

### Intrastate Rate Caps for Local Calls

Pay Tel has active customers in 13 states: California, Florida, Georgia, Kansas, Maryland, Missouri, New Mexico, North Carolina, Ohio, South Carolina, Tennessee, Virginia, and Washington. Of these, the regulatory agencies in six states have established a rate cap for inmate calling services. In the other states, Pay Tel and other ICS vendors operate under a rate cap imposed by the facilities themselves. Often this rate is tied to the Local Exchange Carrier rate or to a rate cap that was historically imposed by the regulatory commission.<sup>1</sup>

<b>State</b>	<b>Rate Cap for Local Calls</b>	<b>Source</b>
Florida	\$2.25 per call	Exhibit A: <i>Collier County, FL RFP Excerpt</i>
Georgia	\$2.70 per call	Exhibit B: <i>Georgia PSC Rule Excerpt, Georgia PSC Orders in Dockets 18870-U and 14530-U</i>
New Mexico	Prepaid Collect & Debit: \$0.15 per minute Collect: \$1.00 + \$0.15 per minute	Exhibit C: <i>New Mexico Public Regulatory Commission Excerpt from Order in Case 10-00198-UT</i>
North Carolina	\$1.71 per call	Exhibit D: North Carolina Rule R13-9(d)
South Carolina	\$2.60 per call	Exhibit E: <i>South Carolina PSC, Docket 90-305-C, Order 91-122 Excerpt</i>
Tennessee	\$1.50 per call	Exhibit F: <i>Tennessee Regulatory Authority Order in Docket 04-00166, TRA Rule 1220-4-2-.45 &amp; Lincoln County, TN RFP Excerpt</i>
Virginia	\$1.50 per call	Exhibit G: <i>Henrico County, VA RFP Excerpt</i>

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<sup>1</sup> For example, in Florida the PSC enforced a rate cap of \$2.25 for local calls for many years. In 2009, the Florida Legislature deregulated inmate phone service along with most other telecommunications services, thus eliminating the cap. Confinement Facilities in Florida have nonetheless required ICS vendors to maintain local call rates at or below the prior rate cap.

## Exhibit A: Florida

**CCSO-13-002**  
**INMATE TELEPHONE SYSTEM**  
**COLLIER COUNTY SHERIFF'S OFFICE**  
**COLLIER COUNTY, FLORIDA 34112**  
**Telephone: (239) 252-9032**  
**Fax: (239) 252-9099**  
**January 25, 2013**

### **I. REQUEST FOR PROPOSAL**

The Collier County Sheriff's Office is accepting proposals through **April 11, 2013** for the provision and maintenance of an Inmate Telephone System for both of the Immokalee and Naples Correctional Facilities.

### **II. TERMS OF CONTRACT**

The contract awarded under this request will begin on January 1, 2014 and end on December 31, 2019 with the option to renew for up to five (5) additional one (1) year terms.

### **III. OBJECTS OF THE REQUEST**

- A. The collection of information from qualified inmate telephone companies for the fair and objective evaluation of prepared proposals for the installation and maintenance of an integrated inmate telephone system for the Immokalee and Naples Correctional Facilities.
- B. To provide a fully responsive contract for the provision and maintenance of an inmate telephone system between the Collier County Sheriff's Office and a qualified inmate telephone system provider.

### **IV. SCHEDULING**

A.	Mailing of Requests for Proposal	-	January 25, 2013
B.	Last Day to Pre-Register for Conference	-	February 28, 2013
C.	Last Day to Submit Written Questions	-	March 8, 2013
D.	Mandatory Proposer's Conference	-	March 21, 2013
E.	Proposals Due in Purchasing Office	-	April 11, 2013
F.	Opening of Proposals	-	April 12, 2013
G.	Proposal Review (beginning)	-	April 15, 2013
H.	Completion of Proposal Review	-	April 26, 2013
I.	Oral Presentations (If Needed)	-	May 14, 2013
J.	Award of Contract	-	June 7, 2013
K.	Start of Contract	-	January 1, 2014

## Exhibit A: Florida

N. The system must notify both the caller and the called party of call termination by voice prompting at **one minute** and again at **fifteen seconds** prior to the end of the call's pre-programmed time limit.

O. The Successful Proposer will not charge rates to the called party in excess of the State of Florida standard tariff approved rates for collect calls placed from a public telephone booth.

P. The Successful Proposer will be responsible for the selection of Local, Intralata and Interlata carrier(s) for the system.

Q. The Successful Proposer must have or will establish a Customer Service 1-800 number for the handling of questions, requests and complaints from call receivers. Additionally, this number together with an explanation of the services provided will be included in the initial call prompt and again for the benefit of the call receiver following call termination.

R. The Successful Proposer will insure that all new area codes are entered into the system immediately upon the effective date of the new code activation.

S. The system must have the capability to allow calls to be "locked" by users and maintained on the server indefinitely.

T. The system must have the capability to allow for local and long-distance free calls, limited to no less than **five (5) minutes** in duration, from inmate phones located in Booking areas. These calls must also be recorded and maintained on the server for no less than **one hundred eighty (180) days**.

U. The system must have the capability to be programmed to block calls to certain identified phone numbers, from all inmate phones and/or from specific inmates.

V. The system must have the capability to interface with the CCSO's Jail Management System, in order to automatically activate and deactivate inmate pin numbers; as inmates are booked and released from custody.

W. The system must have the capability to interface with the CCSO's Jail Management System, in order to automatically block victim's phone numbers from being called by any inmate in either the Naples or Immokalee Correctional Facilities.

X. The system must have the capability to interface with the CCSO's Jail Management System, in order to determine inmates who have had their phone privileges restricted by the CCSO. The system must then be able to automatically restrict an inmate's use of the phone and reestablish full use of the phone once the phone restrictions have been lifted.

Y. The system must have the capability to interface with the CCSO's Jail Management System, in order to determine the inmate's housing location within the facilities. The system must be able to restrict calls made by an inmate when the call is not being placed from a phone located within the inmate's current housing location.

## Exhibit B: Georgia

### 515-12-1-.30 Institutional Telecommunication Services.

(1) Definitions:

(a) "Institution" is any type of confinement or correction facility, such as a prison, jail, work farm or detention center.

(b) "Institutional Telecommunication Services" are telephone services provided at an institution for use by inmates in making collect only or debit system calls.

(c) "Customer" is the billed party that agrees to accept and pay for institutional telecommunication services.

(d) "Positive Response" is a pulse or tone generated response and/ or verbal response initiated by the customer to accept responsibility for payment of institutional telecommunication services. No other method may be used in confirming a call (i.e., time outs that automatically complete the call if nothing is done or wrong number(s) are entered or the inability of called party instrument (telephone) and so on).

(2) All institutional service providers must obtain a certificate of authority from the Commission in order to lawfully provide Institutional Telecommunication Services. Holders of Regular Certificates of Authority for the provision of Institutional Telecommunication Services, as of the date of adoption of these rules, shall be exempt from filing an application to provide institutional telecommunication services but are not exempt from filing tariffs for the provision of Institutional Telecommunication Services.

(3) Each institutional service provider shall separately file a list of those institutions with which it has contracted to provide service. Such information may be filed under the Trade Secret provisions of this Commission.

(4) The institutional service provider's list of institutions at which it is providing service shall be updated annually with such update being due on or before January 31 of each year. Such information may be filed under the Trade Secret provisions of this Commission.

(5) All institutional service providers must file tariffs with the Commission which set forth the services provided and the charges for those services.

(6) The surcharge and rate charged the customer for any local (intraLATA/interLATA) collect call shall not exceed the currently effective caps ordered by the Commission for this type of call.

(7) The surcharge and per minute rate charged the customer for any intraLATA toll collect call shall not exceed the currently effective caps ordered by the Commission for this type of call.

(8) The surcharge and per minute rate charged the customer for any interLATA toll collect call shall not exceed the currently effective caps ordered by the Commission for this type of call.

## Exhibit B: Georgia

Docket No. 18870-U

**In Re: Institutional Telecommunication Services**

### I. Background

On May 4, 2004, the Georgia Public Service Commission (“Commission”) voted to reject a proposed rule related to Institutional Telecommunications Service (“ITS”). The proposed rule, *inter alia*, sought to prohibit ITS providers from charging for collect calls from prisons, jails, and other detention facilities in excess of the rates charged for other collect calls placed within the State of Georgia, as well as from giving any commissions in any form back to any prisons, jails other detention facilities or their operating governmental authorities. (Proposed Rule 515-12-1-.30(21)(a)(c). In voting to reject the proposed rule, the Commission noted that rather than address ITS rates through a rulemaking, it would be more appropriate to initiate a contested case proceeding to examine the rates charged for ITS.

On May 19, 2004, the Commission initiated this proceeding to determine just and reasonable rates for ITS. Pursuant to Commission Rule 515-12-1-.30(1)(a), “institution” means any type of confinement or correction facility, such as a prison, jail, work farm or detention center. The “customer” is “the billed party that agrees to accept and pay for institutional telecommunication services.” Commission Rule 515-12-1-.30(1)(c). Therefore, the “customer” in this context may be a party that is not incarcerated, but rather, has a connection to the incarcerated person.

In Docket No. 14530-U, the Commission addressed a number of issues including the rates to be charged for ITS. The Commission capped the surcharge and rate for local collect ITS at a \$2.20 surcharge plus \$.50 local coin rate per call. The Commission also capped the surcharge and per minute rate for intraLATA ITS at \$2.20 plus \$.24 (day) and \$.192 (evening/night/weekend) for intraLATA calls. In addition, the Commission capped the surcharge and rate for interLATA ITS at \$2.20 plus \$.35 per minute per call as of the date of this order.

The authority and jurisdiction conferred upon the Georgia Public Service Commission to take such action is contained in O.C.G.A. §§ 46-2-20, 46-2-21, 46-2-23, 46-2-24, and 46-2-25, as well as in accordance with the Georgia Administrative Procedure Act, O.C.G.A. Ch. 13, Title 50, and the Rules and Regulations of the Commission. Of these authorities, O.C.G.A. §

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## Exhibit B: Georgia

### b. Notice to Customers

The first issue on notification to customers is whether customers should be required to respond to a prompt in order to hear a price quote or whether the customer should be informed each time. An inmate may call the same phone number more than one time, but the recipient may not always be the same. Requiring the price quote on every call is the best way to ensure that the customer is aware of the price for the call. The Commission finds that in order to ensure adequate notice to customers, it is necessary to require ITS providers to provide price quotes up front (without the call recipient having to respond to a prompt) to call recipients on every call for at least thirty days following any rate change.

The second issue is what the price quote should include. The parties were in general agreement on this issue. The Commission finds that a price quote should include, at minimum, the price of the first minute and the price of every additional minute of the call.

### 4. Deceptive Practices

The parties informed the Commission of various deceptive practices that may take place within the context of ITS. The Commission agrees that such actions do constitute deceptive practices, and would be a violation of a carrier's certificate of authority.

## III. ORDERING PARAGRAPHS

The Commission finds and concludes that the issues stated above should be resolved in accord with the terms and conditions as discussed in the preceding sections of this Order.

**WHEREFORE IT IS ORDERED**, that all findings, conclusions, statements, and directives made by the Commission and contained in the foregoing sections of this Order are hereby adopted as findings of fact, conclusions of law, statements of regulatory policy, and Orders of this Commission.

**ORDERED FURTHER**, that the surcharge and rate for local collect intraLATA/interLATA ITS shall be capped at a \$2.20 surcharge plus \$.50 coin rate per call.

**ORDERED FURTHER**, that the surcharge and per minute rate for intraLATA ITS shall be capped at \$2.20 plus \$.24 (day) and \$.192 (evening/night/weekend) for intraLATA calls.

**ORDERED FURTHER**, that the surcharge and rate for interLATA ITS shall be capped at \$2.20 plus \$.35 per minute per call as of the date of this order.

**ORDERED FURTHER**, that any provider wishing to increase its charges for ITS must file a petition with the Commission along with cost justification for the increase. The Commission must approve the new rate prior to implementation.

**Exhibit C: New Mexico**

**ADDENDUM A – RATE CAPS<sup>4</sup>**

Intrastate	Prepaid Inmate	Prepaid Collect	Collect
Local per call	\$0.00	\$0.00	\$1.00
per minute	\$0.15	\$0.15	\$0.15
15-min call	\$2.25	\$2.25	\$3.25
IntraLATA			
per call	\$0.00	\$0.00	\$1.00
per min	\$0.15	\$0.15	\$0.15
15-min call	\$2.25	\$2.25	\$3.25
InterLATA			
per call	\$0.00	\$0.00	\$1.00
per min	\$0.15	\$0.15	\$0.15
15-min call	\$2.25	\$2.25	\$3.25
Processing	Call-In	Web	
Credit Card/Check by Phone-Initial	\$3.00	\$3.00	
Credit Card/Check by Phone-Subsequent	\$3.00	\$3.00	
Refund of Unused Balance	\$3.00	\$3.00	

<sup>4</sup> See Amended Joint Stipulation Between Public Communications Services, Inc. and NMPRC Utility Division Staff, at p. 7 (para 23), filed July 6, 2010.

## Exhibit D: North Carolina

### **Rule R13-9(d). Disconnection, Denial, and Billing of Telephone Service.**

Rule R13-9(d) is rewritten to read as follows:

*0+ Local Automated Collect Station-to-Station.* The recipient of a local automated collect station-to-station call may not be charged more for the call than would have been charged by Windstream Concord Telephone, Inc. for a local collect station-to-station call.

**The current rate for local collect station-to-station calls from Windstream Concord Telephone is \$1.71 per call.**

## Exhibit E: South Carolina

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Telephones to cease and desist should be denied. Additionally, the Commission held in abeyance ruling on Southern Bell's motion for an accounting of any revenues derived from providing services and for a refund. Again, in light of the Commission's determination that the Applicants should be granted a Certificate of Public Convenience and Necessity, Southern Bell's motion should be denied.

F. CONDITIONS OF CERTIFICATION  
FINDINGS AND CONCLUSIONS

1. The Applicants certified herein shall comply with all Commission guidelines pertaining to the provision of COCOT service as set forth in Docket No. 85-150 and any other relevant proceedings. Any departure from the requirements of the guidelines will not be allowed without a specific request for a waiver.

2. Waiver of the guidelines is not to be considered a grant of authority to provide "0+" collect store and forward calling from confinement facilities. Rather, it is merely the authorization to program the facilities so that they may carry such calls once proper certification is given by the Commission for "0+" collect calling from confinement facilities only.

3. Any confinement facility COCOT provider wishing to provide interLATA, intraLATA or local "0+" collect calling using store and forward technology should file an application with the Commission requesting certification to provide any or all of above-mentioned services.

4. That the rates charged for such "0+" collect calls from confinement facilities on a local or intraLATA basis shall be no

## Exhibit E: South Carolina

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more than the rates charged by the LEC for local or intraLATA operator assisted calls at the time such call is completed.

5. That the rates charged for "0+" collect calls from confinement facilities on an interLATA basis shall be no more than the rates charged for interLATA operator assisted calls by AT&T Communications at the time such call is completed.

6. A rate structure incorporating a maximum rate level with the flexibility for downward adjustment has been previously adopted by this Commission. IN RE: Application of GTE Sprint Communications Corporations, etc., Order 84-622, issued in Docket 84-10-C on August 2, 1984. The Commission herein finds that the appropriate rate structure for the Applicants should include a maximum rate level for each tariff charge, with the restrictions of paragraphs 4 and 5 above duly incorporated.

7. That while the Commission is conscious of the need for the Applicants to adjust rates and charges timely to reflect the forces of economic competition, rate and tariff adjustments below the maximum levels should not be accomplished without notice to the Commission and to the public. The Company shall incorporate provisions for filing rate changes and publication of notice of such changes two weeks prior to the effective date of such changes, and affidavits of publication must be filed with the Commission. Any proposed increase in the maximum rate level reflected in the tariffs of the Company, which should be applicable to the general body of subscribers would constitute a general ratemaking proceeding which would be treated in accordance with the notice and



## Exhibit F: Tennessee

(Rule 1220-4-2-.44, continued)

*references to the "Commission" were changed to "Authority" and references to the "Authority"; effective March 28, 2003.*

### 1220-4-2-.45 CERTIFICATIONS REQUIRED FOR AUTHORIZATION.

- (1) To insure uniformity throughout the state with regard to the provision of pay telephone service to the public, the owner or operator of a public pay telephone service seeking authorization to operate a pay telephone service shall agree to abide by the following terms and conditions:
  - (a) The following calls shall be provided without depositing money and free of charge to the customer: calls to the local exchange operator; 911 or emergency numbers; local and intrastate directory assistance numbers; toll-free and 800 service numbers; pay phone repair and refund numbers; and inter-exchange access numbers.
  - (b) Local call charges shall not exceed the amount authorized by the Authority for a local call from pay telephones operated by the LEC serving the area in which the pay telephone is located.
  - (c) The public pay telephone shall provide the following: two-way calling capability (unless waived by the Authority); no time limits on calls; the acceptance of nickels, dimes and quarters; and coin return for incomplete calls (coinless phones shall not be required to accept coins).
  - (d) All public pay telephone instruments installed after July 1, 1990 shall be installed in accordance with the requirements of the *American National Standards Institute for Buildings and Facilities - Providing Accessibility and Usability for Physically Handicapped People*, ANSI, A.117.1 (1986), Section 4.29, Telephones. Provided, however, that in a given location where an owner has installed more than one instrument, only one pay telephone instrument shall be required to meet those requirements.
  - (e) All public pay telephone instruments shall comply with Authority approved telecommunications industry standards and the current National Electric Code.
  - (f) Local telephone directories shall be provided at each pay telephone service location upon commencement of service.
  - (g) The owner shall read and comply with all Authority rules and regulations governing public pay telephone service.
  - (h) The owner shall charge for intrastate toll calls no more than the rates approved by the Authority for the local exchange carrier serving the instrument and the dominant interexchange carrier in the state.
  - (i) The owner shall provide an instrument capable of completing local and long distance calls. Provided however, that a coinless pay telephone is exempt from this requirement as long as it is located in close-proximity or next to a pay phone with local and long distance calling capabilities.
  - (j) The owner agrees to provide customer access to all interexchange carriers certificated to do business in Tennessee in the EXC's preferred manner as officially designated by said carrier to the Authority.

**Authority:** *T.C.A. §65-4-116. Administrative History: Original rule filed May 17, 1990; effective July 1, 1990. Editorial changes made by the Secretary of State pursuant to Public Chapter 305 of 1995; "Commission" and references to the "Commission" were changed to "Authority" and references to the "Authority"; effective March 28, 2003.*

Exhibit F: Tennessee



**LINCOLN COUNTY, TENNESSEE**

**Cole Bradford  
Finance Director**

**REQUEST FOR PROPOSAL/BID**

**Date:** June 19, 2012

**Product/Service:** Inmate Phone System for the Lincoln County Jail

Deadline for reservations for mandatory pre-proposal conference is July 5, 2012 at 4:00 p.m.

**Bid Opening:** 2:00 p.m., July 27, 2012, Lincoln County Finance Department, Courthouse Basement Conference Room, Fayetteville, TN

Notice is hereby given that the Lincoln County Finance Department requests proposals for the above product/service. A complete set of General Terms & Conditions, Bid Specifications, and Bid Forms are attached. Bidders are cautioned to read this document carefully. If you have any questions concerning this bid, please contact Chris Thornton, Deputy Jail Administrator (931) 433-3111, or Cole Bradford (931) 438-1565

**ACCEPIANCE AGREEMENT**

The undersigned agrees to comply with all provisions as stated in the Bid Specifications of the Finance Department, Lincoln County, if awarded the bid. I(We) hereby certify that if the contract is awarded to our firm that the Finance Director, Purchasing Agent, members of the County Legislative Body, or other officials, employees, or members of the Board of Education or Highway Commission are not financially interested or have any personal beneficial interest either directly or indirectly in the purchase of supplies, materials, equipment or contractual services for the County, and we will not give or offer the Director or Purchasing Agent or assistant or employee any rebate, gift, or otherwise any money or other things of value whatsoever, or any promise, obligation, or contract for future reward or compensation.

(Please PRINT or TYPE)

COMPANY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

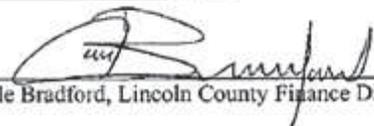
CITY/STATE/ZIP: \_\_\_\_\_

PHONE: ( ) \_\_\_\_\_ FAX: ( ) \_\_\_\_\_

EMAIL: \_\_\_\_\_

REPRESENTATIVE SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

  
Cole Bradford, Lincoln County Finance Director

112 Main Avenue South, Room B-104  
Fayetteville, Tennessee 37334  
Phone (931) 438-1565 Fax (931) 438-1570

## Exhibit F: Tennessee

### REQUEST FOR PROPOSAL

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- 3.1.4 The system must provide the ability to generate reports including: call detail reports by phone, by date and time, by number dialed, by inmate identification number, and most frequently called numbers. Describe all reporting capabilities available and include copies of examples for each of the formats listed above.
- 3.1.5 In addition to the three (3) administrative workstations that must be located in the jail, describe the capability of the proposed system to accommodate remote access for County personnel for administrative purposes.
- 3.1.6 Describe the training that will be provided for County personnel responsible for system administration. Include information for on-going training that may be available for new employees, after software upgrades, system revisions, etc.
- 3.1.7 A complete set of operating manuals or documentation must be included for each of the administrative workstations. In addition, provide information regarding access to on-line documentation or support services for administrative purposes.
- 3.2 Billing
- 3.2.1 All calls must be billed as collect calls to the individuals accepting the calls.

3.2.2 All local calls must be billed in accordance with the regulations of the Tennessee Regulatory Authority. Vendors must include in this proposal detailed information regarding the per call rate that will be billed to the called party for a local call placed from the Lincoln County Jail. The per call rate will be in effect for the entire length of the awarded contract unless changes are agreed to by both parties and/or to comply with regulation changes from the Tennessee Regulatory Authority.

3.2.3 Per Tennessee Regulatory Authority regulations, long distance calls must be billed at a rate not to exceed the rates approved for the dominant intraLATA and interexchange carrier in the state. Vendors must include in this proposal detailed information regarding the per minute rate that will be billed to the called party for a toll call placed from the Lincoln County Jail. Violations of this rate limit will be grounds for automatic termination of the contract.

3.2.4 All billing will be the responsibility of the vendor. Lincoln County will not be responsible for any portion of the billing of individuals nor the collection of money owed to the vendor.

3.2.5 Describe, in detail, any dollar amount restrictions placed on a called number and how these restrictions are enforced. Any course of action taken by the vendor that limits calling privileges to a particular number must be described in the proposal. The enforcement of any action not approved as a part of this proposal process will be grounds for automatic termination of the contract.

## Exhibit G: Virginia



DEPARTMENT OF GENERAL SERVICES  
Christopher L. Winstead, P.E.

COMMONWEALTH OF VIRGINIA  
**COUNTY OF HENRICO**

RFP #11-9175-12KS

March 22, 2012

**REQUEST FOR PROPOSAL  
JAIL INMATE TELEPHONE SERVICES  
SHERIFF'S OFFICE  
COUNTY OF HENRICO, VIRGINIA**

Your firm is invited to submit a proposal to provide Jail Inmate Telephone Services for the Sheriff's Office, County of Henrico, Virginia, to be installed at the Jail East and West facilities, in accordance with the enclosed specifications. The submittal, consisting of the original proposal and **five (5)** additional copies marked, "Jail Inmate Telephone Services", will be received no later than **2:00 p.m., April 27, 2012**, by:

IN PERSON OR SPECIAL COURIER  
County of Henrico  
Department of General Services  
Purchasing Office  
1590 E. Parham Road  
Henrico, Virginia 23228

OR

U.S. POSTAL SERVICE  
County of Henrico  
Department of General Services  
P.O. Box 90775  
Henrico, Virginia 23273-0775

**This RFP and any addenda are available on the County of Henrico website at: [www.co.henrico.va.us](http://www.co.henrico.va.us)** The Bids and Proposals link is listed under the Henrico Business Section on the home page. To download the IFB, click the link and save the document to your hard drive. To receive a printed copy of this document please call (804) 501-5660 or [bla04@co.henrico.va.us](mailto:bla04@co.henrico.va.us) To receive an email copy of this document please contact [edw@co.henrico.va.us](mailto:edw@co.henrico.va.us)

Time is of the essence and any proposal received after **2:00 p.m., April 27, 2012** whether by mail or otherwise, will be returned unopened. The time of receipt shall be determined by the time clock stamp in the Purchasing Office, Department of General Services. Proposals shall be placed in a sealed, opaque envelope, marked in the lower left-hand corner with the RFP number, title, and date and hour proposals are scheduled to be received. Offerors are responsible for insuring that their proposal is stamped by Purchasing Office personnel by the deadline indicated.

The awarding authority for this contract is the Director of General Services, County of Henrico.

**A Mandatory pre-proposal conference and site visits will be held on April, 5, 2012 at 10:00 a.m. in the Henrico County Sheriff's Office, 4301 E. Parham Road, Henrico, VA 23228. Offerors must attend the pre-proposal conference and site visits at both jail locations. Attendees will have the opportunity to ask questions regarding the RFP requirements and purchasing procedures. Only two representatives from each firm will be allowed to attend the meeting. At the conclusion of the pre-proposal conference, a site visit will be conducted at the Jail West facility located at 4301 E. Parham Road, Henrico, VA 23228. Later in the afternoon at a time to be established after the Jail West site visit, a site visit will be conducted at the Jail East facility located at 17320 New Kent Highway, Barhamsville, VA 23011. Attendance at this pre-proposal conference and site visits will be the only opportunity to view the facilities prior to the RFP submission deadline. Please have a copy of the RFP with you in order to discuss the requirements. Refer to Attachment H for pre-proposal conference information.**

Nothing herein is intended to exclude any responsible firm or in any way restrain or restrict competition. On the contrary, all responsible firms are encouraged to submit proposals. The County of Henrico reserves the right to accept or reject any or all proposals submitted.

Technical questions concerning this Request for Proposal should be submitted to **Kevin Steinbrecher, [ste27@co.henrico.va.us](mailto:ste27@co.henrico.va.us)** no later than **April 9, 2012**.

Very truly yours,

Kevin Steinbrecher, CPPB, A.P.P.  
Procurement Supervisor  
[Ste27@co.henrico.va.us](mailto:Ste27@co.henrico.va.us)  
804-501-5690

1590 E. Parham Road/P.O. Box 90775/Henrico, Virginia 23273-0775  
(804) 501-5660 Fax: (804) 501-5693

## Exhibit G: Virginia

1. The system will have the capability to inform the called party of the call cost prior to acceptance.
2. The offeror shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.
3. The offeror shall be responsible for any and all billing disputes, claims, or liabilities that may arise in regards to its provisions of this contract.
4. Offeror billing to called parties must include the offeror information and a toll-free telephone number to resolve billing disputes.
5. Billing charges shall begin at the time of the call when the calling party is connected to the called party and shall be terminated when either party hangs up. Incomplete calls such as network intercept recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. shall not be billed.
6. The offeror is responsible for Intra-lata, Inter-lata and Interstate Intra-lata service. The offeror shall abide by the local Telco Tariff Rates as per the State Corporation Commission. Intra-lata charges shall not exceed that of the local Telephone Company. Inter-lata charges shall not exceed the long distance provider's rate for calls originating from Jails East and West.
7. The fee for local calls will not exceed \$1.50 per call. The fee for long distance calls shall not exceed the standard AT&T or predominant carrier rate for the area.
8. Calls originating from Jail East and Jail West to the Richmond Metropolitan area will be rated as local.

### **B. Commission Structure:**

The proposed commission payable shall be based on the Offeror's gross revenue for all calls. For the purpose of this RFP, gross revenues shall be defined as all revenue, monies, credits, or other things of value received by Offeror, (or by any person or entity having an ownership, management, or beneficial interest in Offeror), from whatever source, as a result of inmate calls, including, but not limited to, revenues received by the Offeror as a result of services charges and/or surcharges charged to the called party as a result of inmate calls. The determination of gross revenue received does not allow for the deduction of any expenses, allowances or other deductions of any nature. The determination of gross revenue received does include billed calls which are collected and which do not result in the receipt of revenue by Offeror.

Please provide information on the commission structure in your proposal. Include the following within your response:

1. What is the percentage of commission you will pay to the HCJS?