



STATE OF ALABAMA
DEPARTMENT OF FINANCE
INFORMATION SERVICES DIVISION

64 North Union Street, Suite 200
Montgomery, Alabama 36130-3854
Telephone (334) 242-3840
Fax (334) 240-3228

BP



DON SIEGELMAN
Governor

HENRY C. MABRY, III
Director of Finance

JAMES D. BRYCE
Interim Chief Information Officer

MEMORANDUM

TO: Mr. Ran Garver, Director
Purchasing Division

FROM: Professor James D. Bryce, CIO
Information Services Division

DATE: October 1, 2001

SUBJECT: Payphone ITB Evaluation

Five vendors submitted responses to ITB # 01-X-2108523 (Payphone bid). These vendors, in order of high bid to low bid, are:

T-Netix/Qwest	\$7,397,231.00
AT&T/TeleCorp	\$7,279,880.38
Worldcom/Global	\$6,905,611.26
Global	\$6,521,766.19
Sprint/Evercom	\$6,278,990.98

T-Netix, the high bid, met all specifications. Per the request of the Department of Corrections and Department of Finance/ISD, T-Netix performed a demonstration of their system on site at the Corrections Building. In addition, a representative of the Department of Corrections accompanied T-Netix to a live site in Mississippi for observation of the system in production. These demonstrations allowed the State to corroborate that the proposed system met the requirements of the ITB.

Therefore, I recommend that this ITB be awarded to T-Netix.

/jbr

Cc: Julie Robertson

Purchasing,
Award bid to T-Netix/Qwest.

2

2

2



STATE OF ALABAMA

**DEPARTMENT OF FINANCE
DIVISION OF PURCHASING**

RSA UNION BUILDING
100 N. UNION ST., SUITE 192
MONTGOMERY, ALABAMA 36130
(334) 242-7250

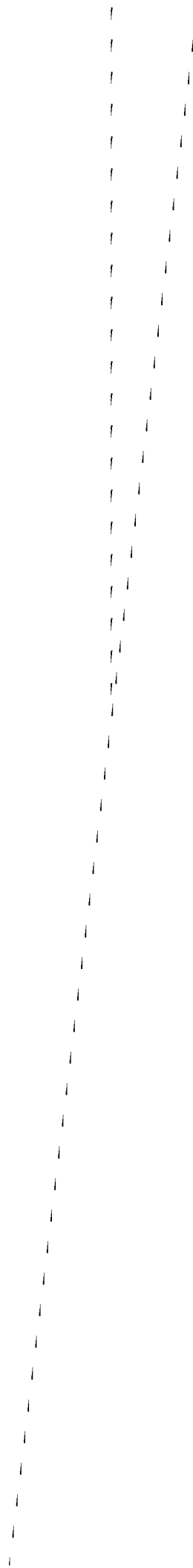
**TELE SERVICES-PAY INMATE
CONTRACT**

T-NUMBER..... : TA497
USAGE..... : AGENCY TERM CONTRACT
PERIOD..... : OCTOBER 15, 2001 TO OCTOBER 14, 2004
SOLICITATION NO : 2108523

CONTRACT BUYER : BETH PARSONS
FAX NUMBER.... : (334) 242-4419

BUYER PHONE..... : (334) 242-4290
PURCHASING NUMBER. : (334) 242-7250

DATE PRINTED : 04/30/04



TERMS AND CONDITIONS

FAMILIARIZE YOURSELF WITH THIS CONTRACT AND THE TERMS AND CONDITIONS REGARDING THE RESPONSIBILITIES OF THE STATE AND THE VENDORS.

*
* IT IS THE RESPONSIBILITY OF THE ORDERING AGENCY TO MAKE SURE THAT *
* ALL OF THE INFORMATION SUBMITTED ON THEIR REQUISITION IS CORRECT. *
* ALWAYS BE SURE TO RECHECK YOUR COMMODITY NUMBERS. AS SOON AS YOUR *
* PURCHASE ORDER ARRIVES, CHECK IT FOR ACCURACY. IF THERE ARE ANY *
* DISCREPANCIES, PLEASE NOTIFY THE VENDOR FIRST, THEN CONTACT THE *
* BUYER LISTED ON THE FRONT OF THIS CONTRACT AS SOON AS POSSIBLE. *
* IN MOST INSTANCES, PROBLEMS CAN BE CORRECTED. *
*
* COMPLAINTS MUST BE DOCUMENTED & SUBMITTED TO THE BUYER IN WRITING. *
*

SOLICITATION NUMBER : 2108523
3 YEAR CONTRACT WITH PROVISION FOR REBID:
TO ESTABLISH A THREE YEAR CONTRACT WITH FIRM PRICING, BUT THE STATE HAS THE OPTION TO REBID THE COMMODITIES AND/OR SERVICES AT ANY TIME AFTER THE FIRST 12 MONTHS OF THE CONTRACT.
USAGE: STATE AGENCIES, POLITICAL SUBDIVISIONS, CITY AND COUNTY AGENCIES. STATE COLLEGES AND UNIVERSITIES, MUNICIPALITIES.

ANNUAL AGREEMENT:

THE PURCHASE ORDER CONSTITUTES A CONTRACT BETWEEN THE STATE OF ALABAMA AND THE VENDOR. THE VENDOR ACCEPTS THE CONTRACT AS WRITTEN AND WILL FULFILL ALL REQUIREMENTS FOR THE VALID PERIOD INDICATED.

TERMS AND CONDITIONS

**CHANGES/MODIFICATIONS ARE ALLOWED ONLY BY A WRITTEN PURCHASE ORDER
CHANGE THROUGH THE DIVISION OF PURCHASING.**

INVOICE TO BE BILLED IN ARREARS, TO THE "BILL TO" ADDRESS.

***** **NOTICE** *****

**NOTWITHSTANDING ANY OTHER PROVISION OF THIS I.T.B., DEPARTMENT OF
FINANCE ADMINISTRATIVE RULES 355-4-1-.01 THROUGH 355-4-1-.09 WHICH
GOVERN THE PURCHASE OF GOODS AND SERVICES FROM THE LOWEST
RESPONSIBLE BIDDER ARE NOT APPLICABLE TO THIS TRANSACTION.**

CONTRACT VENDORS

**CONTRACT
NUMBER**

**VENDOR NUMBER
NAME AND ADDRESS**

**CONTACT PERSON
PHONE NUMBERS/FAX**

**TERMS AND
DELIVERY**

4006314

841037352-00
T-NETIX INC

SUITE 410
2155 CHENAULT DRIVE
CARROLLTON TX 75006

MATT ANDERSON
954-578-1097
800-559-1535

334-241-1527

NET
180 DAYS ARO

COMMODITY LISTING

CONTRACT NUMBER/LINE #	COMMODITY NUMBER COMMODITY DESCRIPTION	UNIT PRICE MEASURE	VENDOR # NAME	TERMS
4006314 00001	915-77-075872 TELEPHONE SERVICE - PAY AND INMATE COMMISSION PERCENTAGE TO BE PAID SEE BID	56.00 % EA	841037352-00 T-NETIX INC	NET
4006314 00002	915-77-075872 TELEPHONE SERVICES - PUBLIC COMMISSION PERCENTAGE	56.00 % EA	841037352-00 T-NETIX INC	NET

IF YOU NEED ASSISTANCE CONCERNING THIS CONTRACT, PLEASE CONTACT THE
BUYER LISTED ON THE COVER PAGE.

THIS CONTRACT CONTAINS 6 PAGES.



STATE OF ALABAMA
DEPARTMENT OF FINANCE
DIVISION OF PURCHASING

INVITATION TO BID ADDENDUM

INVITATION TO BID NO: 2108523 ADDENDUM NO: 01

REQ. AGENCY : 010000
DEPARTMENT OF FINANCE
AGENCY REQ.NO. : TA497
T-NUMBER : TA497
DATE ISSUED : 07/23/01
VENDOR NO.
VENDOR PHONE NO.
SNAP REQ. NO. : 1227379
BUYER NAME : BETH PARSONS
BUYER PHONE : (334) 242-4290

FOR: TELEPHONE SERVICES - PAY AND INMATE

BID MUST BE RECEIVED BEFORE:

08/09/01
5:00 PM

BIDS WILL BE PUBLICLY OPENED:

08/10/01
10:00 AM

**** BUYER COPY ****

PLEASE READ ALL INSTRUCTIONS CAREFULLY

THE FOLLOWING CHANGES ARE HEREBY ADDED TO AND MADE A PART OF
(INVITATION TO BID NUMBER 2108523)

- * PAGE 4 AWARD: AWARD WILL BE MADE "ALL OR NONE" TO THE HIGHEST RESPONSIBLE BIDDER MEETING ALL SPECIFICATIONS.
- * PAGE 4 3 YEAR CONTRACT WITH PROVISION FOR REBID: TO ESTABLISH A THREE YEAR CONTRACT WITH FIRM PRICING, WITH TWO OPTIONAL ONE YEAR RENEWALS. THE STATE HAS THE OPTION TO REBID THE COMMODITIES AND/OR SERVICES AT ANY TIME AFTER THE FIRST THREE YEARS.
- * PAGE 6 LINE 00001 - UNIT PRICE IS INMATE COMMISSION PERCENTAGE FROM LINE 1, PAGE 45; EXTENDED AMOUNT IS INMATE TOTAL DOLLAR AMOUNT FOR LINE 1 FROM PAGE 45 OF ITB.
ADD LINE 00002 915-77-075872 1 EA - UNIT PRICE IS PUBLIC COMMISSION PERCENTAGE FROM LINE 2, PAGE 45; EXTENDED AMOUNT IS PUBLIC TOTAL DOLLAR AMOUNT FOR LINE 2 FROM PAGE 45 OF ITB.

~~QUANTITY UNIT UNIT PRICE EXTENDED AMOUNT~~

STATEMENT OF UNDERSTANDING

(CONTINUED)

I UNDERSTAND THE ADDENDUM AND THAT IT MUST BE SIGNED AND RETURNED (UNLESS INDICATED OTHERWISE) WITH THE BID OR SEPARATELY, PROPERLY IDENTIFIED AND RECEIVED PRIOR TO DATE AND TIME SPECIFIED.

COMPANY NAME

AUTHORIZED SIGNATURE (INK)

NOTARIZATION
NOT REQUIRED

MAIL ADDRESS

TYPE/PRINT AUTHORIZED NAME

CITY, STATE, ZIP

PHONE INCLUDING AREA CODE

ADDENDUM TEXT	VENDOR NAME : VENDOR NUMBER :	
INVITATION TO BID	OPEN DATE : 08/10/01 TIME: 10:00 AM T-NUMBER : TA497	PAGE 2

1 EA \$ _____ \$ _____

VENDOR MUST TOTAL EXTENDED AMOUNTS FOR LINES 1 AND 2 AND
ENTER TOTAL IN BOTTOM RIGHT HAND OF PAGE
(BID TOTAL).

THIS ADDENDUM INCLUDES CHANGES TO SPECIFICATIONS COVERED AT PREBID
CONFERENCE PLUS INFORMATION FROM BELLSOUTH PUBLIC AS REQUESTED.

BP/TM

* * * * * END OF ADDENDUM * * * * *



**STATE OF ALABAMA
DEPARTMENT OF FINANCE
DIVISION OF PURCHASING**

INVITATION TO BID

INVITATION TO BID NO: 01-X-2108523 1

REQ. AGENCY : 010000
DEPARTMENT OF FINANCE
AGENCY REQ. NO. : TA497
T-NUMBER : TA497
DATE ISSUED : 06/13/01
VENDOR NO. :
VENDOR PHONE NO. :
SNAP REQ. NO. : 1227379
BUYER NAME : BETH PARSONS
BUYER PHONE NO. : (334) 242-4290-
PURCHASING PHONE NO: (334) 242-7250

FOR: TELEPHONE SERVICES - PAY AND INMATE

******* BUYER COPY *******

BID MUST BE RECEIVED BEFORE:

DATE: 07/30/01 TIME: 5:00 PM

BIDS WILL BE PUBLICLY OPENED:

DATE: 07/31/01 TIME: 10:00AM

TO BE COMPLETED BY VENDOR

INFORMATION IN THIS SECTION SHOULD BE PROVIDED, AS APPROPRIATE. BID RESPONSE MUST BE IN INK OR TYPED WITH ORIGINAL SIGNATURE AND NOTARIZATION.

1. DELIVERY: CAN BE MADE _____ DAYS OR _____ WEEKS AFTER RECEIPT OF ORDER.
2. TERMS: _____ (DISCOUNTS ARE TAKEN WITHOUT REGARD TO DATE OF PAYMENT.)
3. PRICES VALID FOR ACCEPTANCE WITHIN _____ DAYS.
4. VENDOR'S QUOTATION REFERENCE NUMBER, IF ANY: _____ (THIS NUMBER WILL APPEAR ON THE PURCHASE ORDER.)
5. E-MAIL ADDRESS: _____ INTERNET WEBSITE: _____

RETURN INVITATION TO BID:

REGULAR MAIL

STATE OF ALABAMA
DEPARTMENT OF FINANCE
DIVISION OF PURCHASING
P O BOX 302620
MONTGOMERY AL 36130-2620

COURIER

STATE OF ALABAMA
DIVISION OF PURCHASING
RSA UNION BUILDING
100 N. UNION ST., SUITE 192
MONTGOMERY, AL 36104

SIGNATURE AND NOTARIZATION REQUIRED

I HAVE READ THE ENTIRE BID AND AGREE TO FURNISH EACH ITEM OFFERED AT THE PRICE QUOTED. I HEREBY AFFIRM I HAVE NOT BEEN IN ANY AGREEMENT OR COLLUSION AMONG BIDDERS IN RESTRAINT OF FREEDOM OF COMPETITION BY AGREEMENT TO BID AT A FIXED PRICE OR TO REFRAIN FROM BIDDING.

FEIN OR SSN

AUTHORIZED SIGNATURE (INK)

SWORN TO AND

COMPANY NAME

TYPE/PRINT AUTHORIZED NAME

SUBSCRIBED BEFORE ME THIS

MAIL ADDRESS

TITLE

DAY OF _____

CITY, STATE, ZIP

TOLL FREE NUMBER

NOTARY PUBLIC

PHONE INCLUDING AREA CODE

FAX NUMBER

STANDARD TERMS & CONDITIONS

VENDOR NAME :

VENDOR NUMBER: -

INVITATION TO BID

ITB NO. : 01-X-2108523
 OPEN DATE : 07/31/01 TIME: 10:00AM
 T-NUMBER : TA497
 RETURN DATE: 07/30/01 TIME: 5:00 PM

PAGE
2

AUTHORITY:

THE DEPARTMENT OF FINANCE CODE OF ADMINISTRATIVE PROCEDURE, CHAPTER 355-4-1 EFFECTIVE JANUARY 15, 1990 IS INCORPORATED BY REFERENCE AND MADE A PART OF THIS DOCUMENT, UNTIL REVISIONS ARE COMPLETED. TO RECEIVE A COPY CALL (334)242-7250.

INFORMATION AND ASSISTANCE TO MINORITY BUSINESSES IN THE TECHNICAL COMPLETION OF REQUIRED FORMS MAY BE OBTAINED FROM THE OFFICE OF MINORITY BUSINESS ENTERPRISE, 1-800-447-4191.

BID (ITB) RESPONSE INSTRUCTIONS

REV: 09-19-97

1. TO SUBMIT A RESPONSIVE BID, READ THESE INSTRUCTIONS, ALL TERMS, CONDITIONS AND SPECIFICATIONS.
2. BID ENVELOPES/PACKAGES/BOXES MUST BE IDENTIFIED ON FRONT, PREFERABLY LOWER LEFT CORNER AND BE VISIBLE WITH THE BID NUMBER AND OPENING DATE. EACH INDIVIDUAL BID MUST BE SUBMITTED IN A SEPERATE ENVELOPE. MULTIPLE BID RESPONSES SUBMITTED IN THE SAME ENVELOPE/COURIER PACKAGE, THAT ARE NOT IN SEPERATE ENVELOPES PROPERLY IDENTIFIED, WILL BE REJECTED. THE DIVISION OF PURCHASING DOES NOT ASSUME RESPONSIBILITY FOR LATE BIDS FOR ANY REASON INCLUDING THOSE DUE TO POSTAL, OR COURIER SERVICE. BID RESPONSES MUST BE IN THE DIVISION OF PURCHASING OFFICE PRIOR TO THE "RECEIVE DATE AND TIME" INDICATED ON THE BID.
3. BID RESPONSES (PAGE 1 AND PRICE PAGES) MUST BE IN INK OR TYPED ON THIS DOCUMENT, OR EXACT FORMAT WITH SIGNATURES BEING HANDWRITTEN ORIGINALS IN INK (PERSON SIGNING BID AND NOTARY), OR THE BID WILL BE REJECTED. UNLESS INDICATED IN THE BID, RETURN ALL PRICE PAGES. IF AN ITEM IS NOT BEING BID, IDENTIFY IT AS NB (NO-BID). ALL PAGES SHOULD BE SECURED. THE DIVISION OF PURCHASING DOES NOT ASSUME RESPONSIBILITY FOR MISSING PAGES. FAXED BID RESPONSES WILL NOT BE ACCEPTED.
4. THE UNIT PRICE ALWAYS GOVERNS REGARDLESS OF THE EXTENDED AMOUNT. A UNIT PRICE CHANGE ON A LINE MUST BE INITIALED BY THE PERSON SIGNING THE BID, OR THAT LINE WILL BE REJECTED. THIS INCLUDES A CROSS-OUT, STRIKE-OVER, INK-OVER, WHITE-OUT, ERASURE, OR ANY OTHER METHOD CHANGING THE PRICE.
5. A "NO BID" MUST BE RETURNED TO REMAIN ON A CLASS/SUBCLASS. RETURN PAGE 1 MARKED "NO-BID". IDENTIFY IT ON THE ENVELOPE AS A "NO-BID". FAILING TO RESPOND TO 3 ITB'S WITHIN THE SAME CLASS/SUBCLASS WILL AUTOMATICALLY PURGE THE VENDOR FROM THAT CLASS/SUBCLASS. RESPONDING WITH 6 "NO-BIDS" WITHIN THE SAME CLASS/SUBCLASS WILL AUTOMATICALLY PURGE THE VENDOR FROM THAT CLASS/SUBCLASS. A "NO-BID" RECEIVED LATE IS CONSIDERED A NO RESPONSE.
6. IF A CONFLICT EXISTS BETWEEN THESE INSTRUCTIONS AND THE CODE OF PROCEDURE, THESE INSTRUCTIONS WILL GOVERN.
7. THE DIVISION OF PURCHASING IS NOT RESPONSIBLE FOR MISINTERPRETATION OF DATA FAXED FROM THIS OFFICE.

DISQUALIFIED/CANCELLED BID

BIDS THAT ARE IMPROPERLY SUBMITTED OR RECEIVED LATE WILL BE A RESPONSE FOR RECORD, BUT WILL NOT BE RETURNED OR A NOTIFICATION MAILED.

AN IMPROPERLY SUBMITTED BID, LATE BID, OR BID THAT IS CANCELLED ON OR BEFORE THE OPENING DATE WILL BE HELD FOR 15 DAYS AND THEN DESTROYED. THE BID MUST BE RETRIEVED DURING REGULAR WORK HOURS, MONDAY - FRIDAY, EXCEPT STATE HOLIDAYS. AFTER THE BID IS DESTROYED, THE DIVISION OF PURCHASING ASSUMES NO RESPONSIBILITY FOR THE DOCUMENT.

THE FOLLOWING IS A PARTIAL LIST WHEREBY A BID WILL BE DISQUALIFIED:

BID NUMBER NOT ON FACE OF ENVELOPE/COURIER PACKAGE/BOX
 MULTIPLE BIDS IN SAME ENVELOPE NOT PROPERLY IDENTIFIED
 BID RECEIVED LATE
 BID NOT SIGNED/NOT ORIGINAL SIGNATURE
 BID NOT NOTARIZED/NOT ORIGINAL SIGNATURE OF NOTARY
 NOTARIZED OWN SIGNATURE
 REQUIRED INFORMATION NOT SUBMITTED WITH BID

SPECIAL TERMS & CONDITIONS	VENDOR NAME :	
INVITATION TO BID	VENDOR NUMBER: -	
	ITB NO. : 01-X-2108523 OPEN DATE : 07/31/01 TIME: 10:00AM T-NUMBER : TA497 RETURN DATE: 07/30/01 TIME: 5:00 PM	PAGE 3

RECYCLING

WE ENCOURAGE AND SUPPORT THE PURCHASE OF AND USE OF ITEMS CONTAINING RECYCLED MATERIALS, ENERGY EFFICIENT AND ENVIRONMENTLY SAFE PRODUCTS.

SALES TAX EXEMPTION

PURSUANT TO THE CODE OF ALABAMA, 1975, TITLE 40-23-4 (A) (11), THE STATE OF ALABAMA IS EXEMPT FROM PAYING SALES TAX. UPON REQUEST, AN EXEMPTION LETTER WILL BE FURNISHED.

INVOICES

INQUIRIES CONCERNING PAYMENT AFTER INVOICES HAVE BEEN SUBMITTED ARE TO BE DIRECTED TO THE RECEIVING AGENCY, NOT THE DIVISION OF PURCHASING

BID RESPONSES ON THE INTERNET

INVITATION TO BID RESPONSES (NOT BID RESULTS) ARE AVAILABLE ON OUR WEBSITE, WWW.PURCHASING.STATE.AL.US.

BID RESULTS

BID RESULTS WILL BE MADE AVAILABLE FOR REVIEW AT THE DIVISION OF PURCHASING, BUT ONLY AFTER AWARD, AND IT IS PREFERRED THEY BE REQUESTED IN WRITING WITH THE COMPLETE BID NUMBER. FAX YOUR REQUEST TO THE "BID REVEIW CLERK" 334-242-4419. IF THE VENDOR IS ATTENDING A BID OPENING OR IN MONTGOMERY ON BUSINESS, THEY MAY REVIEW A BID IF IT HAS BEEN AWARDED.

FOREIGN CORPORATION - CERTIFICATE OF AUTHORITY

ALABAMA LAW PROVIDES THAT A FOREIGN CORPORATION (AN OUT-OF-STATE COMPANY/FIRM) MAY NOT TRANSACT BUSINESS IN THE STATE OF ALABAMA UNTIL IT OBTAINS A CERTIFICATE OF AUTHORITY FROM THE SECRETARY OF STATE. SECTION 10-2B-15.01, CODE OF ALABAMA 1975. TO OBTAIN FORMS FOR A CERTIFICATE OF AUTHORITY, CONTACT THE SECRETARY OF STATE, CORPORATIONS DIVISION, (334) 242-5324. THE CERTIFICATE OF AUTHORITY DOES NOT KEEP THE VENDOR FROM SUBMITTING A BID.

BID IDENTIFICATION

REFERENCE PAGE 2, ITEM 2. DUE TO THE POSTAL SERVICE PUTTING BAR CODE LABELS ON ENVELOPES, IT CONCEALS THE BID NUMBER AND DATE IF THE VENDOR HAS WRITTEN THEM OTHER THAN THE LOWER LEFT CORNER, THEREFORE THE BID WOULD BE REJECTED FOR NOT BEING PROPERLY IDENTIFIED.

SPECIAL TERMS & CONDITIONS	VENDOR NAME : VENDOR NUMBER:	
INVITATION TO BID	ITB NO. : 01-X-2108523 OPEN DATE : 07/31/01 TIME: 10:00AM T-NUMBER : TA497 RETURN DATE: 07/30/01 TIME: 5:00 PM	PAGE 4

AWARD:

AWARD WILL BE MADE "ALL OR NONE" TO THE LOWEST RESPONSIBLE BIDDER MEETING ALL SPECIFICATIONS.

3 YEAR CONTRACT WITH PROVISION FOR REBID:

TO ESTABLISH A THREE YEAR CONTRACT WITH FIRM PRICING, BUT THE STATE HAS THE OPTION TO REBID THE COMMODITIES AND/OR SERVICES AT ANY TIME AFTER THE FIRST 12 MONTHS OF THE CONTRACT.

ANNUAL AGREEMENT:

THE PURCHASE ORDER CONSTITUTES A CONTRACT BETWEEN THE STATE OF ALABAMA AND THE VENDOR. THE VENDOR ACCEPTS THE CONTRACT AS WRITTEN AND WILL FULFILL ALL REQUIREMENTS FOR THE VALID PERIOD INDICATED.

CHANGES/MODIFICATIONS ARE ALLOWED ONLY BY A WRITTEN PURCHASE ORDER CHANGE THROUGH THE DIVISION OF PURCHASING.

INVOICE TO BE BILLED IN ARREARS, TO THE "BILL TO" ADDRESS.

***** NOTICE *****

NOTWITHSTANDING ANY OTHER PROVISION OF THIS I.T.B., DEPARTMENT OF FINANCE ADMINISTRATIVE RULES 355-4-1-.01 THROUGH 355-4-1-.09 WHICH GOVERN THE PURCHASE OF GOODS AND SERVICES FROM THE LOWEST RESPONSIBLE BIDDER ARE NOT APPLICABLE TO THIS TRANSACTION.

SPECIAL TERMS & CONDITIONS	VENDOR NAME : VENDOR NUMBER:	
INVITATION TO BID	ITB NO. : 01-X-2108523 OPEN DATE : 07/31/01 TIME: 10:00AM T-NUMBER : TA497 RETURN DATE: 07/30/01 TIME: 5:00 PM	PAGE 5

THE FOLLOWING CONFERENCES WILL BE HELD

CONFERENCE

LOCATION

MANDATORY PRE-BID CONFERENCE
DATE: 06/28/01
TIME: 2:00 PM

STATE PURCHASING
100 N UNION STREET
SUITE 192 CONFERENCE ROOM 1
MONTGOMERY, AL 36104

PRICE SHEET

VENDOR NAME :

VENDOR NUMBER:

INVITATION TO BID

ITB NO. : 01-X-2108523
 OPEN DATE : 07/31/01 TIME: 10:00AM
 T-NUMBER : TA497
 RETURN DATE: 07/30/01 TIME: 5:00 PM

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LINE NO.	COMMODITY/SERVICE DESCRIPTION	RECYCLE /ENERGY	QUANTITY	UNIT	UNIT PRICE	EXTENDED AMOUNT
00001	UNLESS SPECIFIED OTHERWISE BELOW: SHIP TO: R1 / STATEWIDE COMMODITY CODE: 915-77-075872 TELEPHONE SERVICE - PAY AND INMATE COMMISSION PERCENTAGE TO BE PAID (PLEASE LIST AS PERCENTAGE WITH 3 DECIMAL PLACES)	—	1	EA	—	—
PAGE TOTAL						_____
BID TOTAL						_____



I - Introduction

A. Purpose

The purpose of this Invitation to Bid (ITB) is to provide sufficient information to interested vendors to prepare and submit a bid for evaluation by the State of Alabama, Department of Finance, Information Services Division (hereinafter referred to as the STATE), Department of Corrections, Department of Conservation, and other state agencies subject to the jurisdiction of the Department of Finance to establish a three-year contract (with two one-year renewal options) for the statewide installation of equipment, provision of service, and payment of commissions on telephone calls made from pay telephones located on State owned or leased property (hereinafter referred to as STATE PROPERTY).

This ITB will include both public and inmate pay telephone service in a concession service arrangement. Alternate bids will not be accepted.

The Education Television Commission, the Post-secondary Education system, and public colleges and universities are exempt from the Telecommunications Act. They may elect, however, to participate in this contract. If so, the vendor will be required to coordinate activities involving the ordering of service and the paying of commissions with the STATE, as identified in sections I.18 and I.22.

Note: For the purpose of this ITB, the term "pay telephone service" is used to generically describe service provided from both coin and non-coin telephones that are located either in public areas or State correctional facilities. The term "inmate telephone service" is used to describe service provided from those non-coin telephones that are available only in the secured areas of State correctional facilities and are used solely by inmates for making collect calls.

B. Key Action Dates

The following timetable is anticipated for this ITB:

June 21, 2001	Receive written questions on or before 5:00 p.m.
June 28, 2001	Pre-Bidder's Conference 2:00 p.m.
July 5, 2001	Mail out final ITB revisions and official response to questions
July 31, 2001	Bid Opening 10:00 a.m.

Bids will be opened at the date and time set forth herein at the following location:

Department of Finance
Division of Purchasing
100 North Union Street, Suite 192
Montgomery, AL 36130

C. State Contact

The State Official, to whom all written questions (no oral questions will be accepted) should be directed, is:

Ms. Julie Robertson, Manager
Department of Finance
Information Services Division
Voice Operations
64 North Union Street, Suite 204
Montgomery, AL 36130
Facsimile: 334-242-2700

Written questions regarding procurement procedures and policies of the STATE may be referred to:

Ms. Beth Parsons, Buyer
Department of Finance
Division of Purchasing
100 North Union Street, Suite 192
Montgomery, AL 36130
Facsimile: 334-242-4419

Requests for site visits for any State Correctional Facility must be addressed to:

Mr. John Hamm
Department of Corrections
101 South Union Street
Montgomery, AL 36130
Telephone: 334-353-3877

Vendors must not contact any State Correctional Facility without preapproval from the Department of Corrections.

D. Prime Contractors

The successful vendor will be the prime contractor in all matters, including, but not limited to installation, maintenance, trouble reporting, billing and any disputes associated with the requirements of the bid.

II - General Requirements

NOTE: Vendors should understand that the requirements of this Invitation to Bid (ITB) are mandatory. Any deviations from these requirements will result in disqualification of the bid.

A. Terms and Conditions

1. Initial Contract Term

The initial contract term will be for three years with, at the option of the STATE, two one-year renewal options. The successful vendor must provide service and pay the stated commissions for the initial term and all renewals, with the exception that the commission rate increase may be negotiated by the STATE at each renewal period.

2. Contractual Provisions

The STATE reserves the right to incorporate contractual provisions into any contract executed as a result of any bid submitted in response to this ITB. The contract will be subject to the laws of the STATE. The contract will be subject to review by legal counsel of the Department of Finance as to legality of form and compliance with State laws and terms and conditions of this ITB. This ITB, and any vendor responses thereto will become a part of any contract executed.

3. Changes or Modifications

Any changes made to this ITB prior to the mandatory bidder's conference will be mailed to all vendors in the form of an addendum, by the Division of Purchasing. Any changes made to this ITB after the mandatory bidder's conference will be mailed only to vendors attending the bidder's conference.

4. Point of Contact

In the event that all or a portion of the service to be provided under the contract is subcontracted, the successful vendor must be the prime contractor and be fully responsible for the delivery of all services associated with the contract, regardless of any arrangement or agreement it may have with a subcontractor, or any default by a subcontractor. The prime contractor will be the sole point of contact for all services and equipment provided in this contract.

5. Use of Subcontractors

If any of the work is, or is to be, subcontracted, the vendor must provide within the bid a description of the subcontracting organization and the contractual arrangements made therewith. All subcontractors will be subject to approval by the STATE. The successful vendor will also furnish the corporate or company name and the names of the officers or principles of said companies proposed as subcontractors prior to execution of the contract as specified in this ITB.

6. Vendor Certification

The vendor must be an independent pay telephone provider certified by the Alabama Public Service Commission to provide pay telephone services and facilities in Alabama on or before July 1, 2001. Vendors are required to submit with their bid response a copy of the Certificate to Provide Pay Telephone Service granted by the Alabama Public Service Commission, with the date certified and docket number.

7. Tariffs/Rates/Charges

The public coin/coinless telephones will be predominantly utilized by the citizens of, and visitors to, the State of Alabama. It is essential that the services are provided at reasonable and customary rates and charges without any special surcharges of any kind. The vendor must define the length of the initial period and the billing increments for additional time for all services provided.

The vendor will not charge the pay telephone user more than the equivalent LEC rate for local and intraLATA calls based on the origin, destination, time of day, and type of each call.

The vendor will not charge the pay phone user more than the AT&T approved tariff rate for interLATA, interstate, and international calls based upon the origin, destination, time of day, and type of each call. The winning vendor must ensure that tariffed rate changes of the LEC and AT&T are updated in its rating system within 30 days of the effective date of the said tariff change.

The STATE will not incur any costs associated with any State or FCC fees, nor will commissions be decreased due to any State or FCC fees or taxes, for the life of the contract.

8. Rules and Regulations

All services and equipment offered by vendors must comply with all Federal and STATE laws, rules and regulations including but not limited to pricing,

branding, provision of consumer information, accessibility to interexchange carriers, accommodations for the handicapped and any applicable construction, electrical and safety codes.

9. Permits and Licenses

Vendors must provide all services in compliance with all tariffs, rules, and regulations, or licenses governing said services. The permits and licenses will be obtained without any cost to the STATE.

10. Preferred Interexchange Carrier (PIC) Changes

Preferred Interexchange Carrier (PIC) changes, which involve the switching of long distance service from one interexchange carrier to another, will be the sole responsibility of the vendor. The vendor must be responsible for all costs associated with PIC changes and for follow-up with the local exchange carrier to ensure that requested changes have been implemented expeditiously.

11. Response Preparation and Bid Format

The bid must be in the same format and sequence as presented in this ITB. The bid must include information sufficiently detailed to substantiate that the products and services offered meet or exceed the specifications. However, a bid will be eliminated from consideration if the services offered in the bid do not comply with the requirements. If a vendor fails to fully complete and submit all forms, that bid will be rejected. The STATE is not liable for any cost incurred by a vendor replying to this ITB.

- a. The vendor must sign on the signature line, date, type or print their name and title and have notarized in the spaces provided on page 1 of the bid document. In doing so, the vendor agrees to comply with all mandatory items herein and to provide the STATE with all requested information. This requested information must reference the specific page number and item number.
- b. Each vendor is required to submit an original signed bid and two complete copies.
- c. At any time after submission of bids, and prior to award, the STATE may request the vendor to make an oral presentation and/or an operating demonstration of the hardware and software proposed. Should the STATE request either or both, they must be conducted at the time and place requested by the STATE, at no cost to the STATE in accordance with this ITB. In the event an oral presentation is necessary, the vendor will be required to submit a synopsis of said presentation signed by the same official who signed the bid.

12. Mandatory Bidder's Conference

A mandatory bidder's conference will be conducted on June 28, 2001 at 2: 00 p.m. CST, in Montgomery, Alabama at the State Purchasing Auditorium located at 100 North Union Street, Suite 192. The STATE will not accept bids from any vendor who does not attend the bidder's conference. Questions requiring clarification of ITB contents must be received in writing no later than 5:00 p.m. CST June 21, 2001. Verbal responses in discussions during the bidder's conference are not binding. A formal, written reply to questions raised at the bidder's conference and any necessary addendum will be provided within two weeks to all vendors represented at the conference.

13. Technical Literature

Complete software and hardware product information, including technical and descriptive literature, must be submitted with the bid in sufficient detail to substantiate that the products and services offered meet or exceed the specifications set forth in this ITB. References to technical literature submitted with the bid are acceptable as a description of the features that satisfy these specifications.

14. Financial Data

Each vendor is required to include, in its bid, annual financial statements for their latest two fiscal years. If the Vendor is a subsidiary of another company, financial statements on the parent company must also be submitted.

15. Customer Reference

Vendors must provide with their bid references of up to three (3) customers who are currently using the same software and hardware being offered with the bid response.

All customer references provided must include company name, customer contact name, telephone number, address and contract period. Failure to provide customer references as specified will result in disqualification of bid.

16. Publicity

Any publicity giving reference to this project, whether in the form of press releases or interviews, brochures, photographic coverage, or verbal announcements must have the advance approval of the Department of Finance, Information Services Division.

17. Additions and Rearrangements

The STATE expects, from time to time, to add and/or rearrange pay telephones at locations listed in the inventory. The vendor will be expected to install service at new locations and relocate service in accordance with the terms of this Invitation-to-Bid, and as directed by the STATE.

- a. The vendor will be expected to install both inmate and public telephone service at correctional facilities.
- b. All new or relocated service locations installed during the term of this contract or any renewal will be subject to terms and conditions and the payment of commissions at the rate established in the contract.
- c. As a public service, the STATE will require (at certain locations, at no cost to the STATE), at least one public pay telephone regardless of volume or revenue. These locations will include, but will not be limited to, State Parks and State Highway Rest Areas . These locations will be determined by the STATE.

18. Ordering of Service

All orders for service from the STATE to the vendor will be in writing, issued and signed by the Voice Operations Manager of the Information Services Division or her authorized representative. The vendor will not install, remove, modify, or change service at any location without this prior written approval. Vendor must provide to the STATE (ISD) and to the site contact the estimated due date.

19. Vendor Responsibilities

In addition to all administrative, functional, and technical requirements specified in this ITB, vendor will be responsible for coordinating all service required from the local regulated telephone company. Vendor will be responsible for all charges from the local regulated telephone company for service provided.

20. Ownership of Pay Telephone Equipment

Ownership of all pay telephone equipment that is installed under this contract will remain the property of the vendor. The STATE will not accept ownership or liability for equipment or software.

21. Commission Reports

The vendor must submit with its bid response a sample of the proposed management reports. All revenue information will be detailed by telephone number, accounting code and agency in such a way that the reports can be used to audit the requirements of this ITB. The reports specified in Section IV must be furnished. During the term of the contract, two copies of the traffic reports and commission statements must be provided to the Information Services Division within sixty days of the close of the vendor's billing cycle.

22. Commissions

Commissions will be calculated by multiplying the vendor's commission percentage by the vendor's total gross revenue. The STATE requires, however, a guaranteed minimum commission payment of \$6,500,000 annually.

Commissions must be remitted so as to be received by the STATE within sixty (60) calendar days of the close of each period for which commissions are being paid. Commissions will be forwarded to:

Ms. Julie Robertson, Manager
Department of Finance
Information Services Division
Voice Operations
64 North Union Street, Suite 204
Montgomery, AL 36130

All commission checks should be made payable to:

State of Alabama
Telephone Revolving Fund

23. Commission Guarantee Bond

Successful Vendor may be required to post a commission bond, the maximum of which will be the guaranteed commission payment of \$6,500,000.

The commission bond must be issued from a surety company that meets the following requirements:

- a. The surety company must be certified to do business in the State of Alabama.
- b. The surety company shall have been in the surety business for at least

five (5) years.

- c. The surety company shall have a minimum Best's Policy Holder rating of A and required financial of VIII from Best's Key Rating Guide.
- d. All bonds shall be signed by a Licensed Resident Agent that holds current Power of Attorney from the surety company issuing the bond.

24. Default

If the vendor fails to pay to the STATE any contractual amount owed as specified in the resultant contract when due and payable, or fails to perform promptly any of the other covenants or obligations contained herein, and such default or failure to perform continues for a period of thirty days after written notice of such failure to pay or perform is received by the vendor, then the STATE will have the right to cancel the contract and proceed against the Commission Guarantee Bond.

25. Insurance

The vendor shall possess at a minimum the following types of insurance and in the amounts indicated:

Commercial General Liability	\$1,000,000
Worker's Compensation/Employer's Liability	\$ 500,000

The vendor shall insure all equipment associated with the ITB and will not hold the STATE responsible for theft, loss, or damage to any equipment.

26. Conversion

The winning vendor must convert at no cost to the STATE, all existing inmate and public pay telephones, equipment, and facilities (i.e., circuits and wiring). The STATE will not be responsible for any costs associated with conversion.

III - Current Environment

A. Public Pay Telephone Inventory

Attachment A contains an inventory listing of public pay telephones at state agency locations. This information is provided to assist vendors in preparing their bids and is based on the most current available information. No representation is made that this information is complete and/or accurate.

Attachment B contains an inventory listing of inmate telephones at the Department of Corrections' facilities. This information is provided to assist vendors in preparing their bids and is based on the most current available information. No representation is made that this information is complete and/or accurate.

C. Payphone Summary

Attachment C is a summary of inmate and payphone revenue from May 2000 through April 2001.

IV - Administrative Requirements

A. Productive Use Requirements

The objective of the Productive Use Requirements is to protect the STATE from being the test site for new telephone hardware, software and enhanced services. All proposed services must have a record of proven performance.

1. Customer In-Use

The purpose of the Customer In-Use requirement is to ensure that telephone equipment and related services of the payphone and inmate telephone service will perform to required specifications in support of this State program.

The following requirements are intended to apply to all pay telephones associated with this ITB. Hardware, wiring and cabling must meet current National Telephone Industry Association (NTIA) reliability standards. Enclosures and related materials will meet all applicable standards identified by the FCC and the Alabama Public Service Commission. Pay telephones, line access and transmission quality will meet industry standards and all State and Federal regulations.

Pay telephones and associated enclosures must comply with all applicable Federal, State and local laws, rules and regulations concerning use of such telephones by disabled persons and the hearing impaired.

Modifications or updates to services provided which offer improvements or additional features may be allowed. However, any modifications or updates must be approved by the STATE prior to actual telephone installation.

- a. Pay Telephone (coin or coinless) Hardware: Each type of hardware component installed by a vendor under the terms and conditions of this ITB must have been installed and in productive use, in substantially the configuration proposed, by a customer external to the

- a. **Pay Telephone (coin or coinless) Hardware:** Each type of hardware component installed by a vendor under the terms and conditions of this ITB must have been installed and in productive use, in substantially the configuration proposed, by a customer external to the vendor's organization, for at least six (6) months prior to the bid submission date specified in Section I.
- b. **Other Hardware:** Enclosures, and other hardware external to the actual pay telephone instrument, must have been installed and in productive use by a customer external to the vendor's organization, for at least six (6) months prior to the bid submission date.
- c. **Pay Telephone (coin or coinless) Software:** Programmable software residing in each telephone proposed by the vendor in response to this ITB must have been installed and in productive use, by a paying customer external to the vendor's organization, for at least six (6) months prior to the bid submission date specified in Section I.
- d. **Other Software:** Other software means any software in operation for the purpose of data gathering; maintenance and reports related to, but not limited to, coin collection, call detail information, revenue/commission, and other related business activities. Each item of software, other than that residing in the telephone, proposed by the vendor in response to this ITB must have been installed and in productive use, in substantially the configuration proposed, for a customer external to the vendor's organization, for at least three (3) months prior to the bid due date specified in Section I. The singular exception to this requirement is report software that may require development for the express purpose of providing reports specific to, and required by, the State of Alabama.

2. Equipment Reliability and Maintainability Information

- a. For purposes of this ITB, the vendor will supply statistical data pertaining to the reliability and maintainability of the proposed telephone equipment. The vendor, in response to this ITB, must include information regarding diagnostics and methods for detecting out-of-service conditions and full coin-in-box conditions.
- b. The vendor will include, with the above, a narrative describing the quality control and reliability program currently in operation within the company that manufactures the proposed telephones and within the bidding company's organization (including subcontractors).
- c. The vendor will include, with the above, information regarding

credit card authorization, method of data storage of billing information, transfer of this data to billing agent (if applicable), and assurances of billing accuracy. Vendor must also describe their billing system for preparing bills to the calling or called party and the involvement of a LEC or a third party in the billing process.

- d. The STATE must be assured, prior to award of contract, that the equipment offered is of proven reliability. If, during the evaluation process, the STATE is unable to assure itself of the proposed equipment's reliability, the STATE has the option of requesting from the vendor any information which the STATE deems necessary to determine equipment and service reliability.

3. Vendor Responsibilities

- a. The successful vendor(s) will provide all material and labor necessary to install, test and implement each payphone and inmate telephone service(s), at no cost to the STATE.
- b. Successful vendor will bear the full cost of installing, providing, and maintaining telephone line access services to each public payphone and inmate telephone site. This includes all responsibility for provision of associated cable and conduit and any attendant costs thereof.
- c. Services must be installed and implemented in a manner and a time frame designed to minimize disruption of the normal functioning of STATE activities. Service affecting cutovers will be accomplished at night or on weekends and will be scheduled in advance with the facility manager and ISD.
- d. The vendor will be responsible for restoration of STATE PROPERTY premises in cases where defacement or damage occurs as a result of equipment installation, removal, trenching, or burying of cable.
- e. The vendor will be responsible for coordinating all service required from the local telephone company. The vendor(s) will also be responsible for all charges related to telephone company service provision.

B. Maintenance

1. General

The vendor will provide the necessary labor, parts, materials, and

transportation to maintain all proposed telephone and related services equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract, at no cost to the STATE.

The vendor must maintain all pay phones (inmate and public), related equipment, and any wiring and software required and provided under this contract, in good working order.

The vendor will provide telephone equipment personnel who have been trained and qualified on the equipment and software to be serviced and/or certified by the equipment manufacturer if such certification is required by the manufacturer.

2. Problem/Solution

The vendor will be responsible for determining whether a line access failure is the fault of the local exchange carrier (LEC), the interexchange carrier's (IXC), or the provider's equipment. If the vendor(s) determines that the telephone company is at fault, then the vendor will contact the telephone company and negotiate the desired services. If the failure is determined to be the fault of the vendor's equipment (hardware, software or wiring), the problem will be corrected by the vendor. The vendor will be held accountable to isolate and correct all failures involving 20% or more of the telephones at any single location within four (4) hours and failures involving fewer than 20% within 24 hours.

In the event that a problem cannot be solved in these time frames, the vendor must contact the state agency involved for the problem location and propose a plan to correct the problem. The proposed solution must meet with the satisfaction of the STATE.

3. Warranties

The vendor warrants that the equipment and software when installed will be in good working order and that the vendor will repair or replace malfunctioning equipment and return it to good working order whenever required. Equipment may not be out of service for more than 24 hours without notifying the STATE.

4. Certification of Acceptance

Vendor must notify the STATE five (5) working days prior to an area being cutover.

The vendor will ensure that the services installed have been thoroughly tested

and made ready for use. Installation will not be considered satisfactorily completed until the vendor receives written notification from the STATE that the installation has been accepted and that the installed system or service is working properly. If the system or service is not accepted by the STATE after a thirty (30) day test period, the STATE may extend the test period for an additional fifteen (15) days, or terminate the contract for default.

The vendor will be responsible for preventive maintenance as may be required by the equipment manufacturer and as necessary to maintain the levels of services proposed and required by the Invitation-to-Bid.

5. Cleaning

The vendor will be responsible for ensuring that all payphones (inmate and public), booths, and enclosures are cleaned and sanitized as needed. A cleaning of each telephone, enclosure, or booth should occur once every twelve months.

The vendor will remove, when necessary, all fingerprints, graffiti, stickers, posters, litter, insects, dust and dirt from each telephone and from a three (3) foot radius surrounding the telephone exclusive of private property.

The vendor must provide with the bid, a plan for maintaining the area around the payphone for purposes of cleanliness and aesthetics.

6. Miscellaneous

The vendor will inform the STATE immediately upon any occurrence of an unusual nature that may result in prolonged (more than 4 hours) or serious (more than 20% of equipment) service interruption. The vendor will perform any work requiring prolonged or serious service interruption at a time which will cause minimum disruption to the users in agreement with the designated STATE representative and at a time mutually agreed upon by the vendor and the STATE.

The vendor's repair services will be available at the payphone and inmate sites 24 hours a day, seven days a week. The only exception to this requirement may be, on an individual location basis, where 24 hour access is restricted and where this access restriction is beyond the control of the vendor.

7. Fraud/Theft/Bad Debt

The STATE will bear no responsibility for fraudulent calls.

The STATE will bear no responsibility for theft of funds; and furthermore, no stolen or lost funds or fraudulent call billings will be deducted from revenues on which commissions are paid to the STATE.

Vendor will not deduct any revenue from the STATE's commissions for bad debt.

8. Unbillable/Uncollectible Calls

The STATE will bear no responsibility for unbillable or uncollectible calls. Unbillable or uncollectible calls may not be deducted from gross revenues on which commissions are paid to the STATE.

C. Training

1. Overview

Vendor must provide to all STATE personnel designated as telecommunications coordinators, representatives and administrators, information regarding the operation of equipment and service offered. Training must also encompass methods by which these State employees can assess their environment and develop a plan for better placement of pay phones that maximizes usage, services, commissions, and special agency needs. All training will be done at no cost to the STATE. Initial training will be required for approximately five employees at each of the 31 Department of Corrections sites. In addition, approximately 10 other STATE employees will need to be trained.

2. Training Plan

- a. The vendor must submit a training plan with its bid to be approved by the STATE. The training plan will define training available to State personnel both initially and on an as needed basis over the life of the contract. The times and locations of training will be mutually agreed upon by the State agency and the vendor. **NO TRAINING WILL TAKE PLACE OUTSIDE OF THE STATE OF ALABAMA.** A separate training plan will be required for inmate services.
- b. Vendor must, if requested by the Department of Corrections, make its employees available for any applicable training related to working in and around correctional facilities. Training date and schedules will be coordinated by the Department of Corrections.
- c. All initial training at a location must be completed prior to cut over of that location.

D. Management Information and Reports

The vendor must provide the reports described in "1" through "6" below.

The vendor report formats must be approved by the STATE. In addition, other reports must be provided as reasonably required by the STATE. Vendors must include samples of these reports, identified in 1-6 below, in their bids. All payphone lines must be reported whether they generated commissions or not. The STATE requires that all reports be submitted in paper and diskette. Details of disk format will be discussed with the awarded vendor.

1. Minimum Reporting Requirements for Revenues & Commissions

a. Revenues (separately identified for coin and non-coin revenue)

- (1) Per telephone (By Location)
- (2) Per Location (e.g., Building A, B, etc.)
- (3) Per Accounting Code as supplied by the STATE

b. Commissions

- (1) IntraLATA Commissions Earned by Account and Total
- (2) InterLATA Commissions Earned by Account and Total
 - (a) per telephone (by location)
 - (b) per location
 - (c) per Accounting Code as supplied by STATE
 - (d) STATE totals

c. Frequency of Reports

- (1) Monthly
- (2) Cumulative

2. Minimum Reporting Requirements for Telephone Data

a. Calls, Gross Revenues, Minutes of Use (coin and non-coin)

- (1) Local
- (2) IntraLATA
- (3) InterLATA
- (4) International

b. Level of Detail

- (1) Per telephone by Location
- (2) Per Location
- (3) STATE Total
- (4) By Accounting Codes as provided by STATE

c. **Frequency of Reports**

- (1) Monthly
- (2) Cumulative

3. Service Outage Report

This report will be provided when requested and include the following information for pay telephones that were out of service for 24 or more continuous hours:

- a. Phone number
- b. Location of telephone
- c. Time and date of notification
- d. Time and date of service restoration
- e. Cause of outage

4. Change of Telephone Numbers

This report will be provided when requested and include the following information associated with a change in telephone number.

- a. Previous telephone number
- b. Location of telephone
- c. New telephone number
- d. Reason for change

5. Periodic Inventory

This report will be submitted to the STATE within seven calendar days after request. It will include a current, complete, and accurate accounting of all telephones and enclosures by telephone number, by type, and by location within each building.

6. Call Cost Detail

Vendor must provide itemized detail of all costs (including access line charges) they incur when completing a five (5) minute intraLATA call during all rate periods (Weekday, Evening, and Night & Weekend) for the following call situations:

- a. from Montgomery, Alabama to Auburn, Alabama,
- b. from Birmingham, Alabama to Tuscaloosa, Alabama,
- c. from Huntsville, Alabama to Muscle Shoals, Alabama, and
- d. from Mobile, Alabama to Dothan, Alabama.

Vendor must provide itemized detail of all charges vendor would pass to the consumer who makes a five (5) minute intraLATA call or accepts a five (5) minute intraLATA collect call for all rate periods. Include credit card calls, "1+", "0+", "00-", call types for the following situations:

- a. from Montgomery, Alabama to Auburn, Alabama,
- b. from Birmingham, Alabama to Tuscaloosa, Alabama,
- c. from Huntsville, Alabama to Muscle Shoals, Alabama, and
- d. from Mobile, Alabama to Dothan, Alabama.

The requested cost information outlined in paragraph one above, and the detailed charges information outlined in paragraph two above, must be included in the vendor's bid response and as requested by the STATE throughout the contract period within seven working days of request.

E. New Area Codes/Dialing Changes

The Vendor is responsible for making any hardware or software changes necessary to implement Alabama's new area code, other new area codes, or any dialing pattern changes. These changes must be made and implemented on the date of implementation as set by the Regional Exchange companies.

F. Rates, Charges and FCC/PSC Compliance

1. Answer Supervision

Billing/charges for pay telephone use must begin at the time of call completion. Users will not be billed for incomplete calls (e.g., network intercept recordings, busy signals and no-answers). This applies to direct-dialed calls and operator-assisted calls.

2. FCC and PSC Compliance

The vendor and all subcontractors will comply with all current applicable FCC and PSC rules and regulations throughout the term of the Contract.

G. Unprofitable Pay Telephones

Pay telephones installed by the vendor may be reviewed by the vendor(s) for profitability every twelve months. When the gross total revenues generated as a result of the placement and usage of the telephone do not cover the vendor's expenses, the vendor(s) may petition the STATE for relocation of the telephone. In each case, the decision of the STATE will be final. The STATE may require a limited number of pay telephones to be placed in selected locations for convenience, safety, or security -- regardless of revenue generating potential.

H. Other Administrative Requirements

1. Subcontractor Requirements

The vendor awarded the contract will be responsible for coordinating and controlling all aspects of the contract, including support to be provided by any subcontractor and/or secondary contractors, and will be the sole point of contact with the STATE relative to contract performance.

2. Subcontractor List

Each participating vendor must submit with the bid a list of proposed subcontractors. The scope and function of each subcontractor must be described in detail.

3. Demonstration Responsibility

A demonstration of the vendor's proposed system may be required and, if so required, will be the sole responsibility of the vendor to conduct. The demonstration will be at a site of the STATE's choosing.

4. Right to Audit

Representatives of the Alabama Department of Finance and the Alabama Public Service Commission or their duly authorized representatives will have access, for the purpose of examinations, to any books, documents, papers, and records of the vendor as they may relate to the awarded contract.

The vendor will maintain books, records, and documents in accordance with generally accepted accounting procedures which sufficiently and properly reflect all Gross Revenues (as defined in Section V) generated by pay telephones covered under this contract for a period of three years. The STATE may cancel any contract for refusal by the vendor to allow the STATE access, within seven (7) working days, to all documents, papers, letters, or other materials originated or received by the vendor in conjunction with the contract.

The vendor will be required to install intelligent telephones that will track and

log all calls generated by that telephone. These records will be used to audit Gross Revenue. These records must include number of calls and number of minutes.

5. Coin Collection Schedules and Procedures

The vendor will submit, with its bid, a coin collection schedule and a description of collection procedures, counting procedures, and deposit procedures, including the security procedures to safeguard funds from theft.

6. Moves, Changes, Additions, and Deletions

The STATE will have the right to initiate moves, changes, additions, and/or deletions of pay phones or inmate telephones. The STATE will work with the vendor to achieve the best balance of service, cost, and commissions.

I. Indemnity

The vendor must expressly warrant that its proposed equipment and software do not infringe on the patent, copyright or trademark of others. The awarded vendor will indemnify, defend and save harmless the State of Alabama, its officers, agents, and employees, from any legal action or litigation resulting from patent, trademark, and/or copyright infringements.

J. Special Considerations for Installation and Maintenance Work at Correctional Facilities

1. Security

At least 48 hours prior to starting work at any correctional facility, vendor will supply the full name, date of birth, and social security number for all its employees and/or its subcontractors' employees who may be working at each institution to the institution facility manager at that location. Vendor's personnel must meet the security standards prescribed by the Department of Corrections, its applicable regulations, and must obtain passes, permits, and security clearances as applicable.

The Department of Corrections may summarily reject any vendor's employee which it believes does not meet its security requirements, or who violates any of its security rules, regulations, or policies. Failure to provide personnel who meet DOC security requirements may result in cancellation of any contract awarded under this ITB.

2. Contraband

Any person who takes into or out of, or attempts to take into or out of a correctional facility or the grounds belonging to or adjacent to a correctional facility, any item not specifically authorized by the correctional facility will be prosecuted under the provisions of Alabama law. All persons, including employees and visitors, entering the confines of a correctional facility are subject to routine searches of their person,

vehicles, property, or packages. Contraband means any drug, narcotic drug, intoxicating liquor of any kind, deadly weapon, dangerous instrument, explosive, or any other article whose use or possession would endanger the safety, security, or preservation of order in a correctional facility or any person therein. (Any other article includes any substances which could cause abnormal behavior, i.e., marijuana, non-prescription medication, etc.).

3. Awarded Vendor's Personnel

The vendor will not employ any individual to perform work under this contract who has previously been determined unacceptable for performance under any Department of Corrections contract, or who has been terminated for cause by the Department of Corrections. Vendor will discontinue the use of any employee for performance of work under the contract upon written notice from the Department of Corrections that the individual is not, or is no longer acceptable for performance under this contract. Vendor personnel will abide by applicable regulations and directives of the Department of Corrections.

4. Vandalism

Any act of vandalism, break-in, or actual or attempted intrusion into either equipment or software discovered by the vendor must be reported immediately to the institution facility manager. The STATE will bear no responsibility for the cost of vandalism to vendor's property at any of the STATE's facilities.

5. Surveillance

The Department of Corrections may perform surveillance of vendor's employees to detect improper activity. Such surveillance may include the use of electronic equipment. Vendor will inform employees that such surveillance may be conducted, and that any individual suspected to be guilty of illegal conduct may be prosecuted.

6. Certification by Vendor's Employees

The vendor will obtain written certification from its employees that they have been informed of the special conditions in this section of the ITB, and will maintain the certification on file for the term of the contract. Such certification will be provided to the Department of Corrections upon request.

7. Activities Prohibited

The vendor will not, in or about the premises of the institution, engage in or permit gambling or the use of any device which favors gambling (such as punch cards or slot machines), engage in loan operations, or sell unauthorized merchandise or services.

K. Exhibits

Vendors are to append to their bids the Exhibits described below:

1. Operator Services (Exhibit A)

Describe in Exhibit A the proposed method of providing complete operator services as required in this ITB.

2. Collection and Security (Exhibit B)

Vendor will present its plan in Exhibit B, to provide complete revenue collection service capabilities detailing the methods of collection for each type of revenue source (coin and non-coin local, intraLATA, and interLATA). The vendor must also describe the security measures that will be taken to insure the safety of and verify the accuracy of all revenues collected. The contents of this exhibit must also include information regarding the number and location of collection facilities, a description of the method used to collect and count coins from pay phones, the ratio of pay telephones to route collectors, the frequency of collection and the method used to determine coin-in-box level.

3. Installation and Maintenance (Exhibit C)

Describe in Exhibit C, the ability to provide adequate installation and maintenance capabilities, resources, planning and control. Preventive, remote and remedial maintenance capabilities and plans must be included. Other information to be included in this exhibit are experience of personnel, ratio of technicians to pay phones, mean time between failure rating, time lapse from order to installation, time lapse from service call to technician on-site, time lapse from service call to central office repair and installation procedures, and location of maintenance service centers within the STATE.

4. Problem Resolution (Exhibit D)

Describe in Exhibit D the ability to provide effective and efficient problem resolution. Problem levels addressed must include at a minimum, experience of personnel and resource management, planning, operations, and implementation. The ability to escalate problem resolution to higher organization levels and/or additional technical support if necessary must be addressed. Methods to determine fault isolation among the various proposed service providers must be provided. Recovery plans in the event of major loss of required services must also be addressed.

5. Company Capabilities (Exhibit E)

Demonstrate in Exhibit E the vendor's and/or subcontractor's ability to provide the STATE with all services specified in this ITB. Description of corporate abilities as well as that of project manager/key personnel to be assigned relative to providing

pay phone and inmate services to the State of Alabama must be addressed. Discuss vendor's ability to fulfill the requirements of this ITB, your knowledge of telecommunications technology implementation and understanding of the pay telephone business.

6. Management Reports (Exhibit F)

Demonstrate in Exhibit F the ability to provide complete, accurate and detailed information necessary for the STATE to properly administer this project. The vendor will describe the proposed method of ensuring that the management reports will be complete, accurate, detailed and delivered in a timely fashion. The contents of this Exhibit must include a discussion of staff technical expertise in report specification, development and generation, knowledge of management reporting methods and flexibility of the MIS for management report development. The required reports must include those required earlier in this section.

7. Training Plan (Exhibit G)

Describe in Exhibit G the proposed plan to provide training for State representatives. Training plans must address both non-inmate and inmate requirements. All training must be complete prior to cutover.

a. Training for Public Telephone Administrators

Awarded vendor will describe the nature and content of their training program for State personnel who will serve as liaison between the vendor and State agencies for whom service will be installed.

b. Training of Correctional Facilities Personnel

Vendor is required to provide on-site training of up to five personnel per institution to administer and manage the system. Vendor will describe the nature and content of their training program for this purpose in the bid response. As a minimum, the training program must include hands-on instruction on the use of the administrative and management systems and reports as well as any other topics required for full understanding, administration, and operation of the system. Each trainee and the institution facility manager will be provided a complete set of operating instructions for the administration and management system, to include software and hardware. They will be sufficiently detailed that an individual familiar with rudimentary PC commands and operation can administer and manage the system using the operating instructions provided.

Follow-up training will be provided by the vendor at any time that software and/or operation of the administration and management software is changed.

Revised written operating instructions will also be provided. Copies of updated software must be provided to the institution project manager within

thirty days of release of updated software.

8. Implementation Schedule (Exhibit H)

Vendor must submit an implementation schedule for conversion of existing inmate pay telephones and public pay telephones. The STATE expects an expeditious implementation, not to exceed six months from the date of award.

9. Service Record (Exhibit I)

Vendor must submit the company's service record over the last year, identifying statistics such as number of total troubles, average time to repair trouble, average outage time. Statistics must be provided for inmate and non-inmate phones.

10. Inmate System Description and Documentation (Exhibit J)

Vendor must submit a description of and any documentation for the proposed equipment, system and software.

V - Technical and Functional Requirements

A. Introduction

This section contains the technical and functional requirements pertaining to the services and associated equipment requested in this solicitation. Paragraph B hereunder provides technical and functional specifications that must be met for a bid to be deemed responsive and, thereby, acceptable for evaluation by the STATE. Non-responsive bids will be rejected. In all cases, therefore, the vendor will provide full and accurate responses to these requirements.

Vendors should note that the State of Alabama fully expects to continue to ensure that highly reliable, extensively available public telephone service is provided to its citizens, taxpayers, tourists, visitors and others who wish to place a call from State owned/leased property.

B. Scope of Services

1. General Functional Requirements

- a. The successful vendor will provide the full range of payphone services offered today to the public. In addition, a full range of payment options will be available to consumers at pay phones located on STATE PROPERTY. The STATE also requires that all public pay phones provide dial tone first and DTMF (Touch Tone) dialing where available. The current level of service must be satisfactorily maintained at all times during transition to new vendor service.
- b. Vendor must comply with all decisions, policies and regulations of the Federal Communications Commission (FCC) and the Alabama Public

Service Commission (PSC) as currently written and as amended during the entire term of the contract. Compliance includes, but is not limited to, forms of interconnection, access to interexchange carriers and posting of required information at each pay telephone.

- c. Instruments and enclosures proposed must be designed to accommodate use by the hearing impaired and the physically disabled. Provisions for wheelchair access must comply with all federal and state regulations. Provisions for the deaf must comply with federal and state regulations including requirements relating to TDDs (Telephone Devices for the Deaf, also known as Public Text Telephones).
- d. All proposed "instrument implemented" telephones must be FCC registered, as required by law, including Part 68 and Part 15 of the FCC rules and all modifications thereof.
- e. All proposed telephones and enclosures must be in compliance with the National Electric Code and must be UL approved as required.
- f. All proposed systems must provide a coin and non-coin transaction audit trail which enables the STATE to verify the coin and non-coin revenues generated from the pay phones and which enables the STATE to verify all dial around/bypass traffic generated from pay phones located on State property.
- g. The pay telephones required to be deployed by the vendor (s) will include indoor and outdoor installations, as well as "coin", " non-coin", "universal", and "inmate" instruments. The final mix of pay telephone types will be determined by the STATE after consultation with the vendor.

A coin pay telephone is defined as a pay telephone instrument that permits payment for calls through the use of coins. This instrument also permits the following billing options: calling card, collect, and third party.

A non-coin pay telephone is defined as a pay telephone instrument that does not permit the use of coins. This instrument does permit payment through calling card, collect and third party billing options. It may also accept credit cards.

A universal pay telephone is defined as a pay telephone instrument that accepts payment by either coin or noncoin, as described above, and also permits the insertion or swipe of a credit card and, optionally, a calling card for billing.

An inmate pay telephone is defined as a non-coin pay telephone which permits "collect only" calls. In a limited number of cases, such as work release centers, inmate telephones may permit coin calls.

2. Public Payphone Services (Non-Inmate)

Public payphone services are solicited for consumers at State agencies and departments located on properties owned/leased by the State of Alabama. The successful vendor will provide the following services:

- a. **Local service:** This is defined in LEC tariffs as those exchanges which can be called from a public payphone at tariffed local rates.
- b. **IntraLATA toll service:** This is defined in LEC tariffs as calls within the regional calling area of the LEC but beyond the local calling area. These calls are priced according to mileage tables contained in LEC tariffs.
- c. **InterLATA toll service:** These are calls placed within one LATA (Local Access Transport Area) to a different LATA and are carried by long distance companies.
- d. **Operator assistance:** Callers will be able to access an operator by dialing "0", or "00" for assistance.
- e. **Emergency Services:** The vendor's telephones must offer access to 911 emergency services where available. All proposed telephones must meet the requirements of the State of Alabama, Public Service Commission and must enable a caller to dial 911 for emergency services, and to reach an operator by dialing 0, without the necessity of inserting a coin.
- f. **Pay Telephone Service for Patrons in Wheelchairs:** The vendor must provide access to public telephones in accordance with applicable federal and state laws, including but not limited to the Americans with Disabilities Act Accessibility Guidelines (ADA) for Buildings and Facilities as amended.
- g. **Pay Telephone Service for the Hearing Impaired:** The vendor must provide pay telephone instruments in accordance with the requirements listed in (1) through (3) below:
 - (1) The vendor must provide TDDs (or public text telephones as they are also known) in accordance with applicable federal and state law including but not limited to Americans with Disabilities Act Accessibility Guidelines (ADA) for Buildings and Facilities as amended.
 - (2) All pay telephones must be hearing aid compatible in compliance with federal regulations.
 - (3) Pay telephones must provide volume control in accordance with federal and state regulation.

- h. **Operation During Power Loss:** All pay phones that require commercial AC power for full operation will continue to provide 911, 0+, 0- and coin operation for a minimum of eight hours during a commercial power failure.
- i. **Directory Assistance:** Access to local and long distance directory assistance will be provided from all telephones located on STATE PROPERTY.
- j. **Directories:** Directories will be provided in all locations where currently furnished or where subsequently required by the STATE.
- k. **Coin Calls:** Payment by means of depositing coins will be required at many of the STATE's locations.
- l. **Non-Coin Calls:**
 - (1) At all non-inmate locations calling card, collect and third party billed payment options will be required on a zero plus (0+) dialed basis and using other access methods as may be required by law, e.g., 10XXX, 950 or toll-free (1-800, etc.) access methods. In all cases, acceptance of Regional Bell Operating Company calling cards will be required as a minimum.
 - (2) Payment by bank and T&E (Travel & Entertainment) cards may be required at some portion of the STATE's locations.
 - (3) The proposed equipment/services must provide a "bong" tone within seven (7) seconds of completion of 0+ dialing. If the user does not enter any additional numbers after the "bong" tone, the vendor must provide a live operator who will then answer or a voice prompt will instruct the user within ten (10) seconds of the "bong" tone at least 95% of the time.
 - (4) When a user dials a zero and does not enter any additional numbers (0- dialing), a live operator will answer within ten (10) seconds at least 95% of the time.
 - (5) When a user has received the bong tone and entered the digits of his or her calling card number, the call must be released to the network within ten (10) seconds at least 95% of the time.
- m. **Other Operator Services:** The successful vendor will provide the full range of operator services to which the public has become accustomed,

including caller assistance, refunds, and credits. Vendors must describe in detail how they handle incorrectly dialed calls and disputed billing charges and how eligibility for credits is determined.

n. Enclosures

- (1) All enclosures, booths, shelves, pedestals, or other mounting apparatus selected for installation must be approved by the facility manager.
- (2) Use of Existing Enclosures: The enclosures now residing on State owned properties belong to current service providers. Should existing enclosures conform to the specifications and requirements of this ITB, the vendor may a) negotiate purchase or lease of these enclosures from the present owner, or b) install new enclosures subject to approval of the facility manager.
- (3) Enclosure Types: The vendor will offer a variety of enclosure types subject to the approval of the facility manager. In select locations (e.g. highways and other high traffic areas) enclosures must provide noise suppression. The enclosure types listed below must be offered as a minimum.

Wall

Pedestal

Booth

Flush Mount

Trailer (mobile/temporary)

- (4) Adequate lighting must be provided by the vendor(s) at locations where required by the facility manager. To meet this requirement, the vendor(s) must make available enclosures that will provide lighting to easily permit the use of the proposed instrument and its related services. Where the requirement for adequate lighting is met by ambient natural or artificial light, the STATE may select appropriate enclosures that do not require artificial light.

o. Vandal Resistant Hardware: All instruments proposed for use on State property must be vandal resistant with regard to the cash box, the coin return bucket, handset and cord, keypad (for coin instruments), casing and mountings/enclosures (for both coin and coinless instruments).

p. Fraud Resistant Systems: All proposed systems must detect and deter fraudulent calls. Each proposed system will have, at a minimum, the

following capabilities:

- (1) The ability to detect credit cards and calling cards that are not accepted by the vendor;
 - (2) The ability to deter fraudulent international calling card calls;
 - (3) The ability to prevent the use of and/or reject slugs;
 - (4) For "instrument implemented" systems, the ability to protect against regenerated dial tone;
 - (5) The ability to prevent collect and third party billed calls to the payphone line.
- q. Environment: All proposed instruments, whether intended for indoor or outdoor use, must be capable of providing full service, 24 hours a day, 7 days a week in the STATE's environment regardless of temperature and humidity fluctuations.
- r. Consumer Information: Consumer information will be provided at each payphone as required by the Alabama Public Service Commission and as required by the FCC for an "aggregator" as defined in the Telephone Operator Consumer Improvement Services Act of 1990 and FCC rules related thereto including posting name, address and toll-free telephone number of the operator services provider.
- s. User Instructions: Instructions to the user will be posted at each telephone and will precisely describe the method for placing various types of calls.
- t. Coin Acceptance: The coin acceptance mechanism must accept U.S. nickels, dimes, and quarters.
- u. Card Reader Mechanism: The card reader mechanism proposed for non-coin and/or universal telephones must be an "insert" or "swipe" type. It must permit the automatic reading of track 2 of the magnetic stripe and also permit the current or future acceptance of magnetic stripe calling cards.
- v. Credit Card Acceptance: Those proposed pay telephones that permit credit card transactions must provide on-line authorization. Generally accepted bank and credit cards must be accepted. (ex. American Express, Visa, or MasterCard).

- w. Some state locations, such as State Parks, will require instruments that have data ports, so that users can access e-mail, download/upload files, etc.

3. Inmate Services

Due to the unique nature of correctional facilities, specific types of telephones and specialized services are required.

a. Instruments/Equipment:

The Department of Corrections requires higher standards for the security and durability of their equipment than other agencies. With limited exceptions, all telephone instruments proposed for use at correctional facilities will be required to meet the following specifications at a minimum:

- (1) Be "Charge a Call" type with no coin receptacles or containers.
- (2) Be constructed of not less than 16 gauge steel.
- (3) Be constructed with no removable parts including ear and mouth pieces.
 - (a) Must have metallic tamper proof keypad
 - (b) Must have an armored cord
- (4) Must interface to an inmate monitoring system.
- (5) Must be available for extensive testing during the initial acceptance test period to determine its acceptability for use in this special environment.

b. Inmate Calling Services:

The Department of Corrections has implemented a secure system for inmates to make calls from Alabama Prison Facilities. Any system proposed in response to this ITB must provide the following comparable services as a minimum:

- (1) Dialing procedures required for all calls:
 - (a) The inmate dials O+ area code + telephone number.
 - (b) The automated operator says, "Please state your name." The inmate's name is then recorded.
 - (c) The inmate must state his or her name clearly before the call is processed.
 - (d) Once "Name" is stated, the system tells the inmate, "Your call is being processed."

- (e) Inmate holds for the call to be processed.
 - (f) The called party is told "You have a collect call from an Alabama Prison Facility", the name of the facility, and plays back the inmate's recorded name. The announcement must include a rate quote for the called party, including rate per minute and any other fees and charges. The called party may at their option accept, decline, or be given a 1-800-XXX-XXXX telephone number to call.
 - (g) If the called party accepts the call, it is then connected.
 - (h) If the party called does not answer or declines the call, the automated operator states to the inmate the result of the call ("party is not at home", "party will not accept your call", etc.).
 - (i) All Inmate calls must be directed through an automated operator. Absolutely no access to a "live" operator will be allowed.
 - (j) The system must provide a recurring announcement at various intervals that states "This call has been placed from an Alabama Prison facility", and states the name of the facility.
- (2) Inmate service will be restricted to O+ Station to Station Collect Only, no Person to Person will be allowed. This service will include local, intraLATA and interLATA collect calls. No other types of calls may be permitted for inmate service unless expressly exempted on a limited basis by institution through a separate memorandum of agreement issued to the vendor by the STATE. In these limited instances, the vendor will be required to provide local coin calling in addition to collect only calling. Vendors must provide detailed information on the proposed system's ability to limit inmate calls to collect only and to the list of called numbers permitted to each inmate. No access to 800, 900, 10XXX, 950 or other numbers restricted by the Department of Corrections is permitted.
- (3) Inmate service will provide for flexible timing restriction. At a minimum, these timing restrictions must be able to limit calls from 0 to 30 minutes, in 5 minute increments. The institution will have the option to have no timing restrictions if it chooses to do so.
- (4) Inmate pay telephones will provide outgoing service only. No incoming service will be permitted to inmate telephones.
- (5) The STATE will bear no responsibility for fraudulent calls placed from any inmate facility nor will the

STATE bear any responsibility for theft or vandalism of inmate telephones or related equipment. The STATE shall bear no costs associated with theft, fraud or vandalism, nor will any such costs be deducted from revenues on which commissions are due to the STATE.

- (6) Voice Prompts must be multi-lingual. Vendor must describe how these multi-lingual prompts work and what languages are available.

c. Inmate Telephone Monitoring Device:

The proposed monitoring system must provide for digital recording. The vendor will furnish information about the make(s) and model(s) of the proposed inmate monitoring device(s).

- (1) Capacity: The monitoring device must accommodate the number of inmate lines in each institution with expansion capability.
- (2) Visual Monitoring: The inmate monitoring device will permit the attendant to visually determine the off-hook and on-hook status of each inmate telephone. The device must provide a display of the line being monitored.
- (3) Audible Monitoring: The inmate monitoring device will permit an attendant to manually select any associated inmate telephone. The device will permit the attendant to listen to any conversation in progress at a selected telephone over the monitoring device's handset and/or speaker for an unlimited duration.
- (4) Call Disconnect: The inmate monitoring device will permit the attendant to disconnect any call in progress.
- (5) Undetected Supervision: The inmate monitoring device will allow the attendant access to the inmate call in progress without a change in the audible signal. The inmate and the called party will not be aware of when the attendant is present on the line.
- (6) Alarm: The monitoring device must provide an indication on the console to signal loss of power to the control equipment. If loss of power occurs during the inmate's use of the telephone, all inmate telephones will automatically be rendered inoperable.

- (7) **Speaker:** The console must have a hands-free speaker to allow the attendant to monitor a call. The audible transmission of the speaker must be of a quality to allow the attendant to clearly hear both calling and called party.
 - (8) **Cabling:** The cable necessary to support this device must be provided by the vendor or if in place cabling is available and can be acquired or leased by the vendor from the incumbent service provider and meets the requirements of this system, it may be reused. This will be a site specific decision made by the Department of Corrections.
- d. **Inmate Telephone Recording Requirements:** The proposed system(s) will provide, as a minimum, the following:
- (1) Recording of all voice channels;
 - (2) The ability for the central monitoring attendant to record both sides of a conversation on any inmate telephone line;
 - (3) Storage on a hard drive for up to 90 days;
 - (4) Call Portability. The ability to burn a recorded conversation on a CD.
- e. **Prevention of Three-way Calling:** Vendors must describe their ability to detect switchhook flashing and to prevent call forwarding and conferencing at the called party end. The STATE reserves the right to implement this feature at selected prison facilities as it deems necessary.
- f. **Centralized Database:** The proposed inmate telephone system must, at a minimum, provide the following features:
- (1) A centralized database, networked to include all facilities in the state. PIN (Prisoner Identification Number) and PAN (Personal Allowed Number) information for each inmate must be stored so that as inmates are moved to another facility, re-entry of information is not required.
 - (2) An inmate specific list of telephone numbers which the inmate is permitted to call, also known as a PAN. An unlocking feature, which permits STATE authorities at a particular institution to allow inmates access to unrestricted collect only service, must be provided.
 - (3) A required inmate authorization code, also known as a PIN, unique to each inmate to be associated with each called telephone number list.
 - (4) A user friendly, Window-based, method to update and otherwise change the called number lists and authorization codes and other database information.

- (5) A system which prevents calls to numbers other than those on the permitted list and which requires the input of the inmate authorization code.
- (6) A toll-free communications line/link to each institution.
- (7) Each bid for inmate service must include documentation of the vendor's plan to build, update and access the centralized database. To facilitate the process, each institution will appoint a "facility manager" to work with the winning vendor and to provide the required inmate information for the vendor to load into the database. The vendor will be responsible for loading all information into the centralized database and for insuring that no loss of information occurs during cutover.
- (8) Each "facility manager" will work as a part of the STATE's implementation team during the installation and acceptance phases of the project.
- (9) The vendor must provide a system administration and management plan. The plan must include the post-cutover administration and management process. If the vendor is proposing that the STATE manage this post-cutover function, then a description of the hardware, software and system complexity must also be provided. This description must include as a minimum:
 - (a) Assigning personal authorization codes to each inmate. Corrections will supply these numbers.
 - (b) Creating the permissible call list for each inmate.
 - (c) Changing entries in the inmate calling database.
 - (d) Blocking calls to a specific telephone number on all telephones even though it is permitted on inmate calling lists.
 - (d) Changing passwords and other security features.
 - (f) Providing routine, recurring reports on inmate calling including frequency, date, time, duration and number called by inmate.
 - (g) The Department of Corrections prefers to manage all of the functions listed above via the centralized inmate database.

- (10) Timing restrictions must be programmable for a particular inmate by associating the restriction with that inmate's authorization number in the database.
- (11) It is mandatory that each institution have the ability to determine the period of the day during which inmate calling will be allowed, and to enable the inmate telephone service only during those hours. This ability is also required for specific areas within an institution.
- (12) Inmate telephone systems must be able to block telephone numbers from being called within 24 hours of notice to block.

g. Report Requirements: Vendor's inmate calling system must permit the following reporting at a minimum:

- (a) Provision of reports on paper and on Diskette or CD.
- (b) Ability to create a monthly report of calls by inmate.
- (c) Ability to create a report of calls by number called on a routine monthly basis. This report must identify the inmate code placing said calls.

h. Environmental/System Requirements: The proposed inmate telephone system must provide the following system, security and environmental features and supporting documentation:

- (1) Vendors must provide a detailed statement of space required for the system and must state any environmental requirements for the space, e.g., temperature or humidity.
- (2) One Telecommunications Device for the Deaf (TDD), at a minimum, will be required at each correctional institution. The number of TDDs provided will conform to the requirements of the Americans with Disabilities Act (ADA) Guidelines for Buildings and Facilities but will never amount to less than 1 TDD per institution.
- (3) Inmate telephone systems must be properly

protected from power surges and fluctuations in electrical voltage and current. The STATE will bear no responsibility for damage to an vendor's equipment from power surges and fluctuations.

- (4) A P. 01 grade of service is required for inmate service and all of its components.
 - (7) Vendor must provide each facility with a "kill" switch which renders all telephone inoperable immediately after activating the switch. Facility manager will dictate placement of this switch.
 - (8) Vendors must agree to abide by the security requirements of the State of Alabama, Department of Corrections. These requirements include but are not limited to the need to arrange security clearances for vendor's personnel, prohibitions on materials that may be carried in or out of correctional facilities, certification of vendor's employees and such other security measures as may be deemed appropriate by the Department of Corrections.
- i. **Investigative Tools:** The vendor should describe any investigative tools, such as word search, that are included in the system.
 - j. **Billing Procedures:** The vendor must describe billing procedures, including rates, fees and charges to the called parties. All fees charged from inmate and non-inmate phones must be identified. The vendor must also describe the procedure, and timing, of the commission reimbursements to the STATE.

VI - Commission Percentage Guaranteed

This section is designed for the financial evaluation of bids based on the commission percentages offered, once a vendor has met all technical and general requirements of this ITB.

Vendors must complete the "Vendors Commission Percentage Guarantee" form.

The STATE will use the highest percentage shown on line one "PERCENTAGE GUARANTEE" to determine which vendor is offering the highest commission to the STATE.

Once a vendor has been awarded the contract, the STATE will expect the vendor to pay the percentage offered on Line 1 for all categories (Local, IntraLATA, and InterLATA). Percentages will be applied to the vendor's gross revenue to determine the commissions owed to the STATE. Percentages are fixed for the life of the contract; commissions cannot be altered due to any fees or taxes mandated by federal, state, or local government.

Gross revenue is defined as all revenue, whether controlled by the vendor or not, generated by the telephone via customer origination. Examples of originated revenues are: coin, 0+, 0-, 01+, 011+, 00-, 10xxx, 950-10xx, 1-800-xxx-xxxx, bank card, travel and entertainment card revenue and not merely commissions paid to a vendor by a subcontractor, e.g. Operator Services Provider (OPS), or interexchange carrier.

VII - VENDORS COMMISSION PERCENTAGE GUARANTEE

This form must be completed by the vendor, or the bid will be rejected. **NO WARRANTY, EXPRESSED OR IMPLIED**, is made by the STATE that any contract resulting from this ITB will include an equal or greater number of pay telephones, revenue, or minutes of usage, as identified in ATTACHMENT C or elsewhere in this ITB.

The vendor is to enter on Line 1 the percentage factor they will guarantee to pay. The percentage factor will be entered with three decimal places. For example, if the guaranteed percentage amount is 50%, 50.000 would be entered on Line 1.

This percentage factor will be applied to the vendor's gross revenue to determine the commissions owed to the STATE each month.

This percentage factor will be the basis for award, assuming all technical specifications have been met.

Line 1: PERCENTAGE GUARANTEE = _____%

The percentage factor entered above must be transferred to the price sheet (Page 7).

VIII - Evaluation

A. Receipt of Bids

All bids must be received by the Department Official listed on page 1 of the Invitation to Bid in the format described in Section-II. Each bid will be date and time marked as it is received and each will be verified that it is properly sealed. Bids will remain sealed until the designated date and time for opening.

B. Evaluation of Bids

1. Bid Opening and Validation Check

All bids received by the date and time specified on page 1 of the Invitation to Bid will be opened at that time. Bids that are received after the specified date and time will be rejected.

Bids submitted on time will be checked for conformance to the requirements of this ITB. Absence of required information will deem the bid to be nonresponsive and may cause rejection.

2. Compliance

The STATE will review each bid in detail to determine its compliance with all ITB requirements. If a bid fails to meet an ITB requirement, the STATE will reject that bid in its entirety.

3. Reference List Evaluation

All customers on the required customer reference list may be contacted at the STATE's discretion. The customers contacted must respond that the service provided by the vendor was considered to be satisfactory in order for the vendor to be successful in this part of the bid. A response that the vendor's service has been unsatisfactory, even from one customer, may be cause for rejection of the bid depending upon the significance of unsatisfactory item and dependent on the STATE's analysis of the validity of the unsatisfactory response.

4. Administrative and Technical Requirements

Bids must satisfy all mandatory administrative and technical requirements as specified in this ITB.

5. Commissions

The vendor whose bid has met all mandatory administrative technical requirements and has offered the highest commission percentage factor to the STATE will be selected as the vendor.

6. Demonstration

Bids will be rank ordered from highest to lowest based on the commission percentage factor. Demonstration, if required by the STATE, will be requested from the vendor submitting the bid with the highest commission percentage factor and that meets the requirements of this ITB. If the bid is deemed nonresponsive after demonstration, the vendor with the next highest commission percentage factor will be requested to demonstrate that its system meets all ITB requirements. The STATE will continue to request demonstrations from vendors until a responsive bid is determined at an acceptable commission rate to the STATE.

IX - Demonstration

A. General

The demonstration is intended to afford the STATE the opportunity to verify the claims made by the vendor in response to ITB Section V, Technical and Functional Requirements. The demonstration is also intended to allow the STATE the ability to corroborate the evaluation of the bid and to confirm that the telecommunications hardware, related software and any services which are proposed as a result of this ITB are actually in operation. The STATE reserves the right to determine whether or not a demonstration of any or all proposed systems is required. The vendor who is determined to offer the STATE the highest commission and that meets all the specifications of this ITB may be notified to perform the demonstration.

B. Preparation

The vendor must prepare and include in the bid (or present to the STATE prior to the STATE's arrival at the demonstration location) a complete plan for the performance of all applicable segments of the demonstration. The plan must include the following:

Discussion of performance records regarding telephone equipment, including its internal and external software;

Presentation of presently used management records and reports;

Actual hardware, software, line access method and type of feature group used for the demonstration configuration; and

Explanation if any segment of the demonstration differs from that proposed.

The vendor must provide or make all necessary arrangements for the demonstration facilities at no cost to the STATE. The location of the demonstration will be determined by the vendor; however, demonstration within Alabama is preferred.

The vendor will be notified no later than ten (10) working days before the date for Demonstration of Requirements.

The demonstration must be performed in substantial accordance with the requirements specified below in Paragraph C. Failure of the vendor to demonstrate that the claims made by the bid, in response to the ITB requirements, are in fact true, may be sufficient to cause the bid to be deemed non-responsive. The STATE reserves the right to determine whether or not the demonstration has been successfully passed.

C. Requirements

1. Materials

The vendor will supply all proposed hardware, software, and documentation needed for the functional demonstration.

2. Agenda

The agenda will allow no more than one (1) full work week for the demonstration.

At the STATE's option, an additional time may be scheduled if the STATE finds it necessary to rerun the demonstration (in whole or in part) due to any malfunction encountered during the initial demonstration period.

The STATE team will arrive at the vendor's demonstration site with the following expected agenda:

- a. Short briefing by the vendor to provide an overview of the demonstration and an overview of the hardware and software of the proposed system(s).
- b. Working demonstration: Demonstration of all proposed systems, services, and equipment as required by this ITB will be furnished. The demonstration will include the following:

3. Schedule and Time

The time of the demonstration will be established by mutual agreement between the vendor and the STATE no later than ten (10) working days prior to the demonstration.

4. Scope of the Demonstration

The STATE reserves the right to test any and every function of the proposed system(s). If required, and failure to function as required occurs at an agency location, the STATE may terminate the contract.

DEPARTMENT: AGRICULTURE & INDUSTRIES

ANI	# Lines	# Telephones	Location	LEC
(334)264-9956	1	1	BEARD BLDG	BELL
(334)272-9919	1	1	FARMS MKT.	BELL
TOTALS	2	2		

DEPARTMENT: AGRICULTURE CENTER BOARD

ANI	# Lines	# Telephones	Location	LEC
(334)262-9228	1	1	STATE COLI	BELL
(334)262-9456	1	1	STATE COLI	BELL
(334)262-9626	1	1	STATE COLI	BELL
(334)265-9604	1	1	STATE COLI	BELL
(334)834-8885	1	1	STATE COLI	BELL
TOTALS	5	5		

ATTACHMENT A

DEPARTMENT: DAUPHIN ISLAND SEA LAB

ANI	# Lines	# Telephones	Location	LEC
(334)861-2230	1	1	DAUPHIN IS	GTE
(334)861-2321	1	1	DAUPHIN IS	GTE
(334)861-2411	1	1	DAUPHIN IS	GTE
(334)861-2805	1	1	DAUPHIN IS	GTE
(334)861-3001	1	1	DAUPHIN IS	GTE
(334)861-7258	1	1	DAUPHIN IS	GTE
(334)861-7305	1	1	DAUPHIN IS	GTE
TOTALS	7	7		

DEPARTMENT: DEPARTMENT BLAKELY PARK

ANI	# Lines	# Telephones	Location	LEC
(334)937-9380	1	1	BLAKELY ST	BELL
TOTALS	1	1		

DEPARTMENT: DEPARTMENT OF ARCHIVES

ANI	# Lines	# Telephones	Location	LEC
(334)262-9608	1	1	ARCHIVES	BELL
TOTALS	1	1		

DEPARTMENT: ENVIRONMENTAL MANAGEMENT

ANI	# Lines	# Telephones	Location	LEC
(334)271-9876	1	1	ENVIRONMEN	BELL
TOTALS	1	1		

DEPARTMENT: HISTORICAL COMMISSION

ANI	# Lines	# Telephones	Location	LEC
(334) 540-9511	1	1	FORT MORGA	GULF
TOTALS	1	1		

DEPARTMENT: HUMAN RESOURCES

ANI	# Lines	# Telephones	Location	LEC
(205) 338-1815	1	1	ST. CLAIR	GTE
(205) 350-9835	1	1	MORGAN COU	BELL
(205) 384-9366	1	1	WALKER COU	BELL
(205) 424-9378	1	1	JEFFERSON	BELL
(205) 534-9599	1	1	MADISON CO	BELL
(205) 556-9979	1	1	TUSCALOOSA	BELL
(205) 669-9379	1	1	SHELBY COU	BELL
(334) 775-9935	1	1	BARBOUR CO	BELL
(334) 624-8326	1	1	HALE CO	BELL
(205) 367-9256	1	1	PICKENS CO	BELL
(256) 845-9913	1	1	DEKALB CO	BELL
(256) 927-6387	1	1	CHEROKEE CO	BELL
(205) 761-9538	1	1	TALLADEGA	BELL
(205) 764-9654	1	1	LAUDERDALE	BELL
(334) 264-8878	1	1	MONTGOMERY	BELL
(334) 473-8927	1	1	MOBILE COU	BELL
(334) 567-9837	1	1	ELMORE COU	BELL
(334) 727-9955	1	1	MACON COUN	BELL
(334) 749-9206	1	1	FOOD STAMP	BELL
(334) 937-9107	1	1	BALDWIN CO	BELL
TOTALS	20	20		

DEPARTMENT: INDUSTRIAL RELATIONS

ANI	# Lines	# Telephones	Location	LEC
(205) 254-9750	1	1	DIR B'HAM	BELL
(205) 254-9985	1	1	DIR B'HAM	BELL
(334) 264-9397	1	1	DIR MONT.	BELL
(205) 758-9474	1	1	DIR TUSC	BELL
TOTALS	4	4		

DEPARTMENT: JUDICIAL DEPT.

ANI	# Lines	# Telephones	Location	LEC
(334) 264-8729	1	1	STATE JUDI	BELL
(334) 264-8731	1	1	STATE JUDI	BELL
(334) 264-8736	1	1	STATE JUDI	BELL
TOTALS	3	3		

DEPARTMENT: MENTAL HEALTH

ANI	# Lines	# Telephones	Location	LEC
(334) 636-9301	1	1	THOMASVILL	BELL
(334) 636-9312	1	1	THOMASVILL	BELL
(334) 636-9315	1	1	THOMASVILL	BELL
(334) 636-9330	1	1	THOMASVILL	BELL
(334) 265-3496	1	1	GREIL HOSP	BELL
(334) 265-3505	1	1	GREIL HOSP	BELL
(334) 834-8490	1	1	GREIL HOSP	BELL
(334) 633-9124	1	1	ALBERT BRE	BELL
(334) 633-9185	1	1	ALBERT BRE	BELL
(334) 633-9286	1	1	ALBERT BRE	BELL

DEPARTMENT: MENTAL HEALTH

ANI	# Lines	# Telephones	Location	LEC
(334) 633-9417	1	1	ALBERT BRE	BELL
(334) 633-9542	1	1	ALBERT BRE	BELL
(334) 633-9724	1	1	ALBERT BRE	BELL
(334) 633-9747	1	1	ALBERT BRE	BELL
(334) 633-9978	1	1	ALBERT BRE	BELL
(205) 339-9172	1	1	BRYCE-SD A	BELL
(205) 345-8516	1	1	BRYCE-2 NO	BELL
(205) 349-6304	1	1	BRYCE-ADOL	BELL
(205) 366-9412	1	1	BRYCE-1 NO	BELL
(205) 391-9830	1	1	BRYCE-1 NO	BELL
(205) 391-9982	1	1	BRYCE-1 NO	BELL
(205) 750-8274	1	1	BRYCE-2 NO	BELL
(205) 752-2215	1	1	BRYCE-RECR	BELL
(205) 752-9174	1	1	BRYCE-ALIC	BELL
(205) 752-9180	1	1	BRYCE-1 NO	BELL
(205) 752-9363	1	1	BRYCE-2 NO	BELL
(205) 758-9107	1	1	BRYCE-HARP	BELL
(205) 758-9136	1	1	BRYCE-WARD	BELL
(205) 758-9207	1	1	BRYCE-2 NO	BELL
(205) 758-9261	1	1	BRYCE-HARP	BELL
(205) 758-9313	1	1	BRYCE-ALIC	BELL
(205) 758-9365	1	1	BRYCE-ALIC	BELL
(205) 758-9372	1	1	BRYCE-ADOL	BELL
(205) 758-9396	1	1	BRYCE-ALIC	BELL
(205) 758-9404	1	1	BRYCE-HARP	BELL
(205) 758-9411	1	1	BRYCE-WARD	BELL
(205) 758-9435	1	1	BRYCE-2 NO	BELL
(205) 758-9453	1	1	BRYCE-WARD	BELL

DEPARTMENT: MENTAL HEALTH

ANI	# Lines	# Telephones	Location	LEC
(205) 758-9611	1	1	BRYCE-WARD	BELL
(205) 758-9654	1	1	BRYCE-FRON	BELL
(205) 758-9736	1	1	BRYCE-WARD	BELL
(205) 758-9794	1	1	BRYCE-FRON	BELL
(205) 758-9830	1	1	BRYCE-HARP	BELL
(205) 758-9850	1	1	BRYCE-HARP	BELL
(205) 758-9939	1	1	BRYCE-WARD	BELL
(205) 758-9952	1	1	BRYCE-HARP	BELL
(205) 758-9981	1	1	BRYCE-HARP	BELL
(205) 759-9102	1	1	BRYCE-1 NO	BELL
(205) 759-9104	1	1	BRYCE-36 E	BELL
(205) 759-9106	1	1	BRYCE-2 NO	BELL
(205) 759-9158	1	1	BRYCE-2 NO	BELL
(205) 759-9208	1	1	BRYCE-1 NO	BELL
(205) 759-9245	1	1	BRYCE-MAIN	BELL
(205) 759-9250	1	1	BRYCE-36 E	BELL
(205) 759-9287	1	1	BRYCE-1 NO	BELL
(205) 556-9102	1	1	TAYLOR HAR	BELL
(205) 556-9251	1	1	TAYLOR HAR	BELL
(205) 353-9750	1	1	NO AL REGI	BELL
(205) 353-9780	1	1	NO AL REGI	BELL
(205) 353-9805	1	1	NO AL REGI	BELL
(205) 353-9853	1	1	NO AL REGI	BELL
(205) 353-9992	1	1	NO AL REGI	BELL
(205) 556-9100	3	3	TAYLOR HARDIN	BELL
TOTALS	65	65		

DEPARTMENT: MILITARY

ANI	# Lines	# Telephones	Location	LEC
(205) 942-9858	1	1	NATIONAL GUARD	BELL
(334) 272-9770	1	1	NATIONAL GUARD	BELL
TOTALS	2	2		

DEPARTMENT: PUBLIC HEALTH

ANI	# Lines	# Telephones	Location	LEC
(205) 353-9929	1	1	MORGAN CO	BELL
(334) 241-9952	1	1	PUB HEALTH	BELL
(334) 241-9993	1	1	PUB HEALTH	BELL
(334) 265-9028	1	1	PUBLIC HEALTH	BELL
(334) 265-9853	1	1	PUBLIC HEALTH	BELL
(205) 384-9366	1	1	WALKER CO	BELL
TOTALS	6	6		

DEPARTMENT: PUBLIC SAFETY

ANI	# Lines	# Telephones	Location	LEC
(334)872-9787	1	1	CRIMINAL J	BELL
(334)874-8083	1	1	CRAIG FIELD	BELL
(334)874-9222	1	1	CRAIG FIELD	BELL
(334)874-9397	1	1	CRAIG FIELD	BELL
(334)875-8368	1	1	CRAIG FIELD	BELL
(334)875-9710	1	1	CRAIG FIELD	BELL
(205)435-7376	1	1	AL STATE T	BELL
(334)262-9690	1	1	PUB SAFETY	BELL
(334)832-9573	1	1	PUB SAFETY	BELL
(334)957-4331	1	1	ST. ELMO A	GTE
TOTALS	10	10		

DEPARTMENT: REHAB SERVICES

ANI	# Lines	# Telephones	Location	LEC
(205)933-9760	1	1	REHAB SERV	BELL
(334)288-9857	1	1	REHAB SERV	BELL
TOTALS	2	2		

DEPARTMENT: REVENUE DEPARTMENT

ANI	# Lines	AC/U	Location	LEC
(334)262-9310	1	1	GORDON PER	BELL
(334)262-9352	1	1	GORDON PER	BELL
(334)262-9731	1	1	GORDON PER	BELL
(334)264-5164	1	1	GORDON PER	BELL
TOTALS	4	4		

DEPARTMENT: RSA

ANI	# Lines	# Telephones	Location	LEC
(334) 262-9186	1	1	RSA UNION	BELL
(334) 262-9533	1	1	RSA UNION	BELL
(334) 262-9575	1	1	CENTER FOR COMM	BELL
(334) 262-9672	1	1	RSA TOWER	BELL
(334) 262-9956	1	1	RSA TOWER	BELL
(334) 834-9109	1	1	RSA PLAZA	BELL
TOTALS	6	6		

DEPARTMENT: STATE DOCKS

ANI	# Lines	# Telephones	Location	LEC
(334) 432-9036	1	1	STATE DOCK	BELL
(334) 432-9051	1	1	STATE DOCK	BELL
(334) 432-9133	1	1	STATE DOCK	BELL
(334) 432-9162	1	1	STATE DOCK	BELL
(334) 432-9170	1	1	STATE DOCK	BELL
(334) 432-9210	1	1	STATE DOCK	BELL
(334) 432-9404	1	1	STATE DOCK	BELL
(334) 432-9533	1	1	STATE DOCK	BELL
(334) 432-9553	1	1	STATE DOCK	BELL
(334) 432-9737	1	1	STATE DOCK	BELL
(334) 432-9910	1	1	STATE DOCK	BELL
TOTALS	11	11		

ATTACHMENT A

DEPARTMENT: STATE PARKS

ANI	# Lines	# Telephones	Location	LEC
(205) 247-9312	1	1	JOE WHEELER	BELL
(205) 247-9326	1	1	JOE WHEELER	BELL
(205) 247-9385	1	1	JOE WHEELER	BELL
(205) 247-9334	1	1	JOE WHEELER	BELL
(205) 247-9364	1	1	JOE WHEELER	BELL
(205) 247-9386	1	1	JOE WHEELER	BELL
(205) 685-9948	1	1	JOE WHEELER	BELL
(205) 845-9898	1	1	DESOTO-LD	BELL
(205) 845-9889	1	1	DESOTO PK	BELL
(205) 845-9896	1	1	DESOTO PK	BELL
(205) 571-9035	1	1	GUNTERS PK	BELL
(205) 582-8340	1	1	GUNTERS PK	BELL
(205) 582-8641	1	1	GUNTERS PK	BELL
(205) 582-8915	1	1	GUNTERS PK	BELL
(205) 582-8916	1	1	GUNTERS PK	BELL
(205) 582-8976	1	1	GUNTERS PK	BELL
(205) 582-8329	1	1	GUNTERS LD	BELL
(205) 582-8379	1	1	GUNTERS LD	BELL
(205) 582-8939	1	1	GUNTERS LD	BELL
(334) 687-8552	1	1	LAKEPT PK	BELL
(334) 687-8560	1	1	LAKEPT PK	BELL
(334) 687-9210	1	1	LAKEPT PK	BELL
(334) 687-9255	1	1	LAKEPT PK	BELL
(334) 687-9281	1	1	LAKEPT PK	BELL
(334) 687-9285	1	1	LAKEPT PK	BELL
(334) 687-9292	1	1	LAKEPT PK	BELL
(334) 687-9963	1	1	LAKEPT PK	BELL

DEPARTMENT: STATE PARKS

ANI	# Lines	# Telephones	Location	LEC
(334) 858-3153	1	1	FLORALA PA	FLORALA
(334) 858-3158	1	1	FLORALA PA	FLORALA
(205) 234-9802	1	1	WINDCREEK	BELL
(205) 234-9818	1	1	WINDCREEK	BELL
(205) 234-9819	1	1	WINDCREEK	BELL
(205) 329-9141	1	1	WINDCREEK	BELL
(205) 329-9179	1	1	WINDCREEK	BELL
(205) 329-9190	1	1	WINDCREEK	BELL
(205) 339-9104	1	1	LAKE LURLEEN	BELL
(205) 663-9840	1	1	OAK MTN ST	BELL
(205) 663-9853	1	1	OAK MTN ST	BELL
(205) 663-9872	1	1	OAK MTN ST	BELL
(205) 663-9915	1	1	OAK MTN ST	BELL
(205) 663-9942	1	1	OAK MTN ST	BELL
(205) 663-9989	1	1	OAK MTN ST	BELL
(205) 664-9840	1	1	OAK MTN ST	BELL
(205) 991-9266	1	1	OAK MTN ST	BELL
(334) 887-9734	1	1	CHEWACLA S	BELL
(205) 534-9214	1	1	MONTE SAND	BELL
(205) 647-9940	1	1	RICKWOOD C	BELL
(205) 729-8032	1	1	ELK RIVER	BELL
(334) 948-9544	1	1	GULF LODGE	GULF
(334) 948-9588	1	1	GULF LODGE	GULF
(334) 948-9589	1	1	GULF LODGE	GULF
(334) 948-9590	1	1	GULF LODGE	GULF
(334) 948-9531	1	1	GULF PARK	GULF
(334) 948-9539	1	1	GULF PARK	GULF
(334) 948-9540	1	1	GULF PARK	GULF

ATTACHMENT A

DEPARTMENT: STATE PARKS

ANI	# Lines	# Telephones	Location	LEC
(334) 948-9541	1	1	GULF PARK	GULF
(334) 948-9542	1	1	GULF PARK	GULF
(334) 948-9543	1	1	GULF PARK	GULF
(334) 948-9546	1	1	GULF PARK	GULF
(334) 948-9550	1	1	GULF PARK	GULF
(334) 948-9551	1	1	GULF PARK	GULF
(334) 948-9587	1	1	GULF PARK	GULF
(334) 397-2787	1	1	BLUE SPRINGS	GTE
TOTALS	63	63		

DEPARTMENT: INFORMATION SERVICES DIVISION

ANI	# Lines	# Telephones	Location	LEC
(334) 262-9523	1	1	STATE HOUSE	BELL
(334) 262-9555	1	1	STATE HOUSE	BELL
(334) 262-9618	1	1	STATE HOUSE	BELL
(334) 262-9723	1	1	STATE HOUSE	BELL
(334) 262-9765	1	1	STATE HOUSE	BELL
(334) 262-9791	1	1	STATE HOUSE	BELL
(334) 262-9998	1	1	FOLSOM ADMIN	BELL
(334) 264-5289	1	1	LURLEEN B	BELL
(334) 264-9952	1	1	LURLEEN B	BELL
(334) 269-9563	1	1	STATE CAPITOL	BELL
TOTALS	10	10		

DEPARTMENT: TRANSPORTATION

ANI	# Lines	# Telephones	Location	LEC
(205) 254-8916	1	1	LICENSING	BELL
(205) 392-9905	1	1	SUMTER WEL	BELL
(205) 392-9907	1	1	SUMTER WEL	BELL
(205) 392-9964	1	1	SUMTER WEL	BELL
(205) 392-9994	1	1	SUMTER WEL	BELL
(205) 423-9808	1	1	I-65/ARDMO	ARDMORE
(205) 423-9809	1	1	I-65/ARDMO	ARDMORE
(205) 423-9810	1	1	I-65/ARDMO	ARDMORE
(205) 423-9811	1	1	I-65/ARDMO	ARDMORE
(205) 553-9808	1	1	I-59/TUSCA	BELL
(205) 553-9809	1	1	I-59/TUSCA	BELL
(205) 553-9810	1	1	I-59/20 RE	BELL
(205) 553-9811	1	1	I-59/20 RE	BELL
(205) 553-9825	1	1	HWY DEPART	BELL
(205) 556-7144	1	1	I-59/TUSCA	BELL
(205) 556-7145	1	1	I-59/20 RE	BELL
(205) 594-4702	1	1	I-59/ASHVI	ALLTEL
(205) 594-5279	1	1	I-59/ASHVI	ALLTEL
(205) 594-5281	1	1	I-59/ASHVI	ALLTEL
(205) 594-5283	1	1	I-59/ASHVI	ALLTEL
(205) 635-6386	1	1	I-59/VALLEY	GTE
(205) 635-6390	1	1	I-59/VALLEY	GTE
(205) 635-6392	1	1	I-59/VALLEY	GTE
(205) 635-6408	1	1	I-59/VALLEY	GTE
(205) 734-9822	1	1	I-65 REST	BELL
(205) 734-9892	1	1	I-65 REST	BELL
(205) 734-9928	1	1	I-65 REST	BELL
(205) 734-9990	1	1	I-65 REST	BELL

DEPARTMENT: TRANSPORTATION

ANI	# Lines	# Telephones	Location	LEC
(205) 748-4082	1	1	I-20 WEIGH	GTE
(205) 748-4100	1	1	I-20 WEIGH	GTE
(205) 748-4760	1	1	I-20/LECTA	GTE
(205) 748-4770	1	1	I-20/LECTA	GTE
(205) 748-4772	1	1	I-20/LECTA	GTE
(205) 748-4774	1	1	I-20/LECTA	GTE
(205) 755-0793	1	1	I-65 REST	BELL
(205) 755-0835	1	1	I-65 REST	BELL
(205) 755-1634	1	1	I-65 REST	BELL
(205) 755-1680	1	1	I-65 REST	BELL
(205) 755-2014	1	1	HWY 1 N/CL	BELL
(205) 755-4990	1	1	HWY 1 N/CL	BELL
(205) 755-7924	1	1	HWY 1 N/CL	BELL
(205) 755-8663	1	1	HWY 1 N/CL	BELL
(334) 246-9948	1	1	HWY 43/JAC	BELL
(334) 262-9686	1	1	ALABAMA ST	BELL
(334) 299-3284	1	1	U.S. 231 R	GTE
(334) 299-3328	1	1	U.S. 231 R	GTE
(334) 366-9214	1	1	HWY 82 RES	BELL
(334) 382-8478	1	1	I-65/GREEN	GTE
(334) 382-8556	1	1	I-65/GREEN	GTE
(334) 382-8636	1	1	I-65/GREEN	GTE
(334) 382-8746	1	1	I-65/GREEN	GTE
(334) 493-3037	1	1	FRANK JACK	GTE
(334) 567-7100	1	1	HWY 231/WE	BELL
(334) 576-5533	1	1	I-85/LANET	VALLEY
(334) 576-5534	1	1	I-85/LANET	VALLEY
(334) 576-5535	1	1	I-85/LANET	VALLEY

DEPARTMENT: TRANSPORTATION

ANI	# Lines	# Telephones	Location	LEC
(334) 576-5538	1	1	I-85/LANET	I-85/LANET
(334) 578-2043	1	1	I-65 REST	BELL
(334) 578-9928	1	1	I-65 REST	BELL
(334) 584-7315	1	1	U.S. 231 R	MONCRE
(334) 584-7316	1	1	U.S. 231 R	MONCRE
(334) 677-3723	1	1	U.S. 231 R	GTE
(334) 677-7702	1	1	U.S. 231 R	GTE
(334) 677-7802	1	1	U.S. 231 R	GTE
(334) 687-8541	1	1	HWY 431/EU	BELL
(334) 687-9293	1	1	HWY 431/EU	BELL
(334) 727-9857	1	1	I-85 REST	BELL
(334) 727-9893	1	1	I-85 REST	BELL
(334) 727-9932	1	1	I-85 REST	BELL
(334) 727-9998	1	1	I-85 REST	BELL
(334) 865-3013	1	1	I-10/GRAND	GTE
(334) 865-4607	1	1	I-10/GRAND	GTE
(334) 865-4625	1	1	I-10/GRAND	GTE
(334) 865-4635	1	1	I-10/GRAND	GTE
(334) 887-9150	1	1	HIGHWAY 28	BELL
(334) 937-9967	1	1	HWY 59 RES	BELL
(334) 946-9101	1	1	I-10/FLORI	GULF
(334) 946-9102	1	1	I-10/FLORI	GULF
(334) 946-9103	1	1	I-10/FLORI	GULF
(334) 946-9104	1	1	I-10/FLORI	GULF
(334) 966-8104	1	1	I-65/CASTL	CASTLEBERR
(334) 966-8107	1	1	I-65/CASTL	CASTLEBERR
(334) 966-8109	1	1	I-65/CASTL	CASTLEBERR
TOTALS	83	83		

ATTACHMENT B

DEPARTMENT: CORRECTIONS

<i>ANI</i>	<i># LINES</i>	<i># PHONES</i>	<i>LOCATION</i>	<i>LEC</i>
(205) 254-9022	12	12	BIRMINGHAM W.R.	BELL
(205) 436-3044	54	66	DONALDSON	BELL
(205) 467-2462	30	96	ST. CLAIR	ALLTEL
(205) 921-0925	8	8	HAMILTON A&I	GTE
(205) 926-5659	72	116	BIBB COUNTY	BELL
(256) 216-5918	78	129	LIMESTONE	BELL
(256) 234-0883	12	12	ALEX CITY W. R.	BELL
(256) 353-8219	20	20	DECATUR W.R.	BELL
(256) 378-1214	24	24	CHILDERSBURG	BELL
(334) 215-0023	14	14	MONTGOMERY	BELL
(334) 215-1307	54	73	KILBY	BELL
(334) 262-7395	14	14	RED EAGLE	BELL
(334) 446-3382	24	42	HOLMAN	SOUTHLAND
(334) 452-9142	16	16	MOBILE WORK REL	BELL
(334) 567-0506	28	41	TUTWEILER	BELL
(334) 567-2452	48	65	DRAPER	BELL
(334) 567-7157	24	53	STATON PRISON	BELL
(334) 567-9285	10	10	EDWINA MITCHELL	BELL
(334) 567-8726	24	49	ELMORE	BELL
(334) 624-1155	6	6	STATE CATTLE	BELL
(334) 636-8427	5	5	THOMASVILLE	BELL
(334) 682-5871	6	6	CAMDEN WORK REL	SOUTHLAND
(334) 738-8720	48	82	BULLOCK	UNION SPRI
(334) 285-1756	16	16	FRANK LEE YOUTH	BELL

PayPhone Revenues for May 2000 - April 2001

ATTACHMENT C

Date	Total State Local/Intralata Rev.	Total State Interlata Rev.	Total State Interlata Min.	Corrections Total Revenue	Other State Agencies Total Revenue
Apr-01	320,759.30	819,007.84	1,323,785	1,110,219.33	29,547.81
Mar-01	289,555.36	763,176.71	1,239,553	1,130,000.00	20,000.00
Feb-01	321,676.54	853,830.85	1,416,335	1,153,705.54	21,801.85
Jan-01	326,914.28	866,203.52	1,436,967	1,173,731.27	19,386.53
Dec-00	279,493.51	792,728.82	1,315,077	1,072,222.33	19,690.65
Nov-00	306,175.39	834,413.84	1,389,668	1,115,924.27	24,664.96
Oct-00	290,439.78	786,140.29	1,314,510	1,048,093.70	28,486.37
Sep-00	286,591.32	810,906.28	1,340,039	1,069,009.56	28,488.04
Aug-00	316,707.85	910,257.40	1,517,667	1,200,113.80	26,851.45
Jul-00	304,976.04	649,049.55	1,488,487	923,280.29	30,745.30
Jun-00	324,204.19	715,214.15	1,625,909	1,007,829.14	31,589.20
May-00	317,983.30	704,704.43	1,583,567	997,048.83	25,638.90
Total	3,685,476.86	9,505,633.68	16,991,564	13,001,178.06	306,891.06

*Pam said call
Julio -
el gene Mr Stancic
Julio -
4/26/06
BP*

