

**2 SCOPE OF WORK**

**2.1 OVERVIEW**

- 2.1.1 The Arizona Department of Corrections (Department) is soliciting a qualified Contractor to provide telecommunication services and equipment, to ensure that inmates in prison, pre-release and work release facilities are provided access to public telephones subject to limitations and restrictions necessary to safeguard the security and order of the facility, and to protect the public from unwanted inmate calls. This RFP will establish a single contract for the implementation and operation of a turnkey inmate telephone system with integrated recording and monitoring capabilities to meet current and future legislative requirements.
- 2.1.2 The Department intends to enter into a contract with a single Contractor who will provide complete logistical support, ongoing operation, and maintenance of the inmate telecommunications system/services 21 correctional facilities.
- 2.1.3 This RFP is expected to result in the award of a single contract with the Contractor who best meets the stated requirements and provides competitive prices for inmates, inmate families and friends. The proposed solution is for a turnkey system to include, among other things, installation, maintenance, telephones, communications, enclosures, panel and such other equipment or materials necessary to replace the current inmate telephone system/services. All existing telephones must be replaced with new/unused equipment by the awarded Contractor.

**2.2 GENERAL BACKGROUND**

- 2.2.1 The Department, an executive-branch agency of the Arizona State Government, employs approximately 10,000 individuals who are responsible for approximately 42,000 inmates in the state prison system. The Department operates 16 state prison facilities and supervises 6 privatized prison sites within the State of Arizona, which vary significantly in size and geographic location.
- 2.2.2 For the year of 2013 inmates completed approximately:

Product	Year	Destination Zone	Calls	Minutes
Collect	2013	InterLATA / Interstate	97,941	1,284,672
Collect	2013	InterLATA / Intrastate	282,946	3,834,793
Collect	2013	International	27	404
Collect	2013	IntraLATA / Interstate	61	852
Collect	2013	IntraLATA / Intrastate	450,417	6,137,150
Collect	2013	Local	831,716	11,517,610
Debit	2013	InterLATA / Interstate	32,983	368,654
Debit	2013	InterLATA / Intrastate	82,699	972,957
Debit	2013	International	14,581	166,466
Debit	2013	IntraLATA / Interstate	15	162
Debit	2013	IntraLATA / Intrastate	158,737	1,948,032
Debit	2013	Local	415,886	5,767,033
<b>Totals:</b>			<b>2,368,009</b>	<b>31,998,785</b>

## 2.3 COMMISSION

- 2.3.1 The Contractor selected and subsequently providing the services required by this RFP will pay a commission to the Department as set forth in Section 3 of this RFP.

## 2.4 TECHNICAL REQUIREMENTS

- 2.4.1 The Inmate Phone System (IPS) and Related Services proposed for the Department must meet or exceed the technical requirements outlined in this Section. The IPS proposed to meet these technical requirements must be provided for all facilities at no cost to the Department including system installation, training, operation and maintenance of the system and its components.

- 2.4.2 The Contractor is responsible for replacement of the IPS in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the Department and will occur immediately upon notification to the Contractor of the system problem by the facility.

- 2.4.3 The IPS proposed for the Department must include the following components:

2.4.3.1 A Centralized System Database located outside of the Department facilities and maintained by the Contractor. The Contractor must state, in its response, the physical location (City/State) where the centralized system database is located.

2.4.3.2 The proposed IPS must allow for all Department locations to be networked together, which allows for the sharing of inmate information, inmate PINs and call records between systems. This network between Department locations must allow for remote access of the IPS at one of the Department facility by an authorized user at another Department facility.

2.4.3.3 The proposed IPS must allow for administrator password levels that restrict Department personnel to the IPS within their particular facility as well as allow certain Department personnel to access multiple systems, if required.

2.4.3.4 The Contractor must propose one type of IPS for all Department locations. All system hardware, software, software level and support systems must be the same in each of the Department facilities.

2.4.3.5 The IPS at each of the Department facilities must provide for all telecommunications capabilities for inmate services as well as administrative capabilities for the Department personnel.

2.4.3.6 The Contractor must provide a Centralized System Database that is located at a Contractor provided site and provide full database redundancy for the System at the Central Office facility.

- 2.4.3.7 The Contractor must propose an IPS at no cost to the Department and include:
- 2.4.3.7.1 Full design, programming and installation;
  - 2.4.3.7.2 Programming of all inmate PINs and call lists;
  - 2.4.3.7.3 Post installation maintenance;
  - 2.4.3.7.4 All network services (local, IntraLATA, InterLATA);
  - 2.4.3.7.5 All network services for administration of the Inmate Phone System.
- 2.4.3.8 The Contractor must propose an IPS for the Department that has the capability of processing inmate calls in a pre-paid debit mode; collect call mode or a combination of the two depending on the Department facility and unique needs of the Department.
- 2.4.3.8.1 The System must have the ability to integrate with third party vendors to provide the ability to automate the inmate commissary ordering of Debit time.
  - 2.4.3.8.2 Must also have the ability to import all relevant inmate information to process telephones calls.
- 2.4.3.9 The Contractor must propose an IPS that allows for all inmate telephones to be in use simultaneously. The Contractor must describe, in its response, how this will be accomplished with the 2.4.3.9 proposed IPS.
- 2.4.3.10 The Contractor must propose an IPS that can be shut down quickly and selectively. The Department must be able to shutdown the system globally and restrict all PIN access within an entire facility and/or within a particular housing unit.
- 2.4.3.11 The Contractor must propose an IPS solution that allows the Department to completely restrict inmate access to outside network services/facilities should the IPS control unit of the IPS fail for any purpose. The Contractor must describe, in its response, how this restriction is accomplished with the proposed IPS (e.g., toggle kill switches, or web-based capability etc.).
- 2.4.3.12 The proposed IPS must be restricted to outgoing calls only. The system must not process incoming calls at any time. The Contractor must agree, in its response, that no inmate telephone shall be capable of receiving an incoming call.
- 2.4.3.13 The IPS must block all calls made to any of the following services whether the system is used in direct dial, debit-based or collect call mode. The Contractor must be responsible for ensuring that the system is programmed for such blocking.
- 2.4.3.13.1 900, 972, 976, 550, telephone numbers incurring excess charges;
  - 2.4.3.13.2 Long distance carrier access codes (e.g., 101-XXXX);
  - 2.4.3.13.3 Local toll free numbers (e.g., 950-XXXX);
  - 2.4.3.13.4 Directory assistance numbers (e.g., 411, 555-1212, etc.);
  - 2.4.3.13.5 Toll free numbers (e.g., 800, 888, 877, 866, 855, etc.).

- 2.4.3.14 The proposed IPS must not provide a second dial tone to an inmate telephone without the inmate hanging up the telephone receiver after the first call is completed and the PIN re-entered to place the second call.
- 2.4.3.15 The proposed IPS must allow for a maximum ring time prior to disconnecting the inmate call. This ring time parameter must be consistent among Department facilities.
- 2.4.3.16 The proposed IPS must provide notification to an inmate of the call status (e.g., ringing, busy, etc.). This notification may either be in the form of ringing, busy tones, SIT tones, or appropriate recorded messages. This requirement must be implemented for both prepay or collect call mode of operation.
- 2.4.3.17 The proposed IPS must not allow the inmate to speak to the called party until the call has been positively accepted. This requirement must be implemented for both prepay or collect call mode of operation.
- 2.4.3.18 The proposed IPS must not allow the inmate to hear the called party prior to the actual positive acceptance (via touch tone entry) of the call.
- 2.4.3.19 The proposed IPS must allow for the Department to program times when the system will be available or unavailable to inmate calling.
- 2.4.3.20 The proposed IPS must allow the Department personnel to temporarily restrict or disconnect service to an individual inmate telephone or station.
- 2.4.3.21 As one of the major problems associated with inmate calling, the initiation of 3-Way or Conference Calling is a constant issue with the Department. Currently setting the sensitivity level of the existing IPS causes "false disconnects. The proposed IPS must provide technology that deters an inmates attempt to initiate a 3-Way or Conference Call with a Third Party and provide the ability to immediately terminate the call. The Contractor must describe, in its response, how this technology operates with regard to the proposed IPS and the options available to the Department.
- 2.4.3.21.1 It is desirable that the proposed IPS provides a function that prevents 3-Way or Conference Calling while minimizing the possibility of false disconnects. The Contractor must explain, in its response, how this will be accomplished with the proposed IPS.
- 2.4.3.22 As one of the major problems associated with inmate calling, the use of call forwarding at the destination telephone number is a constant issue with the Department. The proposed IPS must provide technology that deters the use of call forwarding by the party being called by the inmate and provide the ability to immediately terminate the call. The Contractor must describe, in its response, how

this technology operates with regard to the proposed IPS and the options available to the Department.

- 2.4.3.22.1 It is desirable that the proposed IPS provides a function that prevents call forwarding while minimizing the possibility of false disconnects. The Contractor must explain, in its response, how this will be accomplished with the proposed IPS.
- 2.4.3.23 The Contractor must describe, in its response, how the proposed IPS operates when the inmate call is to a cellular telephone. This description must include how calls are placed to cellular telephones, how billing of the call is processed.
- 2.4.3.24 The proposed IPS must have the ability to allow for a called party to activate a code (via the touch tone pad of their telephone) that automatically notifies the Department that the number should be deleted from the calling inmates Authorized Telephone Number List.
- 2.4.3.25 Each call placed (prepay or collect) through the IPS must be electronically identified by the system as being a call originating from the Department facility in 100% of the cases with or without the accompanying inmate PIN.
- 2.4.3.26 If a call is not accepted by the called party, or if no one answers the call, the IPS must inform the inmate of the situation rather than simply disconnecting the call.
- 2.4.3.27 The IPS must have the capability to accept the called parties response via DTMF (Touch Tone Pad) input from the telephone. Calls shall not be billed until positive acceptance by the called party is indicated by the input of a specific Touch Tone digit.
- 2.4.3.28 The IPS must have the capability of passive acceptance for rotary telephone users and particular called numbers such as an automate attendant at an attorney's office, etc. Passive acceptance is defined as the system interpreting the non entry of digits after the playing of the initial collect call message twice as acceptance of the call by the called party.
- 2.4.3.29 The IPS, whether in pre-pay or collect call mode, must be capable of announcing to the called party the name of the calling inmate. Contractors must provide a mechanism to record an inmate's name a single time to be used each time this announcement is required. The activation or deactivation of this feature must be controlled by the Department institution.
- 2.4.3.30 The IPS must be capable of announcing to the called party how to accept calls.
- 2.4.3.31 The proposed IPS must be capable of announcing to the called party the collect call rate, prior to acceptance, when a collect call is placed. The Contractor must describe how this is accomplished by the called party.

- 2.4.3.32 The system must provide a manner for all calls (pre-pay or collect) to be branded with the standard Department message as well as the statement that All Calls are recorded.
- 2.4.3.33 The Contractor must propose and implement an IPS that provides telephone reception quality meeting all industry standards for service quality as defined by the Federal Communications Commission (FCC). The Contractor must accept the Department's decision regarding such determination.
- 2.4.3.34 The Contractor must provide and install adequate surge protection for the proposed IPS and its components. The use of traditional power strips for surge protection is not acceptable for this requirement.
- 2.4.3.35 The Contractor must provide and install adequate lightning protection equipment on all network services supplied for the proposed IPS.
- 2.4.3.36 The Contractor must provide a sufficient number of uninterruptible power supply (UPS) systems that also have surge protection at each of the Department facility capable of supporting all IPS components including recording devices for a minimum of one (1) hour.
- 2.4.3.37 The Contractor must provide, install and maintain (according to manufacturers specifications) all IPS UPS equipment at each of the Department facilities. The Contractor must replace all UPS equipment upon expiration of the manufacturers life cycle of the installed product.
- 2.4.3.38 In the unlikely case of the loss of commercial power and the failure of the UPS, the IPS must automatically restrict or shut off all inmate telephones so that no inmate calls can be made until commercial power is restored and access is once again provided by the Department.
- 2.4.3.39 The Contractor must describe, in its response, what component redundancy is provided to limit or virtually eliminate system downtime due to hardware component failure.
- 2.4.3.40 It is desirable that the Contractor provide an IPS in which the Central Processor Unit (CPU) and other critical components are redundant. The Contractor must describe, in its response, those critical components that are redundant with the proposed IPS.
- 2.4.3.41 The Contractor must provide standard hardware and software enhancements/upgrades to the proposed IPS at no cost to the Department during the term of this contract. The installed IPS at each of the Department facility must always be at the latest general release of the systems available hardware and software including operating systems for the system administration and system

reporting function. Beta and field tested hardware and software must not be provided unless specifically approved by the Department. Prior to any hardware and/or software upgrades or enhancements, the Contractor must discuss the software benefits with the Department and proceed only after the Department approval.

- 2.4.3.42 Telephone network services provided by the Contractor shall not be capable of being detected by the called party for calling number identification (Caller ID).
- 2.4.3.43 The proposed IPS must allow for the monitoring of inmate calls while in process (real time) by the Department personnel. This monitoring must be allowed by **specific inmate telephone, specific inmate PIN or by called telephone number**. Any and all equipment and software required to perform this function must be provided with the proposed system.
- 2.4.3.44 Monitoring of inmate calls must be provide in true real time. The Department personnel must be capable of monitoring an inmate's call while the call is in progress with no delay in transmission of the audio. The Contractor must describe, in its response, how this will be accomplished with the proposed system.
- 2.4.3.45 The collect call automated announcement function of the IPS must be capable of processing calls on a selective bi-lingual basis: English and Spanish. The inmate must be able to select the preferred language using no more than a two digit code.
- 2.4.3.46 The proposed Inmate Telephone System must allow for Department to program times when the system will be available or unavailable to inmate calling. The Contractor must describe, in its response, how this is accomplished.
- 2.4.4 Personal Identification Numbers (PINs)
  - 2.4.4.1 It is the intention of the Department to implement the proposed IPS in a collect and prepaid call mode with the use of inmate Personal Identification Numbers (PINs). Whether in collect call mode or pre-paid mode, the proposed IPS must adhere to the following requirements for PIN operation.
  - 2.4.4.2 The IPS must restrict use through authorized Personal Identification Numbers (PINs) assigned to each inmate. The length of these PINs must be determined by the Department and remain consistent throughout Department facilities.
  - 2.4.4.3 The proposed IPS must allow for the cross-referencing of inmate PINs to the Department inmate commitment number allowing for the Department personnel to search by commitment number for call records and call recordings. The Contractor must describe, in its response, how this will be accomplished with the proposed system.
  - 2.4.4.4 The Contractor must be responsible for the administration of all inmates PIN through its Administrators.

- 2.4.4.5 The IPS must allow each PIN to have a class of service assigned. For example, each PIN must have a list of allowable telephone numbers, the maximum duration of each call, etc. The proposed system must provide call restrictions by PIN that provide the following restrictions at a minimum:
- 2.4.4.5.1 **Placing of Calls:** Inmates can be either approved or not approved to make phone calls by PIN;
  - 2.4.4.5.2 **Use of Specific Telephones:** Inmates, via the PIN, can be restricted to a specific telephone or group of telephones, at the Departments option;
  - 2.4.4.5.3 **Duration of Call:** Maximum call duration can be set globally (all PINs), by site, by facility area, by individual inmate's PIN, by type of call (Local, IntraLATA, InterLATA) at the Departments option;
  - 2.4.4.5.4 **Time of Day Calling:** An allowed calling schedule can be provided for each specific PIN, by facility area, by site and globally (all PIN restrictions) at the Department's option.
  - 2.4.4.5.5 **Specific PIN:** Restrict an inmate under disciplinary action from placing all calls assign to his particular PIN with the exception of privileged numbers (e.g., attorney, approved clergy and social work professionals).
  - 2.4.4.5.6 **Restriction:** Set call duration, set number of calls per day, set only certain numbers per PIN, etc.
- 2.4.4.6 The IPSs PIN feature must ensure that the automated operator function uses the inmates pre-recorded name (recorded in both the inmates voice and language, or in the voice of an administrator) to announce to the called party from whom the call is originating. Identification of the specific inmate and thus the announcement of the inmates name must be performed by the PIN assignment. This feature will be implemented at the discretion of the Department.
- 2.4.4.7 Provide the method of your second layer of security authentication for inmate calls
- 2.4.4.8 The IPS must use an announcement format similar to the following:
- 2.4.4.8.1 "You have a call from 'inmate name', an inmate at 'facility name'. Call forwarding or 3-way calling are not allowed. The cost of this call is \$X.XX for the first minute, and \$.XX for each additional minute. To consent to these charges and accept this call, please press 0.

- 2.4.4.9 The IPSs PIN feature must allow the recording of inmate calls to be discontinued when certain pre-determined telephone numbers (privileged telephone numbers) are called.
  - 2.4.4.10 The proposed IPS must provide for telephone lists to be assigned to each particular inmates account information. These telephone lists must be restricted and controlled by the inmates PIN.
  - 2.4.4.11 The Contractor must state the maximum number of telephone numbers assignable to each inmates account.
  - 2.4.4.12 The proposed IPS must allow the Department to restrict an inmate under disciplinary action from placing all calls assigned to his particular PIN with the exception of privileged numbers.
  - 2.4.4.13 It is desirable that the proposed IPS provide for an automatic suspension and reactivation (after a set period of time) of the inmate PIN.
  - 2.4.4.14 The proposed IPS must provide the Department personnel with the capability to enter, modify, and delete numbers from an inmates Approved Number Lists.
  - 2.4.4.15 The proposed IPS must provide the capability to flag an individual telephone number in the inmates Approved Number List as do not record. The default setting for each telephone number will be to record until flagged by the Department personnel to the contrary.
  - 2.4.4.16 The proposed IPS must be capable of assigning an inmates account to an individual telephone or group of telephones so that the inmates account may only place calls from those designated telephones. These telephones must still be capable of being used by inmate accounts not specifically assigned to them.
  - 2.4.4.17 The proposed IPS must allow for the deletion or disabling of the PIN of a released inmate while retaining all call records and call recordings associated with that PIN. The Contractor must describe, in its response, how this will be accomplished with the proposed system.
  - 2.4.4.18 The proposed IPS must allow for the inmate PIN to be associated or linked to the inmates Department number. The Contractor must describe, in its response, how this will be accomplished with the proposed system for both active inmates and inactive (released) inmates.
- 2.4.5 General System Management Requirements
- 2.4.5.1 The Contractor must propose an IPS that can be administered by a Contractors Centralized Administrator or the Department personnel.

- 2.4.5.2 The Contractor must propose an IPS that allows for changes to be administered in real time while the system is in use. The proposed system must not require the system to be taken off line to make additions, changes or retrieve reports.
- 2.4.5.3 The Contractor must propose an IPS that provides a Graphical User Interface (e.g., Microsoft Windows) for both system administration and system reporting functions.
- 2.4.5.4 The IPS proposed for the Department must allow for investigation personnel to access the inmate call records at any Department facility from the Department Headquarters in Phoenix, Arizona, and/or remotely from their place of residence. The Contractor must describe, in its response, how this will be accomplished with the proposed IPS. This description must include what is required with regard to hardware, software and network services as well as the security procedures involved with this remote access.
- 2.4.6 Restrictions, Fraud Control Options and System Security
  - 2.4.6.1 In order to limit possible telephone fraud, it is mandatory that a fraud prevention feature be available which will be able to randomly interject pre-recorded announcements throughout the duration of the conversation to the called party indicating the source of the call. The Contractor must describe in its proposal in detail how this is accomplished
  - 2.4.6.2 The Contractor must describe, in its response, all detection and prevention capabilities related to fraudulent, illicit or unauthorized activity available on the proposed IPS.
  - 2.4.6.3 The Contractor must identify, in its response, specific activities the proposed system capabilities shall detect and/or prevent. The Contractor must also identify, in its response, possible methods inmates may use to circumvent these capabilities.
  - 2.4.6.4 The Contractor must propose an IPS that is capable of detecting extra dialed digits from either the called party or the inmates telephone. The Contractor must describe, in its response, the options available to the Department upon detection of the extra dialed digits. (i.e., call termination, system alarm, logging of call to the database, etc.)
  - 2.4.6.5 The Contractor must propose an IPS that is capable of detecting unusual or suspicious number sequences dialed or dialing patterns which the system identifies as possible attempts to commit fraud. The Contractor must describe, in its response, the options available to the Department upon detection of the unusual or suspicious number sequences.
  - 2.4.6.6 The proposed IPS must allow the Department to immediately and remotely turn telephones on and off. This shall be capable of being accomplished by individual

telephones, groups of telephones, or an entire Department facility by the Department personnel with the appropriate authorization level.

- 2.4.6.7 The Contractor must describe, in its response, all standard and optional security services employed to protect the proposed IPS in terms of unauthorized access through the installed network of services, unauthorized access through the IPS Local Area Network (LAN), unauthorized access to the IPS programming, and unauthorized access through the Wide Area Network (WAN).
- 2.4.6.8 The Contractor must describe, in its response, how the Department will be able to monitor the installed IPS and the WAN network of services for possible security breaches.
- 2.4.7 General Operational Requirements
  - 2.4.7.1 The Contractor must describe, in its response, the network of services required to support the proposed IPS. (i.e., ISDN, 56Kbps Circuit, T1, etc.).
  - 2.4.7.2 The Contractor must describe, in its response, how it will address instances of inadequate outside network plant facilities at the Department facility to ensure that the proposed IPS is implemented according to the installation schedule agreed to by the Department
  - 2.4.7.3 The Contractor must describe, in its response, how remote access to the IPS for maintenance and programming by the Contractor will be provided. The Contractor must describe, in its response, all security measures, policies and procedures in place for this remote access.
  - 2.4.7.4 The Contractor must provide, in its response, all electrical and environmental requirements of the IPS for each of the Department facility. Such information must be provided for all components of the IPS including the central processor/equipment, call recording equipment, & etc.
  - 2.4.7.5 The IPS proposed by the Contractor must be capable of automatically recovering from a power outage (auto-reboot) to full working order capable of processing inmate telephone calls with all programmed restrictions in place. This auto reboot must include all system hardware components, all software including the Department specific programming and restrictions and all network services (analog lines, T1 circuits, etc.). The Contractor must describe, in its response, any interaction required by the Department personnel for this system auto reboot to occur.
  - 2.4.7.6 The Contractor must provide, in its response, a written description of the space requirements associated with all components of the proposed IPS. The Contractor must clearly define how much physical space is required by each hardware component and provide a recommended equipment layout configuration.

- 2.4.7.7 The Contractor must provide, in its response, the capacities/limits for the proposed IPS. At a minimum, the Contractor must provide the capacity for the following:
- 2.4.7.7.1 Individual Inmate Accounts
  - 2.4.7.7.2 Call Records
  - 2.4.7.7.3 Simultaneous Administrative Users
  - 2.4.7.7.4 Workstations/PCs
  - 2.4.7.7.5 Simultaneous Live Call Monitors
  - 2.4.7.7.6 Inmate Telephones
  - 2.4.7.7.7 Simultaneous Telephone Calls
- 2.4.8 System Call Recording
- 2.4.8.1 The Department currently records inmate calls and monitors (in real time) select calls when necessary. This recording and monitoring is conducted on all calls with the exception of privileged calls (e.g., attorneys, etc.). The Contractor must address the following specifications regarding the recording of inmate calls.
  - 2.4.8.2 The IPS proposed by the Contractor must be capable of recording all inmate calls simultaneously and at any time that a call is placed. The Contractor must describe, in its response, the call recording system being proposed in conjunction with the IPS.
  - 2.4.8.3 The call recording system proposed by the Contractor must be capable of allowing call recording to be deactivated for specific telephone numbers assigned to an inmates PIN. This capability would be utilized for inmate calls to attorneys, etc.
  - 2.4.8.4 The call recording system proposed with the IPS must be a fully digital system allowing for digital storage of call recordings.
  - 2.4.8.5 The call recording system proposed by the Contractor must be capable of storing all calls for the duration of the contract.
  - 2.4.8.6 The Contractor must provide backup storage of all recordings of inmate calls from each of the Department facility off site at the Contractors data storage facility for the life of this contract. The Contractor must describe, in its response, how this will be accomplished with the proposed system.
  - 2.4.8.6 The Contractor must provide the Department with all recorded calls from the duration of the contract when the contract has terminated/expired. Describe in your response, how this will be accomplished.
  - 2.4.8.7 The Contractor must allow access to off site inmate call recordings by the Department personnel providing the ability for the Department personnel to download and transfer such recordings to the Department designated location. The Contractor must describe, in its response, how this is accomplished with the proposed solution for the Department and what security measures are in place to

ensure that the Department personnel access only those call recordings for which they are authorized.

- 2.4.8.8 The Contractor must allow a sufficient amount of concurrent licenses to accommodate all Department staff member requests for access.
- 2.4.8.8 The call recording system proposed by the Contractor must allow access to inmate call recordings from any PC with Internet Access. The Contractor must describe, in its response, how this is accomplished with the proposed system.
- 2.4.8.9 The call recording system proposed by the Contractor must allow access to inmate call recordings at each Department facility by investigative personnel. The Contractor must describe, in its response, how this is accomplished with the proposed system.
- 2.4.8.10 At many times, the recorded telephone conversations of inmates are used as evidence in criminal or Department violation investigations. The system proposed to the Department must include the capability of transferring recorded calls and call segments to the Department designated location, and/or a Compact Disk (CD-R/CD-RW) to be played on any industry standard CD device. The interface for accessing such recordings must have a Graphical User Interface (GUI) such as Microsoft Windows® and allow for click and drag capability for the transferring of recorded calls or call segments to CD.
- 2.4.8.11 The call recording system proposed by the Contractor must allow the Department personnel to locate call recordings in the following manners:
  - 2.4.8.11.1 Search by inmate PIN;
  - 2.4.8.11.2 Search by certain time period (date/time);
  - 2.4.8.11.3 Search by certain telephone instruments;
  - 2.4.8.11.4 The system must allow for the search criteria either individually or in combinations.
  - 2.4.8.11.5 Search by called number;
  - 2.4.8.11.6 Search by call type, ie collect, debit;
  - 2.4.8.11.7 Search by call termination type;
  - 2.4.8.11.8 Search by calls incomplete or complete
- 2.4.8.12 The Contractor must retain ownership of the proposed recording equipment for the duration of this contract. All responsibility for maintenance and upgrades must be provided by the Contractor at no cost to the Department.
- 2.4.8.13 The Contractor must ensure that the call recording system proposed with the IPS is maintained at the latest hardware and software level to ensure that the Department personnel are utilizing the latest tools available for call recording and call monitoring of inmate calls.

- 2.4.8.14 It is desirable that the call recording system provide a search capability that allows the Department personnel to search recordings for certain key words or phrases. The Contractor must provide, in its response, a description of this capability.
- 2.4.8.15 It is desirable that the call recording system provide a manner in which call recordings are encrypted to ensure that no digital modification of the recording has been made or to note if such modifications have been made. The Contractor must describe, in its response, how this encryption function operates and the features provided by such.
- 2.4.9 Live Monitoring
- 2.4.9.1 The proposed IPS must allow the Department personnel to monitoring inmate calls while the call is in process (real time). This live monitoring must be allowed by specific inmate telephone within the Department facility. The Contractor must provide all necessary equipment and software required to perform live monitoring with the proposed system.
- 2.4.9.2 The live monitoring function of the proposed IPS must allow for real time monitoring of inmate calls in progress within each of the Department facility with no delay in the monitoring. The Contractor must describe, in its response, how this will be accomplished with the proposed system.
- 2.4.9.3 The proposed IPS must allow for the Department personnel to monitor inmate calls in progress by entering the specific inmate PIN. The Contractor must describe, in its response, how this is accomplished with the proposed system.
- 2.4.9.4 The proposed IPS must allow for the Department personnel to monitor inmate calls in progress by entering a specific telephone number. The Contractor must describe, in its response, how this is accomplished with the proposed system..
- 2.4.9.5 The proposed IPS must allow for alerts or alarms that will notify the Department personnel when a specific inmate is placing a telephone call thus allowing the Department personnel to monitor that call while it is in progress. The Contractor must describe, in its response, how this function will operate with the proposed system
- 2.4.9.6 It is desirable that the IPS provide the alerts listed above via e-mail address, wireless pager and/or cellular telephone. The Contractor must list, in its response, the devices to which the IPS can send alerts.
- 2.4.9.7 It is desirable that the IPS provide the alerts to the devices in a multiple target mode. For example, the alert is sent to a cellular telephone. If unanswered, the call would then send via e-mail or to a pager number.
- 2.4.9.8 The proposed IPS must allow for the Department personnel to monitor inmate calls in progress for a site remote from the Department facility from which the call is

placed. The Contractor must state, in its response, how this will be accomplished with the proposed system.

2.4.9.9 It is desirable that the IPS call monitoring capability allow for remote monitoring of the inmate calls in progress from within the facility (e.g., officers in towers, etc.). The Contractor must state, in its response, what is required to provide this remote call monitoring within the particular the Department facility.

2.4.10 General Telephone Equipment Requirements

2.4.10.1 The Inmate Telephone Station Equipment required for the Department must consist of four (4) types of telephones as listed:

2.4.10.1.1 **Type 1: Wall Mounted Telephones (Indoor)**

2.4.10.1.1.1 The first type must be permanently mounted wall telephones meeting the following specifications:

2.4.10.1.1.2 All Inmate Telephone Equipment must be of new manufacture and be provided (and installed) with the proposed IPS at no cost to the Department.

2.4.10.1.1.3 The Contractor must provide all required materials, hardware, software and telephone cabling (where re-use is unavailable or new locations are required) to install the proposed inmate telephones.

2.4.10.1.1.4 The Contractor is responsible for reimbursing the Department for any construction costs incurred to facilitate the installation of the inmate telephones.

2.4.10.1.1.5 All inmate telephones must be powered by the IPS system and require no additional power source at the instrument.

2.4.10.1.1.6 The inmate telephone instrument must be compact in design. The Contractor must include photographs of the proposed inmate telephones in its response.

2.4.10.1.1.7 The inmate telephone instruments must not include coin entry slots or coin return slots regardless of whether these functions are disabled.

2.4.10.1.1.8 The inmate telephone instruments must not contain card reader capabilities or slots used to identify inmate telephone accounts for purpose of debiting inmate telephone accounts.

- 2.4.10.1.1.9 The Contractor must provide a unique number, physically imprinted on each Inmate Telephone so that the number can be seen by the Department personnel for the purposes of reporting troubles and troubleshooting problems. As new inmate telephones are added or telephones are replaced they must be identified in the same manner and all appropriate paper work must be updated to reflect the addition.
- 2.4.10.1.1.10 The inmate telephones must be capable of reducing or eliminating background noise to the inmate using the telephone. The Contractor must describe, in its response, how this will be accomplished with the proposed inmate telephone instruments (e.g., confidencers, phone enclosures, etc.).
- 2.4.10.1.1.11 All inmate telephones must provide volume controls which allow inmates to amplify the called parties voice.
- 2.4.10.1.1.12 The Contractor must provide dialing instructions as well as a warning that states This Call is Being Recorded to the inmate in English and Spanish on each inmate telephone in a manner which reduces the possibility of being destroyed. Simple labels or other accessible surface instructions will not be acceptable to meet this requirement.
- 2.4.10.1.1.13 The Contractor must maintain the above required telephone dialing instructions and warning statements for legibility and accuracy during the course of this contract.
- 2.4.10.1.1.14 The inmate telephone instrument must not be capable of being used to program any feature of the proposed IPS.
- 2.4.10.1.1.15 All of the proposed inmate telephones must be compliant with all applicable requirements of the American with Disabilities Act (ADA).
- 2.4.10.1.2 **Type 2: Max Custody Unit/Facility**
- 2.4.10.1.2.1 The second type of inmate telephone instrument must be portable or movable inmate telephones that are used mainly in special management units and must be manufactured to withstand abuse (physical, liquid, etc.)

as well as be compact enough to fit through standard food slots. Industry standard 2500 telephone sets will not be acceptable at meeting this requirement. The Contractor must state how it will allow the Department to secure the touch tone pad after the special management units inmates initial call now has been placed.

2.4.10.1.2.2 The Contractor must describe, in its response, how these movable or portable telephones will be moved from one cell to another by the Department personnel to allow for inmate calling.

2.4.10.1.2.3 The Contractor must provide a special management unit telephone that includes all call restrictions of the IPS with regard to inmate PINs, call duration, etc.

2.4.10.1.2.4 The Contractor must provide the most current technology when supplying cordless telephones. The cordless phone must also be the most currently durable phone available on the market. Subject to approval by ADC

**2.4.10.1.3 Type 3: Outdoor Telephones**

2.4.10.1.3.1 The third type of Inmate Telephone Station Equipment must be all weather inmate telephone sets to be used in some outdoor conditions as various Department facilities.

2.4.10.1.3.2 The outdoor inmate telephone instruments must meet all requirements of the Type 1: Wall Mounted Telephones (Indoors) described in this section. The Contractor must state this compliance in its response.

2.4.10.1.3.3 The outdoor inmate telephone instrument must be weather-proof to ensure durability in outdoor conditions.

**2.4.10.1.4 Type 4: TDD/TTY Devices**

2.4.10.1.4.1 The Department currently has inmates who are deaf or hearing impaired and must place out going telephone calls via a TDD/TTY. The Contractor must describe, in its response, how such calls will be conducted in conjunction with the proposed IPS.

2.4.10.1.4.2 The Contractor must describe, in its response, how outgoing inmate calls via the TDD/TTY are conducted in the following circumstances while maintaining all call controls:

- 2.4.10.1.4.2.1 A standard telephone number on the inmates call list.
  - 2.4.10.1.4.2.2 Toll free number for the deaf relay service;
  - 2.4.10.1.4.2.3 711 deaf relay service call;
  - 2.4.10.1.4.3 The Contractor must describe, in its response, how outgoing call control for TDD/TTY users is maintained with the proposed IPS.
  - 2.4.10.1.4.4 The Contractor must provide adequate TDD/TTY or suitable devices to each of the Department facility, maintain such devices as well as provide additional devices, at no cost, when requested by a specific Department facility.
  - 2.4.10.1.4.5 The Contractor must provide TDD/TTY or suitable devices which contain a digital display (e.g., LCD, LED, etc.) and a printing device.
  - 2.4.10.1.4.6 The Contractor must provide TDD/TTY or suitable devices that allow the inmate conversation to be printed in real-time allowing the Department to have a hard copy of the inmate conversation with the exception of privileged calls to attorneys, etc.
  - 2.4.10.1.4.7 The Contractor must describe, in its response, how inmate call will be invoiced (and to whom) when the inmate uses the TDD/TTY device to place a call.
- 2.4.11 Data Back-Up
- 2.4.11.1 The Contractor must perform all system and database back-ups and archiving. All archival hardware, supplies, network and recovery procedures which ensure that no data shall be lost must be provided by the Contractor at no cost to the Department.
  - 2.4.11.2 The Contractor must be capable of recovering all system data for all locations, to the point of full system operation, using a system backup.
  - 2.4.11.3 The Contractor must describe, in its response, the back-up schedule for:
    - 2.4.11.3.1 The local system programming databases for each of the Department facility;

- 2.4.11.3.2 The central Contractor maintained programming database for all Department facilities;
- 2.4.11.3.3 All inmate call records for each of the Department facility;
- 2.4.11.3.4 All inmate call records for all Department facilities maintained at the Contractors site;
- 2.4.11.3.5 All inmate call recordings for each of the Department facility;
- 2.4.11.3.6 All inmate call recordings for all Department facilities maintained at the Contractors site.
- 2.4.11.4 The Contractor must state, in its response, if these system back-ups are performed in real-time (e.g., as the transaction/call completes) or as a pre-scheduled time during the day.
- 2.4.11.5 The Contractor must describe, in its response, how the local IPS databases at all Department facilities will be kept current with the IPS backups at the Contractor site in case of required re-programming or system recovery at the Department facility.
- 2.4.11.6 The Contractor must agree, in its response, that the Department retains ownership of all archived information, call detail, inmate records, etc. The Contractor must agree, in its response, that the Department has the right to obtain all archived information, call detail, inmate records, etc. associated with the IPS regardless of the location of such information within the Contractors organization or site.
- 2.4.11.7 The Contractor must describe, in its response, how it will provide system security for all data stored locally and at its central storage location. Such security description must include system security as well as how access to such sensitive information will be performed within the Contractors organization.
- 2.4.12 IPS Management/Administration Requirements
  - 2.4.12.1 The Contractor must propose an IPS that can be administered on-site by the Contractors personnel and the Department personnel.
  - 2.4.12.2 The Contractor must propose an IPS that allows for changes to be administered in "real time while the system is in use. The proposed system must not require the system to be taken off line to make additions, changes or retrieve reports.
  - 2.4.12.3 The Contractor must propose an IPS that provides a Graphical User Interface (e.g., Microsoft Windows) for both system administration and system reporting

functions. The Contractor must provide samples of its User Interface screens with it response.

- 2.4.12.4 The Contractor must describe, in its response, what system administration functions are available with the proposed IPS (i.e., new account entry, account/record modification, account deletion, etc.).
- 2.4.13 PIN Transfer Between Department Sites
  - 2.4.13.1 The Department makes transfers of inmates between facilities on a daily basis (Monday through Friday). In addition, unscheduled inmate transfers can occur at any time or on any day. Although the Department understands that there will sometimes be unusual circumstances to prevent such, it is important that the PIN assigned to the transferred inmate be active at the new facility within 12 hours after the physical transfer via an automated process. This process shall be compatible with an Inmate Management System. The Department will provide the Contractor with a list of inmates to be transferred on a daily basis to assist in facilitate this PIN transfer.
  - 2.4.13.2 The Contractor must describe, in its response, how it will perform unscheduled PIN transfers to ensure that the transferred inmate has access to their attorney through the IPS.
- 2.4.14 Semi-Annual Review
  - 2.4.14.1 The Contractor must conduct a semi-annual review of the inmate PIN database to ensure that all Department staff, volunteers, consultants, etc. telephone numbers are not part of the system allowable number lists. The Department will provide a list of appropriate telephone numbers.
- 2.4.15 System Reporting Function
  - 2.4.15.1 The proposed IPS must provide a system reporting package accessible by the Department personnel. This reporting package must allow for the querying of inmate call records and include a graphical user interface (GUI) for ease of use.
  - 2.4.15.2 The proposed IPS must allow for the generation of reports by the Department facility, a combination of the Department facilities or all Department facilities.
  - 2.4.15.3 The proposed IPS must allow for the generation of reports by the Department personnel based on their user access level.
  - 2.4.15.4 The proposed IPS must provide for standard or custom reports that provide for the following, at a minimum:
    - 2.4.15.4.1 Monthly revenue by prison location and phone
    - 2.4.15.4.2 Chronological List of Calls
    - 2.4.15.4.3 Daily Call Volume Summary
    - 2.4.15.4.4 Daily Call Volume Detail
    - 2.4.15.4.5 Weekly Call Volume Summary

- 2.4.15.4.6 Weekly Call Volume Detail
  - 2.4.15.4.7 Inmate Account Summary
  - 2.4.15.4.8 Inmate Account Detail
  - 2.4.15.4.9 Frequently Dialed Numbers
  - 2.4.15.4.10 Specific Telephone Number Dialed Usage
  - 2.4.15.4.11 Suspended Inmate Account
  - 2.4.15.4.12 Alert Notification
  - 2.4.15.4.13 Telephone Numbers Called by More Than One Inmate
  - 2.4.15.4.14 Telephone Numbers Assigned to More Than One Inmate Account
  - 2.4.15.4.15 Quantity of Calls per Inmate Account
  - 2.4.15.4.16 Quantity of Minutes per Inmate Account
  - 2.4.15.4.17 Blocked Telephone Number List
  - 2.4.15.4.18 Local Exchange Volume (by Exchange)
  - 2.4.15.4.19 Area Code Volume (by Area Code)
  - 2.4.15.4.20 Ability to create customizable reports
- 2.4.15.5 The proposed IPS must allow for selected reports to be generated automatically based on The Department criteria (e.g., time of day, volume of calls, particular inmate, etc.).
- 2.4.15.6 The proposed IPS must allow for automatic generation of reports by individual the Department facility or on a system wide basis.
- 2.4.15.7 The proposed IPS reporting function must allow for the exporting reporting data to Microsoft SQL Server® at a minimum.
- 2.4.15.8 It is desirable that the IPS provide the Department personnel that ability to simply click on the called number and be provided with the name and address of the called party. The Contractor must describe, in its response, how this function is provided and how it operates with the proposed system.
- 2.4.16 Training Requirements
- 2.4.16.1 It is instrumental to the success of the installation of the IPS that the Department personnel be trained in various aspects of the system operation. Therefore, the Contractor must provide a complete training schedule based on the following requirements.
  - 2.4.16.2 The Contractor must provide all end-user training to the Department at no cost.
  - 2.4.16.3 The Contractor must provide all end-user training on site at the various Department facilities.
  - 2.4.16.4 The Contractor must provide training for various levels of Department personnel including full-time system administrators, part-time system administrators, special investigators and data entry specialists, etc.

- 2.4.16.5 The Contractor must provide full training for all assigned system users on how to create, delete and modify inmate programming and profiles.
- 2.4.16.6 The Contractor must provide full training for all assigned system users on how to generate appropriate system reports.
- 2.4.16.7 The Contractor must provide full training for all assigned system users on how to maintain inmate alert levels and respond accordingly when these levels are exceeded.
- 2.4.16.8 The Contractor must provide full training on all components of the Inmate Calling System.
- 2.4.16.9 The Contractor must provide full training on the provided call recording function including the live monitoring of inmate calls, playback of archived calls and the transfer of calls to other media for playback at off-site locations.
- 2.4.16.10 The Contractor must provide full training for all assigned Department system users on how to change inmate restriction levels (by telephone, suspend PIN, etc.).
- 2.4.16.11 The Contractor must provide full training for all assigned system users on how to initiate system restrictions including the shutting down of individual inmate telephones, groups of inmate telephones or the entire facilities systems.
- 2.4.16.12 The Contractor must provide ongoing system training for existing Department personnel when required by the Department at no cost.
- 2.4.16.13 The Contractor must provide additional training for new Department personnel when required by the Department at no cost.
- 2.4.16.14 The Contractor must describe, in its response, any advanced system training that may be available to the Department personnel whether provided on-site at the Department facility or off-site at the Contractors training facilities.
- 2.4.16.15 The Contractor must in its proposal include the name, title and qualifications of the Contractor staff member who will have the overall responsibility for training.
- 2.4.16.16 The proposed IPS must provide for integrated help function for system operation, administration, reporting and management functions.
- 2.4.16.17 The Contractor must provide a live Help Desk support function to the Department at no cost to the Department during the term of this contract. This Help Desk function must be capable of providing support via telephone to the Department IPS personnel for the functions of the IPS. This Help Desk function must be available Monday through Friday, 8:00 am to 6:00 pm Arizona Time.

- 2.4.16.18 The live Help Desk support function provided by the Contractor must be located within the continental United States
- 2.4.17 Service & Maintenance
- 2.4.17.1 Vendor must provide live Customer Service Representative (CSR) & Intergrated Voice Response (IVR) support to the Agency 24 hours a day, year round, for issues.
- 2.4.17.2 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.
- 2.4.17.3 All friends and family service, field support and technical support maintenance operations shall be located within the United States. Off-shore support will not be acceptable. Please provide a complete description of how you will meet this requirement and if the services are provided via a subcontractor or are provided by full-time employees of your company.
- 2.4.17.4 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.
- 2.4.17.5 Constituents must have the ability to manage phone services, video visitation services, and email services from one centralized web based portal.
- 2.4.17.6 Proposer's website must dynamically display available products to constituents based on previous calling history.
- 2.4.17.7 Proposer's website and constituent portal must be accessible enhanced to support mobile devices such as cell phones and tablets.
- 2.4.17.8 Proposer's website must allow constituents to configure text and email low balance notifications.
- 2.4.17.9 Proposer's website must allow constituents to configure text and email low balance notifications.
- 2.4.17.10 Proposer's website must allow constituents to subscribe to text payment services, specifically the ability to fund accounts and pay invoices via text messages.

- 2.4.17.11 Proposer's website must allow constituents to subscribe to automatic payment services, specifically the ability to automatically fund accounts or pay invoices.
  - 2.4.17.12 Proposer must support customizable service and courtesy notification campaigns to constituents via various methods (phone dialer, text message, email) to alert F&F of bills due, bills past due, low account balances, account blocks, etc).
  - 2.4.17.13 Proposer must allow constituents without access to web based services to easily call, such as a "zero-out" method, into service centers and talk to a live CSR. Describe your procedure.
  - 2.4.17.14 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, unless authorized by the Department.
  - 2.4.17.15 Describe the maintenance and quality programs for telephones to be installed.
  - 2.4.17.16 Detail the methods of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.
  - 2.4.17.17 Provide a contact person who will be responsible for ongoing account management and support.
  - 2.4.17.18 System shall have the capability for remote diagnostic to minimize facility visits by vendor. Describe you system diagnostic process and tools
- 2.4.18 Equipment/System Maintenance
- 2.4.18.1 The Contractor must provide an IPS at all required Department facilities that is fully functional in regards to all labor, materials, programming, system hardware and software.
  - 2.4.18.2 The Contractor must warrant that the IPS installed for the Department facilities shall be free of defects, irregularities, unprofessional installation, code violations and shall operate as designed and proposed. Should the system not operate as designed and proposed or violate any local, state or federal code, the Contractor must immediately correct the defect or irregularity or bring the system within code and performance specifications at no cost to the Department.
  - 2.4.18.3 The Contractor must provide all post installation system programming and maintenance services at no cost to the Department.
  - 2.4.18.4 The Contractor must agree in its response that maintenance service is available on its IPS seven days per week, twenty-four (24) hours a day.

- 2.4.18.5 The Contractor must propose an IPS that provides for remote diagnostic and maintenance.
- 2.4.18.6 The Contractor is responsible for replacement of the IPS in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the Department and will occur immediately upon notification to the Contractor of the system problem by the Department facility.
- 2.4.18.7 The Contractor is responsible for replacing of inmate telephones in their entirety regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. The Contractor must replace inmate telephones requiring repair and not repair components of the inmate telephone on site at the Department.
- 2.4.19 Response to Maintenance Calls
- 2.4.19.1 Should any critical component of the IPS provided by the Contractor fail, the Contractor must respond to IPS maintenance/repair calls from the Department in the manner outlined in this section.
- 2.4.19.1.1 Definition of a Major Emergency
- 2.4.19.1.1.1 For the purpose of this RFP, a Major Emergency shall be defined as an occurrence of any one of the following conditions. The Contractor is required to further discuss with the Department prior to system installation to determine additional specific criteria for a Major Emergency.
- 2.4.19.1.1.2 A failure of the IPS processor, its common equipment or power supplies which render the system incapable of performing its normal functions;
- 2.4.19.1.1.3 A failure of the recording function or any of its components that affects the full recording operation;
- 2.4.19.1.1.4 A failure of 50% or more of the inmate telephones at any one area within a Department facility;
- 2.4.19.1.1.5 A failure of any of the IPS functions that result in the ability of inmates to place calls without the use of assigned PINs;

2.4.19.1.1.6 A failure of any of the IPS functions that results in the ability of inmates to make direct dialed calls when the system is operating in collect call mode;

2.4.19.1.1.7 If system allows an inmate to reach a live operator.

2.4.19.1.1.8 A failure of the system kill switches or similar IPS disabling function proposed by the Contractor.

#### 2.4.19.1.2 Response Times for a Major Emergency

2.4.19.1.2.1 For a Major Emergency the Contractor must respond to the service problem within 30 minutes of initial trouble report by the Department facility through the use of remote testing or access. Should the IPS not be accessible for remote access, the Contractor must have a qualified technician, suitably equipped for the installed IPS on site at the Department location within two (2) hours from the time of initial trouble report.

2.4.19.1.2.2 Should the problem not be resolved via remote access, the Contractor must have a qualified technician, suitably equipped for the installed system, on site at the Department institution within two (2) hours from the time of initial trouble report.

2.4.19.1.2.3 Response to "Major Emergency conditions must be performed on a 24 Hours-a-Day/Seven Days-a-Week/365 Days-a-Year basis throughout the term of this contract.

#### 2.4.19.1.3 Definition of Routine Service

2.4.19.1.3.1 Routine Service shall be defined as an IPS failure or problem other than a Major Emergency item as listed above or defined by the Department.

#### 2.4.19.1.4 Response Times for Routine Service

2.4.19.1.4.1 For a Routine Service the Contractor must respond to the service problem within four (4) hours of the initial trouble report by the Department facility through the use of remote testing or access. Should the IPS not be accessible for remote access, the Contractor must have a qualified technician, suitably equipped for the installed system, on site at the Department facility within twelve (12) business hours from the time of initial trouble report. Business hours are defined as 8:00 a.m. to 6:00 p.m., Monday through Friday, Arizona Time.

2.4.19.1.4.2 Should the problem not be resolved via remote access, the Contractor must have a qualified technician, suitably equipped for the installed system, on site at the Department institution within six (6) hours from the time of initial trouble report.

2.4.19.1.5 Answering of Maintenance Calls

2.4.19.1.5.1 The Contractor must ensure and state, in its response, that all maintenance calls from the Department shall be answered by a live operator/service representative at all times.

2.4.19.1.5.2 It is desirable that all maintenance calls from the Department be answered by a live operator/service representative at all times.

2.4.20 Critical Component Availability

2.4.20.1 The Contractor must guarantee to the Department that all parts and materials necessary to repair the proposed IPS are readily available to on-site service personnel 24 hours per day, seven days per week, 365 days per year. The Department will not accept the delay of any IPS repair based on the fact that service personnel cannot access a system parts warehouse, office or similar Contractor facility because the facility not being opened "after hours, or on weekends or holidays.

2.4.20.2 It is desirable that the Contractor provide spare inmate telephone equipment at each Department facility to allow for timely replacement of telephones that are not operating for any reason. The Contractor must provide onsite a minimum number of spare sets equal to five percent (5%) of the total number of inmate telephones installed at each of the Department facility

2.4.21 Escalation Procedures During Service Maintenance

2.4.21.1 The Contractor must provide, in its response, escalation procedures to address inadequate maintenance service of the IPS. These escalation procedures must include multiple levels of management personnel. Access to additional management personnel must be made available to the Department upon request.

2.4.21.2 The Contractor must provide, in its response, a complete list of its maintenance service escalation procedures including:

2.4.21.2.1 A list of personnel at each level of escalation;

2.4.21.2.2 Contact telephone, fax, pager, cellular numbers;

2.4.21.2.3 Methods by which escalation is initiated; and

2.4.21.2.4 Criteria for escalation at each level.

- 2.4.21.3 The Contractor must agree, in its response, that the Department has the right to initiate these escalation procedures at its discretion based on diminished service or non-performance of the Contractor.
- 2.4.22 Maintenance Records
- 2.4.22.1 The Contractor must provide to the Department, upon request during the term of this contract, maintenance records that include a listing of all repair notices including the date and times of the service trouble report, the nature of the problem reported, and date/time of problem resolution.
- 2.4.22.2 The Contractor must provide historical maintenance records for 24 months from the current date.
- 2.4.22.3 It is desirable that the Contractor provide historical maintenance records from the initial contract date of this contract with the Department.
- 2.4.23 Contractor Performance
- 2.4.23.1 As the single State Agency responsible for promoting public safety by incarcerating offenders while providing opportunities for participation in effective programming, the Department requires that the IPS and the Contractor perform at the highest levels of operation and service.
- 2.4.23.1.1 The Contractor must describe, in its response, how it will maintain maximum network up time for the IPS installed at each of the Department location. The Contractor must provide current network up time figures for similar IPS installations.
- 2.4.3.1.2 The Contractor must describe, in its response, how it will maintain maximum network up time for the network services installed for the IPS at each of the Department location. The Contractor must provide current network up time figures for similar IPS installations.
- 2.4.24 Catastrophic Network Failure Conditions
- 2.4.24.1 The Contractor must describe, in its response, the business continuity plans it has in place within its own organization and its network of services to ensure that the network services installed to serve the IPS installed at the Department.
- 2.4.25 Post Installation and Expansion Requirements
- 2.4.25.1 The Department may require the addition of equipment at its facilities after the original installation of the proposed IPS. The Contractor must install additional equipment within 30 days upon notification from the Department authorized personnel. The installation of this equipment shall be at no cost to the Department.
- 2.4.25.2 When a new Department facility is opened by the Department, the Contractor must determine (in conjunction with the Department) a schedule for installation of an

IPS at that facility to ensure inmate calling service at the new site as soon as practical. The IPS must be installed at the new facility at no cost to the Department.

- 2.4.25.3 The Contractor must be responsible for making all system modifications necessary to allow inmates to place calls as industry dialing requirements change including the introduction of new area codes and new exchanges. These system modifications shall be provided at no additional cost to the Department. The update of the IPS with new area codes and exchanges will be performed within 30 days of the area code and/or exchanges introduction to the general public.
  - 2.4.25.4 The Contractor must be responsible for complying with and updating the Secure Inmate Calling System for any regulatory changes and requirements during the term of the contract. These regulatory changes include federal, state, county and municipal modifications. These changes shall be made at no additional cost to the Department.
  - 2.4.25.5 All call processing and call rating information must be kept current by the Contractor to ensure inmates can place calls to all approved numbers. This information includes but is not limited to local exchanges, area codes, country codes, vertical & horizontal coordinates, and any other information necessary to accurately process and rate calls. The Contractor must provide the Department with rating information within 24 hours when requested by the Department.
  - 2.4.25.6 The Contractor must describe, in its response, the transition plan for all call records and call recordings to be transferred to the Department at the end of the contract term.
  - 2.4.25.7 The Contractor must provide, in its response, a full explanation of how it will handle a phase-out situation at the end of the contract term should the Contractor not be selected for the next contract to provide an IPS to the Department.
  - 2.4.25.8 This plan must indicate any commission adjustment that will take effect should the new contractor not be able to phase-in its service for ninety (90) days.
  - 2.4.25.9 The Contractor must identify any equipment which will be owned by the Department and any equipment not owned by the Department at the end of this contract.
- 2.4.26 System Administrators
- 2.4.26.1 The Contractor is required to provide full time (40 hours per week minimum) System Administrators dedicated to the Department for the term of this contract. The number, location, and method of operation must be described by the Contractor.

- 2.4.26.2 The Administrators must be fully trained on the proposed IPS with regards to system programming, entering of inmate information, manipulation of call recordings and the treatment of call records for required reports.
- 2.4.26.3 The Contractor must state if the site administrators proposed for the Department will be employees or independent contractors of the Contractor.
- 2.4.26.4 The Contractor must describe, in its response, how it will keep the turnover of Administrators at a minimum during the term of this contract (e.g., competitive salary, paid holidays, reasonable health benefits, vacation packages, etc.).
- 2.4.26.5 It is desirable that the Contractor provide Administrators with a minimum hourly wage of \$15.00 and competitive health benefits. The Contractor must describe in its response how it meets this desirable specification.
- 2.4.26.6 It is important to the success of this contract that the Administrator positions are filled at all times by the Contractor. The Contractor must fill any Administrator position vacancy within 45 days. Failure to achieve such may result in a \$200 per day penalty commencing on day 46 until the position is filled and the new Administrator attends the Departments new employee orientation.
- 2.4.26.7 The Contractor must provide site administrators that will perform the following functions, at a minimum, for the Department with regard to the IPS installed at each facility:
- 2.4.26.7.1 Test the IPS to ensure functionality each day;
  - 2.4.26.7.2 PIN data base initial entry (at committing sites);
  - 2.4.26.7.3 PIN changes, moves, transfers, discipline sanctions, etc.;
  - 2.4.26.7.4 Production of standard administrative and investigative reports;
  - 2.4.26.7.5 Production of customized reports as required;
  - 2.4.26.7.6 Conducting of quarterly inmate PIN list updates;
  - 2.4.26.7.7 Conducting of semi-annual scans of inmate PIN lists for the Department personnel telephone numbers, etc.;
  - 2.4.26.7.8 Initiate or facilitate maintenance and repair of the proposed IPS, as required;
  - 2.4.26.7.9 Primary Contractor point of contact for Department facilities;
  - 2.4.26.7.10 Resolve all complaints and inquiries regarding the IPS in a timely manner;
  - 2.4.26.7.11 Transfer call recordings to portable media as directed by the Department;
  - 2.4.26.7.12 Transfer of inmate PINs between Department facilities when required;
  - 2.4.26.7.13 Other related duties as determined by the Department.

## 2.5 PROPOSAL REQUIREMENTS

### 2.5.1 Inmate Phone Management Criteria

2.5.1.1 Inmates are afforded restricted access to telephones consistent with their security classification and within the physical limits of the institution. During family emergencies and certain holiday periods, inmates may be permitted to have brief telephone conversations with incarcerated family members. The Department establishes procedures for requesting, approving and scheduling phone calls, and describes monitoring and recording requirements. Refer to Attachment #3, Management Criteria for the inmate security levels and their authorized phone limit, and the criteria used to increase their respective phone privileges. Inmates with a disability may request a reasonable accommodation such as a sign language interpreter, by notifying staff of their need. Requests are made as early as possible to allow time to arrange the accommodation.

## 2.6 CONTRACTOR QUALIFICATION REQUIREMENTS

### 2.6.1 Contractor Firm Information

#### 2.6.1.1 Contractor Name and Address

2.6.1.1.1 State the proposing organization's full company or corporate name and give the official representative, address, telephone number, email address (if any) and FAX number of the Contractor's office location responsible for performance under a contract with the state of Arizona in the event the Contractor becomes the Apparent Successful Contractor.

#### 2.6.1.2 Organization

2.6.1.2.1 Specify how the proposing entity is organized (proprietorship, partnership, and corporation).

#### 2.6.1.3 Year of Organization

2.6.1.3.1 Specify the year in which the Contractor was first organized to do business as substantially the entity which now exists, whether or not the form of organization has changed in the interim (such as by subsequent incorporation, merger, or other organizational change) and regardless of name changes. The intent of this requirement is to ascertain the longevity of continuous operation of the Contractor, and the response should be formulated to provide that information as appropriate to the Contractor's business circumstances.

#### 2.6.1.4 Principal Officers

2.6.1.4.1 Give the name, office, address, and business telephone number of the principal officers of the Contractor's organization. At a minimum, include officers who hold the following functional positions, if applicable:

- 2.6.1.4.1.1 Board Chairman, if a corporation
- 2.6.1.4.1.2 President or other Chief Executive Officer
- 2.6.1.4.1.3 Corporate Director, if a corporation
- 2.6.1.4.1.4 Chief Financial Officer

- 2.6.1.5 Owners
  - 2.6.1.5.1 Identify by name, business address and telephone number of all owners, partners or stockholders who own ten percent (10%) or more of the proposing organization. If any corporation owns ten percent (10%) or more of the proposing organization, identify the corporation and its chief executive officer and chief financial officer.
- 2.6.1.6 Change in Ownership
  - 2.6.1.6.1 If any change in ownership or control of the proposing organization is anticipated during the twelve (12) months following the proposal due date, describe the circumstances of such change and indicate when the change will likely occur.
- 2.6.2 Responsible Parties
  - 2.6.2.1 Contract Responsibility
    - 2.6.2.1.1 Identify by name, title or position and telephone number the individual who would have primary responsibility for initiating service resulting from this RFP; i.e., a manager or representative for this contract.
- 2.6.3 Arizona Business License/Federal Employer Identification Number
  - 2.6.3.1 Either (a) state that the Contractor now holds a valid business license, Universal Business Identifier (UBI) issued by the state of Arizona, and provides the license number; or (b) declare that the Contractor will obtain such license if selected as the Apparent Successful Contractor, immediately upon such selection and before execution of a resulting contract. Also provide the Federal Employer Identification Number (FEIN) or Social Security Number.
- 2.6.4 Qualifications
  - 2.6.4.1 Please respond to paragraphs 2.6.5 through 2.6.11 on each of the experience category.
- 2.6.5 System-wide inmate telephone systems - Provision of inmate telephone systems and services statewide for a state correctional department or a countywide system and services for a county correctional department.
- 2.6.6 Local inmate telephone systems - Provision of inmate telephone systems in a state or county that does not encompass all inmate facilities within the state or county. This would include federal facilities that are individually served.
- 2.6.7 Inmate Telephone Systems and Services
  - 2.6.7.1 Experience in this category includes design and implementation of inmate phone systems, billing/payments, customer relations, management of subcontractors, maintenance/repair/troubleshooting, and monitoring/recording integration.
- 2.6.8 References/Experience

- 2.6.8.1 List at least three and no more than five Contractor references for which the Contractor has provided inmate telephone systems similar to this services. References must contain the firm's name, contact's name, and phone number. State the number of inmates and the gross revenue collected.
- 2.6.8.2 List any accounts which you have lost or canceled in the last year which are similar in type (correction institutional), give the reason for each. List all Correctional accounts you have operated in the past five years, their current status, reasons why, if any, of these contracts have been lost, cancelled or re-bid and provide names of contacts for these accounts so references can be verified. Also, describe how each experience applies to the following:
- 2.6.8.2.1 Design and implementation of system wide or local inmate phone systems
  - 2.6.8.2.2 Billing/payments
  - 2.6.8.2.3 Customer/public relations
  - 2.6.8.2.4 Management of subcontractors
  - 2.6.8.2.5 Maintenance/repair
  - 2.6.8.2.6 Troubleshooting/response
  - 2.6.8.2.7 Monitoring/recording integration
  - 2.6.8.2.8 Other
- 2.6.9 Contractor Resources
- 2.6.9.1 Provide brief one-page resumes of the single point of contact and any other individual presently employed by the Contractor or stated subcontractors who will be responsible to ensure Contractor performance and customer (Department, inmate, and public users) satisfaction with the services provided. Provide documentation showing arrangements made with local exchange carriers to allow inmates to make collect calls. The score will be based on review of resumes provided, contact with references included within the resumes, and the extent of arrangements made with local exchange carriers.
- 2.6.9.2 Include the following information, at a minimum, for each person identified:
- 2.6.9.2.1 Name
  - 2.6.9.2.2 Position, roles, and responsibilities served in past engagements
  - 2.6.9.2.3 Description of key specialties and abilities
  - 2.6.9.2.4 Description of education and training
  - 2.6.9.2.5 References for the past engagements
- 2.6.10 Added Value to the Department
- 2.6.10.1 Describe the resources Contractor proposes to provide as added value in meeting the needs of the Department. Include resources to be provided the Department (including any dedicated staff that would reduce need for the Department to

perform certain tasks), and demonstrated commitment to serving customers including state and local governments.

#### 2.6.11 Contractor Financial Responsibility

- 2.6.11.1 Describe the proposing organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information in such a manner that the proposal evaluators may reasonably formulate a determination about the stability and financial strength of the proposing organization.
- 2.6.11.2 Provide a copy of the Contractor's Dunn and Bradstreet, Equifax, TRW, or other appropriate credit rating. For sole proprietors, provide a copy of the appropriate credit rating for your sole proprietorship. A credit report for the sole proprietorship will be required before contract execution.
- 2.6.11.3 Provide a copy of the organizations, audited, financial records for the past three (3) years.
- 2.6.11.4 Disclose any and all judgments, pending or expected litigation, or other real or potential financial or legal events that might materially affect the viability or stability of the proposing organization or warrant that no such condition is known to exist.

#### 2.7 IMPLEMENTATION PLAN

- 2.7.1 One Contractor will be selected to enter into a written contract as a result of this RFP with the selected Contractor to begin providing services no later than 120 days after execution of a written contract. The proposal must include an implementation plan describing the tasks and activities to be completed and their timeframes/milestones prior to the start of services. The implementation plan is to detail how the Contractor would satisfy the RFP's requirements regarding the installation, operation and maintenance of an inmate phone system with monitoring and recording capabilities, such that each issue addressed would be complete and detailed enough to assure the Department of the Contractor's understanding and capability to perform the cited requirements, and to substantiate that the IPS will be fully operational within the timeframe stated after execution of the written contract.
  - 2.7.1.1 Please specify Contractors timeframe for the implementation plan if less than 120 days.
- 2.7.2 Describe in detail the Implementation and Cutover Plan. The overarching considerations are to maintain connectivity, avoid disruption of telephone services to inmates and the Department's need to monitor and/or rerecord inmate calls and to minimize the concurrent use of the incumbent provider's and successor's services.
  - 2.7.2.1 The tasks and activities to be completed and their timeframes/milestones prior to the start of services (e.g. set-up of facilities, hook-up of phone lines, hiring/training of personnel).

- 2.7.2.2 The schedule or sequencing of the service installations at Department sites.
- 2.7.2.3 The potential risks that might affect the changeover to a new phone provider, their possible impacts and any strategies or solutions that the Contractor proposes to mitigate or prevent these impacts.
- 2.7.2.4 The Contractors plan to avoid any service disruptions.
- 2.7.3 System Implementation and Transition
  - 2.7.3.1 The Department is presently utilizing an IPS. It is therefore of the utmost importance that the Contractor address the issue of transition from the existing system to the new IPS at all Department locations. The Department realizes that some down time will occur during this transition but the Contractor must propose an implementation plan that reduces this down time and allows for a smooth progression to the new system. The amount of estimated down time must be stated. The Contractor's IPS System should have the ability to provide and support new technology, including but not limited to, Kiosks, video visitation, tablet email. The Contractor must also provide/supply any infrastructure needed support such technology.
  - 2.7.3.2 The Contractor is required to provide the Department a full implementation plan for the IPS. The Contractors implementation plan must include a detailed explanation of the following items:
    - 2.7.3.2.1 Pre-installation procedures for each of the Department facility;
    - 2.7.3.2.2 Pre-installation procedures for the complete system;
    - 2.7.3.2.3 Network circuits/service coordination requirements;
    - 2.7.3.2.4 Software programming and preparation;
    - 2.7.3.2.5 Equipment delivery schedules;
    - 2.7.3.2.6 Equipment security procedures;
    - 2.7.3.2.7 Equipment/system installation procedures;
    - 2.7.3.2.8 Inmate telephone installation procedures;
    - 2.7.3.2.9 System testing at each of the Department facility;
    - 2.7.3.2.10 System testing of overall system connectivity;
    - 2.7.3.2.11 Training of the Department personnel;
    - 2.7.3.2.12 Actual system cutover to service;
    - 2.7.3.2.13 List of the Department responsibilities.
  - 2.7.3.3 The Contractor must work with the Department to determine the exact times when Inmate Telephone Equipment can be replaced to reduce down time.
  - 2.7.3.4 It is strongly suggested the Contractor conduct a site visit to each of the Department facility prior to submitting their bid in order to become familiar with

the physical location of the existing IPS and the inmate telephones as well as to be completely familiar with the installation requirements of each particular facility.

- 2.7.3.5 The Contractor must coordinate any removal of the existing inmate telephones in all of the Department facilities. The Contractor is required to meet with the Department so that the existing telephones may be used during the transition to the new inmate telephones provided under this contract.
- 2.7.3.6 The Contractor is allowed to re-use existing station cabling installed at each of the Department facility for the inmate telephones once it has tone and tested each cable run to ensure that the station cable is capable of supporting the new inmate telephones. In cases where the existing cable is re-used, the Contractor will re-terminate and label the station cabling at the cross connect (main/intermediate distribution frames) to ensure that all cabling is identified correctly and terminated in such a way to simplify future maintenance. In cases where existing station cabling cannot be used, the Contractor will install new station cabling (Category 5e minimum) at no cost to the Department. Any new cabling must include required wall plate, cross connection, patch cords, etc. as required by the Contractor and the Department to ensure proper operation of the inmate telephones.
- 2.7.3.7 Although the Department does not anticipate that such work will be required, the Contractor must agree in its response to obtain Department permission in writing before proceeding with any work that requires cutting into or through girders, beams, concrete or tile floors, partitions or ceilings, or any work that may impair fireproofing or moisture proofing, or potentially cause any structural damage.
- 2.7.3.8 The Contractor will be responsible for all programming of the IPS including the generation and creation of the system database(s) required to provide a fully operational IPS.
- 2.7.3.9 The Contractor must transfer the current IPS database information including inmate profiles (PINs) and call records to the new system. The Contractor must state, in its response, how this will be accomplished and what is required of the Department to facilitate this transfer of information.
- 2.7.3.10 The Contractor must clean up and remove any and all debris and packaging material resulting from its work at the Department facility on a daily basis.
- 2.7.3.11 Upon completion of installation, the Contractor must leave the Department facility clean, orderly and ready for immediate use.
- 2.7.3.12 The Contractor must be completely responsible for replacing, restoring or bringing to former condition any damage caused by the Contractors installation personnel to floors, ceilings, walls, furniture, grounds, pavement, etc. Any damage or disfigurements shall be restored to its former condition by the Contractor at no cost to the Department.

- 2.7.3.13 The Contractor must ensure that all of its work and materials comply with all local, state and federal laws, ordinances and regulations as well as the direction of any inspectors appointed by proper authorities having jurisdiction over this type of network and equipment installation. The Contractor is responsible for obtaining all necessary permits. Should violation of codes occur relating to this network installation project because necessary permits were not identified and obtained by the Contractor, the Contractor will cease all work at that specific location and correct the situation, immediately, at no cost to the Department prior to continuation of system installation
- 2.7.3.14 The Contractor must include in its Implementation plan their proposed recommendations for adding additional equipment to improve service and coverage. Currently the Department has approximately 30 inmates to each phone. Contractor must maintain a 30 to 1 ratio as required by the Department. Any deviations from this ratio shall be approved by the Department.
- 2.7.4 System Testing
- 2.7.4.1 The Contractor must describe, in its response, how it performs standard system testing to ensure that the proposed IPS and its network services are fully implemented and ready to accept inmate traffic and Department use. This description must include the Contractor and industry standard methodologies, procedures and protocols consistent with the IPS proposed for the Department. The Contractor must describe what is required of the Department personnel during this system testing. All hardware, software, software licensing, etc. required to perform this testing must be provided to the Department at no cost.
- 2.7.4.2 The Contractor is required to provide system testing which simulates normal operating conditions of the installed IPS to ensure proper performance after hardware and software configuration is complete. This simulation must include full traffic load representing high traffic situations for inmate calling traffic.
- 2.7.4.3 The Contractor must agree, in its response, to the Departments 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.
- 2.7.5 System Acceptance
- 2.7.5.1 The Department defines system acceptance as the "problem free operation of the IPS and its network of services for a period of 30 consecutive days commencing with the actual completion of IPS installation and testing.
- 2.7.5.1.1 Should the proposed IPS operate problem free during the initial 30 day acceptance period, the Contractor may consider the IPS installation as complete at that Department facility and commence with post installation maintenance and support.

- 2.7.5.1.2 Should the IPS fail to operate problem free during the 30 day acceptance period, the Contractor must correct the problem at no cost to the Department and the 30 day acceptance period will begin again. The Contractor is required to provide all materials and labor to ensure that the installed IPS is performing according to manufacturer specifications and the requirements of this RFP.
- 2.7.5.2 The Contractor must agree, in its response, to discuss the definition of problem free operation with the Department prior to system contract. However, for the purposes of this RFP, problem free operation during the initial 30 day period is defined as the following:
  - 2.7.5.2.1 Failure of no more than two percent (2%) of the telephone instruments;
  - 2.7.5.2.2 Failure of no more than ten percent (10%) of network services;
  - 2.7.5.2.3 Failure of no more than one (1) digital trunk (T1, ISDN PRI);
  - 2.7.5.2.4 Operation of the system security features including PINs, etc.;
  - 2.7.5.2.5 Operation of the system software without major conflicts or feature failure;
  - 2.7.5.2.6 Non- failure of any Central Processing Unit (CPU).
- 2.7.6 System Documentation
  - 2.7.6.1 At the completion of the installation, the Contractor must provide a complete set of system reference manuals which must include information specific to the installation at each of the Department facility.
  - 2.7.6.2 The Contractor must supply all necessary documentation to the Department personnel with regard to maintenance contact numbers, maintenance reporting procedures, maintenance escalation procedures, etc.
  - 2.7.6.3 The Contractor must provide programming manuals that are specific to each of the Department facility.
  - 2.7.6.4 The Contractor must provide the Department facility specific checklists allowing trained the Department personnel to become acquainted with the specific programming of the IPS installed at that particular Department facility.
  - 2.7.6.5 The Contractor must provide written procedures at each of the Department facility that instruct the Department personnel on how to report system troubles, escalate system troubles within the Contractors organization, contract Contractor personnel during weekend shifts, etc. The Contractor must update such written procedures on a quarterly basis during the term of this contract.

### 3 COST AND COMMISSION REQUIREMENTS

#### 3.1 Inmate Call Cost Proposal Requirements

3.1.1 The Contractor's response to this RFP must comply with the rate or rates for local, IntraLata, InterLata, InterState, and International inmate calls, as identified in Attachment #6. Arizona Department of Corrections reserves the right to increase and/or decrease rates within the duration of this contract.

#### 3.2 Commission

3.2.1 The successful Contractor will demonstrate in their proposal their method to maximize the commission to the Department. As a guideline, the Department currently receives a commission of approximately \$4 million dollars annually, based on a commission rate of 53.7% of the Gross Revenue generated from the existing contract. The current phone rates to inmates and families are shown in Attachment #6, Current Call Rates.

3.2.2 The Contractor's proposal shall provide the proposed percentage commission of Gross Revenue the Department will receive based on the current call usage identified in Attachment #2, Proposed Commission Rate.

3.2.3 Commissions will be paid to Department as follows:

3.2.3.1 Contractor will make an upfront payment to the Department within 10 days from contract award date and a true-up payment based on their proposed % commission rate of gross revenue at contract year end. The upfront payment will be calculated as 50% of the commission rate times the previous year total costs. This will continue with the 5 year contract term and with 5 year renewal options. Calculation example follows.

3.2.3.2 Example: Annual gross revenue is \$8,170,448.84 million. Proposed commission is 45%. Annual commission amount due to the Department is (\$8,170,448.84 million times 45% = \$3,676,701.90 million). The upfront payment due to the Department is {50% times (45% times \$8,170,448.84 million) = \$1,838,350.90}. A true up payment shall be made at the end of each contract year for the balance for the commission.

3.3 Attachment #6, Current Call Rates, indicates the current average phone rates under the existing contract for comparison purposes.



**Offer and Acceptance**

**Arizona Department of Corrections**

**Procurement Services**

1601 W. Jefferson MC 55302

Phoenix, Arizona 85007

SOLICITATION NO.: ADOC14-00003887/14-066-24

OFFFEROR:

**OFFER**

**TO THE STATE OF ARIZONA:**

The Undersigned hereby offers and agrees to furnish the material, service or construction in compliance with all terms, conditions, specifications and amendments in the Solicitation and any written exceptions in the offer. Signature also certifies Small Business status.

Company Name

Signature of Person Authorized to Sign Offer

Address

Printed Name

City State Zip

Title

Phone:

Fax:

Contact Email Address

By signature in the Offer section above, the Offeror certifies:

1. The submission of the Offer did not involve collusion or other anticompetitive practices.
2. The Offeror shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246, State Executive Order 2009-9 or A.R.S. §§ 41-1461 through 1465.
3. The Offeror has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted offer. Failure to provide a valid signature affirming the stipulations required by this clause shall result in rejection of the offer. Signing the offer with a false statement shall void the offer, any resulting contract and may be subject to legal remedies provided by law.
4. The Offeror certifies that the above referenced organization    IS/    IS NOT a small business with less than 100 employees or has gross revenues of \$4 million or less.

**ACCEPTANCE OF OFFER**

The Offer is hereby accepted.

The Contractor is now bound to sell the materials or services listed by the attached contract and based upon the solicitation, ncluding all terms, conditions, specifications, amendments, etc., and the Contractor's Offer as accepted by the State.

This Contract shall henceforth be referred to as Contract No. \_\_\_\_\_.

The effective date of the Contract is \_\_\_\_\_.

The Contractor is cautioned not to commence any billable work or to provide any material or service under this contract until Contractor receives purchase order, contract release document or written notice to proceed.

State of Arizona  
Awarded this:

day of \_\_\_\_\_ 2014

Leon George, Chief Procurement Officer