

THE CITY OF JASPER

JASPER, ALABAMA



REQUEST FOR PROPOSAL

INMATE TELEPHONE SYSTEM

Derleida Abrom, Purchasing Agent

2/20/19

Proposals due March 22, 2019 11:00a.m Central Time

To

The City of Jasper
Purchasing Department
400 19th St W
Jasper, AL 35501

Phone: (205) 221-2100

**CITY OF JASPER, ALABAMA
INMATE TELEPHONE SYSTEM
JASPER CITY JAIL**

SPECIFICATIONS

SCOPE:

The City of Jasper is seeking proposals for an Inmate Phone System for the Jasper City Jail located at 1610 Alabama Avenue, Jasper, Alabama 35501. The selected Vendor will provide a Turnkey, non-coin telephone system and service consisting of Six (6) Outgoing Inmate Phones and Five (5) Two-Way Visitation Phones which is capable of utilizing the current PCs that are available at the City Jail without the need for additional PCs. Equipment must be installed as required by the Police Chief and at no cost to the City of Jasper additional cost.

This specification defines the requirements for the design, supply, installation, maintenance and support of the system as described. The contract period will be for a three year period commencing from the date of bid award. All bids can be held for a period of sixty days after bid opening before awarding the contract.

The City will determine the most qualified vendor per the evaluation criteria herein with whom it will enter into an Inmate Telecommunications Contract based on some of the following factors: price, conformity to specifications, financial ability to meet the contract, previous performance, facilities and equipment, availability of repair parts, experience, delivery promise, compatibility as required, other costs, or other objective and verifiable factors which are reasonable.

Sealed proposals will be received at the office of the Purchasing Agent, 400 19th Street West, Jasper, Alabama 35501 no later than 11:00 AM local time on March 22, 2019. Proposals received after this time and date will not be accepted and/or considered. Please submit one (1) original, two (2) copies and one (1) digital copy, in either MS Word or PDF format. Please enclose within a sealed envelope with the following, “**Sealed RFP – INMATE TELEPHONE SERVICE – March 29, 2019**” with the respondent’s name and address. The bidder may visit (by appointment only) City of Jasper, City Jail to assess needs. Contact the Purchasing Agent, Derleda Abrom at (205) 221-2100 to schedule an appointment.

The City of Jasper will grant exclusive rights to provide and derive revenue from inmate related communications, including but not limited to voice, video and data (phones calls, video calls, messaging, prepaid calling cards, and email) at the Jasper City Jail. For the exclusive rights listed above the successful vendor agrees to pay to the City of Jasper a guaranteed annual minimum commission dollar amount which shall be clearly stated in the bid paid in monthly installments based on an commission rate on gross revenues from inmate communication services listed. The monthly commission rate and minimum annual dollar amount provided shall be paid as agreed during the contract period and must remain firm for the full three (3) year period of the contract.

The City will have no liability to the Vendor for fraud, theft, 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. Vendors shall make all reasonable efforts to ensure that the calling service is operational and repaired as quickly as possible.

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 selected vendor will remove all equipment, dialers and/or dedicated phone lines from the City facilities without charge.

The System, unless stated otherwise, the Applications, and related records, data and information shall at all times remain sole and exclusive property of the vendor unless prohibited by law, in which event, the City shall have

unlimited right to use such records, data, and information for investigative and law enforcement purposes. The City will retain custody and ownership of all recordings, and inmate's e-mail messages; the City's grant the vendor to compile, store, and access recordings or inmate calls and inmate e-mail messages for the following reasons:

- Requests made by Jasper City Jail officials
- Requests by law enforcement officials
- Billing and collection functions
- Quality Control

Calls or email messages to attorneys or other privilege communications are not subject to disclosure.

The terms of the agreement shall be subject to federal, state, and local laws and regulations. If either the Vendor or the City of Jasper defaults in the performance of the agreement then the non-defaulting party shall give written notice setting forth the nature of the default. The defaulting party has thirty (30) calendar days to remedy the situation or the offended party shall have right to terminate agreement with a thirty (30) calendar day notice.

Selected Vendor will be required to provide the following reports:

- View and track call activity, commission information and facility service requests from practically any location at any time via a web accessible site
- Call detail report to the City. These reports shall contain a variety of call information and be customizable to suit the City's needs.
- Standard reports should include: Frequently Dialed Numbers, 3-Way Call Attempts and Call Volume by Telephone.
- Monthly revenue reports to the City.
- Attach samples of their call detail and other standard reports
- Provide a secure access to all calling activity within the facility via the internet/web. The hosted site will need to provide an interface that will allow a facility to view call detail reports, check and track a facility commission data, and schedule monthly payments. This service should also allow facilities to open and/or view the status of service tickets.

EACH BIDDER MUST SUPPLY WITH THE BID A CERTIFICATE SIGNIFYING THE CONTRACTOR HAS THE FOLLOWING COVERAGE:

- I. Workmen's Compensation - Mandatory
 - (A) Employer's Liability - \$ 100,000

- II. Comprehensive General Liability
 - (A) Limits of Liability
 - (1) Bodily Injury: \$ 1,000,000 each occurrence \$ 1,000,000 aggregate
 - (2) Property Damage: \$100,000 each occurrence \$ 100,000 aggregate

 - (B) Policy shall include the following types of coverage:
 - (1) Premises & Operations
 - (2) Independent Contractors
 - (3) Products & Completed Operations
 - (4) Broad Form Extended liability Endorsement
 - (5) Contractual Liability (This insurance shall cover all contractual agreements, both oral and written, including, but not limited to, the hold harmless and indemnification agreements of Contractor set forth in this Contract in favor of Contractor)

- III. Automobile Liability- Comprehensive Form
 - (A) Limits of Liability
 - Combined Single Limit - \$500,000
 - (B) Uninsured Motorist
 - Combined Single Limit - \$ 25,000
- IV. Umbrella
 - Limits of Liability - \$ 2,000,000
 - Self-Insured Retention - \$ 10,000

The relationship of the Vendor and its employees to the City is that of independent contractors and not of employees of the City. Vendor and its employees shall not be entitled to any benefits that accrue to an employee of the City and shall not be covered by Workers' Compensation, leave, retirement, and group health insurance.

The City reserves the right to waive minor variances from the specifications, provided these differences do not violate the specification intent, materially affects the operation for which the item or items are being purchased, nor increase the estimated maintenance and repair cost to the City.

Each Vendor must submit with bid three (3) personal/business reference. The each proposer must also agree to submit to a background check. All requests for interpretation of any portion of bid may be made by telephone to the City Purchasing Agent at (205) 221-2100. All replies will be given verbally and a copy of any inquiry and advice, if deemed vital by Purchasing Agent, will be made available to each prospective bidder

All bids/proposals shall be submitted in the form and manner indicated by the bid documents and bid forms. Any bid /proposal which is not submitted in form and manner indicated which contains information, statements, conditions, or qualifications which place conditions or qualifications on the proposal submittal for the purposes of making an award, or which alter any proposal terms, conditions specifications, or forms, which have not been previously by written addendum from Purchasing Agent, or which does not meet legal requirements, shall be declared as a qualified, conditional, or non-responsive and shall be rejected. Any proposals that do not fully respond to all detailed specifications or requests for information including execution of proposal forms may be declared "non-responsive" and recommended for rejection.

CONTACT INFORMATION

Any questions please contact:
Derleda Abrom, Purchasing Agent
E-mail: dabrom@jaspercitey.com
Phone: (205) 221-2100

BID FORM

GUARANTEED ANNUAL PAYMENT \$ _____

MONTHLY COMMISSION RATE _____ %

Bidder/Company Name: _____

Authorized Representative: _____

Signed: _____

Title: _____

Address: _____

City, State, & Zip: _____

Date: _____

Telephone: _____

Cell phone: _____

Fax Number: _____

E-Mail Address: _____

YES NO

GENERAL

(A) SYSTEM

(1) GENERAL

Collect telephones –fully automated all calls placed _____

Reception equal to present and meet industry standards _____

All phones capable of operation simultaneously _____

Capable of calls in continental United States of America, Alaska, Hawaii _____

Capable of making international collect calls _____

Programmed for auto shut-off at times designated by the City _____

City personnel must be able to manually shut down the service in case of emergency. _____

Shall be password protected to permit only appropriate facility personnel access to the service. _____

Capable of enabling and disabling any phone at the facility from any secured internet enable computer _____

In a centralized non-premise system that will keep all records secure and not require the need to maintain at the facility. _____

(2) FEATURES

One-way out-going service only on collect calling arrangement _____

No incoming calls permitted _____

Able to manually block unlimited quantity of identified phone Numbers – temporary or permanent _____

Receiver electronic blocking selection options – each case or Permanently _____

Restrict calls to given time period with recorded warning to Caller with one (1) minute remaining _____

	<u>YES</u>	<u>NO</u>
Web-Browser-based, easy to use application that is available securely from anywhere at any time remotely.	_____	_____
 (i) <u>PERSONL IDENTIFICATION NUMBERS (PIN)</u>		
Utilize Personal Identification Numbers (PIN) for the inmates prevent duplicate PINs.	_____	_____
Minimum and maximum number of digits used in a PIN	_____	_____
The city must be able to restrict calls based on the inmate's PIN (including call duration, calling restrictions (by day, week or month), time of day, and destination numbers.	_____	_____
Provide interface capabilities to automate inmate management and automated management of inmate debit accounts.	_____	_____
 (3) OPERATIONS		
Call acceptance through positive or active means – non passive	_____	_____
No live operators – branded calls for identification from Jasper City Jail	_____	_____
No connection for inmate until after acceptance of call	_____	_____
Recorded instructions available in English and Spanish Capable of adding other languages upon request	_____	_____
Written posted instructions in English and Spanish near each Phone	_____	_____
Prohibit direct dial calls except to numbers as determined by City (i.e. local courts, public defender, support groups)	_____	_____
Able to indicate call origination point	_____	_____
Block calls on a restricted list – minimum of 150 numbers	_____	_____
Block all calls to “411”, “911”, “800” and “900” exchanges and Similar	_____	_____
Block all three-way or conference calls	_____	_____
Prevent the inmate from receiving a second dial tone or "chain-dialing."	_____	_____

	<u>YES</u>	<u>NO</u>
Prevent any extra digits dialed by the inmate after the party has accepted the call	_____	_____
Assign approved calling numbers according to inmate PIN.	_____	_____
Permit the called party to block all future calls from a correctional facility.	_____	_____
Suspend an inmate privileges from placing a call and set a beginning and end date without the need to manually re-enable	_____	_____
Allow the inmate to record their name one time and store this recorded name for all future calls.	_____	_____
Block all calls to pay phones	_____	_____
Allow remote deactivation of phones	_____	_____
Call duration able to set between 1 – 60 minutes	_____	_____
(4) EQUIPMENT		
Two (2) heavy duty handset with base, one (1) in male area And one (1) in female area	_____	_____
Approved and comply with FCC regulations	_____	_____
All additional equipment as required by Chief of Police installed at no cost to City of Jasper	_____	_____
Able to install equipment to accommodate hearing-impaired	_____	_____
Equipment installed to provide access for wheelchairs	_____	_____
Battery back – up - four (4) hours capacity	_____	_____

	<u>YES</u>	<u>NO</u>
Police office to monitor live or listen to previously recorded calls without the need to interface directly with Police Department's network.	_____	_____
System software shall be based on security level and password protected.	_____	_____

(B) SERVICE AND MAINTENANCE

(1) GENERAL

Onsite and remote monitoring and diagnostic service, twenty-Four (24) hours a day, seven (7) days a week	_____	_____
Provide "Local Exchange Carrier Line Information Database" Screening service	_____	_____
Provide all necessary labor, parts, materials, and transportation To maintain system	_____	_____
Maintain all system cable	_____	_____
Single toll-free contact for complaints and inquires	_____	_____

(2) RESPONSE TIME

Four (4) hour response time from notification – normal repairs Monday through Friday 8:00 a.m. to 5:00 p.m. local time	_____	_____
Twelve (12) hour response time from notification –normal Repairs – Weekends (5:00 p.m. Friday to 8:00 a.m. Monday Local time)	_____	_____
Response definition – on-site visit by qualified technician or Resolution of problem	_____	_____
Problem not solved in twelve (12) hours Chief of Police notified	_____	_____

(3) VENDOR RESPONSIBILITIES

Coordinate with Local Exchange Carriers	_____	_____
Power lines and electrical hookups installation	_____	_____
Equipment installation and maintenance	_____	_____

	<u>YES</u>	<u>NO</u>
All cost for upgrading required by applicable Utility Commissions	_____	_____
Coordinate changes with Chief of Police	_____	_____

(C) INSTALLATION AND IMPLEMENTATION

(1) GENERAL

Receive written permission from Chief of Police before Performing the following:

Cutting into or through walls, girders, beams, concrete Or tile floors, partitions or ceilings, fire proofing, moisture Proofing

Installation in accordance with manufacturing instructions

Provide inmate phone sets, the remote administration station and the automated inmate call control system

Install the visitation recording sets, remote system access via the LAN and the system and insure that they are working properly

Installation is to be completed within sixty (60) days after contract award.

Submit a complete and detailed schedule of the time-frame required for installation, utility coordination, training, cut over and testing.

Service must be installed in a manner and under a time-frame designed to minimize disruption of the normal functioning of the facilities.

Installation accomplished during normal working hours or as Approved by Chief of Police

YES NO

(2) IMPLEMENTATION

Installation team including subcontractors must have security Clearance by City of Jasper Police Department prior to entering Jasper City Jail _____ _____

Installation team available during all phases of installation _____ _____

Provide implementation plan to Chief of Police for approval Within ten (10) days of bid award _____ _____

Training – detailed and complete in operations and management of all components and features of system before implementation _____ _____

(3) INSTALLATION AND CABLING

Written permission from Chief of Police for any alterations to Facility _____ _____

May use existing cable if compatible and owned by City _____ _____

Vendor responsible for all costs for additional cable _____ _____

All wiring or cable installed marked and become property of City of Jasper after conclusion of contract _____ _____

Vendor responsible for phone line installation with local Telephone company _____ _____

(4) CLEAN UP AND REMOVAL OF DEBRIS

Performed as required by Chief of Police _____ _____

Restore to original condition any damage caused _____ _____

(D) BILLING AND COMMISSION PAYMENT

(1) GENERAL

Maintain accurate, verifiable recording and tracking system _____ _____

Pay commissions on all completed local and long distance calls _____ _____

Issue monthly statement with commission check of billed Revenues and statistical analysis of all calls _____ _____

Payment failure in full cause for immediate termination of Contract _____ _____

	<u>YES</u>	<u>NO</u>
(2) Commission Amount		
Commission rate fixed for contract period	_____	_____
Guaranteed minimum annual dollar amount	_____	_____
Commission rate based on Gross Revenues	_____	_____
Gross Revenues – total revenue earned from total billable Minutes without any deductions	_____	_____
Commission paid monthly by 30th of following month with Twenty five (\$25.00) per day penalty late payment	_____	_____
Total of twelve month payments less than guaranteed minimum Annual dollar amount vendor will pay the difference within Thirty days immediately following the last day of annual Term of contract with twenty-five (\$25.00)	_____	_____

All payments paid to:

**City of Jasper
Kathy Chambless, City Clerk
P.O. Box 1589
Jasper, Al 35502**

City reserves the right to audit system unannounced and the records by giving a written ten (10) calendar day notice