

CHILTON COUNTY JAIL
INMATE COMMUNICATIONS SERVICES

APRIL 14, 2021

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GENERAL REQUIREMENTS

GENERAL REQUIREMENTS

Single Vendor Service Provider

1.The vendor shall have the capabilities to provide all the requested services in this request for proposal document.

2.The vendor shall provide the name and contact information of a single person who is assigned to this account as the primary/sole source provider contact.

It is the intent of this Request for Proposal to obtain proposals from qualified vendors to provide hosted, IP-based services for inmates. The inmate communication services platform services must include:

- **Software**
 - **IP-based**
 - **Mobile-friendly (Android and Apple)**
- **Applications**
 - **Inmate Telephone Service**
 - **Video visitation**
 - **Inmate electronic mail**
 - **Custom web-based application(s)**
 - **Law Library**
 - **MP4 video application**
 - **Job search application**
- **Hardware, as described herein**

The services are requested at the following County facilities:

- **Chilton County Jail**
- **301 City Street**
- **Clanton Al 35045**
- **Average Daily Population (ADP) 200**

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

The requirements listed herein should be met by all offerer's proposals. In instances where the proposal differs from these requirements, offerer shall note the difference and describe in detail how their proposal will meet the County's needs without including this specific requirement. Failure to meet these requirements may be cause for rejection of the vendor's proposal at the County's discretion.

A1. Schedule

The estimated schedule for the RFP is as follows:

- Release of RFP: April 14, 2021
- RFP response deadline: Close of business April 27, 2021
- Vendor demonstrations: April 26, 2021
- Contract Award: April 27, 2021

A2. Definitions

For the purpose of this RFP, the terms "Vendor" and "Offerer" refer to the provider of equipment and services. The word "County" will refer to County. The "System" will be referred to as the inmate telephone and/or video visitation system.

A3. RFP Submission

Each Vendor must prepare a written response. Proposal shall be formatted consistent with the specific sections and numbered paragraphs and must respond to each on an individual basis. Failure to address any item shall be interpreted as non-compliance. Vendors must respond to all paragraphs in the order in which they appear in this RFP.

A letter of transmittal must be attached to the proposal. Included in the letter shall be a statement that identifies all materials and enclosures being forwarded in the proposal, and provides a summary of compliance with Technical Requirements. The letter of transmittal must be signed by the person who is authorized to contractually commit the Vendor's organization.

One 1 original hard copy and 1 electronic copy of the proposal, in PDF format, must be returned no later than 4:00 p.m. on April 27, 2021

Chilton County Commission Office

500 2ND AVENUE NORTH CLANTON AL 35045

Proposals not received by this time and date will be automatically disqualified from consideration and sent back to the Vendor unopened. Each proposal should have the proposal marked "Inmate Telephone System Request for Proposal, Chilton County" on the outside of the package and should be sealed. Original proposal must be clearly marked "ORIGINAL" and contain all original signatures.

Each question in this RFP response should be answered with one of the following answers:

1. Company has Read, Understands, and will comply:
2. Company has Read, Understand, and will partially comply:
3. Company has Read, Understand, will not comply:

Questions should be answered with one of the three responses above, then a short write up on how the vendor meets the requirement of the RFP.

Any materials submitted by the Vendor that is considered confidential in nature must be clearly marked as such. Due to applicable laws and regulations concerning public documents, the County makes no representation that such material will be kept confidential.

A5. Vendor Inquiries

Direct all inquiries regarding this RFP to:

Gerald Mims gerald.mims@chiltoncountysoc.org 205-755-4698

If additions, deletions, modifications, or clarifications to the RFP become necessary, the changes will be noted by written addendum to the Vendors. Nothing presented orally during Vendor inquiries will modify or alter the specifications.

The Vendor shall identify a contact person who will be responsible for coordinating the efforts and personnel of all parties involved in the response, to include, but not be limited to, oral presentations, demonstrations, site visits and responses to requests for clarification, if any, and must provide the following:

- **Name:**
- **Organization:**
- **Address:**
- **Email address:**
- **(Area Code) Telephone Number: Office & Cell**

A6. Basis of Award

The County will review all responses to ensure compliance with the specifications. Vendor may be excluded from further consideration for failure to comply with the specifications of the RFP.

An inmate telephone system is a vital service to the County; the investigative tools, operation efficiencies, and added security are some of the important aspects expected to be derived from this service.

The County prefers a Vendor that develops its own software and builds its own systems because it is advantageous to have a single point of contact. It is our preference to work with a company that is the sole source for engineering, deploying, and maintaining its own solutions.

- **Systems would include, but not be limited to, features such as collect and debit calling, specific products or features, in-house product development, staff support, and customer support.**
- **Describe your system and how it will meet this requirement. A Vendor's ability to provide this type of solution will be viewed favorably. In addition, Vendors must be prepared to demonstrate all features and functions described within this RFP response.**

The County expressly reserves the right, in its sole judgment, to accept or reject any or all proposals, with or without cause, modify, alter, waive any technicalities or provisions, or to accept the proposal which is determined to be the best evaluated offer.

To ensure specified performance of the proposed system, the County requires all Vendor(s) demonstrate the system and any features proposed in response to this RFP.

The proposal will be evaluated with regards to the following criteria:

- 40% - Vendor experience, commitment to new technology offerings, account support team, financial stability, and current customer references.
- 40% - Demonstrated ability to meet the technical requirements, based upon the RFP responses and performance evaluation.
- 10% - Installation and cutover, maintenance, and training.
- 10% - Commission.

A7. Contract Term

The selected Vendor and County will negotiate a contract that will be for a period of 3 years. At the expiration of this contract, the County will have the option of continuing the phone services with the offerer at the same commission and rates for a period of four additional years in two-year increments. Each optional renewal will require the County's approval.

A8. Termination

The obligation to provide further service under the terms of the resulting agreement may be terminated by the County upon ninety- (90) days written notice in the event of material breach by the successful Offeror 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 offerer warrants that it will remove all its equipment from the facilities without charge. Service and equipment will not be removed until another Vendor has been acquired. The removal of equipment and disconnecting of service process will occur during the implementation of the new system with minimal interruption of service to this facility. It will be necessary that the incumbent vendor cooperate with the new vendor during the implementation of the new system.

If either party defaults in the performance of any obligation under this Agreement, then the non-defaulting party shall give the defaulting party written notice of its default setting forth with specificity the nature of the default. If the defaulting party fails to cure its default within 30 days after receipt of the notice of default, then the non-defaulting party shall have the right to immediately terminate this Agreement and pursue all other remedies available to the non-defaulting party, either at law or in equity.

A9. Damage and Repair Liability

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

Vendor warrants that all repairs will be made at its expense. Offerer's shall make all reasonable efforts to ensure that the phone system is operational and repaired as quickly as possible.

A10. Installation/Disconnection

The Vendor will be responsible for all costs of installation or disconnection throughout the term of the Contract.

The Vendor will be required to furnish and install equipment, dedicated lines and any other item necessary to make this service functional. The incumbent vendor will remove all equipment, dialers, and/or dedicated phone lines from the County facilities without charge.

A11. Current County Inmate Communications System

XYZ (Vendor) is currently providing inmate communications service to the County. The current number of inmate telephones and video visitation kiosks is as follows:

- Inmate Phones = 20
- Public Visitation Phones =2
- Video Visitation Kiosks =11

A12. Miscellaneous Requirements

The County will not be liable for any of the cost incurred in preparation and presentation of the response.

Any materials submitted by the Vendor that is considered confidential in nature must be clearly marked as such.

A13. Insurance

Bidder shall provide the County with Certificate of Insurance, both Workman's Compensation Insurance and General Liability Insurance coverage for work at the various county facilities with limits of not less than \$100,000 | \$300,000 | \$100,000 with excess umbrella liability of \$1,000,000. Successful vendor must submit copies of insurance certificates to the County before any work can be started.

**VENDOR QUALIFICATIONS AND
EXPERIENCE, FINANCIAL
STABILITY, AND COMMITMENT
TO NEW TECHNOLOGY**

B1. Experience

- 1. Due to the complex nature and security concerns of correctional facilities, Vendors must be well experienced in providing this type of service. The Vendor shall demonstrate at least 10 years of experience providing inmate communication services to counties of similar size.**
- 2. The Vendor should provide an overview of their firm, including years and nature of experience in inmate communication business.**
- 3. The Vendor shall provide information describing its client base and the proposed system's position in the facilities of Alabama.**
- 4. The Vendor must have at least five years of experience providing a web based, hosted inmate communication systems.**
- 5. The Vendor must demonstrate a commitment to technology upgrades, including consistent new technology deployment over the last three years or more.**

B2. Financial Stability

Bidder shall provide the County with financial statements, including statements of operations, balance sheets, and statements of cash flows, for the last two fiscal years.

B3. References

The Vendor will provide five customer references of accounts similar in size and scope to the County.

B4. New Technology

New technology is important to the County. The system the Vendor is proposing for the County must include frequent technology upgrades.

- 1. The Vendor will identify the number of currently held patents.**
- 2. The Vendor further asserts that to the vendor's knowledge the equipment and software proposed does not infringe on any U.S. patent or copyright.**
- 3. The Vendor will hold harmless the County, its officer, and employees against all claims that hardware or software supplied infringe a U.S. patent or copyright.**
- 4. The Vendor will demonstrate technology leadership in the industry. State the amount of money reinvested each year in developing and deploying new technology.**

TECHNICAL REQUIREMENTS: INMATE COMMUNICATIONS SERVICE

C1. General Requirements

The Vendor will be responsible for all costs of installation or disconnection throughout the term of the Contract.

The Vendor will be required to furnish and install equipment, dedicated lines and any other item necessary to make this service functional. The incumbent vendor will remove all equipment, dialers and/or dedicated phone lines from the County facilities without charge.

- 1. The system shall be a hosted and Internet based application that is securely accessible from a single portal anywhere at any time, including from mobile devices, with a single sign-on capability.**
- 2. The system shall allow outgoing calls only.**
- 3. The system shall have the capability to allow for voicemail.**
- 4. The system shall limit inmate calls to configurable minute increments. Call duration configurations can apply to, location, inmate, site, facility or by telephones.**
- 5. The system will notify the inmate and called party of any time limits in advance of the system terminating the call.**
- 6. The system shall include voice prompts in English and Spanish. Please identify other language capabilities of the system.**
- 7. The system must provide active acceptance by the called party.**
- 8. The system must provide proactive account set-up for called parties who are not able to accept collect calls. Please describe how this works.**
- 9. The system must notify the called party when they have reached a set balance of its site or personal credit limit. Describe how this works.**
- 10. The stored call recordings should be maintained at the vendors central depository and remain uncompressed and accessible for download by County's authorized personal.**
- 11. All call recordings shall be stored online and available through the online user interface for 90 days.**
- 12. The system shall be a turnkey telephone system and service.**
- 13. The Vendor shall provide non-coin, inmate telephones composed of durable equipment suitable for jail environments.**
- 14. The system must be able to utilize current PCs that are available at the County without the need for additional PCs.**
- 15. All Vendor equipment shall comply with FCC regulations.**
- 16. The proposed equipment and system shall be scalable to meet the County's growing needs.**
- 17. Vendor equipment shall include backup power in the event of temporary loss of commercial power.**

C2. Personal Identification Number (PIN)

- 1. The system will utilize Personal Identification Numbers (PIN) for the inmates. Describe your system's use of PINs, including Open PIN, Restricted PIN, and Closed PIN.**
- 2. The system will have the capability to automatically create PINs without burdening facility staff.**
- 3. The system will prevent assigning duplicate PINs and not allow a PIN to be used by two inmates at the same time.**
- 4. The system will allow for PIN digits to be at least 4 and not greater than 16.**

C3. Fraud Management

- 1. The system shall be able detect, notify, and prevent three-way or conference calls, except for those calls to attorneys or other approved numbers. Please provide a description of the process you have deployed on your platform and why you feel the technical approach provides the best 3-way detection solution.**
- 2. The system shall prevent the inmate from obtaining a second dial tone, or "chain-dialing."**
- 3. The system shall prevent the inmate or called party from dialing extra digits after the call is accepted unless to authorized destinations.**
- 4. The system must be able to allow extra digits to specified dialed numbers by the facility. Please describe process.**
- 5. The system shall be able to remotely monitor inmate calls and be able to transfer calls in progress to investigators.**
- 6. The system shall identify the name of the facility and the inmate placing the call to the called party.**
- 7. The system shall be able to play prompts randomly or at configurable timed intervals throughout the call.**
- 8. The system will prevent "Hook-switch dialing," and other fraudulent activities. Please describe.**
- 9. The system shall allow call blocking of specific numbers for the entire agency and/ or configurable by each site.**
- 10. The system shall provide ability to approve and disapprove specific phone numbers by telephone.**
- 11. The system shall permit the called party to block future calls from inmates at the facility.**
- 12. The system shall have the capability to suspend an inmate privileges from placing a call and set a beginning and end date without the need to manually re-enable privileges.**
- 13. The system shall allow the inmate to record their name one time and store this recorded name for all future calls.**
- 14. The system shall be able to detect and prevent remote call forwarding.**
- 15. The system must have the capability to change an inmate's location to another without the need to re-enter information.**

16. **The system must allow department personnel to assign surveillance alerts by individual inmate PIN or dialed number. These alerts should include, but not be limited to, the following features:**
 - a. **Alert to an investigator's cell phone or any direct dialed number.**
 - b. **Allow real time listening of conversation in progress.**
 - c. **Allow the ability to disconnect the call in progress.**
 - d. **Allow barge-in and talk capabilities and return back to listen only mode.**
 - e. **Allow investigators to assign a PIN to be entered when alert call is received.**
 - f. **Allow the ability to hide the alert from other authorized users that have access to the system.**
 - g. **Allow investigators to enter optional e-mail address to receive notification of calls by inmates or to dialed numbers that are under surveillance.**
 - h. **Allow investigators to enter optional cell phone number to receive text notification of calls by inmates and to dialed numbers that are under surveillance.**
17. **The system must provide the ability for investigators to add notes to a call record and view it from a report such as a call detail report.**
18. **The system shall allow investigators to share notes about a call or keep them private if they choose and use text entries, such as a case number or a specific gang affiliation in the case-notes as the search criteria to retrieve specific case-notes with the associated call detail record as well as providing the ability to do a full text search against the notes attached to the call.**
19. **The system must protect the recording from being purged when the client storage policy expires by allowing the investigators or other authorized staff to extend the expiration date of the associated call or download.**
20. **The system must have the capability to download a call directly from the call detail report as well as allowing authorized staff to create a collection of multiple calls for download at a later time with the option to e-mail a link to the download.**
21. **The system must support unlimited grouping of recordings via keyword tags. The tags must allow recordings to be downloaded in the recording's native format as well as .WAV and .MP3 formats. The system must allow recordings to be downloaded as a compressed file.**
22. **The download image for recordings must contain all components necessary for playback, regardless of the software installed on the playback computer.**
23. **All recordings must maintain chain of custody that meets or exceeds the Rules of Evidence used in state and federal courts for the admissibility and authenticity required in a court of law.**

C4. Additional Investigative Software

1. **Please list and describe additional investigative tools available with the system.**

2. **Vendor investigative software must be wholly owned by the provider and not provided through the use of a contractor or vendor. This is to ensure quality and ongoing commitment of development as technology progresses.**
3. **The investigative software must be completely integrated and accessed from the calling platform and not require the export and import of inmate call records, inmate account information, or called party billing name and address information related with the County. Please describe your solution and related features.**
4. **The investigative software must provide facilities with the option to be a part of a community based information sharing platform, allowing data sharing amongst other facilities within this shared community. This shared data is incorporated from all facilities who opt in to a data sharing service including state run facilities, counties, and small jails. Please describe your solution and related features.**
5. **The investigative software must be able to provide a way to import phone call records and stored contact data. Please describe your solution and related features.**
6. **The investigative software must be able to provide a way to import data from cell phones, including contacts, emails, text messages, call records, and pictures. Please describe your solution and related features.**
7. **The investigative software must be able to analyze data between multiple correctional facilities, so as not to limit the investigation to only the County. Please describe your solution and related features.**
8. **The investigative software must be able to notify investigators when information is found related to any report or analysis previously configured. Please describe your solution and related features.**
9. **The investigative software must provide investigators with the ability to share information with other investigators. Please describe your solution and related features.**
10. **The investigative software must be able to allow investigators to schedule reports and analysis. Please describe your solution and related features.**
11. **The investigative software must be able to identify an inmate's closest associates (Inner Circle)**
12. **The system must identify called party billing name and address and include these called parties as entities in the investigation software. Please describe your solution, related features, and how many billing name and addresses are in your system today.**
13. **The investigative software must be able to provide communication activity reporting. Please describe your solution and related features.**
14. **The investigative software must be able to provide calling frequency and statistics. Please describe your solution and related features.**
15. **The investigative software must be able to provide an inmate's contact listing. Please describe your solution and related features.**
16. **The investigative software must be able to provide a contact listing for called party information. Please describe your solution and related features.**

17. The investigative software must be able to provide a way to import cell tower information obtained from public phone companies such as AT&T and Verizon. Please describe your solution and related features.
18. The investigative software must be able to provide analysis based on sequence dialing. Please describe your solution and related features.
19. The investigative software must be able to provide analysis based on pattern dialing. Please describe your solution and related features.
20. The investigative software must be able to provide analysis based on chain dialing. Please describe your solution and related features.
21. The investigative software must be able to identify gaps in inmate calling behaviors, which may be used to identify the possible existence of a contraband cell phone. Please describe your solution and related features.
22. The investigative software must be able to identify concurrent phone usage. Please describe your solution and related features.
23. The investigative software must be able to identify common contacts between inmates. Please describe your solution and related features.
24. The investigative software must be able to identify linkages between multiple parties, whether those parties are inmates or constituents. Please describe your solution and related features.
25. The investigative software must be able to show calling activity on an easy to view timeline. Please describe your solution and related features.
26. The investigative software shall not only be able to accommodate investigating inmates, but also called parties and organizations. Please describe your solution and related features.
27. The investigative software must be able to display information on an interactive map that allows investigators to add or remove information from the map as it may suite their investigation. Please describe your solution and related features.
28. The investigative software must be able to identify timeline changes in associates (Inner Circle Delta)
29. The investigative software must be able to identify changes in inmate contacts ordialed numbers (contact swap)
30. The investigative software must be able to identify complex connections between inmates with multiple degrees of separation (two entity linkage analysis)
31. The investigative software must be able to create manual associations/linkages which can be analyzed in conjunction with prison communication record
32. The investigative software must provide all of the reports below for one or more facilities.

C5. Communication Behavior Reports

1. **Communication Activity - Search within subscriptions, mail covers, and tracking numbers to identify every known subscriber and communication for a set of subscriptions.**

2. **Frequency and Statistics** - Generate a statistical analysis of how frequently communication with each contact of a given set of target subscriptions occur. Multiple targets/subscriptions selected will be treated as the same target for analysis.
3. **Contact Listing** - Generate a list of all subscriptions and subscribers either contacted by or in the phone book of the selected target(s).
4. **Communication Listing** - Provide export a CSV of every communication involving a set of selected targets or between two sets of selected targets.

C6. Organization Analysis

1. **Inner Circle Identification** - Identify the most important set of interrelated contacts for a selected target based on repeated calling patterns. Contacts who are not involved in patterns of communicating will be filtered out providing a set of contacts who are likely working together.
2. **Inner Circle Delta** - Identify changes to a selected target's inner circle of associates over a designated time span. This report compares the set of contacts in a target's inner circle from the first selected date range to inner circle contacts in the second selected date range. Select a subscription or subscriptions for a single target subject or organization.
3. **Who's the Boss** - Identify the targets most likely to be the leader of an organization based on chains of communication that take place across all selected targets.
4. **Sequence Analysis** - Identify communications for a selected target that occurs in sequence and may be related due to the short time between ending communication with one contact and starting communication with another. The sequence can contain many communications as long as the time between each contact is within the specified time span.
5. **Pattern Analysis** - Identify communication sequences that occur multiple times for a selected target. Generate a timeline distribution of the sequences and a conspiracy analysis.
6. **Chain Analysis** - Identify chains of communication that start with a call to or from the selected set of targets. Communication chains consist of the set of communications that result from a target calling contact 1 who then calls contact 2, and then contact 2 calls contact 3 and so on within a specified time between calls. The chain can start with either a selected target or the contact of an incoming call to a selected target.

C7. Subscription Usage Analysis Reports

1. **Hole Detection** - Identify holes or gaps in communication activity that is greater than a specified minimum time span for a selected target.
2. **Concurrent Phone Usage** - Identify when a set of selected subscriptions are being used simultaneously.
3. **Contact Swap** - Identify subscriptions that may be changing hands between multiple users by identifying sets of contacts that are exclusive to certain periods of time.

C8. Common Communication Reports

1. **Common Contact** - Identify contacts that are common to any two selected targets or groups of selected targets.

2. **Concurrent Common Contact - Identify possible 3-way calls by finding concurrent calls to common contacts of two targets or groups of targets.**

C9. Linkage Reports

1. **Entity Linkage - Generate a graphical linkage chart that shows the known connections to a selected set of targets. Connection types are configurable and can consist of communications, mail covers, associations, phone book records, etc.**
2. **Two Entity Linkage - Generate a graphical linkage chart that shows the known connections between two sets of selected targets. Connection types are configurable and can consist of communications, mail covers, associations, phone book records, etc.**
3. **Interconnected Entity Linkage - Generate a graphical linkage chart that shows the known connections within a set of selected targets. Connection types are configurable and can consist of communications, mail covers, associations, phone book records, etc.**
4. **Intercommunication - Identify all communications between targets in the selected group of targets.**
5. **Device Activity – provide inmate relationship details for cellular devices as it pertains to inmates who are high probability users of an cellular device, have relationships with the number of a cellular device and inmate relationships with contacts found within the cellular device.**

C10. Timeline Reports

1. **Timeline - Generate a graphical timeline for the selected set of targets containing all related events with a date such as communications, mail covers, associations, etc.**

C11. Correlation Reports

1. **Cross Site Analysis - Identify common subscriptions involved in both a selected target case and every available case or a second set of selected cases.**
2. **The investigative software must allow users to schedule reports on a consistent basis as well as provide a proactive email notification of events.**
3. **The investigative software must analyze all types of communication records including inmate calls, text messages, public phone, e-mail, and any other forms of communication.**
4. **The investigative software must provide the user a way to group items of interest for review and analysis.**
5. **The investigative software must allow for users to create a secure data environment for importing or adding external data during an investigation**
6. **The investigative software must allow for the ability to add custom events beyond communication activities to any investigation (i.e., detailed surrounding, criminal activity, etc.).**
7. **The proposed system must provide the ability for authorized users to get the location of a cell phone number on demand and in real-time**

8. The proposed system must provide a way for authorized users to upload a warrant or court order document when searching for a phone number location on demand.
9. On demand coordinates must perform a real-time dip at the time of the request and must not use cached data.
10. On demand location coordinates must not be stored in the ITS
11. The proposed system must offer an alternative to GPS coordinates when identifying the location of a phone number, as GPS requires cell phones to allow location tracking. The proposed solution must work even when the device has location tracking disabled.

C12. Call Monitoring & Recording

1. The system shall maintain all call recordings centrally on SAN storage technology and not use tape drives for storage of call recordings.
2. The stored call recordings should be maintained at the vendors central depository and remain uncompressed until the County's authorized personnel requests them to be downloaded.
3. All call recordings shall be stored online and available through the online user interface for 90 days.
4. Facility personnel must be able to search call recordings by dialed number, date, time, inmate account, or site name.
5. Facility personnel must be able to simultaneously live monitor conversations while the system is recording the conversations.
6. Facility personnel must be able to monitor, disconnect, and/or barge into a live call.
7. The system must have the ability to have a selectable scan of all live calls in progress - The scanning feature must have the ability enter a configurable time frequency in which the system will play active calls and rotate through active calls for the set amount of time for each call.
8. The system must provide a call history through live monitoring to allow personnel to see recent activity for phone numbers and phones without navigating away from live monitoring.
9. The call detail reporting module shall provide quick link access to billing name and address (BNA) when BNA is available.

C13. Call Acceptance

1. The system will not allow communication with the called party until the call has been accepted.
2. The system shall detect the difference between an accepted call, and an answering machine, busy signal, and other telephone activity. Please describe.
3. The proposed system shall provide an option for the called party to request rate of the call prior to acceptance.
4. The called party must actively accept the call with the option to enable auto accept of designated telephone numbers.

5. Billing does not begin until the call is accepted by the called party.

C14. System Security

1. The system must be programmed for auto shut-off at times designated by the County and must be capable of being enabled by customer, site phone group and inmate.
2. County personnel must be able to manually shut down the system in case of emergency and must be capable of being enabled by customer, site, phone group and/or telephone.
3. The system shall be password protected to permit only authorized facility personnel access to the system.
4. The system must have the capability to enable and disable any phone at the facility from any secured internet capable computer.
5. The system's user security must provide restrictive access by public and private IP address. Personnel logging in from an IP address not assigned will not be allowed to access the system remotely.

C15. Inmate Electronic Mail

1. Vendor's system is proprietary and managed within the organization.
2. Vendor's system must allow Constituents to search for inmates using first name or last name
3. Vendor's system must allow Constituents to send messages with a maximum length of 6,000 characters
4. Vendor's system must be configurable to allow Constituents to upload their own photo image
5. Vendor's system must be configurable to allow Constituents to choose from a library of pre-approved photo images
 - a. Vendor's system must allow approved Facility staff to upload additional pictures to the pre-approved photo image library
6. Vendor's system must provide two separate word watch lists that distinguish between high security concern and medium security concern
 - a. Vendor's system must allow approved Facility staff to upload additional words to either of the two separate word watch lists
 - b. Inappropriate words that are found within a message, based on the two separate word watch lists, must be color coded, highlighted, and capitalized for easy visibility
7. Vendor's system must translate no less than five (5) languages into English and Spanish for Facility review.
 - a. Vendor's system must have the capability to translate multiple languages within an email into one single language
8. Vendor's system must provide proactive notification back to constituents when messages are approved/rejected
 - a. Vendors system must allow approved Facility users to modify approval/reject reasons

9. **Vendors system must provide a web based interface for Facility staff and Constituents to send messages and manage the system**
10. **Vendors system must send text message notifications to Facility staff when new messages are received**
11. **Vendors system must provide storage of all messages, including pictures, for the duration of the contract**
12. **Vendors system must provide a graphical reporting dashboard that shows activity within the system (messages received, messages approved, messaged rejected, messages pending, etc.)**
13. **Vendor's system should address both electronic mail and physical mail processing to reduce contraband entering the facility through the postal service.**
14. **System must allow for voicemail communication between friends and family and inmates.**

C16. Reports

1. **The reports to the County will contain a variety of call information to suit the County's needs.**
2. **The system must be capable of providing web accessible real-time and historical reports with include but are not limited to:**
 - a. **Call Activity Reports**
 - b. **Frequently Dialed Number Reports**
 - c. **3-Way Call Attempt Report**
 - d. **Dialed Number by More Than One Inmate Report**
 - e. **Call Volume by Phone Report**
 - f. **Phone Location of originating call**
 - g. **Time of call**
 - h. **Telephone number called**
 - i. **Most frequently called numbers**
 - j. **Length of call**
 - k. **Identify numbers called from a specific telephone**
 - l. **Identify telephone numbers called by a specific inmate**
3. **Vendor shall attach samples of their reports.**
4. **The system shall have the ability to export reports in Excel, PDF, and comma separated formats.**
5. **Vendor shall provide a secure access to all reports and calling activity within the facility via the internet/web.**

C17. Complimentary Equipment Considerations

1. **The system shall be a turnkey telephone system and service.**

2. **The Vendor shall provide non-coin, inmate telephones composed of durable equipment suitable for jail environments.**
3. **The system must be able to utilize current PCs that are available at the County without the need for additional PCs.**
4. **All Vendor equipment shall comply with FCC regulations.**
5. **The proposed equipment and system shall be scalable to meet the County's growing needs.**
6. **Vendor equipment shall include backup power in the event of temporary loss of commercial power.**
7. **Vendor's system must be accessible via a Chrome web browser, and be protected by SSL (secure socket layer) security that uses the same security protocols that banks use for establishing a connection for customer online banking.**

C18. Visitation Phone Monitoring and Recording

1. **Vendor will provide detail of the proposed visitation phone recording & monitoring system. This detail shall include but not be limited to the name of the manufacturer/vendor used, if service and equipment are not provided directly by Vendor, scheduling software, user interface, control/administrator interface, integration requirements and remote network capabilities.**
2. **System should be integrated with inmate calling system.**
3. **System should include anti-tamper screws on a stainless steel wall plate, spiral-sound stainless steel armored cable, and anti-tamper transmitter/receiver installed in a small encasement.**
4. **System must have the ability to record all visitation conversations, or if PINs are applied be able to record specific conversations.**
5. **System must have the ability to monitor live conversations.**
6. **System must be scalable and easily upgraded.**
7. **Call details records must be stored of each visitation conversation.**
8. **System must have the ability to specify a specific visitation phones as private attorney visitation phones, which conversations will not be recorded**
9. **System must provide the capability to disable and enable visitation recording by PIN, on demand, and in real time.**
10. **System must continue to allow visitation calls even in the event the call platform goes down**
11. **System must allow multiple visitors to visit with a single inmate**
12. **System should allow visitation communication to continue in the event the main inmate telephone system is shut down.**

C19. Voice Biometrics

1. **The system will be fully integrated into the vendor's inmate calling system and not require any 3rd party software.**

2. **The system will provide a secure, fully-vetted voice signature database created through the fully supervised and validated enrollment of each inmate, which establishes the voice-to-PIN relationship.**
3. **The system will do continuous voice signature monitoring for 100% of each and every call: 100% coverage of not only each and every call, but also 100% coverage of every second of every call for both the inmate and the called party, without gaps in the conversation and without tipping off the inmate or called party. It will function continuously and covertly with no audible sounds or interruptions of the phone call for the purpose of identifying the inmates speaking on the call.**
4. **The system will display a numerical confidence rating of the actual identities, by name, of all inmates whose voices are detected on the call, whether the PIN owner or not. The numerical rating will represent the probability of an inmate's voice matching the voice on a call, e.g. 85%, 95%, or 100%.**
5. **The system will identify all inmates by their voice signatures on every call: continuous biometric identification by name of *all* inmates speaking on a call.**
6. **The system will identify called parties by name label if the called party has been identified to the system via current or previous contact.**
7. **The system will provide the ability to search and find every occurrence of an inmate's voice and name on every call whether or not the inmate initiated the call. Investigators will be able to submit a sample of an inmate's voice into the entire call database to find every call on which the inmate's voice appears, whether or not he initiated the call.**
8. **The system will provide the ability to search and find every occurrence of a called party's voice on all calls. Investigators will be able to search on a called party's voice and identify all the calls on which that voice appears.**
9. **The system will allow for the retention of the inmate's voice signature file for repeat offenders so that the inmate's voice does not have to be re-enrolled at intake or booking upon the inmate's re-entry.**
10. **The system will provide the option of either call cutoff or call allowance based on inmate voice biometric technology that validates identity. The system will provide associated reporting.**
11. **The system will automatically detect calls that include 3-way calling events.**
12. **The system will provide automated reverse-phone lookup of called party telephone numbers.**
13. **The system will identify likely cases of PIN abuse along with inmate names.**
14. **The system will automatically detect and flag all inmate-to-inmate calls no matter how or where they happen, and no matter whether the inmates are within a facility or in different facilities across the country.**
15. **The system will provide the ability for investigators to flag and track inmates and telephone numbers by high interest groups, including custom-defined groups, such as gangs, high profile inmates, institution drug dealers, escape risks, and mail-monitored inmates.**
16. **The system will provide the ability for investigators to search the call database by inmate, date range, voice, case number, high interest group or other criteria.**

17. **The system will provide the ability to create and export reports showing misused PINs, 3-way calls, frequently called numbers, and suspicious called parties.**
18. **The system can be configured to automatically show recent calls that fit custom criteria, such as calls by known gang members.**
19. **The system will flag 3-way, PIN abuse, and inmate-to-inmate calls for immediate review.**
20. **The system will provide the ability to display summary facts about any inmate's calling activity.**
21. **The system will provide tools that give management the ability to track and report on staff usage of the software.**
22. **The system will provide a call player that pictorially displays details of every call along with live action buttons: Investigators will be able to view every second of every call from start to finish with the ability to scan and replay call segments. Investigators will be able to separate, graphically view, and independently listen to either/both the inmate side and called party side without the need for additional switching and listening equipment. Investigators will be able to vary call replay speed, visually pinpoint, identify, and play 3-way calls, and easily make notes related to each call or call segment. Investigators will be able to capture and forward calls and call segments via secure email. The call player will also provide these features:**
 - **Allow forwarding of inmate calls that contain intelligence information to designated staff for further investigation or intervention.**
 - **Let staff assign an investigation case number and associate multiple telephone call records with that case number.**
 - **Automatically identify each 3-way call attempt and/or conversation without the investigator having to review the entire conversation, even if there are multiple 3-ways on the same call. The 3-way segment(s) can be isolated, sped up/slowed down, replayed, copied, and forwarded via secure email without having to burn to CD.**
 - **Automatically detect inmate-to-inmate calling events and show where they occur.**
 - **Ability to split call audio and isolate just the inmate or called party side of the call without the need for additional speakers or manual switching.**
 - **Ability to skip pauses in the conversation to reduce the required listening time.**
 - **Ability to intelligently accelerate the speed of the call such that the voices are still intelligible even at the highest speeds.**
 - **Ability for an investigator to listen to, save, and email selected portions of a call.**
 - **While staff listens to a call on the call player screen, the system will display the name of the inmate heard speaking on the call.**
 - **A suspicious call displays a color-coded probability that the inmate voice detected on the call is not the PIN owner and identifies the inmate voice on the call.**
 - **Ability for staff to capture voice samples from the inmate and/or called party side of the call and search the call database for all calls where that voice occurs.**
23. **Please describe additional features of the voice biometrics solution.**

C20. Video Visitation

Hosted Video Visitation - Software Requirements

1. **Vendor must demonstrate software that has been provided consistently over the past 36 months. Software must be updated regularly at a minimum of three times per year.**
2. **The system, which includes visitation scheduling, user management, and policy management software, must be web-based and allow for Chilton County to administer visitation sessions and visitation operations based on Chilton County policies.**
3. **Visitation sessions shall connect automatically, without any intervention from Chilton County**
4. **The system must assign a unique identification number to each inmate and user.**
5. **The inmate interface must have a multi-lingual interface (English and Spanish at a minimum)**
6. **The system must be able to support multiple facilities in multiple locations with multiple housing units and visitation locations.**
7. **The system must allow for Chilton County to view up to 12 concurrent live video sessions.**
8. **The system must allow Chilton County to automatically or manually rotate between the next set of up to 12 concurrent live video sessions with the ability to terminate a video session for inappropriate or suspicious behavior.**
9. **The system should provide web-based visitation scheduling for authorized users (Agency staff, attorneys, the public) utilizing any standard web browser.**
10. **The system must display pending visits to Chilton County staff and to those incarcerated.**
11. **The system must be able to automatically detect if remote visitor's computer system meets minimum requirements for system connectivity.**
12. **The system must allow family, friends, Attorneys, etc. to easily schedule onsite video visits using an onsite terminal, a smartphone or tablet, or web browser.**
13. **Remote video visitation sessions must be able to be conducted on both Android and Apple smartphones and tablets.**
14. **The system must require visitors to provide both a photo of themselves and photo of identification (e.g. driver's license) during registration for Agency staff approval prior to scheduling a visitation session.**
15. **Visitors must be able to pay for the video visitation session using either a credit card or debit card.**
16. **The system must only display timeslots that meet Chilton County policies.**
17. **The system must conduct conflict checking and only display times which are available when visits are being scheduled.**
18. **The system must allow visitors to easily change their personal information (i.e., password, address, phone number, etc.).**
19. **The system must send an email to a visitor when a visit is scheduled, modified, or cancelled.**
20. **The system must assign unique visitation identification numbers for every visit for reporting and tracking purposes.**

21. The system must offer customizable set durations (e.g. 20, 30, 40 minutes) for each visit.
22. The system must provide a visual warning message to inform the visitor that the session will be ending in “XX” minutes or provide a visual countdown timer.
23. The system must provide different levels of permissions to facility staff users based on user type. For example:
 - i. Administrators: create/manage/edit – users, schedules, visitation rules, download recorded sessions, etc.
 - ii. Users: create/manage scheduled video visits, live monitoring sessions, approve/deny visitors
 - iii. Read-only user: can only view scheduled visits
24. The system will require a unique username and password that will allow the facility user access based on their allowed permissions
25. The system shall provide specific information for tracking inmate and visitor activities and patterns by, at a minimum, the following criteria:
 1. Inmate ID number;
 2. Session ID;
 3. Appointment ID;
 4. Inmate first/last name;
 5. Visitor name;
 6. Date and time of visit;
 7. Inmate video visitation station; and location/housing unit
26. The system will provide an audit trail/logs of all activity (i.e., user login times and locations, which users have scheduled/modified/cancelled a visit, etc.).
27. The system will allow for an interface with or data retrieval from Chilton County Jail/Offender/Inmate Management System.
 - i. The system must use the same inmate identification number as created by the Jail Management System to identify the inmate on the video visitation system.
 - ii. The system must automatically cancel a visit if the inmate’s visitation eligibility status has changed, the inmate is moved to a location which doesn’t allow or doesn’t have visitation available or the inmate has been released.
 - iii. The system must send an email cancellation notification to the visitor if a visit is cancelled
28. The system will provide for an Exclusion List which allows Chilton County to set visitor exclusions (i.e., Visitor A is allowed to visit with anyone in the jail EXCLUDING one or more selected inmates) because they are known gang affiliates, contraband smugglers, etc.
29. The system will provide Cancellation/Interruption capabilities. The Chilton County staff should be able to interrupt ongoing visits and send email and document why the session was cancelled notification that the session was cancelled due to facility visitation policy violations or inmate movement and can later be rescheduled.

30. The system provides authorized administrative users the ability to do searches and create reports.
31. The system provides a way to display and filter scheduled visits to Staff so they know where and when an inmate needs to be available for pending video visits.
32. The system shall allow for visitation recording.
 - i. Visits will be recorded by user type
 - ii. Recorded visits will be searchable and viewable
 - iii. Recorded visits will be stored for X (configurable) days
 - iv. CHILTON COUNTY must be able to lock certain recordings such that they will not be purged as part of the standard retention duration.
 - v. Recorded visits must be able to be downloaded into a standard video format (e.g. MP4)
 - vi. Recorded visits must be backed up daily to at least two off-site, environmentally controlled data centers.
33. Authorized personnel must be able to quickly and easily schedule visitation sessions.
34. The system will provide Visitation Rules capabilities that allows for configurable rules to be established in order to encourage usage and minimize the number of people in the lobby. Such would should be configurable to include at least the following:
 1. Inmate is allowed X quantity of on-site visits
 2. Inmate is allowed X quantity of remote visits
 3. Inmate location A is allowed X quantity of on-site visits
 4. Inmate location A is allowed X quantity of remote visits
 5. Visitor type A is allowed X quantity of on-site visits
 6. Visitor type A is allowed X quantity of remote visits
35. The system should allow for promotional rates such as a buy one visit, get one visit at % off, free visit, etc.
36. The system must be able to communicate with the video hardware at the time of a scheduled visit so that the visitation session will automatically commence without staff involvement.
37. The system must have visitation recording capabilities.
38. All scheduling of video visitation sessions must be able to be performed through a vendor's custom app, a mobile smartphone or tablet or web browser.
39. Vendor's VVS must have been successfully installed and functional in at least 100 client facilities, with at least 5 installations being larger than 75 VVS stations and at least 2 installations being larger than 200 VVS stations.
40. VVS must be successfully installed and functional with correctional agencies having multiple facilities and multiple visitor centers requiring different hours and policies for each facility and visitor center.

41. **Video visitation will be used by attorneys, County staff, including probation and parole, as well as the public, and will allow for the scheduling and management of on-site and at-home visitation sessions.**
42. **The Hosted Video Visitation Solution proposed for CHILTON COUNTY must meet or exceed the technical requirements outlined in this RFP. The Hosted Video Visitation Solution proposed to meet these technical requirements must be provided for all CHILTON COUNTY facilities at no cost to CHILTON COUNTY including system installation, training, operation and maintenance of the system and its components.**
43. **The video visitation system must provide inmate kiosk functionality that allows for multiple capabilities. These capabilities should be available for use at predetermined scheduled times outlined by Chilton County and must be customizable to the exact feature. These functionalities should perform as follows:**
 - a. **Ability to place inmate telephone calls.**
 - b. **Ability to access to a Law Library.**
 - c. **Ability to provide employment information that will allow an inmate to search for jobs upon release.**
 - d. **Ability to upload PDF documents such as an inmate handbook or any other documentation deemed necessary by CHILTON COUNTY.**
 - e. **Ability to upload a Video (MP4) files deemed necessary by CHILTON COUNTY**
 - f. **Ability to enter a customized digital announcement that will allow CHILTON COUNTY facility staff to broadcast concise messages to facility population. This announcement should be customizable to exact areas of the facility, such as a particular housing area. The digital announcement should rotate between multiple messages and have configuration for the duration it is shown.**
 - g. **Ability to allow inmates to access multiple languages from the home screen.**
 - h. **Ability to allow access to Commissary Ordering for the inmates.**
 - i. **A fully functional Video Visitation capability fully compliant with the specifications outlined in this RFP.**
 - j. **Ability for applications to be configured to be enabled or disabled for periods of time by housing unit or facility (for example the Commissary Application may only be available Tuesdays and Thursdays from 9 to 5 when inmates can order commissary).**
 - k. **Methods to avoid inmate monopolization of terminals:**
 - i. **The kiosk must have a method for conflict resolution which will give both verbal and visual warnings as to pending, approved and scheduled events. Some form of warning should notify an inmate PRIOR to placement of a call as to the time allowed to place a call should it be less than the standard duration allowable. Conflict resolution must be configured such that certain scheduled communication events (i.e. video visitation sessions) take priority over unscheduled communication events (i.e. telephone calls).**

- ii. The kiosk must allow for the ability to multitask whereas the inmate can perform multiple functions at the same time. (i.e. An inmate could be on the phone while reading the inmate handbook and relaying details of the facility rules to the caller, or placing a commissary order).

Hosted Video Visitation – Hardware Requirements

44. The terminal must include a detention-grade hardened steel enclosure
45. Detention grade hardened steel wall mounted enclosure.
46. The position of the hookswitch must not enable/disable a live visitation session.
47. The terminal must prevent spills from entering the enclosure.
48. The terminal must be able to access the web-based application and be enabled for touch screen inputs.
49. The terminal shall not have any openings exposed to the user. This includes all wiring and ventilation holes.
50. The terminal shall not have any external hinges.
51. The terminal will have a shatterproof touchscreen LCD display.
52. The terminal will have a built-in camera.
53. The terminal will have a detention-grade audio handset.
54. The terminal will have the option for one or two handsets or a hands free device.
55. The terminal shall be powered by 110VAC or Power-Over-Ethernet.
56. The terminal will utilize standards based videoconferencing CODEC (Encoder/Decoder) based on the H.264 video conferencing compressions.
57. The terminal must have heat syncs and heat vents located in the back of the terminal in order to allow for proper cooling.
58. The terminal must have a minimum of two (2) internal magnetic levitation ventilation fans and internal tachometer output to monitor operation.
59. The terminal shall have a magnetic on/off switch.
60. The terminal must be secured to the wall using a mounting bracket with a minimum of four (4) screws/bolts. The terminal must then secure to the mounting bracket using no more or less than two (2) security screws.

Hosted Video Visitation – Technical Requirements

61. The system shall be a complete TCP/IP-based system. All video and audio streams between the terminals, visitors, and management equipment (servers) shall be transmitted over TCP/IP Ethernet. Systems that utilize analog audio/video matrix switching systems are not acceptable.
62. The system must consist of inmate terminals connected over a 100 Mbps dedicated Ethernet network so that any terminal can be connected to any other terminal.
63. The visitor must be able to access the video visitation solution via local area network (LAN) or via a broadband internet connection using an Android or Apple smartohone or tablet or computer or laptop with web camera

- 64. The system should utilize:**
- i. High quality video using low bandwidth.**
 - ii. Video Standards: H.264**
 - iii. Video Transmission Speeds: 64 Kbps – 2 Mbps**
 - iv. Wide range of video resolutions and bit rates: CIF (352 x 288 pixels), SIF (352 x 240 pixels), QCIF (176 x 144 pixels)**
- 65. The system must be designed for:**
- i. Up to 15 frames per second of high quality video at 64 – 320 Kbps**
 - ii. Constant or variable bit rate and frame rate**
- 66. The system must provide end to end encryption for all video visitations**

C21. Payment Options & Products

- 1. The system shall allow automated operator calling.**
- 2. The called party shall be provided an option to request cost of the call prior to accepting the charges.**
- 3. The system will allow inmate families and friends to set-up alternate billing methods directly with the vendor. Two of the methods the County would like to see offered are:**
 - a. A system that will allow inmate families and friends to set-up an account directly with the vendor.**
 - b. A system that provides customers to prepay for calls from the facility.**
 - c. Provider must offer Constituents no less than nine points-of-sale to accept payments for services such as Western Union, MoneyGram, Provider's Customer Service Center, Provider's IVR along with ancillary provider points-of-sale such as Lobby and Booking Kiosks.**
 - Direct Bill**
 - Money Gram**
 - Western Union**
 - Lobby Kiosk**
 - Booking Kiosk**
 - Instant Pay service**
 - Customer Service**
- 4. Vendor shall provide the ability for inmate families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.**
- 5. Outline all vendor proposed convenience fees which are passed to family and friends. This includes fees on any products listed in this document.**
- 6. Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.**
- 7. Vendor must have the ability to provide promotional calls to cell phones and text messaging information on how to establish an account.**
- 8. Vendor must allow constituents deposits/payments of non-fixed amounts.**
- 9. Vendor must offer an automated promotional program to allow calls to be connected and paid for instantly by non-traditional means when the call would otherwise be blocked due to lack of constituents having a calling account established with the ITSP or not having adequate funds in their account to support an inmate call**

C22. Security & Accessibility

1. The system must be programmed for auto shut-off at times designated by the County and must be capable of being enabled by customer, site phone group and inmate.
2. County personnel must be able to manually shut down the system in case of emergency and must be capable of being enabled by customer, site, phone group and/or telephone.
3. The system shall be password protected to permit only authorized facility personnel access to the system.
4. The system must have the capability to enable and disable any phone at the facility from any secured internet capable computer.
5. The system's user security must provide restrictive access by public and private IP address. Personnel logging in from an IP address not assigned will not be allowed to access the system remotely.
6. Must be security controllable by IP address
7. Must have security templates that limit access by job role within the department
8. Must be password protected

C23. Optional Technology

1. The county is interested in additional, optional technology that the vendor can provide, such as video relay services and managed access to combat inmate cell phone use.

C24. Digital Mail Technology

1. Digital mail solution must provide a full offsite mail solution, thereby keeping all physical non-privileged mail (financial, medical and legal mail) from being delivered to the agency.
2. Easily configurable to automatically release scanned mail to inmates, allow for administrative approval for all mail prior to being electronically released and delivered, or require administrative approval for inmate-specific mail
3. Digital mail solution must provide flexible handling directives for processed facility mail.
4. Digital mail solution must allow for the facility to choose to either:
 - a) Allow facility to have mail managed offsite at a digital mail processing center with electronic delivery of mail to the agency
 - b) Allow facility to have mail scanned and managed onsite by agency staff with electronic delivery of mail
5. Digital mail solution must process all pieces of mail up to 8.5" x 11" letters and images
6. Digital mail solution must offer the ability to assign alert notifications when select inmates receive digital mail. Alert notifications must be capable of being transmitted and delivered via:
 - a) Text message (SMS)
 - b) Email

7. **Digital mail solution must provide full audit logs of all mail activity to allow for management oversight**
8. **Digital mail solution must allow for letters to be transcribed**
9. **Digital mail solution must provide a custom word watch list with reporting, where all transcribed messages are searched for assigned words**
10. **Digital mail solution must support all paper and image sizes up to but no larger than:**
 - a) **8.5 inches wide**
 - b) **11 inches tall**
11. **Digital mail solution must provide a processing and delivery turnaround time of no greater than 48hours from the mail items receipt**
12. **Digital mail solution should provide configurable handling directives that support the agency's ability to have their physical mail properly disposed by digital mail solutions Company or delivered back to the agency**
13. **Digital mail solution must maintain a legally supported chain of custody for the receipt and handling of physical mail**
14. **Digital mail solution must provide a flexible user permissions assignment for those individuals who will have access. These permissions need to allow for the following:**
 - a) **Read only access**
 - b) **Scan, upload, view and edit transcriptions**
 - c) **Scan, upload, view, approve/reject and administration functions**
15. **Digital mail solution should be remotely managed and provide an easy to access web portal**
16. **Digital mail solution should provide full operational support across multiple browser types:**
 - a) **Google Chrome**
 - b) **Internet Explorer version 11**
17. **Digital mail solution must provide the ability to place and remove holds on the delivery of mail to inmates.**
18. **All data for digital mail solution shall be owned, managed and hosted by Company providing service to the agency.**
19. **Digital mail solution must retain all mail records and system logs for the duration of the contract, thereby providing the agency with access to all electronic documentation**
20. **Digital mail solution must be able to be displayed:**
 - a) **Digital phone terminals**

CUSTOMER SERVICE

Describe bidder facility and family and friends operations and customer support capabilities.

D1. Family and Friends Customer Service

1. Please describe your family and friends customer service operations and services.
2. How does your firm provide customer service to inmate family and friends?
3. Where is your firm's family and friends' customer service center located?
4. List and describe the ways inmate family and friends can contact your customer service center?
5. Do you out source any of your customer service operations? If so, to whom and identify the location of their customer service center?
6. Vendor must provide live domestic CSR & IVR support to the County 24 hours a day, year round, for issues.
7. Vendor must provide live domestic CSR & IVR support to constituents 24 hours a day, year round, without exception allowing constituents to set up accounts, make payments, access account information, and resolve issues.

D2. Inmate Account Funding

1. Vendor shall provide the ability for inmate families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.
2. Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.
3. Vendor must allow constituents deposits/payments of non-fixed amounts.
4. Vendor must apply constituent and inmate electronic deposits/payments to calling accounts in real-time upon receipt of payment.
5. Vendor must offer pre-paid products for constituents and inmates, post-paid constituent accounts
6. Vendor must offer an inmate-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should Facility change commissary providers.
7. The system will allow inmate families and friends to set-up alternate billing methods directly with the vendor. Two of the methods the County would like to see offered are:
8. A system that will allow inmate families and friends to set-up an account directly with the vendor.
9. A system that provides customers to prepay for calls from the facility.
10. Provider must offer Constituents no less than nine options to accept payments to fund accounts. Options include and are limited to: (Please select the options you currently support)
 - a. Direct Bill (Vendor agrees to send bills directly)

- b. **Money Gram**
 - c. **Western Union**
 - d. **Lobby Kiosk**
 - e. **Booking Kiosk**
 - f. **IVR payments supported by calling the facility main number directly**
 - g. **Payment for an individual call via premium text messaging charge**
 - h. **Integrated Voice Response funding via a toll free number**
 - i. **Call center with agents to take funds**
 - j. **Account funding via text messaging**
 - k. **Ability to automatically recharge accounts when balances run low**
 - l. **Direct trust fund integration for debit calling**
- 11. **Vendor shall provide the ability for inmate families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.**
 - 12. **Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.**
 - 13. **Vendor must allow constituents deposits/payments of non-fixed amounts.**
 - 14. **Vendor must apply constituent and inmate electronic deposits/payments to calling accounts in real-time upon receipt of payment.**
 - 15. **Vendor must offer pre-paid products for constituents and inmates, post-paid constituent accounts**
 - 16. **Vendor must offer an inmate-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should Facility change commissary providers**

INSTALLATION AND CUTOVER, MAINTENANCE, AND TRAINING

E1 . Installation and Cut-Over

- 1. Vendor will provide inmate phones, remote administration station, the automated inmate call control system and other proposed products and I or features to be completed within sixty (60) days after contract award and full execution.**
- 2. Vendor shall submit a complete and detailed schedule of the time-frame required for installation, utility coordination, training, cut over and testing. The system must be installed in an expert manner and under a time-frame designed to minimize disruption of the normal functioning of the facilities.**
- 3. If the County's schedule cannot be met within the 60 days stated above, vendor must propose an installation schedule of events. Failure to state installation time in the bid will obligate the vendor to complete installation so as required in the bid. Extended installation time may be considered when in the best interest of the County.**
- 4. Any delay in the implementation of the vendors' schedule that is caused by the County will increase the vendor's time allowance to complete installation but the vendor must submit a complete and detailed schedule of additional time required.**
- 5. The risk of loss and or damage will be assumed by the Vendor during shipment, unloading, and installation.**
- 6. The Vendor must have a plan to provide planned technology upgrades. Please describe.**
- 7. The Vendor must describe their experience with implementing services detailed in the RFP.**

VVS-Specific Installation Requirements

- 1. The Bidder must work with Chilton County to determine the exact times when Hosted Video Visitation equipment can be replaced to reduce "down time".**
- 2. The Bidder must describe, in its response, how it performs standard system testing to ensure that the proposed Hosted Video Visitation Solution and its network services are fully implemented and ready to accept visitation traffic and Chilton County use. This description must include the Bidder and industry standard methodologies, procedures and protocols consistent with the Hosted Video Visitation Solution proposed for Chilton County The Bidder must describe what is required of Chilton County personnel during this system testing. All hardware, software, software licensing, etc. required to perform this testing must be provided to Chilton County at no cost.**
- 3. The Bidder is required to provide system testing which simulates normal operating conditions of the installed Hosted Video Visitation Solution to ensure proper performance after hardware and software configuration is complete. This simulation must include full traffic load representing high traffic situations for visitation traffic.**
- 4. The Bidder must agree, in its response, to Chilton County's right to require the replacement of any network service or system component whose failure to meet required performance levels during testing has risen to chronic problem level.**

E2. Service & Maintenance

- 1. Vendor must provide live domestic CSR & IVR support to the County 24 hours a day, year round, for issues.**

2. **Vendor must provide live domestic CSR & IVR support to constituents 24 hours a day, year round, without exception allowing constituents to set up accounts, make payments, access account information, and resolve issues.**
3. **Vendor must provide constituents full service online support including ability to set up accounts, make payments, access account information, calculate call rates, and resolve issues (including online CSR chat and email support) via company website.**
 - a. **Constituents must have the ability to manage phone services, video visitation services, and email services from one centralized Web-based portal.**
 - b. **Proposer's Website must dynamically display available products to constituents based on previous calling history.**
 - c. **Proposer's Website and constituent portal must be accessible enhanced to support mobile devices such as cell phones and tablets.**
 - d. **Proposer's Website must allow constituents to configure text and email low balance notifications.**
 - e. **Proposer's Website must allow constituents to subscribe to text payment services, specifically the ability to fund accounts and pay invoices via text messages.**
 - f. **Proposer's Website must allow constituents to subscribe to automatic payment services, specifically the ability to automatically fund accounts or pay invoices.**
 - g. **Proposer must support customizable service and courtesy notification campaigns to constituents via various methods (phone dialer, text message, email) to alert friends and family of bills due, bills past due, low account balances, account blocks, etc.).**
4. **Vendor shall respond to all major service outages within two hours. Major outage is defined as 30% or more of the functionality of the system.**
5. **Vendor shall provide service policies and procedures as an attachment to this proposal.**
6. **Describe the maintenance and quality assurance programs for telephones to be installed. The vendor shall only have personnel employed by the inmate telephone provider and no subcontractors shall be utilized.**
7. **Detail equipment installation charges, if any.**
8. **Describe the maintenance and quality assurance programs for telephones to be installed.**
9. **Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.**
10. **Provide a contact person who will be responsible for ongoing account management and support.**
11. **System shall have the capability for remote diagnostic to minimize facility visits by vendor. Describe your system diagnostic process and tools.**

E3. Disaster Recovery

1. **Describe your disaster recovery system.**
2. **Vendor shall provide redundant data centers. How many data centers do you have? Describe them.**

3. **How many staff do you have dedicated to managing and operating your data centers?**

E4. Training

1. **Vendor shall provide initial installation training to the County staff in system administration, operation, and reporting. Upgrade and refresher training is also required for the length of the contract at no cost to the County.**
2. **The vendor must have the ability to provide initial and ongoing training through multiple options such as live training and Web-casting, as well as having an online help system integrated into the system.**
3. **Describe your training program; include description of course(s) and any applicable documents.**

CALL RATES, COMMISSIONS, AND FEES

BILLING

G1. Billing

- 1 The system must inform the called party of the call cost prior to acceptance.**
- 2. The vendor shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.**
- 3. The vendor shall be responsible for any and all billing disputes, claims, or liabilities that may arise in regards to its provisions of this contract.**
- 4. Vendor billing to called parties must include the vendor information and a toll-free telephone number to resolve billing disputes.**
- 5. Billing charges begin at the time of the call connection when the calling party is connected to the called party and shall be terminated when either party hangs up. Network intercepts, recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. shall not be billed.**
- 6. Describe the procedure for billing.**