handling customer complaints, refund requests, and blocking of requested telephone numbers. Also state what company, if not your own, will provide these services. If not your own company, please identify the Service Level Agreements you have in place with the providing company.
- 39) System must have the capability to remotely survey inmate calls and be able to transfer specific calls in progress to investigators.
- 40) Provide sample agreement between Contractor and Chester County Detention Center

Additional Features and Services

Contractor should provide a kiosk, web payment service and live operator support for friends and family to deposit money to an inmates trust account, purchase prepaid calling time and pay various other fees that they facility collects. Kiosk must be fully integrated with ITS and not provided by subcontractor or third party.

Contractor should provide a intake / booking kiosk to deposit money during booking process to an inmates trust account, purchase prepaid calling time and pay various other fees that they facility collects. Kiosk must be fully integrated with ITS and not provided by subcontractor or third party.

Inmate Phone System Provider must provide a live operator solution for answering friends and family questions regarding bail as well as providing a means for friends and family to pay bail via customer service, payment kiosk, web payment or remote locations for cash payment.

Contractor must be capable of providing a secured inmate kiosk for video visitation, commissary ordering, and inmate educational. The system must be fully integrated with ITS. Providing County with single management system for kiosk and inmate phones. System must be a high security device capable of being installed in inmate areas.

Innovation & Comment

Contractor may include any other information that is believed to be relevant but is not specifically asked for in this RFP. Contractor may explain in detail any innovation, alternatives, or more cost-effective approaches available in any area of the RFP. Contractor may provide suggestions of other products or services available that may assist the Chester County Detention Center.

Management/Implementation Plan

Proposed project plans and milestones are required to be submitted with the proposal.

Commissions and Calling Rates

Fees and commissions to the Chester County Detention Center must be paid based on all gross billed revenues (completed calls) regardless of collectable status. "Gross" revenue excludes any reductions for factoring charges for fraudulent and un-collectibles.

Commissions must be paid monthly and must be accompanied by a commission report which must include the following information:

* Date of report and time period covered.

* Report must include number of calls, minutes, gross revenue and commissions broken down by call area: local, intralata, interlata, interstate, international by inmate telephone.

Commission report must be integrate with ITS and available real-time and accessible by Detention Center administrator. All call pricing and commissions must be calculated real-time.

All components required to render the services complete, installed, and operational must be provided by contractor at no cost to the Chester County Detention Center. The Chester County Detention Center will pay no freight, delivery, installation, setup, or service fees.

Please provide your commission offer.

Please provide calling rate proposal.

More than one commission and calling rate may be offered.

SCOPE OF CONTRACT – REQUIREMENTS

Upon acceptance of an offer by the Chester County Detention Center and issuance of a Contract Award by the Chester County Detention Center, Contractor shall be obligated to deliver the products and services, within the time specified, and in accordance with all Terms and Conditions, and General Provisions contained herein.

COMPETITIVE PROPOSALS

Proposals will be opened so as to avoid disclosure of contents to competing vendors, and kept secret during the process of negotiation. However, all proposals shall be available for public inspection after award, except for trade secrets and confidential information contained in the proposals and identified as such.

(a) Proposals will be evaluated and award made on the basis of the following factors:

Criteria

Qualifications/Experience

Equipment, Software & Service

Reliability

Security

Features

Labor Savings

Benefit to inmates and Friends & Family

Product Compatibility

Detailed Questions

Management/Implementation Plan

Additional Features and Services

Commission and Calling Rates

Negotiations may be conducted with responsible vendors who submit proposals determined by the Sheriff to be reasonably susceptible of being selected for award. All vendors will be accorded fair and equal treatment with respect to any opportunity for negotiation and revision of proposals. Revisions to proposals may be permitted after submission and before award for the purpose of obtaining best and final offers.

- i. Any oral negotiations must be confirmed in writing prior to award.
- ii. Award may be made without negotiation of proposals with any Contractor.

INSTRUCTION AND ASSISTANCE

Contractor shall provide all technical assistance that may be required during the installation and initial use of the equipment normally provided their most favored customer, including operational training for employees. Manuals, instructions, and names of technical representatives available via telephone will be given to the staff of the Detention Center.

TERM OF CONTRACT

This contract shall be in effect for a period of one (1) year after system acceptance by the Chester County Detention Center and active calls are being made with yearly options at sole discretion of the County for two (2) additional one (1) year options.

SAFEGUARDING OF INFORMATION AND DATA

The Contractor shall safeguard all information and data provided by the Chester County Detention Center. Further, Contractor shall not sell or make available data or mailing lists compiled from data received from the Chester County Detention Center without the express written approval of the Chester County Detention Center with appropriate remuneration to the Chester County Detention Center.

INSURANCE AND LIABILITY

During the period of this contract, contractor shall maintain at his expense, insurance with limits not less than those prescribed below. Contractor further agrees to indemnify, defend, and hold the Chester County Detention Center harmless from any and all causes of action arising from this contract.

Submit a certificate of insurance reflecting coverage as follows:

- a) Automobile Liability:

Bodily Injury (Each person)	-	\$ 250,000.00
Bodily Injury (Each accident)	-	\$ 500,000.00
- b) General Liability (Including Contractual Liability):

Bodily Injury	-	\$ 500,000.00
Property Damage	-	\$ 100,000.00
- c) Excess Liability

Umbrella Form	-	\$ 1,000,000.00
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- d) Worker’s Compensation:

	-	Statutory
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The Contractor’s proposed rates will not be increased during the full term of the contract without expressed written authorization of the Chester County Detention Center.