

MOBILE COUNTY COMMISSION

205 Government Street 8TH FL South
Mobile, Alabama 36644

BID INVITATION

NO. 61-23

AUGUST 22, 2023

In accordance with General Act No. 217, Special Session 1967, notice is hereby given that the Mobile County Commission, Mobile, Alabama, will receive bids on the following items:

INMATE TELEPHONE SYSTEM, VIDEO VISITATION SYSTEM, AND OTHER EQUIPMENT FOR THE MOBILE COUNTY METRO JAIL AND JAMES T. STRICKLAND YOUTH CENTER AS PER ATTACHED SPECIFICATIONS:

NOTE: PRICES MUST REMAIN FIRM FROM OCTOBER 1, 2023 THROUGH SEPTEMBER 30, 2026.

Any questions or comments concerning the bid requirements must be brought to the attention of Erica Adams, Finance Director, 251-574-8710, eadams@mobileso.com prior to the bid opening or will be forever waived.

All bidders shall furnish a five percent (5%) bid bond on any contract exceeding \$30,000: provided that bonding is available for services, equipment or materials. Bid bond will be accepted in the form of certified check, cashier check, postal money order, etc.

Out of State Corporations shall furnish a Certificate of Authority to transact business in the State of Alabama. Out of State limited liability companies shall furnish proof of registration to transact business in this state. Alabama law requires that a successful bidder, if it has employees in the State of Alabama, provide proof of enrollment in E-Verify prior to the award of a contract. (See enclosed notice which must be completed, signed and returned with your bid.)

If applicable to a contract resulting from this invitation, the successful bidder must comply with the Contractor Felony Investigation Policy, available in the Purchasing Department or at mobilecountyal.gov.

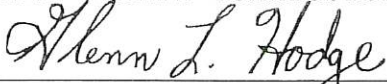
THE MOBILE COUNTY COMMISSION DOES NOT DISCRIMINATE ON THE BASIS OF RACE, AGE, SEX, NATIONAL ORIGIN, RELIGION, OR DISABILITIES.

F.O.B. Mobile DATE OF DELIVERY _____ TERMS _____ You are invited to bid on the above specifications. The restrictions contained herein are for the purpose of fixing a quality level, and any deviation therefrom must, in detail establish that it meets the quality requirements.

BIDS WILL BE RECEIVED UNTIL 10:00 A.M. September 13, 2023.

ALL BIDS MUST BE SEALED, "BID NUMBER, COMPANIES NAME, AND NAME OF THE BID ITEM MARKED ON THE OUTSIDE OF THE ENVELOPE." THE BIDDER WILL RETURN THE ENTIRE BID PACKAGE. BIDS MUST BE DELIVERED TO THE RECEPTIONIST IN THE OFFICE OF THE COUNTY COMMISSION ADMINISTRATOR, 205 GOVERNMENT STREET ON THE EIGHTH FLOOR SOUTH TOWER OF THE MOBILE COUNTY GOVERNMENT PLAZA. FAILURE TO OBSERVE THE ABOVE INSTRUCTIONS WILL CONSTITUTE GROUNDS FOR REJECTION OF YOUR BID. THE COMMISSION RESERVES THE RIGHT TO REJECT ANY OR ALL BIDS.

MOBILE COUNTY COMMISSION



GLENN L. HODGE, COUNTY ADMINISTRATOR

We propose to meet the above specifications for the sum of

\$ SEE ATTACHED LIST.

Delivery can be made in _____ days from receipt of order.

RESPECTFULLY

BY _____



IMPORTANT

**THIS DOCUMENT MUST BE COMPLETED,
SIGNED AND RETURNED WITH YOUR BID**

As a condition for the award of a competitively bid contract to a company having one or more employees in the State of Alabama, the Beason-Hammon Alabama Taxpayer Citizenship and Protection Act, codified at Section 31-13-1, et seq., Code of Alabama (1975), as amended, requires that the company provide, in advance, proof of enrollment in E-Verify. E-Verify is an internet based system operated by the U.S. Department of Homeland Security, which may be used to determine the eligibility of new hires to work in the United States. Further information about enrollment in E-Verify may be found at www.uscis.gov/everify and www.Verify.Alabama.gov.

As proof of enrollment in E-Verify, Mobile County requires a copy of the electronically signed signature page of the contractor's Memorandum of Understanding with the U.S. Department of Homeland Security or Alabama Department of Homeland Security (contractors having fewer than 25 employees may enroll in E-Verify through the state Department of Homeland Security).

Please complete the following and return with your bid:

_____ (company name) has no employees in the
State of Alabama

Or

_____ (company name) is enrolled in E-Verify and a
copy of the electronically signed signature page of the company's Memorandum of Understanding is
attached.

_____ Date

_____ Signature

_____ Title



Company ID Number: 477783

To be accepted as a participant in E-Verify, you should only sign the Employer's Section of the signature page. If you have any questions, contact E-Verify at 888-464-4218.

Employer Mobile County Commission	
Connie Hudson	
Name (Please Type or Print)	Title
<i>Electronically Signed</i>	12/21/2011
Signature	Date

Department of Homeland Security – Verification Division	
USCIS Verification Division	
Name (Please Type or Print)	Title
<i>Electronically Signed</i>	12/21/2011
Signature	Date

Information Required for the E-Verify Program	
Information relating to your Company:	
Company Name:	Mobile County Commission
Company Facility Address:	205 Government Street
	8th Floor South Tower
	Mobile, AL 36644
Company Alternate Address:	
County or Parish:	MOBILE
Employer Identification Number:	636001644

MOBILE COUNTY COMMISSION

BID FORM

Date: _____

BID #61-23

*INMATE TELEPHONE SYSTEM VIDEO VISITATION SYSTEM AND OTHER EQUIPMENT
FOR THE MOBILE COUNTY METRO JAIL AND JAMES T. STRICKLAND YOUTH CENTER:*

Company: _____

Company Representative: _____
(Print)

Company Representative: _____
(Signature)

Address: _____

Phone number () _____ Fax number () _____

Federal ID Number _____

Email Address _____

Company Web Address _____

PLEASE INCLUDE A CURRENT W9

Mobile County Commission, AL

Bid #61-23

August 22, 2023

**Inmate Telephone System, Video
Visitation System, and Other
Equipment**

**for the Mobile County Metro Jail and
James T. Strickland Youth Center**

Bid Number:

Inmate Telephone System, Video Visitation System, and Other Equipment – **Mobile County Metro Jail**

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1 BACKGROUND AND SCOPE

1.1 TIMELINE

August 23, 2023 Issue bid to All Known Qualified Vendors

August 30, 2023 Questions Due by 5:00 pm Local Time

**September 6, 2023 Mandatory Pre-Bid Vendor Meeting and Site Inspection
Tour**

Date/Time: Wednesday, 9/6/2023 2023 at 9:30 am

Location: MCSO Admin, 510 S Royal St, Mobile, AL 36603

Contact Person: Erica Adams

Contact Phone: 251-574-8710

Contact Email: eadams@mobileso.com

September 13, 2023 Bid Opening Date: Bids Due 10:00 AM Local Time

September 25, 2023 Estimated Award Date

October 1, 2023 Estimated Notice to Proceed

**Note: All dates subject to change based on the needs of the
Mobile County Commission.**

Note: All dates subject to change based on the needs of Mobile County. Changes will be issued in the form of an Addendum.

1.2 INTRODUCTION

Background and Scope

Mobile County Metro Jail presently operates 1 facility and an annex with a total average daily population (ADP) of 1600 inmates.

Strickland Youth Center operates 1 facility average daily population of 70 juvenile inmates. Located at 2315 Costarides Street, Mobile AL 36617. Geoffrey.tynan@mobilecountyal.gov

Purpose of the BID and General Description of Contract

The purpose of this request for proposal is to enter into a concession-type contract whereby the Vendor provides all inmate telephone, tablets, and related equipment, software, and services without any cost to Mobile County and pays Mobile County an agreed upon commission rate from generated products and services. With the exception of any wiring or cabling installed by the Vendor within walls, floors, or ceilings of facility structures, all equipment and software provided by the Vendor shall remain the property and responsibility of the Vendor.

Mobile County will demonstrate reasonable care but will not be liable in the event of loss, destruction, or theft of contractor owned equipment, software, or technical literature to be delivered or to be used in the installation of deliverables. The Vendor is required to retain total liability for the system. At no time will Mobile County be responsible or accept liability for any Vendor owned items.

The initial term of the contract is three (3) years from date of award,

Prime Contractor Responsibility

The selected Vendor will be required to assume prime contractor responsibility for the contract and will be the sole point of contact with regard to the systems, installation, maintenance, and training. The selected vendor will be required to assume responsibility for all services obtained under contracts resulting from this BID.

Codes, Permits, Licenses

Vendor must comply with any mandatory licensing requirement. Vendor must state that, if selected, Vendor will furnish and install all equipment, cable, miscellaneous hardware, and materials in compliance with all applicable codes, whether local, state, or federal, and that all permits or licenses required for installation will be obtained without cost to Mobile County.

This RFP does not commit Mobile County to award a contract, to pay costs incurred in the preparation of a proposal in response to this request, or to procure or contract for services or supplies.

Mobile County reserves the right to reject any and all proposals, to waive formalities, informalities, or irregularities contained in a said proposal and to award a contract for

items herein if it is deemed to be in the best interest of Mobile County to do so. Additionally, Mobile County reserves the right to negotiate optional items and/or services with the successful firm.

Vendors are invited to submit proposals for an Inmate Telephone System and other Services for sites named in the FACILITY LIST. Offers by vendors shall be firm for a minimum of one hundred-twenty (120) days following the proposal opening.

1.3 DEFINITION OF TERMS

Mobile County has made every effort to use industry-accepted terminology in this RFP and will attempt to further clarify any point or item in question.

The word [Customer] shall mean Mobile County.

The words "bidder", "vendor", and "contractor" may be used synonymously in this document.

The word "system", unless otherwise qualified, means the proposed system described in the context of each of the services outlined in the Technical Specification sections of this RFP.

The words "must", "shall", or "will" mean that compliance with the intent of the statement is mandatory and failure by the vendor to satisfy that intent may cause the proposal to be rejected.

1.4 PROPOSAL SUBMISSION

The RFP and any RFP addenda or other official documents and correspondence issued by Mobile County relative to the RFP shall be included as part of the resultant contract.

RFP Section I: Information and Instructions is primarily for the vendor's information. If the vendor accepts and agrees with all information in Section I, this section of the RFP need not be included in the vendor's response document. All other RFP sections shall be included in the vendor's submitted proposal.

- The vendor shall submit one (1) original, and **five (5) exact copies** of the completed bid package to the following address by the due date and time noted in the ITB's Timeline. Bids received after the stated deadline will not be considered.

Susan Holland
Purchasing Agent
Mobile County Commission
8th floor, South Tower
205 Government Street
Mobile, AL 36644
251-574-8613

Proprietary and Confidential Information: Vendors are cautioned to limit or avoid, if possible, including proprietary trade secret information within the proposal. Privately held entities, whose financial information is not otherwise subject to public disclosure, may submit the required financial information in a separate, sealed envelope labeled with the bidder's name, RFP name and number, and a clear indication that the envelope contains CONFIDENTIAL INFORMATION.

Under no circumstance shall a vendor's entire proposal, call rates or offers, or the majority of the vendor's technical responses be labeled proprietary or confidential.

If the vendor deems it necessary to include proprietary trade secret information in order to adequately respond to technical requirements, the vendor shall note the section as such and provide the information in a separate sealed envelope.

In addition, a proprietary and confidential matrix must be included that shows all items that are not in main response and indicated as proprietary and confidential.

1.5 PROPOSAL RESPONSE FORMAT

The vendor's proposal shall include at a minimum the following tabbed sections:

Letter and Executive Summary: A letter of transmittal signed by an official authorized to bind the vendor to a resultant contract must be included in the original proposal. The letter must be limited to two pages. The letter shall be followed by an executive summary that briefly summarizes the vendor's proposed solution for the required services and the vendor's ability to provide such services. The executive summary must be limited to six pages.

Company Profile and References: This section of the proposal must include a brief history and overview of the vendor's company and all information required in **RFP Section: Company Profile**. Only vendors with proven experience in this field will be considered.

Technical Specifications: Vendor shall acknowledge and indicate compliance (e.g. Understands and Complies) with each numbered paragraph in **RFP Section(s): Technical Specification**, followed by any information specifically required. The bidder is encouraged to provide concise responses that respond to the specific requirement. Bidders are cautioned not to provide additional information beyond what is requested. Some numbered paragraphs simply introduce the requirements that follow or provide information for the bidder. For such non-technical paragraphs, a simple acknowledgement of the vendor's understanding and compliance is sufficient. ONLY provide a detailed response where requested.

Maintenance and Support: Vendor shall describe in detail how the proposed systems are maintained and supported for the duration of the contract term, to ensure, reliable service for inmates and consistent access to system controls and reporting capabilities

by Mobile County. At a minimum the description shall address the topics listed in **RFP Section: Maintenance and Support**.

Implementation Plan: Provide a narrative description and proposed timeline for the implementation of the required inmate telephone system and services. At a minimum the implementation plan shall include the topics identified in **RFP Section Implementation**.

Billing, Rates and Commission: This section of the proposal shall contain the vendor's responses to requirements in **RFP Section: Billing, Rates, and Commission**; including but not limited to the proposed calling rates and proposed offer to Mobile County.

RFP Addenda (if applicable): Should it become necessary for Mobile County to issue one or more addenda to the RFP, the vendor is required to acknowledge receipt of each addendum issued in the response. **RFP changes per addenda should be noted within the responses as well.**

- Confidential and Proprietary Matrix
- Exceptions Matrix

2 COMPANY PROFILE /EXPERIENCE

2.1 EXPERIENCE, EXPERTISE AND QUALIFICATIONS

Provide a detailed overview of Bidder's experience within the last five (5) years, including at a minimum information about:

- Provide a list of the agencies where the bidder has active contracts as the prime contractor. This list should include the following:
 - Only agency-wide deployments, not contracts for trials or pilot deployments.
 - Contract start date, end date and any renewal options
 - If any of the following products are deployed and, if yes, if the deployment is agency-wide or to a limited number of facilities – Inmate Telephone System, Trust Deposits, Tablets, Electronic Messaging, Entertainment on Tablets, Education on Tablets, Video Visitation, and Mail Scanning
 - This information can be marked as confidential and put in the confidential envelope

2.2 MONEY TRANSMISSION LICENSE

Vendor must provide copies of their money transmission licenses for all states requiring the licensing so that vendor may accept payments from out-of-state friends and family.

2.3 ORGANIZATIONAL CHART AND PROJECT STAFFING

Provide an organizational chart that indicates the Bidder's overall organization as it pertains to the proposed services. Provide the number of staff that will be dedicated to the implementation and ongoing service for this project.

2.4 STAFF EXPERIENCE AND QUALIFICATIONS

Bidder shall provide summaries or resumes of experience and qualifications of key personnel who will be assigned to the project in the event of award, including a description of anticipated roles in the project. Resume/summaries must clearly indicate skills commensurate with the technical and professional requirements of this RFP.

2.5 FINANCIAL STABILITY

Vendors must provide audited financial statements with independent auditors' report for the last three (3) fiscal years. Failure to meet this mandatory requirement will result in the vendors bid being rejected. Audited financial statements should be marked as confidential and put in the confidential envelope.

3 REFERENCES

3.1 REFERENCES

A minimum of five (5) years of experience providing inmate phone, tablet, video visitation and payment solutions to [County/State](#) correctional agencies. Must have completed at least three (3) implementations of the proposed solution in a correctional environment of similar size and scope (minimum of 1,000 ADP).

References must be for agency-wide deployments only. Partial deployments and pilots will receive a score of zero.

Prime bidder must be the owner of the inmate phone, tablet, video visitation and payment solutions proposed. Prime bidder may not subcontract for the core technology solutions. While partnering for content and other system functionality is acceptable, partnering for the core electronic device solution is prohibited and vendor will be disqualified. Vendor must confirm product solution is part of an integrated solution owned by the Vendor.

References– Inmate Telephone Services

Provide at least three (3) reference accounts that Mobile County may contact to verify the bidder's level and reliability of services. References should be comparable in size to Mobile County, or larger, where the inmate telephone system, installed area of the same or similar configuration as proposed under this RFP. For each reference, the bidder must be the current prime contractor, and not a subcontractor. Contact information for each reference should include a contact person's name, title, telephone number, and email address. Reference information should also include facility name and a description of services. The references should be for different customers. If multiple references are provided for the same customer, it will only be considered as one reference.

References – Data Analysis Services

Provide at least three (3) reference accounts that Mobile County may contact to verify the bidder's level and reliability of services. References should be comparable in size to Mobile County, or larger, where data analysis services are provided of the same or similar configuration as proposed under this RFP. For each reference, the bidder must be the current prime contractor, and not a subcontractor. Contact information for each reference should include a contact person's name, title, telephone number, and email address. Reference information should also include facility name and a description of

services. The references should be for different customers. If multiple references are provided for the same customer, it will only be considered as one reference.

References – Video Visitation Services

Provide at least three (3) reference accounts that the Mobile County may contact to verify the bidder's level and reliability of services. References should be comparable in size to Mobile County, or larger, where the video visitation system installed is of the same or similar configuration as proposed under this RFP. For each reference, the bidder must be the current prime contractor, and not a subcontractor. Contact information for each reference should include a contact person's name, title, telephone number, and email address. Reference information should also include facility name and a description of services. The references should be for different customers. If multiple references are provided for the same customer it will only be considered as one reference.

3.2 PREPAID ACCOUNTS

Bidders must have the ability to provide prepaid account funding for ITS, Tablets and Video Visitation. Payments for items such as video visitation should not require prepayment to schedule a visit and only take payment at time a visit take place. Tablets are not currently in use, but they may be in the future.

4 TECHNICAL SPECIFICATIONS – INMATE TELEPHONE SYSTEM

4.1 SCOPE OF WORK – INMATE TELEPHONE SYSTEMS

The purpose of this procurement is to make available to the designated inmate population access to telephones during certain hours of the day. Inmate access to telephones is to be supervised and monitored by Mobile County staff. The system furnished shall be of advanced technology with state-of-the-art equipment provided.

Vender must own the product solutions as an integrated package. Vendor must confirm product solution are part of an integrated solution owned by vendor.

4.2 FACILITIES AND TELEPHONES

The locations and number of telephones initially required are listed below, although may need to be adjusted during the course of the contract to accommodate significant changes in inmate population. Vendor must agree to adjust the number of inmate telephones or to relocate existing telephones as needed at no cost to Mobile County.

FACILITY LIST AND NUMBER OF TELEPHONES REQUIRED

Facility	Location within Facility	# Inmate Phones
Phones		
Metro Jail Complex	Inmate PODS	83
	Docket Area	5
	Clinic	1
	Visitation	18
Minimum Security Barracks (Annex)	2nd Floor	8
	3rd Floor	16

4.3 ADDITIONAL REQUIREMENTS

Three (3) TDD units.

4.4 TELEPHONE SERVICE REQUIRED

The system must be capable of providing local, inter-LATA, intra-LATA, and international telephone service to inmates. Calls must be able to be terminated over the Public Switched Telephone Network (PSTN) and can't be SIP-based app-to-app call.

4.5 TELEPHONE HARDWARE

4.5.1 Suitable for Inmate Environment

The contractor is to provide telephones that are suitable for an inmate environment, meaning that telephones are equipped with durable housings and reinforced cords. Each telephone is to be a non-coin, "dumb" type unit that is tamper-resistant. Equipment must not contain any external removable parts.

4.5.2 Volume Control

All inmate telephones will have adjustable volume control.

4.5.3 TDD/TTY Compatible

Inmate telephones must be compatible with the use of TDD/TTY units that may be required for hearing impaired inmates.

4.5.4 ADA Compliance:

Vendor must provide hardware and services using text telephone/teletype (TDD.TTY), Captioning, and video relay service using sign language (VRS) which allow inmate communication that meets ADA guidelines for hearing impaired inmates.

4.6 MINIMUM TECHNICAL REQUIREMENTS,

The following items outline the minimum specifications required. Vendors are required to respond to each item. Where requested, fully detail and explain how the proposed system will accomplish each specification.

4.6.1 Automated Direct Call Processing

Only automated call processing of collect and pre-paid intra-LATA, inter-LATA, interstate, and prepaid international calls will be allowed. The system shall require a positive acceptance by the called party. Only after positive acceptance will the inmate and the called party be allowed to talk. The system shall create and save a call detail record of all call attempts, whether accepted or rejected and the fate of the call shall be noted in the record.

4.6.2 Pre-Pay Calling Service

In addition to traditional collect call service, Mobile County requires that the vendor provide pre-pay options for called parties. The pre-pay calling option must allow friends and family members (Users) the ability to establish an account directly with the Vendor.

The Vendor should describe available pre-paid calling options to include at a minimum the proposed approach to the following:

- System to allow one free call
- Prepaid account set up
- Customer contact programs (courtesy call, phone, text and email contact, and account auto-reload with stored credit card)
- Card storage (for future use)
- Account replenishment options and methods
- Account balance inquiries and notifications

4.6.3 Real-Time Called Party Prepaid Account Set Up Method

At the time of an inmate's attempted collect call to a number that cannot receive collect calls (due to billing restrictions, cell phone, etc.), the system shall put the inmate on hold and offer the called party the option to set up a prepaid account using a credit or debit card. This payment method will allow the collect call that would have otherwise been blocked to be connected as soon as the account is set up. If the called party elects not to set up an account, the inmate is to be informed and the call attempt terminated. The called party should also receive an option to pay for just that call without the need to setup an account. Please describe how these requirements these items are accomplished.

4.6.4 Electronic Inmate Debit Payment Method

The system shall provide an option for inmates to pay for calls themselves from their personal debit or trust accounts. Describe the system's capability of electronic debit calling that is integrated with the Mobile County's inmate banking or commissary system (inmate trust accounts).

4.6.5 Allowed Call List

Vendors shall describe the system's capability to provide allowed call lists to limit calls to only those phone numbers listed on an inmate's approved call list.

4.6.6 International Calling

Vendors shall describe the system's method for the completion of international calls outside of the North America Dialing Plan.

4.6.7 Inmate Personal Identification Number (PIN)

The inmate telephone system must have an integrated PIN assignment and management function that allows any or all inmate callers to be identified. The system must be capable of requiring the entry of a valid PIN at selected or all inmate telephones for the successful completion of calls. The proposed system must have the capability to record and save the inmate's name during the inmate's first call attempt, to be automatically retrieved by the system for subsequent calls. Selected phones can be programmed to place calls without PINs.

4.6.8 PIN Assignment by Phone

System provides capability for assigning an inmate's phone access to an individual telephone or group of telephones so that the inmate's PIN account can only place calls from those designated telephones.

4.6.9 Class of Service by PIN

Each PIN must have a "class of service" assigned. For example, each PIN has a list of allowable telephone numbers, duration of each call, and or other information.

4.6.10 Call Duration by PIN

The vendor's system must have the ability to limit call durations globally (all PINs), by site, by facility area or by individual inmate's PIN.

4.6.11 Inmate PIN Interface with JMS/OMS

The inmate PIN should interface with Mobile County's JMS/OMS to automatically add or update PIN data in the ITS. Please detail the process.

4.6.12 Voice Biometric Verification

The inmate telephone system shall verify the identity of inmate callers using voice biometrics. The voice biometric functionality must be fully integrated within the telephone platform and operate in real time. Enrollment of each inmate's voice print into the system must be easily accomplished without the need for Mobile County staff supervision. The inmate voice print sample must be tied to the inmate PIN.

The system should have the ability to have enrollment flexibility and provide the facility with the option of a script-based enrollment with no staff involvement required.

Voice Verification must be capable of being enabled by phone, housing unit or site and exemptions must be able to be applied by inmate.

Vendor must describe these capabilities.

4.6.13 Continuous Voice Biometric Verification

The inmate telephone system must verify the identity of inmate callers throughout the call in real time. Voice verification after a call is completed for this requirement is not an

acceptable solution. The change in a speaker event must be seen in near real-time in the live monitoring module of the application. The system must identify and scores the potential fraudulent users included on the call as well as provide the ability to search call recordings for the voice print of an inmate.

The system shall provide investigators the ability to query for any calls where an inmate's voice is heard whether the call was initiated by that inmate or if the inmate entered the conversation after the call was already in progress. In addition, through the course of normal call searching, investigators shall be able to see calls suspected to contain multiple inmate voices and display the names and IDs of the suspected voiceprints found within the call.

Voice Verification must be capable of being enabled by phone, housing unit or site and exemptions must be able to be applied by inmate.

Vendor must describe these capabilities.

4.6.14 PIN Control and Suspension

The system must allow an authorized person to add, change, or suspend an inmate's calling privileges by altering settings associated with the inmate's PIN. Such changes shall be implemented immediately; as soon as the change is made and saved. In the case of a suspended PIN, the system must have the capability to suspend an inmate calling privileges by PIN and set a beginning and end date without the need to manually re-enable privileges.

4.6.15 Deactivation of PINs

The system must de-activate the PIN feature by individual inmate telephone, groups of telephones and/or entire facilities.

4.6.16 Telephone Numbers per PIN

The system shall have the ability to assign a limited number of allowable telephone numbers per PIN. The system should have the ability to record in a self-learning mode, phone numbers to be added to the inmate's PIN.

4.6.17 Allowed Telephone Numbers

The system shall allow the ability for an inmate to call into an Inmate Allowed List IVR and self-manage his allowed number list.

4.6.18 End User Acceptance to be Contacted

Through the IVR process initiated by the inmate, the end user will be contacted automatically and be given the opportunity to accept or decline being put on the inmate's contact list.

4.6.19 Staff Approval or Validation of Allowed Numbers

Staff will have the ability to add notes, comments, disallow or otherwise edit an allowed number that was added via the Inmate Allowed List IVR.

4.6.20 Call Processing/Blocking System

The call processing/blocking system controller shall be external from the phone. The call processing/blocking system controller shall be centralized for all facilities to allow inmates to move to another facility without having to re-enter information.

4.6.21 Call Restrictions:

The vendors system must allow authorized staff to program times when the system will be operational, i.e. available or unavailable for inmate calls.

During the call set-up process, the system must provide a pre-recorded announcement identifying that the collect/prepaid call is coming from a specific inmate at a [name of facility] facility.

The system must have dialed number management for adding new numbers to the system's number database and review/editing restrictions of existing dialed numbers. Restrictions for new and existing dialed numbers in the number database must include: Restricted Playback, Blocked, Private, Free, Alert, Dialed No. Limits, and Voicemail. Users must be able to add notes in a notes field within the number management screen for that specific dialed number.

4.6.22 Calling Fraud Prevention:

The system must prevent the inmate or called party from dialing extra digits after the call is accepted unless to destinations authorized by [name of the customer].

Provide a complete listing of fraud prevention capabilities.

4.6.23 Uninterruptible Power Source

An uninterruptible filtered power source must be provided for any hardware maintained at each of the facilities. In the event of a commercial power failure, the uninterruptible power source will provide a minimum backup power of at least fifteen (15) minutes to the system.

4.6.24 System Failure Telephone Disconnection

If the system fails, all inmate phones must be automatically disconnected.

4.6.25 User-Friendly Voice Prompts

The system shall provide an automated operator with friendly voice prompts that give information and instructions to both the inmate and the called party. The automated voice prompts must be capable of facilitating an inmate's call from off the hook to hang up. Explain the types of prompts available through the automated operator system.

4.6.26 English and Spanish System Capability

The system must be capable of responding to English and Spanish speaking inmates. There shall be dialing instructions provided in English and Spanish on each inmate phone set. System prompts, warnings and messages must be available in English and Spanish. The vendor must describe how this will be accomplished with the proposed phone sets. If needed, additional languages must be available at no cost to Mobile County.

4.6.27 Remote Diagnostics, Programming, Polling, and System Alarm Reporting

The system shall support remote diagnostics, programming, polling, and system alarm reporting directly to the vendor, with the ability to notify Mobile County of any alarm reporting issues.

4.6.28 Programmable Conversation Length

The system shall support a programmable maximum allowed call time length (example: 15 min.) with time remaining warning message heard by both parties prior to call termination. The maximum allowed call length shall be programmable by inmate, phone, phone number dialed, housing unit, and facility as a whole. The proposed Inmate Telephone System must also have the ability to support different maximum allowable call lengths for inmate calls, including calls made with the assistance of a TTY/TDD device.

4.6.29 Programmable Inmate Access

The system shall support a programmable inmate access based on time, date, or day of week. This access shall be programmable by inmate, phone, destination phone number, housing unit, facility, and by the system as a whole. Additional holiday settings shall be available to allow alternate scheduling of phone usage for specific holidays.

4.6.30 Programmable On/Off Service

The system shall support a daily programmable on/off service by individual phone, a group of phones, or by destination number and shall have the ability to shut down all or some of the phones from the system workstation.

4.6.31 Administration Workstation

The system shall include at each facility at least one (1) on-site personal computer or laptop workstation that provides: an access program to the system's centralized controls and databases, speakers for real time monitoring and replay of recorded conversations, a CDRW or CD/DVD drive for transfer of call data and call recordings to CDs and DVDs, a USB port to transfer data to a flash drive, and a compatible printer for call data reporting.

The on-site administration PC must exist only as a portal to the centralized control system, meaning that underlying system functionality and inmate telephone service must operate completely independent of any administration terminal. Should an on-site

computer “crash” or otherwise become disabled the central system must continue to function normally, maintaining full control of inmate telephones according to preprogrammed settings. Additionally, system controls and call data shall remain accessible from authorized remote computers until the on-site workstation computer is repaired or replaced.

4.6.32 Administration Software

System software must be security-level based and password protected. A system user who is properly authorized to perform different administrative tasks must be able to do so with a single log-in to the system. Describe the proposed system’s password security system.

The system software must be a web-based, with a Graphic User Interface (GUI). It must require two-factor authentication utilizing a username and password to access the system. Once logged in, each account must have an associated security level which defines the capabilities of that user.

The vendors system must provide administrators a new user account set up with password, user ID validation, and Image generation for security purposes.

The user interface software must provide the Mobile County staff with the ability to control, monitor, and report inmate telephone usage. Describe common administrative tasks performed at the system workstation.

4.6.33 Call Detail Records

The inmate telephone system must generate a detailed call record for every inmate call attempt. All call detail records must be collected and stored in real-time at a central, secure location with redundancy.

All call detail records shall be stored on-line, available at the system workstation, for the entire duration of the contract.

4.6.34 Call Detail Reports

Call Detail Reports should be available to Mobile County on a real time basis via the on-site PC workstation. The system must be capable of allowing the user to specify limiting parameters for call searches, such as a search for all calls during a specified time period, calls placed by a specific inmate, calls to a specific destination number, etc. The system must be able to be accessed remotely by mobile devices.

4.6.34.1 Each Call Detail Report must provide at a minimum for each record returned the station, destination, facility name, PIN, date, time, length, cost, acceptance or rejection code, and reason for incomplete calls.

4.6.34.2 Each Call Detail Report must provide the option to sort in ascending or descending order by the station, destination, facility name, PIN, date, time, length, cost, acceptance or rejection code, and reason for incomplete calls.

- 4.6.34.3 Each Call Detail Report must provide a summary of the total cost and total minutes for all calls in the report.
- 4.6.34.4 Within the Call Detail Report, the PIN number must provide the inmates name if listed in the PIN database.
- 4.6.34.5 Within the Call Detail Report, the PIN number must provide a direct link to edit PIN settings for a specific inmate without leaving the current reporting screen.
- 4.6.34.6 The vendor's ITS user interface must allow investigators to build custom reports incorporating call detail information and contain tools for selecting, sorting, and combining data.
- 4.6.34.7 The system must provide the ability for investigators to attach notes to a call and view it from the call detail report.
- 4.6.34.8 Authorized users must be able to add a case number, investigator ID, and mark significant points to notes that are attached to an inmate call.
- 4.6.34.9 The system allows investigators to share notes about a call and use text entries, such as a case number, investigator ID, and a specific gang affiliation in the case-notes as the search criteria to retrieve specific case-notes with the associated call detail record as well as providing the ability to do a full text search against the notes attached to the call.
- 4.6.34.10 The system must have the ability to assign and track Security Threat Groups (gang affiliations) within the user interface' call detail records, live monitoring, and stored recordings. Inmate accounts may be assigned a Security Threat Group manually in the administrator application or through a Jail Management System feed. The user interface must provide reporting for Security Threat Groups using a drop-down menu, which displays a list of common Security Threat Group names. Users must be able to search calling activity by selecting one or more threat groups from the drop-down list.
- 4.6.34.11 The system Security Threat Group feature must provide an alert that can be sent to a single person or multiple persons when a keyword or phrase is used during a phone conversation. The alert must be able to be sent as a phone call, text, or email.
- 4.6.34.12 Within the Call Detail Report, attempted three-way calls must be flagged for visual identification.

4.6.35 Call Detail Reports Results

The call detail results reports shall allow the end user to move column headers, remove columns, sort columns, include or exclude columns in the result set.

4.6.36 Additional Reporting Requirements

The ITS reporting tools must include a way to run a many-inmates-to-many-phone-numbers query tool.

The ITS reporting tools must include revenue and call statistic reports for administrators to quickly see ITS performance.

The ITS reporting tools must provide statistical reports that show call attempts, complete calls, rejected calls or other statistical references and is capable of splitting by facility.

The ITS reporting tool must provide the ability to build lists of inmates or phone numbers with similar characteristics (i.e., inmates with special classification or staff phone numbers).

4.6.37 User Interface Functionality

The ITS interface should be web-based, accessible on mobile devices, and require a username and password. The system should be capable of restricting access per IP address.

The end user should be able to select a landing page within the user interface. The end user may select a landing page within the user interface related to their role or preference. End users with a role specific to Inmate PIN management may select the PIN management module as their chosen landing page.

User interface must utilize adaptive technology to allow screen scaling to various size tablets or other mobile devices. User Interface must allow for user to select/deselect column headers to appear in call detail report results.

End users must have the ability to select a live chat with a customer service agent directly from the user interface. Online real-time access to technical support. User interface must provide a Help Button that provides instant guidance based on the content of the active page.

The system must provide a fully integrated on-line help function that allows users to self-help during use of the vendor's system user interface.

Vendor must describe these capabilities.

4.6.38 Unlimited End Users

The system should support unlimited number of end users.

4.6.39 User Roles

The system should support an unlimited number of unique roles with varying capabilities to be assigned to unique end users.

4.6.40 Restricted User Roles

The system shall provide the ability to establish roles for users who are setup to only allow access to specified inmates or dialed numbers.

4.6.41 Ad Hoc Reports

The inmate telephone system must provide ad hoc reporting capabilities that allow authorized staff to build custom reports using advanced tools for selecting, sorting, and combining call data that may reveal trends and correlations that might otherwise not be apparent in standard call detail reports.

4.6.42 Ad Hoc Reporting

The Ad Hoc reporting capability must allow for an end user to search "many to many" complex queries such as all staff numbers, all known visitors, all known vendors or all inmates who meet a criteria.

4.6.43 Security Threat Groups

The system's reporting capability must have a built-in security threat group (STG) correlating function. The system must have the ability to assign and track security threat groups within the user interface' call detail records, live monitoring, and stored recordings. Inmate accounts may be assigned a security threat group manually in the administrator application or through a Jail Management System feed. The user interface must provide reporting for Security Threat which displays a list of common Security Threat Group names. Users must be able to search calling activity by selecting one or more threat groups and one or more special lists of telephone numbers (e.g. facility employee numbers), such that all calls by inmates in a given list are automatically correlated with the specified list of numbers. Inmate accounts must allow a security threat group to be assigned manually in the administrator application or through a Jail Management System feed. The user interface must provide reporting for Security Threat which displays a list of common Security Threat Group names. Users must be able to search calling activity by selecting one or more threat groups.

The Security Threat Group feature must provide an alert that can be sent to a single person or multiple persons when a keyword or phrase is used during a phone conversation. The alert must be able to be sent as a phone call, text, or email.

4.6.44 Other Administrative and Investigative Reports

In addition to call detail reports, the inmate telephone system must provide a variety of other administrative and investigative reports at the PC workstation. When appropriate, the user must be able to limit the search to call records that meet specified criteria.

Describe the report capabilities of the proposed system and discuss the system's ability to provide the special types of reports listed below.

For specified time periods, the desired reports should include, but not be limited to:

Call frequency reports by origination number, destination number, PIN, and trunk line ID.

Report of all numbers called by more than one inmate.

PINs created or modified by the PIN interface with the JMS

Manually created or modified PINs

Report that identifies tagged PINs of special interest and their assigned alert groups.

Report that shows all calls/attempts to numbers tagged as of special interest.

Call recording playback history report (showing when and who listened to a recording).

Debit account information and transaction reports (if applicable).

System activity and user log reports that include among others, a report of users who have downloaded and copied calls to CD or other portable medium.

Call statistic report providing a numerical count of total completed (accepted) calls and total incomplete calls with separate counts for calls that did not complete because they were blocked, refused, not answered, or not completed due to a busy signal.

4.6.45 Call Traffic Analysis Graphs

The system shall have the capability for graphical display of call statistics for the current day, month, or other designated time periods. The purpose of graphs is to provide Mobile County a quick way to verify that calls are being made and to determine the overall call traffic patterns and revenue. For example, for the day (or month or other designated time period) Mobile County would like to see at a glance the fraction of attempted calls that are completed; and the fraction of call revenue that is generated by collect calls compared to inmate debit or call party prepaid. Graphs must be automatically or otherwise easily generated and displayed.

4.6.46 Call Security and Call Blocking

The system shall provide complete call security and call blocking at the unit location. It shall also have a programmable reestablishment mode for restrictions place on the inmate's use of the phone system. All call security and blocking settings must take place in real-time with no delay in system changes.

4.6.47 Restricted Incoming Calls

The system shall restrict incoming calls, allowing outgoing calls only.

4.6.48 Call Restriction Capabilities

The system shall have the capability to restrict area code, exchange, single number or range of numbers. The system shall disallow 800/900/information/operator call options. Prefixes such as 900, 950, 800, 888, 700, 976, 411, and 911 shall be automatically blocked. Calls to the operator through 0, 00, 10xxx, 950xxx, etc. shall be disallowed.

4.6.49 Name Recording Capability

The proposed Inmate Telephone System must have the capability to record the inmate's name either at the time they place their first (1st) call attempt or by the vendor's provided administrative personnel. The inmate's recorded name must be stored by the Inmate Telephone System and utilized on all future call attempts in the announcement to the called party. The system must allow for the maintenance of such recorded names.

4.6.50 Chain Dialing and Secondary Dial Tones

The system shall restrict chain dialing and secondary dial tones. The inmate must hang up before dialing a new number.

4.6.51 Real Time Identification of Inmate-to-Inmate conferencing

The system should identify in real time calls that are suspected of multiple inmates conferenced by the called party. This capability should apply to all sites for Mobile County as well as other sites associated with Mobile County. Vendor must describe this capability.

4.6.52 Inmate-to-Inmate Conferencing

The system should allow the ability to filter and retrieve calls that are suspected of inmate-to-inmate communication by being conferenced by the called party. Inmate-to-Inmate conferencing shall be displayed in real time as the event occurs in the live monitoring section of the inmate telephone platform.

Inmate-to-inmate call detection must be shown and flagged in the call detail record of the user interface.

The system should provide the ability to "white list" known numbers that will receive simultaneous calls from inmates (Bondsman, public defenders, PREA, commissary). The system should have the ability to clearly mark call records that were suspected of participating in a multi-way conversation.

The system should provide the capability to alert staff with an audible and/or visual alert in live monitoring when inmate-to-inmate communication is identified. The system should provide the capability to display the name/location of the inmates engaging in the call.

The solution should detect inmate-to-inmate calls between any inmates using the vendor's hosted ITS platform. Vendor must describe this capability.

4.6.53 100% Call Recording Feature

The system shall have 100% digital call recording as a feature; however, calls to attorneys will not be recorded. This feature will allow real time recording of individual calls, and shall have the ability to off-load a specific call to a recording medium that retains a chain of evidence admissible in a court of law. The recording feature must be able to be deactivated on a per-number dialed and/or per PIN basis. The system must allow for the ability to mark individual recorded calls to prevent the deletion when the normal storage period is expired. Such protected calls shall be maintained until such protection is removed.

4.6.54 Call Recording Storage

The system must maintain all call recordings centrally at the vendor's data center on scalable enterprise class Flash storage technology and does not use tape drives for primary storage of call recordings.

All call recordings are stored online and available through the online user interface for a minimum period of one (1) year.

4.6.55 Access to Recorded Calls

Access and playback of recorded calls shall not require a manual media change. Mobile County desires that inmate call recordings be maintained on-line and readily available for identification, selection and playback. The search for and ability to playback recorded calls shall be performed on either an inmate telephone system Workstation at the main facility or may be accomplished by searching and retrieving recorded calls from other facilities covered under the scope of this RFP. Remote access to call recordings for authorized users working from offsite PCs, laptops, and mobile devices must also be provided.

Users must be able to place call recordings in a single call queue which allows the user to forward call recordings, secure links to call recordings, and download call recording.

4.6.56 Recording Playback Features

The system must allow authorized users to retrieve and play back specific call recordings easily in the Call Detail Reports screen of the system user interface. System playback must allow the user to separately analyze the inmate and called party sides of the conversation.

The system must provide two options for recording replay: 1) Begin the replay immediately while the audio file is streaming, and 2) Allow the recording to be fully downloaded to the computer's hard drive before the investigator begins the replay. With these replay options, ability to separate the audio for the inmate and called party; allow slowing-down the playback to better understand unclear passages; pause and fast forward as needed; mark significant points within a recording; add text notes that will remain with the recording when it is copied to a CD or other portable medium, and

provide the ability to replay a selected segment of a call, once or many times, without having to replay the entire recording. Vendor must describe this capability.

When playing back call recordings, the system must allow the user to add a case number, investigator ID, any notes to the recording while listening, and mark significant spots in the recording where notes are applicable.

The system playback feature must allow investigators to remove silence from recordings for both the inmate and called party channels or disable the control. Investigators must be able to set the rate which the system skips ahead when silence is detected and adjust the level of silence sensitivity to detect the level of volume and filter out noise in the audio.

The system must allow the user to lock a call from the playback feature.

4.6.57 Call Recording Sharing Capabilities

The system shall provide the capability for investigators to download call recordings directly from the system to a local drive or to a "flash drive," "thumb drive," or other removable storage device.

The system must allow authorized users the ability to email an external user a secure link to inmate call recordings. The end users must be able to play the recordings or download the selected recordings and burn to a CD or DVD or other external media. End users who receive the secure email link to recordings must have a limited time to retrieve the recordings. After the access window expires the link must not be accessible. The user receiving the email link must enter their email, a password, and a confirmation code to access the recordings. The system must have the ability in the user interface to audit and report the user activity for staff that have been given permission to email links to recordings.

The links must only be utilized during the access window of time provided, after the access window expires the link must not be accessible. The feature must require a multi factor authentication, preferably with three unique characters. The authorized user is required to provide link access credentials separate from the link itself for security purposes.

Vendor must describe this capability in detail.

4.6.58 Simultaneous Call Retrieval for Investigations

Multiple authorized operators must be able to simultaneously access the centralized recording database to retrieve calls for investigations without having to change or exchange recording media.

The system shall provide for an unlimited number of operators to search and download recorded calls across the WAN for all facilities without the degradation of any and all facilities within the provided WAN.

4.6.59 TDD/TTY Services

The system must be capable of providing telephone service, as well as call restrictions, for hearing impaired inmates using a TDD/TTY device. The system must provide functionality that allows facility personnel to monitor and record-for-replay calls transmitted through a TDD/TTY device. The system must also have the capability to record the TTY call and convert it to text so that it can be stored and reviewed via the inmate telephone system user interface. Explain how the proposed system meets these requirements.

4.6.60 Alternatives to TDD/TTY

Propose solutions or alternatives for hearing impaired inmates or called parties.

4.6.61 Attorney Numbers

Inmate calls to approved legal/attorney numbers shall be exempt from monitoring and recording. Describe in detail how the system will protect pre-approved attorney numbers from monitoring and recording. Individual attorney numbers must be configurable for predefined call durations as necessary. Customer will verify and provide approved legal/attorney numbers to vendor.

4.6.62 Free Calls

The system shall have the capability to provide free calls to preapproved numbers.

4.6.63 Warning Statement

The system must provide a "warning statement" in both English and Spanish on each phone set that states "This call is subject to monitoring and/or recording". This statement must also be given as a message on the initiation of the phone call for both parties information. Such message and capability must be disabled on calls between inmates and their attorneys of record.

4.6.64 Capability to Interject Messages

If deemed necessary by Mobile County, the system shall have the capability to interject messages into an inmate's call at random intervals that remind the called party that the call is from an inmate at the correctional facility. Vendor must describe this capability.

4.6.65 Administrative Functions Password Protection

It is required that access to administrative functions and data be password protected within the system. Each proposal must detail the level of password protection that is provided with each proposed system.

4.6.66 Three-Way Calling Detection

The system must be able to detect, alert and mark (flag) three-way calling. Such detection of each three-way call attempt shall have the ability to mark (or flag) in the call

detail record such call attempt as a fraudulent call attempt. The system shall monitor each line for events that appear to be a three-way call attempt from the called party.

4.6.67 Audit Log Reporting

The system must have the ability to report user activity within the system. Such report shall list the user logged into the system at the time, the date, and activity. The system must allow authorized Mobile County staff options to generate audit reports for all users and for individual users and for all activities and specified activities. Describe the system's user auditing capabilities.

4.6.68 Remote System Access

The system must allow properly authorized Mobile County administrators and investigators to remotely access the inmate telephone system's user interface and centrally stored data using personal desktop or laptop computers that have not been provided by the vendor. The system must be able to be accessed remotely by mobile devices Explain how remote access is accomplished.

4.6.69 Inmate Crime Tip Line

The system must provide a no-charge, speed-dial number that connects to a recorded message system that can be used by inmates to anonymously report criminal activity within the facility or to provide information related to criminal investigations.

4.6.70 Voicemail

The system must provide inmate voicemail system that allows family, friends, and facility personnel to leave messages for an inmate. System must be configurable.

Voicemail system must provide a secure, PIN-protected account for inmates to use.

All messages must be recorded and subject to playback by authorized personnel.

System must allow facility staff to send an announcement/message from the facility to all inmates or to a single inmate.

4.6.71 Real-Time Call Monitoring

The system must allow authorized users to monitor ongoing inmate phone calls in real-time, from an onsite workstation or from a remote PC. Real-time call monitoring must not interfere with call recording and must be undetectable by the inmate and the called party. Explain in detail how your system will provide these features.

4.6.72 Live Monitoring Features

The live monitoring application provides end users with visual cues/indicators of calls that include unique characteristics. The application must display at a minimum the inmate information, dialed number information, station/phone being used.

The Call Monitoring feature of the vendor's system must allow authorized personnel to assign surveillance alerts by individual inmate PIN, specific destination number, security threat group (gang affiliation), keyword/phrase, or a specified inmate phone. The system must allow the alert to be sent to multiple contacts. Neither the inmate nor the called party can be aware the investigator has joined the call. These alerts should include, but not be limited to, the following features:

- A. Alert to an investigators email, SMS text, or phone (landline or smartphone).
- B. Allow real time listening of conversation in progress.
- C. Allow the ability to disconnect the call in progress.
- D. Allow investigators to assign and enter a PIN when alert call is received.

The system must have the ability to have a selectable scan of all live calls in progress. The scans should sequentially play the live conversion of each active call for a configurable time interval (e.g., 30 seconds, 60 seconds), before scrolling to the next active call. At any point, the user should be able to stop the scan and listen to a conversation of interest for any length of time.

The application must provide the end user with a toggle switch allowing them to enable or disable audible alerts. The application must provide the end user audible cues/indicators of calls that include unique characteristics (Hot Number, Hot PIN, Inmate to Inmate communication etc.).

The live monitoring application must provide a count of active calls. The application must allow the end user to select a single site, multiple sites or all sites and must show a Site ID per call so that the end user knows from which site the call is being placed.

The live monitoring application must allow the end user to do a reverse lookup of the phone number being called (Billing Name and Address). This must also include a map showing the location of the called number.

4.6.73 Inmate Management System Interfaces

Describe the vendor's capability to provide software interfaces to other facility programs that would, for example, allow inmate PINs to be automatically transferred into the phone system's database from the facility's jail management system, or would allow monies in an inmate's commissary account to be used for pre-paid inmate (debit) calls. Describe how such interfaces would work.

4.6.74 Tagged Numbers, PINs, and Stations – Alerts and Notifications

Describe the system's capability to provide alerts and/or notifications to investigators when a specific telephone number is dialed, when a specific inmate places a phone call, or a specific phone station is used. System must provide capability for alerts to be emailed to investigators, for the call to be forwarded to an investigator's telephone and/or cell phone or sent by SMS text messaging. Alerts and notifications must be received in time to allow for real-time monitoring of the call in progress. Such real-time monitoring must be undetectable by the inmate and the called party and must not interfere with call recording.

All alerts and notifications must require the investigator/s to enter a passcode to create or edit a tagged phone call of interest.

4.6.75 System Integrated Help

The system must provide a fully integrated on-line help function that allows users to self-help during use of the vendor's system user interface.

The system must provide a fully integrated "What's New" feature that allows staff users to access system updates for each new release of the ITS platform in the system user interface.

4.6.76 Reverse Lookup

The system must provide, at no cost to Mobile County, a mechanism for looking up the name and address of a called-to telephone number for a call in progress, a call attempt, or a completed call. Name and address information must be reported in text and displayed on a map.

4.6.77 Keyword Search

The system must provide a fully integrated user application keyword search capability. The keyword search capability must allow users to add words to the dictionary and utilize phonetic based functionality as the primary method for searches and must also utilize speech to text transcription.

4.6.77.1 Advanced Features:

4.6.77.1.1 The keyword search application must provide a word cloud to visually display words most often spoken or gaining usage. For example, "Facebook" or "cell phone".

4.6.77.1.2 The keyword search feature must provide an alert that can be sent to a single person or multiple persons when a keyword or phrase is used during a phone conversation. The alert must be able to be sent as a phone call, text, or email.

4.6.77.1.3 The keyword search application must automatically generate a transcript of a call on demand and allows the end user to proof and insert commentary or corrections as needed without the need to send to outside transcription service.

4.6.77.1.4 The application must have completed searches of call records across multiple facilities with a population totaling more than 5000 inmates/prisoners.

4.6.78 Phone Type Identification

The vendors system must provide an indicator in the form of an icon that shows the device type used to receive the call in the ITS user interface. The device type receiving

the call must be displayed in the Dialed Number fields when viewing Live Monitoring and Call Detail Records.

4.6.79 Security and Compliance Features:

The vendor's system user interface must only allow user access to information for which they have been authorized. All data must only be accessed on a "need to know" basis. Users who do not need to have access to sensitive data must be prevented from accessing it. To access the ITS user interface, a person must login with a valid username and password. Each user's password must be linked to an assigned Role, giving them permission to access some functions, but not others.

The vendor must provide Systems and Organization Controls (SOC) 2 Type II compliance certification.

The vendor must provide Payment Card Industry (PCI) Merchant Level 1 compliance certification. The vendor's handling and storage of sensitive cardholder data must be fully compliant with the Payment Card Industry Data Security Standard (PCI-DSS).

All data related to the services provided by the vendor to the facility must be encrypted at rest and meet FIPS 140-2 requirements. This includes all detail records, databases, call data, etc. and ensures that only vendor's employees with a business justification can access customer information.

Anti-Virus software must be installed on all vendor's internal servers and workstations and must be centrally managed and alert the vendor's internal security staff when viruses are detected, or security policies are not adhered to. Intrusion Prevention Systems must be deployed with malware detection and removal licenses that prevent any suspicious files from traversing the vendor's network and automatically block suspected malicious traffic and files.

Vendor must install and maintain, at no cost, an entirely independent network, including independent wiring and an independent Internet connection to ensure that there is no overlap between [name of customer]'s network and the vendor's network. Vendor's network must be protected by routers and firewalls that utilize a "default deny" rule to drop all packets from IP addresses and/or ports that have not been specifically whitelisted for its products and services to work as designed.

Access control lists (ACLs) must be used to limit all inbound, and outbound traffic to vendor specific networks which include the IP address for vendor data centers and web applications.

Vendor must provide internal and external network vulnerability scanning and penetration testing. Vulnerabilities must be remediated within a timely manner based on the level of risk.

4.7 COMMISSARY ORDERING INTEGRATION REQUIREMENTS

The system shall be capable of allowing commissary ordering to inmates via the inmate telephones at no cost and shall provide a complete description and detailed information on this feature/functionality. The current Commissary provider is **Kimble's Commissary**.

- 4.7.1** The system shall have the following capabilities for allowing commissary ordering via the inmate telephones:
- 4.7.2** Bidders must be able to allow inmates to check their commissary/trust fund balance via their proposed system solution.
- 4.7.3** Bidders must allow for inmates to pay for their debit call by directly charging the inmate's commissary/trust fund in real-time. Transfers of inmate money to separate debit accounts, the selling of calling cards, the selling of commissary time, the replacement of the current trust fund system is not permissible.

4.8 SYSTEM REQUIREMENTS

4.8.1 Centralized Processing and Data Storage

The system must provide secure, centralized storage of both call records and recordings.

Each facility must have independent control of the inmate telephones at that facility and have on-site access to the facility's call records and recordings through a workstation computer. The system at each facility must be tied together in a secure Wide Area Network (WAN) that allows properly authorized staff at one location to carry out investigations by accessing call records or recordings from any or all sites. Reporting capabilities must allow for the reporting of a single location or all locations within the network.

Vendor should describe how data is encrypted both at rest and in transit.

5 TECHNICAL SPECIFICATIONS – DATA ANALYSIS SYSTEM

The purpose is to install a data analysis system that will aid Mobile County investigators in analyzing data from multiple sources (e.g. phone calls, visitations, deposits) to create actionable intelligence.

Vendor shall provide initial and ongoing training to Mobile County staff in how to use the system to aid investigations. Vendor must provide an integrated package that displays all data to include vendor data, and 3rd party, as well as facility and other source data in a single tool.

DATA ANALYSIS SYSTEM SPECIFICATIONS

- 5.1.1 Allows analysts to document and create notes on the analyses.
- 5.1.2 Allows for user to share table and link diagram results with another user in a format that allows the user to work with the diagram without rebuilding or duplicating efforts.
- 5.1.3 No limit to the size of any data source regardless of data source type.
- 5.1.4 No limit to the number of data sources or types that may be incorporated and supports the importing and link analysis of call detail records, offender demographic data, visitation data, offender banking data, and security threat group information.
- 5.1.5 Web based, accessible through a web browser.
- 5.1.6 Provides open APIs (Rest API) for custom interfaces
- 5.1.7 Provides data transformation, conversion and cleansing capabilities
- 5.1.8 Supports integration of custom-defined data manipulation functions
- 5.1.9 Capable of plotting addresses and locations on an interactive map to include visitor addresses, offender's assigned locations based on housing unit, incident location based on location, etc.
- 5.1.10 Supports searches based on location using geo-coded data (point, region, route)
- 5.1.11 Includes ability to convert address information into geo-coded values
- 5.1.12 Supports searching multiple data sources at the same time.
- 5.1.13 Allows users to manually create objects/entities and associations among those objects/entities.
- 5.1.14 Supports on-the-fly import of file and database data by analysts
- 5.1.15 Provides the ability for users to import data sources stored in a variety of file formats and must provide a utility for the user to format the structured data columns.

- 5.1.16** Reflects the source from which a particular object or entity is derived.
- 5.1.17** Supports any entity type configuration or value
- 5.1.18** Provides search results in both table and diagram formats, and both formats must be easily exported.
- 5.1.19** Provides a variety of predefined link analysis layouts such as starburst, vertical and horizontal hierarchy, etc., of offenders linking to other objects/entities.
- 5.1.20** Supports the display of date related data on a graphical timeline.
- 5.1.21** Allows for link diagram custom images to be applied both automatically or via user intervention, and must support common formats to include PNG, GIF, SVG, and JPG.
- 5.1.22** Supports background images
- 5.1.23** Allows users to schedule queries to be run automatically at the user's discretion (i.e., daily, weekly, monthly, etc.)
- 5.1.24** Supports monitoring and notification of data changes (Alerts)
- 5.1.25** Identifies real-time changes to link diagrams
- 5.1.26** Provides notification of changes to link diagrams
- 5.1.27** Performs automatic merging of objects/entities based on key values attributes as new data sources are added by agency or individual user.
- 5.1.28** Includes logging feature to capture the activity of individual users within the solution to include searches conducted.
- 5.1.29** Provides access control list functionality that manages individual user's ability to search against individual data sources.
- 5.1.30** Incorporates a minimum of 1 years' worth of vendor supplied data.
- 5.1.31** Allows for the incorporation of unstructured data and allow for entity extraction from the data element.
- 5.1.32** Allows users to add text, lines, and other objects to a link diagram to enhance and/or draw attention to certain aspects of the diagram.
- 5.1.33** Allows users to build custom search queries and save for future use, to include the ability to set dynamically set date ranges (i.e. report can be set to run for the last week, and based on the date the report is run, automatically sets date range to be for the last 7 days).

- 5.1.34 Allows users to filter search results "on the fly", regardless of data source or type, without the need to conduct a new query.

6 TECHNICAL SPECIFICATIONS – VIDEO VISITATION SYSTEM

6.1 SCOPE OF WORK – VIDEO VISITATION SYSTEM

The purpose of this is to install a video visitation system that allows inmates to conduct video and audio visitation with a visitor remotely. The purpose is also to install a visitation management system that will streamline the visitation process including scheduling, check-in, and tracking of both remote video visitation and on-site video visitation. The system furnished shall be of state-of-the-art technology.

- 6.1.1 VVS must have been deployed for at least three (3) years.
- 6.1.2 VVS must be deployed with at least 10 customers currently.
- 6.1.3 VVS must have at least one deployment of 500 or more customers.

6.2 FACILITIES AND STATIONS

The locations and number of facility visitation stations initially desired are listed below but may need to be adjusted during the course of the contract to accommodate significant changes in inmate population and/or visitation demand.

FACILITY LIST AND NUMBER OF VIDEO VISITATION STATIONS DESIRED

Facility	Location within Facility	#Inmate Stations
Metro Jail Complex	Public Visitation Area	13
	Inmate Housing Areas (PODS)	52
Barracks	2 nd Floor	8
	3 rd Floor	8

6.3 VIDEO VISITATION SYSTEM DESCRIPTION (HEREIN KNOWN AS VVS)

- 6.3.1** Provide all labor, equipment, materials, software, installation, configuration (hardware, software and networking), documentation, testing, and training of the VVS as required herein and on the drawings.
- 6.3.2** VVS shall be an Internet Protocol (IP) based system. All video and audio streams between the stations shall be transmitted over TCP/IP/Ethernet. Any systems that utilize analog audio/video matrix switching devices are not acceptable.
- 6.3.3** VVS shall support both on-site and remote (Internet) visits, with the ability to configure for only one or the other if desired.
- 6.3.4** Software Support & Upgrades
- Vendor must provide customer with 24x7x365 phone support.
 - Vendor must provide customer with software upgrades as they become available.
 - Vendor must provide support services directly to visitors via phone and email support services.
- 6.3.5** VVS data must be stored off-site in a remote data center.
- 6.3.6** Video Recordings must be retained in storage with online retrieval for a minimum of 90 days.
- 6.3.7** Vendor shall integrate the VVS to Mobile County's offender management system (JMS/OMS/IMS).
- 6.3.7.1 The VVS shall be able to accept from the facility's offender management system (JMS/OMS/IMS) the following minimal information via XML, database view, or flat file:
- Inmate ID
 - Inmate last name
 - Inmate middle name
 - Inmate first name
 - Gender designator
 - Date of birth
 - Housing assignment designator
 - Inmate classification
 - Race designator
 - Inmate booking number
- 6.3.7.2 VVS shall track all inmate housing unit assignments, movements, and inmate releases to validate scheduled visitation integrity as well as permit on-demand visits.

6.4 VIDEO VISITATION STATIONS, NETWORK AND STANDARDS

All video visitation station components must be field replaceable by facility staff or by the VVS contractor. All video visitation components must meet the following requirements:

6.4.1 Visitor VVS Stations

6.4.1.1 Steel wall mountable enclosure:

- Enclosure shall not have any openings exposed to visitor.
- Handset with reinforced lanyard
- Optional 2nd handset as requested by location.

6.4.1.2 Minimum 15" Android-based operating system

- Constructed of rugged off-the-shelf components
- Android operating system
- Hardened handsets and lanyards
- Hardened stainless steel encasement
- Built-in high-resolution camera
- 15.6" high resolution, multi-point, capacitive touch-screen resistant to liquids and vandalism
- 1920 x 1080 Display
- 2GB RAM, 32GB ROM
- POE 802.3at compliant (Power over Ethernet) with 10/100/1000 Ethernet

6.4.2 Inmate VVS Station(s):

6.4.2.1 Steel wall mountable enclosure:

- Enclosure shall not have any openings exposed to visitor.
- Handset with reinforced lanyard
- Optional 2nd handset as requested by location.

6.4.2.2 Minimum 15" Android-based operating system

- Constructed of rugged off-the-shelf components
- Android operating system
- Hardened handsets and lanyards
- Hardened stainless steel encasement
- Built-in high-resolution camera
- 15.6" high resolution, multi-point, capacitive touch-screen resistant to liquids and vandalism
- 1920 x 1080 Display
- 2GB RAM, 32GB ROM
- POE 802.3at compliant (Power over Ethernet) with 10/100/1000 Ethernet

6.4.2.3 VVS shall provide the ability allow visitation to be alerted to all kiosks in a given housing unit such that any kiosk can be used (after authentication) to receive the visit.

6.4.3 Videoconferencing Codec will contain multiple non-proprietary CODECS. CODECS to include a minimum of the following:

6.4.3.1 Bandwidth - Supported from 24 kbps up to 8 Mbps

6.4.3.2 Video standards – support VP8

6.4.4 Network:

6.4.4.1 VVS will be supported by a network provided by the Vendor that is separate from Mobile County's network. Mobile County's network will not be required for functionality of the VVS.

6.4.4.2 VVS network shall have sufficient bandwidth to support the proposed deployment.

6.4.4.3 VVS network shall be secure and not allow unauthorized viewing of and/or listening to a visit other than through the approved monitoring capability of the VVS.

6.4.4.4 VVS shall utilize appropriate CAT5 or higher cabling for connection of VVS stations to the visitation network.

6.5 VISITATION MANAGEMENT AND REGISTRATION SOFTWARE

6.5.1 Visitation Management Software

6.5.1.1 VVS shall be a user friendly, highly graphical application.

6.5.1.2 VVS shall be accessible via any Internet connection and standard browser (IE9+, Chrome and Firefox recommended) to facility users with network access and application privileges.

6.5.1.3 VVS shall allow the facility to manage personal and professional visitations, visitation center hours, time slots, and recording & monitoring rules.

6.5.1.4 VVS shall allow the facility to provide unique visitation restrictions for professional visitors.

6.5.1.5 VVS shall have individual profile pages for each inmate and visitor allowing the facility staff to:

- Review, edit visitor/inmate general information.
- Review visitation history.
- View and download visitation recordings.

6.5.1.6 VVS shall allow for unscheduled, on-demand visits to specific inmates.

- Visitors can initiate a visit to any inmate for which they have an approved contact.
- On-demand visit shall be initiated from web browser or via mobile app.
- Incoming visit shall be alerted on all tablets within the housing unit that are active and enabled for VVS.
- Inmate can accept the visit on any kiosk enabled for VVS by entering PIN.

6.5.1.7 VVS shall allow for inmate-initiated visits.

- Inmate can initiate a visit to any outside party for which they have an approved contact.

6.5.2 Visitation Registration Software

6.5.2.1 VVS shall include a web-based scheduling application allowing public and professional visitors to register and schedule visits using a standard internet browser and an internet connection.

- VVS shall determine what fields are mandatory for visitor registration.
- Accepted registration IDs shall include Driver's License, Passport, Military, and Consulate ID.
- VVS public and professional scheduling must be available in English & Spanish.
- VVS shall require visitor registration to specify the visitors that they wish to be able to schedule visits.
- VVS shall allow inmates to initiate contacts for visitation via generic message to email address.
- **Visitors shall be able to login using their unique visitor ID or their email address and password.**
- VVS shall provide mobile applications for mobile device scheduling (Android and iOS).

6.5.2.2 VVS shall provide the ability of a review queue that will require authorized facility staff to approve the visitor registration.

6.5.2.3 Visitation scheduling application shall provide for attorneys, etc. to request registration as a professional visitor.

6.6 VISITATION SESSIONS, RECORDING AND MONITORING

6.6.1 VVS shall alert at the designated station that an incoming visit is beginning and prompt the inmate to enter PIN to accept the visit.

- Alerts shall only appear on kiosks that are enabled for VVS in the housing unit.
- Alert shall identify by name the inmate that is being visited.

6.6.2 VVS shall have the option to display "picture-in-picture" on the inmate and visitor stations.

6.6.3 VVS shall provide the capability to blur the background beyond the immediate visit participant placement.

6.6.4 VVS shall provide the capability to view multiple parties that are in the field of view of the camera in a visit, e.g., parent and child.

6.6.5 VVS shall provide the option to display an onscreen countdown clock timer on the inmate and visitor stations

6.6.6 VVS shall allow for visitation monitoring of all live personal video visits

- VVS shall allow facility staff to terminate any running visit
- VVS shall allow for monitoring of audio/video for all active concurrent visits taking place at any given time

- User shall be capable of scanning through all active visits and select particular visits for monitoring.
 - Professional visits shall not be monitored. Visit shall be displayed on monitor but video/audio will be obscured.
- 6.6.7** VVS must be able to configure visitations to ensure no recording or monitoring can take place where applicable (i.e., professional visits).
- 6.6.8** VVS shall provide synchronized digital video and audio recording for all video visitation sessions.
- VVS shall utilize standard servers for processing and storing the recordings.
 - VVS shall allow facilities to configure recordings such that all video visitations will be recorded and/or certain inmates and visitor will be recorded.
 - Authorized users shall be capable of downloading a recorded file(s) and/or viewing recordings from within the application.
- 6.6.9** VVS shall provide ability to search for visitations, display visit information, and play back visitation recordings.
1. Search filtering criteria shall include:
 - Date/Time
 - All housing units – specific housing units
 - All visitation locations – all visitation locations
 - Inmate visited
 - Professional only
 - Facility
 - Housing Unit
 2. Users shall be able to replay visit recordings associated with visits returned through search.

7 ADDITIONAL TECHNOLOGY AND SERVICES

7.1 VENDORS MUST PROVIDE

Vendor must provide an interactive voice response (IVR) system to answer inmate-specific and general facility questions from the public. This IVR, must be a fully hosted and automated phone attendant system.

Friends and family must be able to access facility information, inmate status and more using a toll-free number with prompts available in English and Spanish.

Inmates should be able to access the information from their standard ITS phone using their PIN.

7.2 ADDITIONAL TECHNOLOGY

Please list and describe the additional technology and services per the requirements below. Please note if they are offered to the [Customer] at no cost or available at a negotiable cost that may benefit Mobile County.

8 MAINTENANCE AND SUPPORT COMMITMENT

The awarded contractor shall maintain sole and absolute responsibility for the maintenance and service of the proposed systems at no cost to Mobile County.

8.1 SYSTEM MAINTENANCE AND SUPPORT PLAN

Vendor shall describe in detail how the systems are maintained and supported to ensure, for the duration of the contract term, reliable service for inmates and consistent access to system controls and reporting capabilities by Mobile County. The vendor's service and support plan must address at a minimum the following topics:

8.1.1 Local Maintenance and Repair Service

The contractor shall provide local service personnel to maintain and/or replace broken or malfunctioning telephones, video stations, tablets, or system equipment as needed.

8.1.2. Remote Access for System Monitoring and Software Maintenance

The vendor's technical experts must be able to remotely monitor system performance and, if necessary, remotely reconfigure or repair the system's software control program. Include the company's policy for updating the user interface software as new versions are released.

8.1.3. Trouble Help Desk

Contractor shall provide facility staff a toll-free Help Desk number that can be reached 24 hours a day, 365 days a year to report system problems, ask for help with system functionality or submit requests for additional equipment or services. The Help Desk should be contractor-run and staffed with the contractor's trained personnel.

8.1.4. Trouble Ticket Tracking and Escalation

Contractor must have and describe in the proposal a well-defined process for logging, tracking, and resolving issues related to the proposed systems and services. Define the proposed emergency-priority levels and proposed response and resolution times for each level. Provide the escalation plan for dealing with issues that are not resolved within the agreed upon time frame. Upon contract award, the contractor is to provide Mobile County with specific names, titles, and personal-contact information for all individuals involved in ticket escalation.

8.2 ADDITIONAL TRAINING AS NEEDED

In addition to initial training required at the time of system installation, if deemed necessary by Mobile County, the contractor must offer and provide additional training to existing or new Mobile County employees. Describe follow-up training options such as on-site and webinar-type training if available.

8.3 PUBLIC CUSTOMER SUPPORT PLAN

Contractor shall provide a contractor-run and staffed billing customer support help desk for public users of the proposed systems such as called parties and public video visitors. Describe in detail the availability of the helpdesk as well as the services provided to the public by this support group. The vendor's Billing Customer Support Plan must address at a minimum the following requirements:

8.3.1. Live Customer Service via Toll Free Number

Called parties must be able to contact the vendor's live customer service representatives seven (7) days a week via a toll-free number for assistance with any issues, including but not limited to: billing disputes, blocked calls from inmates, dropped calls or video sessions, and setting up or replenishing prepaid accounts.

8.3.2. Customer Service via Phone IVR and Website

The vendor's Customer Service shall include self-help options via an automated telephone IVR system and an easy to navigate Website.

9 IMPLEMENTATION

The awarded contractor shall provide and be responsible for the installation all equipment and any necessary cabling related to the required services at no cost to Mobile County. Installation of the system shall be at the awarded contractor's expense, as will removal of same upon cancellation or completion of the contract. The contractor shall be totally responsible for all equipment and services.

9.1 RISK OF LOSS

The risk of loss and/or damage of vendor's equipment will be fully assumed by the vendor during shipment, unloading and installation.

9.2 DELIVERY AND UNLOADING

The vendor must provide transportation to and unloading of equipment at Mobile County's designated location. Mobile County will not be liable for any charges related to packaging, delivery, or storage of equipment or materials required for proper implementation of the required services. All packing crates, boxes, paper, packing materials, and all other such extraneous material shall be removed from the premises by the vendor at his/her expense after installation.

9.3 IMPLEMENTATION PLAN

Vendors must submit with proposal a detailed implementation plan that indicates the time and activities required for installation, utility coordination, training, cut-over and testing. The system must be installed in a manner and under a time-frame designed to minimize disruption of the normal functioning of Mobile County facilities and security concerns. Any delay in contractor's implementation schedule that is caused by Mobile County personnel will increase the contractor's time allowed to cut-over by the length of such delay.

9.4 TRAINING

At no additional cost to Mobile County, hands-on training is to be provided on-site for all Mobile County personnel authorized to access the telephone system. At no charge, the contractor must provide, upon completion of training, one (1) set of appropriate documentation per installed facility. Describe, in the proposal, the training program for Mobile County staff, including a description of topics covered and any applicable documentation or training aids.

9.5 SYSTEM ACCEPTANCE

System acceptance shall be determined by a consecutive thirty (30) day period during which the system must function error free. The vendor must work with Mobile County to determine the actual definition of error free operation.

10 BILLING, RATES, AND COST RECOVERY

BILLING, RATES, AND COMMISSION

10.1 Billing and Collections

The contractor shall be the responsible for call billing and collections. Billing for an inmate's call shall not begin until the call is positively accepted by the called party and shall end when either party hangs up. Describe the vendor's billing processes.

10.1.1 Responsibility for Fraudulent and Uncollectible Calls

The contractor shall be responsible for any financial losses due to fraudulent billing and/or uncollectible call charges. The vendor must agree that any losses due to fraudulent calls or uncollectible telephone bills will not be subtracted from the gross revenue from inmate calls prior to the calculation of Mobile County's commission rate.

10.1.2 Responsibility for Monthly Line Fees

The contractor shall assume the responsibility for all monthly line fees associated with the proposed system.

10.2 CALL RATES/FEES

As the FCC brings equality to the rates and fees of every vendor and the elimination of commissions, the merits of the proposal will take into account all aspects of the RFP. The State will conduct an RFP that has evaluation criteria that awards more point percentages to the system itself. The rates are set by the State per the FCC rules based on ADP so that all vendor commission is based upon the same rates and fees.

	Surcharge	Per Minute Rate	Surcharge	Per Minute Rate	Surcharge	Per Minute Rate
Local	\$0.00	\$0.25	\$0.00	\$0.25	\$0.00	\$0.25
Intralata/ Intrastate	\$0.00	\$0.25	\$0.00	\$0.25	\$0.00	\$0.25
Interlata/ Intrastate	\$0.00	\$0.25	\$0.00	\$0.25	\$0.00	\$0.25
Interlata/ Interstate	\$0.00	\$0.25	\$0.00	\$0.21	\$0.00	\$0.21

10.3 ADDITIONAL CHARGES AND FEES

Following is a description of the ONLY additional fees that are applicable as indicated in the table. No additional fees will be allowed.

No Cost Deposit Options	When Applied	Amount
Certified Check mailed to vendor	Per Transaction	\$0.00
Money Order mailed to vendor	Per Transaction	\$0.00
Deposit sent to vendor via Western Union ¹	Per Transaction	\$0.00
Convenience Deposit Fees		
Account Deposit Fees	When Applied	Amount
Automated IVR/Web Site Deposits	Per Transaction	\$3.00
Live Operator Deposits	Per Transaction	\$5.95
Single Call Fee	Per Transaction	\$3.00
Federal, State and Cost Recovery Fees	When Applied	Amount
Federal Universal Service Fund (FUSF) ²²	Charged per call based on Interstate Calls	varies by quarter
State Universal Service Fund ³	Charged per call based on Intrastate Calls	Varies by state
² Federal Universal Service Fund percentage changes quarterly as prescribed by the FCC.		

¹ A person who sends money to vendor for a prepaid account via Western Union pays Western Union's fee for that service. Vendor is not allowed to charge an additional fee for payments via 3rd party.

² Federal Universal Service Fund percentage changes quarterly as prescribed by the FCC.

³ State Universal Service Fund percentages change as prescribed by each state authority.

Federal, State and Cost Recovery Fees – <i>Only When Customers Choose Paper Invoice</i>	When Applied	Amount
Single Bill Cost Recovery Fee	Monthly - Collect Calls	\$2.00

10.4 OTHER CHARGES

Vendor shall define below other costs/fees that will be charged to public, Mobile County or users of other proposed services (public or inmate) including:

- Video Visitation
- Wireless tablet equipment
- Services delivered through wireless tablets
- Mail Scanning
- Payment Services

10.5 TAXES

Taxes are to be charged to end user customers based on per call, visit, etc. and not at the time of deposit. Vendors who propose charging taxes charged at the time of deposit will be disqualified. Please provide a detailed explanation on how taxes will be charged to customers/end users.

10.6 COMMISSION

Vendor shall pay Mobile County a commission rate for all call types, whether collect or prepaid. All completed calls are considered part of gross revenue upon which the Mobile County's commission is based. The agreed upon commission rate shall remain fixed during the contract term unless Mobile County and the vendor mutually agree to modify the commission at any time during the contract term.

- 10.6.1 Mobile County's commission rate shall be paid monthly. The vendor shall provide with each commission payment, revenue detail reports that clearly show total revenue from each inmate telephone, broken down by call type, as well as total revenue for all calls during the billing period. Call revenues must be verifiable in monthly reports provided by the vendor and at the on-site system workstation from original call detail reports.

10.6.2 Vendor shall define below the proposed commission rate offered to Mobile County. Add more rows as needed

CALL TYPE	COLLECT	PRE-PAID COLLECT	DEBIT AND/OR INMATE BASED PRE-PAID
ITS Revenue Sharing Rate:			
Revenue Share Rate from Tablet generated Calls			