



## STATE OF INDIANA

### Request for Proposals 10-55

#### INDIANA DEPARTMENT OF ADMINISTRATION

On Behalf Of

Indiana Department of Corrections

Solicitation For:

### Offender Pay Telephone Service

Response Due Date: July 14, 2010 ~~June 30, 2010~~ 3:00 PM  
Eastern Time

Teresa Deaton-Reese, Senior Account Manager  
Indiana Department of Administration  
Procurement Division  
402 W. Washington St., Room W478  
Indianapolis, Indiana 46204

**RFP 10-55**  
**SECTION ONE**  
**GENERAL INFORMATION AND REQUESTED PRODUCTS/SERVICES**

1.1 INTRODUCTION

In accordance with Indiana statute, including IC 5-22-9, the Indiana Department of Administration (IDOA), acting on behalf of the Indiana Office of Technology (IOT) and the Indiana Department of Correction (IDOC) requires Offender telephone services, with a state of the art call control system that includes call control and recording, full investigative capabilities, and billing. Public payphone services, public internet kiosks, and public pay per use Wi-Fi access are also required under this RFP. This includes all local and long distance calling, voice and data circuits, hardware, software, cabling, conduit, personnel, and other items and services necessary to provide a completely operational, fully functional, and reliable service. It is the intent of IDOA to solicit responses to this Request for Proposals (RFP) in accordance with the statement of work, proposal preparation section, and specifications contained in this document. This RFP is being posted to the IDOA website (<http://www.in.gov/idoa/2465.htm>) for downloading. A nominal fee will be charged for providing hard copies. Neither this RFP nor any response (proposal) submitted hereto are to be construed as a legal offer.

1.2 DEFINITIONS AND ABBREVIATIONS

Following are explanations of terms and abbreviations appearing throughout this RFP. Other special terms may be used in the RFP, but they are more localized and defined where they appear, rather than in the following list.

**Allowed Calls** Collect only calls that an offender inside a correctional facility is allowed to place. These telephone numbers must have prior approval from the facility superintendent and must be keyed into the call control database prior to successful call connection. These calls may be monitored/recorded depending upon if they are to a confirmed attorney or elected official.

**Call Control System (CCS)** A digital software based system that consists of, but is not limited to the following features: Programmable for system wide or individual telephone PIN allowing/disallowing. Offender telephone turn on/off by time/day, call timing, allowed/disallowed numbers, offender conference call detection, 3-way call detection, call forwarding detection and preventions, on line call data information, clock synchronization with monitor/recording equipment, do not monitor or record block, designated scripting, voice overlays, etc.

**Call Detail Record** The record of the call indicating the originating telephone number, PIN, offender ID number associated to PIN, disconnect type/reason, number called, date, time, length of call, and any other "flags" (i.e. 3-way, confidential, hot number) pertaining to that call.

**Collect Call** A call in which the called party pays all the charges.

DNR	Department of Natural Resources. Properties include state parks, and inns, reservoirs, fish and wildlife areas, and nature centers.
IDOC	The Indiana Department of Correction.
Equivalent	Shall be taken in its general sense and shall not mean identical. These specifications are for the sole purpose of establishing the minimum requirements or level of quality, standards of performance and design required and are in no way intended to prohibit the bidding of any manufacture's item of equal material properties and performance. The State of Indiana shall be the sole judge of equivalence in its best interest, and the decision of the State as to the equivalence shall be final.
IAC	The Indiana Administrative Code.
IC	The Indiana Code.
IDOA	The Indiana Department of Administration
Full Time Equivalent (FTE)	The State defines FTE as a measurement of an employee's productivity on a specific project or contract. An FTE of 1 would mean that there is one worker fully engaged on a project. If there are two employees each spending 1/2 of their working time on a project that would also equal 1 FTE.
Implementation	The successful implementation of the services specified within the scope of this RFP at the IDOC facilities and other locations specified in this RFP and the contract resulting from this RFP.
INDOT	Indiana Department of Transportation. Properties include rest areas, toll plazas, and weigh stations.
Installation	The delivery and physical setup of products or services requested in this RFP.
IOT	The Indiana Office of Technology.
JDS	Juvenile Data System
Major System Failure	A <b>major</b> outage is any outage that causes a degradation of service to 20% or more of the phones at any facility/location or within any individual bank of phones. This shall also include all hardware, software, and features of the call control system and automated operator scripting. Respondent will provide a response time of four (4) hours, 24 hours a day, 7 days a week, 365 days a year for all major outages.
Minor System Failure	A <b>minor</b> outage is any outage that affects less than 20% of the pay phones at any facility/location or within any individual bank of phones. This shall also include all hardware, software, and features of the call control system and automated operator scripting. Respondent will

provide a response time of eight (8) hours, 24 hours a day, 7 days a week, 365 days a year for all minor outages.

- MOS Mean Option Score. Provides a numerical indication of the perceived quality of received media after compression and/or transmission.
- Offender telephone Collect/prepay/debit only phones that are located in correctional facilities for offender use. These phones are equipped with a call control and recording system that allows IDOC to administer and monitor all calls made from the payphones.
- OIS Offender Information System. IDOC's computerized portion of the management information system designed to collect, store, process and disseminate data on offenders committed to the jurisdiction of the IDOC.
- Other Governmental Body  
An agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following:  
(1) The judicial branch.  
(2) The legislative branch.  
(3) A political subdivision (includes towns, cities, local governments, etc.)  
(4) A state educational institution
- OTS Offender Trust System.
- Products Tangible goods or manufactured items as specified in this RFP.
- Proposal An offer as defined in IC 5-22-2-17.
- Public Telephones Any public payphone located at any State of Indiana facility or property that is selected by the State for participation under this Contract.
- QOS Quality of Service
- Respondent An offeror as defined in IC 5-22-2-18. The State will not consider a proposal responsive if two or more offerors submit a joint or combined proposal. One entity or individual must be clearly identified as the Respondent who will be ultimately responsible for performance of the contract.
- SAVIN Statewide automated victim information and notification, allows Indiana residents to receive real-time information and notification about the custody status of offenders in all 92 counties. Users can register to be notified about an offender's placement, release, transfer, or other change. There is no cost to use the service and users can access offender information by telephone or the Internet.
- Services Work to be performed as specified in this RFP.

State	The State of Indiana
State Agency	As defined in IC 4-13-1, "state agency" means an authority, board, branch, commission, committee, department, division, or other instrumentality of the executive, including the administrative, department of state government.
TTY	Teletypewriter device. Also referred to as TDD Telephone Device for the Deaf.
Vendor/Contactor	Any successful Respondent selected as a result of the procurement process to deliver the products or services requested by this RFP.
VOIP	Voice over internet protocol.

### 1.3 PURPOSE OF THE RFP

The purpose of this RFP is to select a vendor that can satisfy the State's need for offender phones, with call controls, investigative tools, cellular detection, and recording capabilities; public payphones, public internet kiosks, and public pay per use Wi-Fi access at designated facilities. This includes all hardware, software, cabling, conduit and other items necessary to provide a completely operational and fully functional service. It is the intent of IOT & IDOC to contract with a vendor that provides the highest quality of services specified within this RFP for IOT & IDOC.

### 1.4 SUMMARY SCOPE OF WORK

The State currently has contracts in place with Global Tel Link (GTL) and Securus. GTL provides the local and intraLATA calling, and the call control and recording equipment. Securus provides the interstate and interLATA calling. The State desires to retain the same offender calling features currently provided by these vendors, as well as making several enhancements to provide enhanced security and improved investigative capabilities along with high quality digital recordings of the recorded calls. IDOC currently allows outbound, 0+ collect calls, prepaid, advanced connect, and prepaid debit calls. Offenders are allowed to call 20 established (personal) numbers. These numbers are reviewed and approved by IDOC before they are permitted on the offender's allowed calling list. The call duration is typically limited to 15-30 minutes, and is determined by the Superintendent at each facility. Legal (attorney) calls are separate from the list and are not limited in duration. The State also has several free numbers that may be called such as Crime Stoppers, The State Public Defenders Office, sexual victimization hotline, gang hotlines, and TIPS lines.

The Current systems are a mixture of legacy analog T-Netix (Combridge) equipment, which varies by facility. Smaller facilities are presently connected to larger facilities utilizing ring down or other data circuits. **As a result of this RFP, all DOC facilities are required to have a call control & digital recording system either onsite or at an acceptable networked location that is accessible by the administrators, investigators, or authorized State staff from any workstation on the system or via a secure connection from any PC via the internet. All locations must be provided with contractor provided workstations that are capable of downloading call recordings and records for investigative purposes and for legal proceedings. This includes the**

**ability to print reports, access and listen to recordings and view and compare call detail records, email CDR's and recordings, and burn CD's or DVD's of call records and recordings.**

The contract resulting from this RFP will also include any future IDOC facilities and/or facility expansions, other state properties such as INDOT rest areas, DNR locations, and other state locations as deemed necessary by the State and or Contractor during the term of the resulting contract and any subsequent renewals.

**Respondents should take notice that it is essential that the current quality and level of service that the State receives not decrease, and that the cost of services to the public and offenders, and their friends and family members decrease. Said service should be made available at a fair and competitive cost to all users that make and or receive and pay for calls from offender and public payphones located on State property.**

**This RFP is subject to IC 5-22-23, which is attached as Attachment G. After this RFP is awarded, most county and local correctional facilities will be prohibited from soliciting for charges or rates that exceeds the terms of the contract awarded under this RFP.**

1.5 RFP OUTLINE

The outline of this RFP document is described below:

Section	Description
Section 1 – General Information and Requested Products or Services	This section provides an overview of the RFP, general timelines for the process, and a summary of the products/services being solicited by the State/Agency via this RFP
Section 2 – Proposal Preparation Instruction	This section provides instructions on the format and content of the RFP including a Letter of Transmittal, Business Proposal, Technical Proposal, and a Cost Proposal
Section 3 – Proposal Evaluation Criteria	This section discusses the evaluation criteria to be used to evaluate respondents' proposals
Attachment A	M/WBE Participation Plan Form
Attachment B	Sample Contract
Attachment C	Indiana Economic Impact Form
Attachment D	Technical Specifications
Attachment E	Offender Population Statistical Report
Attachment F	IDOC Site listing, calling information, set counts, historical data by facility and public payphone

	information.
Attachment G	Indiana Code 5-22-23
Attachment H	Call Cost Proposal & Commissions Worksheet
Attachment I	IDOC Current Call Process Detail
Attachment J	Question & Answer Submission Form
Attachment K	Site Visit Schedule

1.6 QUESTION/INQUIRY PROCESS

All questions/inquiries regarding this RFP must be submitted in writing by the deadline of **3:00 p.m. Eastern Time** on June 11, 2010. Questions/Inquiries may be submitted via fax (**317-232-7312**) or email [rfp@idoa.IN.gov](mailto:rfp@idoa.IN.gov) and must be received by Procurement Division by the time and date indicated above. All Question must be submitted on Attachment J.

Following the question/inquiry due date, Procurement Division personnel will compile a list of the questions/inquiries submitted by all Respondents. The responses will be posted to the IDOA website according to the RFP timetable established in Section 1.23. The question/inquiry and answer link will become active after responses to all questions have been compiled. Only answers posted on the IDOA website will be considered official and valid by the State. No Respondent shall rely upon, take any action, or make any decision based upon any verbal communication with any State employee.

Inquiries are not to be directed to any staff member of IOT or IDOC. Such action may disqualify Respondent from further consideration for a contract resulting from this RFP.

If it becomes necessary to revise any part of this RFP, or if additional information is necessary for a clearer interpretation of provisions of this RFP prior to the due date for proposals, an addendum will be posted on the IDOA website. If such addenda issuance is necessary, the Procurement Division may extend the due date and time of proposals to accommodate such additional information requirements, if required.

1.7 DUE DATE FOR PROPOSALS

All proposals must be received at the address below by the Procurement Division no later than **3:00 p.m. Eastern Time** on ~~June 30, 2010~~ July 14, 2010. Each Respondent must submit **one original hard-copy** (marked "Original") and **one original CD-ROM (marked "Original")** and **seven (7)** complete copies **on CD-ROM** of the proposal, including the Transmittal Letter and other related documentation as required in this RFP. The **original** CD-ROM will be considered the official response in evaluating responses

for scoring and protest resolution. **The respondent's proposal response on this CD may be posted on the IDOA website, (<http://www.in.gov/idoa/2462.htm>) if recommended for selection.** Each copy of the proposal must follow the format indicated in Section Two of this document. Unnecessarily elaborate brochures or other presentations, beyond those necessary to present a complete and effective proposal, are not desired. All proposals must be addressed to:

Teresa Deaton-Reese, CPPO, CPPB  
Indiana Department of Administration  
Procurement Division  
402 West Washington Street, Room W478  
Indianapolis, IN 46204

**If you hand-deliver solicitation responses:**

To facilitate weapons restrictions at Indiana Government Center North and Indiana Government Center South, as of **July 21, 2008**, the public must enter IGC buildings through a designated public entrance. The public entrance to Indiana Government Center South is located at 302 W. Washington St. (the eastern-most Washington St. entrance). This entrance will be equipped with metal detectors and screening devices monitored by Indiana State Police Capitol Police.

Passing through the public entrance may take some time. Please be sure to take this information into consideration if your company plans to submit a solicitation response in person.

**If you ship or mail solicitation responses:** United States Postal Express and Certified Mail are both delivered to the Government Center Central Mailroom, and not directly to the Procurement Division. It is the responsibility of the Respondent to make sure that solicitation responses are received by the Procurement Division at the Department of Administration's reception desk on or before the designated time and date. Late submissions will not be accepted. The Department of Administration, Procurement Division clock is the official time for all solicitation submissions.

All proposal packages must be clearly marked with the RFP number, due date, and time due. Any proposal received by the Department of Administration, Procurement Division after the due date and time will not be considered. Any late proposals will be returned, unopened, to the Respondent upon request. All rejected proposals not claimed within 30 days of the proposal due date will be destroyed.

No more than one proposal per Respondent may be submitted.

The State accepts no obligations for costs incurred by Respondents in anticipation of being awarded a contract.

**All proposals submitted to the State should be double-sided and printed on 30% post-consumer recycled content paper or tree-free paper. When possible, soy ink should be used.**

### 1.8 PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held on Tuesday, June 8, 2010 at the Indiana Government Center, Conference Room 14 at 1:30 PM Eastern Time. At this conference, potential respondents may ask questions about the RFP and the RFP process. Respondents are reminded that no answers issued verbally at the conference are binding on the State and any information provided at the conference, unless it is later issued in writing, also is not binding on the State.

### 1.9 MODIFICATION OR WITHDRAWAL OF OFFERS

Modifications to responses to this RFP may only be made in the manner and format described in Section 1.6 and clearly identified as a modification.

The Respondent's authorized representative may withdraw the proposal, in person, prior to the due date. Proper documentation and identification will be required before the Procurement Division will release the withdrawn proposal. The authorized representative will be required to sign a receipt for the withdrawn proposal.

Modification to, or withdrawal of, a proposal received by the Procurement Division after the exact hour and date specified for receipt of proposals will not be considered.

### 1.10 PRICING

Pricing on this RFP must be firm and remain open for a period of not less than 180 days from the proposal due date.

Please refer to the Cost Proposal sub-section under Section 2 for a detailed discussion of the proposal pricing format and requirements.

### 1.11 PROPOSAL CLARIFICATIONS AND DISCUSSIONS, AND CONTRACT DISCUSSIONS

The State reserves the right to request clarifications on proposals submitted to the State. The State also reserves the right to conduct proposal discussions, either oral or written, with Respondents. These discussions could include request for additional information, request for cost or technical proposal revision, etc. Additionally, in conducting discussions, the State may use information derived from proposals submitted by competing respondents only if the identity of the respondent providing the information is not disclosed to others. The State will provide equivalent information to all respondents which have been chosen for discussions. Discussions, along with negotiations with responsible respondents may be conducted for any appropriate purpose.

The Procurement Division will schedule all discussions. Any information gathered through oral discussions must be confirmed in writing.

A sample contract is provided in Attachment B. Any requested changes to the sample contract must be submitted with your response (See Section 2.3.5 for details). The State reserves the right to reject any of these requested changes. It is the State's expectation that any material elements of the contract will be substantially finalized prior to contract award.

#### 1.12 BEST AND FINAL OFFER

The State may request best and final offers from those Respondents determined by the State to be reasonably viable for contract award. However, the State reserves the right to award a contract on the basis of initial proposals received. Therefore, each proposal should contain the Respondent's best terms from a price and technical standpoint.

Following evaluation of the best and final offers, the State may select for final contract negotiations/execution the offers that are most advantageous to the State, considering cost and the evaluation criteria in this RFP.

#### 1.13 REFERENCE SITE VISITS

The State may request a site visit to a Respondent's working support center to aid in the evaluation of the Respondent's proposal. Site visits, if required will be discussed in the technical proposal.

#### 1.14 TYPE AND TERM OF CONTRACT

The State intends to sign a contract with one or more Respondent(s) to fulfill the requirements in this RFP.

The initial term of the contract shall be for a period of (4) four years from the date of contract execution. There may be two (2) two (2) year renewals for a total of up to four (4) years at the State's option. Total possible contract term including all extensions is eight (8) years.

#### 1.15 CONFIDENTIAL INFORMATION

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 *et seq.*, and, after the contract award, the entire RFP file may be viewed and copied by any member of the public, including news agencies and competitors. Respondents claiming a statutory exception to the APRA must place all confidential documents (including the requisite number of copies) in a sealed envelope clearly marked "Confidential" and must indicate in the Transmittal Letter and on the outside of that envelope that confidential materials are included. The Respondent must also specify which statutory exception of APRA that applies. The State reserves the right to make determinations of confidentiality. If the Respondent does not identify the statutory exception, the Procurement Division will not consider the submission

confidential. If the State does not agree that the information designated is confidential under one of the disclosure exceptions to APRA, it may seek the opinion of the Public Access Counselor. Prices are not confidential information.

#### 1.16 TAXES

Proposals should not include any tax from which the State is exempt.

#### 1.17 PROCUREMENT DIVISION REGISTRATION

In order to receive an award, you must be registered as a bidder with the Department of Administration, Procurement Division. Therefore, to ensure there is no delay in the award all Respondents are strongly encouraged to register prior to submission of their response. Respondents should go to [www.in.gov/idoa/2464.htm](http://www.in.gov/idoa/2464.htm).

#### 1.18 SECRETARY OF STATE REGISTRATION

If awarded the contract, the Respondent will be required to register, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations and limited liability companies. Information concerning registration with the Secretary of State may be obtained by contacting:

Secretary of State of Indiana  
Corporation Division  
402 West Washington Street, E018  
Indianapolis, IN 46204  
(317) 232-6576  
[www.in.gov/sos](http://www.in.gov/sos)

#### 1.19 COMPLIANCE CERTIFICATION

Responses to this RFP serve as a representation that it has no current or outstanding criminal, civil, or enforcement actions initiated by the State, and it agrees that it will immediately notify the State of any such actions. The Respondent also certifies that neither it nor its principals are presently in arrears in payment of its taxes, permit fees or other statutory, regulatory or judicially required payments to the State. The Respondent agrees that the State may confirm, at any time, that no such liabilities exist, and, if such liabilities are discovered, that State may bar the Respondent from contracting with the State, cancel existing contracts, withhold payments to setoff such obligations, and withhold further payments or purchases until the entity is current in its payments on its liability to the State and has submitted proof of such payment to the State.

#### 1.20 EQUAL OPPORTUNITY COMMITMENT

Pursuant to IC 4-13-16.5 and in accordance with 25 IAC 5, it has been determined that there is a reasonable expectation of minority and woman business enterprises subcontracting opportunities on a contract awarded under this RFP. Therefore a contract

goal of 8% for Minority Business Enterprises and 8% for Woman Business Enterprises have been established and all respondents will be expected to comply with the regulation set forth in 25 IAC 5.

Failure to meet these requirements will affect the evaluation of your proposal.

1.21 MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP  
SUBCONTRACTOR COMMITMENT

In accordance with 25 IAC 5-5, the respondent is expected to submit with its proposal a MWBE Subcontractor Commitment Form. The Form must show that there are, participating in the proposed contract, Minority Business Enterprises (MBE) and Women Business Enterprises (WBE) listed in the Minority and Women's Business Enterprises Division (MWBED) directory of certified firms located at <http://www.in.gov/idoa/2352.htm>. If participation is met through use of vendors who supply products and/or services directly to the Respondent, the Respondent must provide a description of products and/or services provided that are directly related to this proposal and the cost of direct supplies for this proposal. Respondents must complete the Subcontractor Commitment Form in its entirety.

Failure to meet these goals will affect the evaluation of your Proposal. The Department reserves the right to verify all information included on the MWBE Subcontractor Commitment Form.

Respondents are encouraged to contact and work with MWBED at 317-232-3061 to design a subcontractor commitment to meet established goals as referenced in this solicitation.

**Prime Contractors must ensure that the proposed subcontractors meet the following criteria:**

- Must be listed on the IDOA Directory of Certified Firms
- Each firm may only serve as once classification – MBE or WBE
- A Prime Contractor who is an MBE or WBE must meet subcontractor goals by using other listed certified firms. Certified Prime Contractors cannot count their own workforce or companies to meet this requirement.
- Must serve a commercially useful function. The firm must serve a value-added purpose on the engagement.
- Must provide goods or service only in the industry area for which it is certified as listed in the directory at <http://www.in.gov/idoa/2352.htm>
- Must be used to provide the goods or services specific to the contract
- National Corporate Diversity Plans are generally not acceptable

**MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR  
LETTER OF COMMITMENT**

A signed letter(s), on company letterhead, from the MBE and/or WBE must accompany the MWBE Subcontractor Commitment Form. Each letter shall state and will serve as acknowledgement from the MBE and/or WBE of its subcontract amount, a description of products and/or services to be provided on this project and approximate date the subcontractor will perform work on this contract. The State will deny evaluation points if the letter(s) is not attached, not on company letterhead, not signed and/or does not reference and match the subcontract amount and the anticipated period that the Subcontractor will perform work for this solicitation.

By submission of the Proposal, the Respondent acknowledges and agrees to be bound by the regulatory processes involving the State's M/WBE Program. Questions involving the regulations governing the MWBE Subcontractor Commitment Form should be directed to: Minority and Women's Business Enterprises Division at (317) 232-3061 or [mwbe@idoa.in.gov](mailto:mwbe@idoa.in.gov).

1.22 AMERICANS WITH DISABILITIES ACT

The Respondent specifically agrees to comply with the provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 *et seq.* and 47 U.S.C. 225).

1.23 SUMMARY OF MILESTONES

The following timeline is only an illustration of the RFP process. The dates associated with each step are not to be considered binding. Due to the unpredictable nature of the evaluation period, these dates are commonly subject to change. At the conclusion of the evaluation process, all Respondents will be informed of the evaluation team's findings.

**Key RFP Dates:**

Activity	Date
Issue of RFP	4/28/2010
Deadline to Submit Written Questions	6/11/2010
Pre-Proposal Conference	6/8/2020
Response to Written Questions/RFP Amendments	6/17/2010
Submission of Proposals	<u>7/14/2010</u> <u>6/30/2010</u>

<i>The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.</i>	
Proposal Evaluation	7-1-2010
Proposal Discussions/Clarifications (if necessary)	TBD
Oral Presentations (if necessary)	TBD
Best and Final Offers (if necessary)	TBD
Contract Award	9-1-2010

**SECTION TWO  
 PROPOSAL PREPARATION INSTRUCTIONS**

2.1 GENERAL

To facilitate the timely evaluation of proposals, a standard format for proposal submission has been developed and is described in this section. All Respondents are required to format their proposals in a manner consistent with the guidelines described below:

- Each item must be addressed in the Respondent’s proposal.
- The Transmittal Letter must be in the form of a letter. The business and technical proposals must be organized under the specific section titles as listed below.

2.2 TRANSMITTAL LETTER

The Transmittal Letter must address the following topics except those specifically identified as “optional.”

2.2.1 Agreement with Requirement in listed in Section 1

The Respondent must explicitly acknowledge understanding of the general information presented in Section 1 and agreement with any requirements/conditions listed in Section 1.

2.2.2 Summary of Ability and Desire to Supply the Required Products or Services

The Transmittal Letter must briefly summarize the Respondent’s ability to supply the requested products and/or services that meet the requirements defined in Section 2.4 of this RFP. The letter must also contain a statement indicating the Respondent’s willingness to provide the requested products and/or services subject to the terms and conditions set forth in the RFP including, but not limited to, the State’s mandatory contract clauses.

### 2.2.3 Signature of Authorized Representative

A person authorized to commit the Respondent to its representations and who can certify that the information offered in the proposal meets all general conditions including the information requested in Section 2.3.4, must sign the Transmittal Letter. **In the Transmittal Letter, please indicate the principal contact for the proposal along with an address, telephone and fax number as well as an e-mail address, if that contact is different than the individual authorized for signature.**

### 2.2.4 Respondent Notification

Unless otherwise indicated in the Transmittal Letter, Respondents will be notified via e-mail.

It is the Respondent's obligation to notify the Procurement Division of any changes in any address that may have occurred since the origination of this solicitation. The Procurement Division will not be held responsible for incorrect vendor/contractor addresses.

## 2.3 BUSINESS PROPOSAL

The Business Proposal must address the following topics except those specifically identified as "optional."

### 2.3.1 General (optional)

This section of the business proposal may be used to introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFP.

### 2.3.2 Respondent's Company Structure

The legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization are to be included in this section. If the organization includes more than one product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization.

### 2.3.3 Company Financial Information

This section must include the Respondent's financial statement, including an income statement and balance sheet, for each of the two most recently completed fiscal years. The financial statements must demonstrate the Respondent's financial stability. If the financial statements being provided by the Respondent are those of a parent or holding company, additional financial information should be provided for the entity/organization directly responding to this RFP.

#### 2.3.4 Integrity of Company Structure and Financial Reporting

This section must include a statement indicating that the CEO and/or CFO has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The particular areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

The Sarbanes Oxley Act of 2002, H.R. 3763, is NOT directly applicable to this procurement; however, its goals and objectives may be used as a guide in the determination of corporate responsibility for financial reports.

#### 2.3.5 Contract Terms/Clauses

A sample contract that the state expects to execute with the successful Respondent(s) is provided in Attachment B. This contract contains both mandatory and non-mandatory clauses. Mandatory clauses are listed below and are non-negotiable. Other clauses are highly desirable. It is the State's expectation that the final contract will be substantially similar to the sample contract provided in Attachment B.

In your Transmittal Letter please indicate acceptance of these mandatory contract terms (see section 2.2.2). In this section please review the rest of the contract and indicate your acceptance of the non-mandatory contract clauses. If a non-mandatory clause is not acceptable as worded, suggest specific alternative wording to address issues raised by the specific clause. If you require additional contract terms please include them in this section. To reiterate it's the State's strong desire to not deviate from the contract provided in the attachment and as such the State reserves the right to reject any and all of these requested changes.

The mandatory contract terms are as follows:

- Authority to Bind Contractor
- Duties of Contractor, Rate of Pay, and Term of Contract
- Compliance with Laws
- Drug-free Workplace Provision and Certification
- Funding Cancellation
- Indemnification
- Governing Laws
- Non-discrimination clause
- Payments
- Penalties/Interest/Attorney's Fees
- Non-collusion and Acceptance
- Information Technology \*Only mandatory when contract is for IT products or services

Any or all portions of this RFP and any or all portions of the Respondents response may be incorporated as part of the final contract

#### 2.3.6 References

The Respondent must include a list of at least four (4) clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Any state government for whom the respondent has provided these products and services must be included;** also to be included are customers with locations in or near Indianapolis, as site visits may be requested. Information provided should include the name, address, email address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information.

#### 2.3.7 Registration to do Business

Secretary of State

If awarded the contract, the Respondent will be required to be registered, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations and limited liability companies. The Respondent must indicate the status of registration, if applicable, in this section of the proposal.

Department of Administration, Procurement Division

Additionally, respondents must be registered with the IDOA. This can be accomplished on-line at <http://www.in.gov/idoa/2464.htm> .

The IDOA Procurement Division maintains two databases of vendor information. The Bidder registration database is set up for vendors to register if you are interested in selling a product or service to the State of Indiana. Respondents may register on-line at no cost to become a Bidder with the State of Indiana. To complete the on-line Bidder registration, go to <http://www.in.gov/idoa/2464.htm>. The Bidder registration offers email notification of upcoming solicitation opportunities, corresponding to the Bidder's area(s) of interest, selected during the registration process. Respondents do need to be registered to bid on and receive email notifications. Completion of the Bidder registration will result in your name being added to the Bidder's Database, for email notification. The Bidder registration requires some general business information, an indication of the types of goods and services you can offer the State of Indiana, and locations(s) within the state that you can supply or service. There is no fee to be placed in Procurement Division's Bidder Database. To receive an award, you must be registered as a bidder.

Problems or questions concerning the registration process or the registration form can be e-mailed to Amey Redding, Vendor Registration Coordinator, [aredding@idoa.in.gov](mailto:aredding@idoa.in.gov), or you may reach her by phone at (317) 234-3542.

#### 2.3.8 Authorizing Document

Respondent personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement.

#### 2.3.9 Subcontractors

The Respondent is responsible for the performance of any obligations that may result from this RFP, and shall not be relieved by the non-performance of any subcontractor. Any Respondent's proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered into by the Respondent must be in compliance with all State statutes, and will be subject to the provisions thereof. For each portion of the proposed products or services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor's related qualifications and experience.

The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State's evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.

The Respondent must list any subcontractor's name, address and the state in which formed that are proposed to be used in providing the required products or services. The subcontractor's responsibilities under the proposal, anticipated dollar amount for subcontract, the subcontractor's form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority or Women Owned Business under IC 4-13-16.5-1. See Section 1.21 and Attachment A for Minority and Women Business information.

#### 2.3.10 Extension of Pricing to Other Governmental Bodies

Please indicate your willingness to extend the pricing provided to the State in your RFP response, to Other Governmental Bodies (Note: this is a requirement). Each Respondent is also asked to address this in your Business Proposal.

#### 2.4 TECHNICAL PROPOSAL

The Technical Proposal must be divided into the sections as described in Attachment D. Every point made in each section must be addressed in the order given. The same outline numbers must be used in the response. RFP language should not be repeated within the response. Where appropriate, supporting documentation may be referenced by a page and paragraph number. However, when this is done, the body of the technical proposal must contain a meaningful summary of the referenced material. The referenced document must be included as an appendix to the technical proposal with referenced sections clearly marked. If there are multiple references or multiple documents, these must be listed and organized for ease of use by the State

#### 2.5 COST PROPOSAL

##### CALL RATES & COMMISSION PROPOSAL

The State requires the call rates and commissions associated with this RFP be a firm commission that must remain open and in effect for a period of not less than 180 days

from the proposal due date as well as any extensions agreed to in the course of contract negotiations.

Commissions associated with this RFP are to be paid on gross revenue.

**It is essential that the current levels of service remain the same or improve, and the costs of services to public and offender users and their friends and family members decrease. Said service should be made available at a fair and competitive rate to all users, including the general public, offenders, their family members, and friends who make and or receive calls from offender phones, and payphones located on State property.**

For purposes of evaluation, a baseline will be used based on previous contract history. The baseline that will be used here is based on an approximation of the historical average rate.

The baseline figures that should be used are 32.5 cents per minute rate for Offender Calls with the Commission Rate of 35%.

Public Payphone Local Coin Call rate cannot be greater than .50 cents per call.

Public Payphone Commission is 18%.

Pricing to be submitted on Attachment H.

See Addendum 4 for additional detail.

## 2.6 INDIANA ECONOMIC IMPACT

All companies desiring to do business with state agencies must complete an "Indiana Economic Impact" form (Attachment C). The collection and recognition of the information collected with the Indiana Economic Impact form places a strong emphasis on the economic impact a project will have on Indiana and its residents regardless of where a business is located. The collection of this information does not restrict any company or firm from doing business with the state.

## 2.7 BUY INDIANA INITIATIVE/INDIANA COMPANY

It is the Respondent's responsibility to confirm its Buy Indiana status for this portion of the process. If a Respondent has previously registered its business with IDOA, go to <http://www.in.gov/idoa/2464.htm> and click on the link to update this registration. Click the tab titled Buy Indiana. Select the appropriate category for your business. Respondents may only select one category. Certify this selection by clicking the check box next to the certification paragraph. Once this is complete, save your selection and exit your account.

Respondents that have not previously registered with IDOA must go to <http://www.in.gov/idoa/2464.htm> and click on the link to register. During the registration process, follow the steps outlined in the paragraph above to certify your business' status. The registration process should be complete at the time of proposal submission.

**Defining an Indiana Business:**

“Indiana business” refers to any of the following:

- (1) A business whose principal place of business is located in Indiana.
- (2) A business that pays a majority of its payroll (in dollar volume) to residents of Indiana.
- (3) A business that employs Indiana residents as a majority of its employees.

Respondents claiming this status must indicate which of the provisions above qualifies them as an Indiana business. They must also fully complete the Indiana Economic Impact Form (Attachment C) and include it with their response.

The following is the policy concerning items 4 & 5 described below. Appropriate documentation must be provided with your proposal response supporting either claim made below:

- (4) A business that makes significant capital investments in Indiana.
- (5) A business that has a substantial positive economic impact on Indiana.

**Substantial Capital Investment:**

Any company that can demonstrate a minimum capital investment of \$5 million or more in plant and/or equipment or annual lease payments of \$2.5 million or more shall qualify as an Indiana business under category #4. If an out of state company does not meet one of these criteria, it can submit documentation/justification to the State for review for inclusion under this category.

**Substantial Indiana Economic Impact:**

Any company that is in the top 500 companies (adjusted) for one of the following categories: number of employees (DWD), unemployment taxes (DWD), payroll withholding taxes (DOR), or Corporate Income Taxes (DOR); it shall qualify as an Indiana business under category #5. If a Respondent needs assistance in determining if its business qualifies under this criterion, please send an email inquiry to [buyindianainvest@idoa.in.gov](mailto:buyindianainvest@idoa.in.gov) and you will receive a response within forty-eight (48) hours. If an out of state company does not meet one of these criteria, it can submit documentation/justification to the State for review for inclusion under this category.

**SECTION THREE  
PROPOSAL EVALUATION**

**3.1 PROPOSAL EVALUATION PROCEDURE**

The State has selected a group of personnel to act as a proposal evaluation team. Subgroups of this team, consisting of one or more team members, will be responsible for evaluating proposals with regard to compliance with RFP requirements. All evaluation personnel will use the evaluation criteria stated in Section 3.2. The Commissioner of IDOA or his designee will, in the exercise of his sole discretion, determine which proposals offer the best means of servicing the interests of the State. The exercise of this discretion will be final.

The procedure for evaluating the proposals against the evaluation criteria will be as follows:

- 3.1.1 Each proposal will be evaluated for adherence to requirements on a pass/fail basis. Proposals that are incomplete or otherwise do not conform to proposal submission requirements may be eliminated from consideration.
- 3.1.2 Each proposal will be evaluated on the basis of the categories included in Section 3.2. A point score has been established for each category.
- 3.1.3 If technical proposals are close to equal, greater weight may be given to price.
- 3.1.4 Based on the results of this evaluation, the qualifying proposal determined to be the most advantageous to the State, taking into account all of the evaluation factors, may be selected by IDOA, IOT & IDOC for further action, such as contract negotiations. If, however, IDOA, IOT & IDOC decide that no proposal is sufficiently advantageous to the State, the State may take whatever further action is deemed necessary to fulfill its needs. If, for any reason, a proposal is selected and it is not possible to consummate a contract with the Respondent, IDOA may begin contract negotiations with the next qualified Respondent or determine that no such alternate proposal exists.

**3.2 EVALUATION CRITERIA**

Proposals will be evaluated based upon the proven ability of the Respondent to satisfy the requirements of the RFP in a cost-effective manner. Each of the evaluation criteria categories is described below with a brief explanation of the basis for evaluation in that category. The points associated with each category are indicated following the category

name (total maximum points = 105). Negative points may be assigned in the cost score. Additionally, there is an opportunity for a bonus of five points if certain criteria are met. For further information, please reference Section 3.2.3 below. If any one or more of the listed criteria on which the responses to this RFP will be evaluated are found to be inconsistent or incompatible with applicable federal laws, regulations or policies, the specific criterion or criteria will be disregarded and the responses will be evaluated and scored without taking into account such criterion or criteria.

**Summary of Evaluation Criteria:**

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business and Technical Proposal)	<b>25 points</b>
3. Cost (Cost Proposal) This will be divided into two parts. Cost and Commission with the points added together for a final score.	<b>-30 to +30 available points</b> <b><u>Offender Calls</u></b> <b>15 Pts for Cost Per Minute/Offender Calls</b> <b>11 Pts for Commission</b> <b><u>Public Payphone Rates</u></b> <b>3 Pts for Local Coin Call</b> <b>1 pt for Commission</b> <b><u>(5 bonus points are available if certain criteria is met on the cost portion of the Offender Calls)</u></b>
4. Indiana Economic Impact	15
5. Buy Indiana	10
6. Minority (10) and Women Business (10) Subcontractor Commitment	20
<b>Total</b>	<b>100 (105 if bonus awarded)</b>

Different per minute rate options can be proposed, however for evaluation purposes all per minute and commission rates will be added together and the average used for the purpose of scoring. For Example:

Rate Worksheet for Offender Calls

Per Minute Rate	Proposed Commission
.25	40%
.15	25%
.10	15%

Your average cost per minute would be .17 cents per minute and your average Commission would be 26%.

The State is requesting pricing for International Offender Rates although this will be taken into consideration it will not be used in the cost scoring evaluation.

The Offender Pay Phones and the Public Payphone rate will be evaluated on the point score listed above and for final evaluation review and cost score, all points will be added together as follows:

Offender Calls per minute rate (15 pts)  
+  
Commission on Offender Calls (11 pts)  
+  
Public Payphone Local Coin Call rate (3 pts) (Respondents cannot propose more than a .50 cents call rate)  
+  
Public Payphone Commission (1 pt)  
=  
TOTAL COST SCORE

All pricing to be submitted on Attachment H.

All proposals will be evaluated using the following approach.

Step 1

In this step proposals will be evaluated only against Criteria 1 to ensure that they adhere to Mandatory Requirements. Any proposals not meeting the Mandatory Requirements will be disqualified.

Step 2

The proposals that meet the Mandatory Requirements will then be scored based on Criteria 2 and 3 ONLY. This scoring will have a maximum possible score of 55 points with a potential of 5 bonus points if certain criteria are met. All proposals will be ranked on the basis of their combined scores for Criteria 2 and 3 ONLY. This ranking will be used to create a "short list". Any proposal not making the "short list" will not be considered for any further evaluation.

Step 2 may include one or more rounds of proposal discussions focused on cost and other proposal elements.

Step 3

The short-listed proposals will then be evaluated based on all the entire evaluation criteria outlined in the table above.

If the State conducts additional rounds of discussions and a BAFO round which lead to changes in either the technical or cost proposal for the short listed Respondents, their scores will be recomputed.

The section below describes the different evaluation criteria.

- 3.2.1 Adherence to Requirements – Pass/Fail  
Respondents passing this category move to Phase 2 and proposal is evaluated for Management Assessment/Quality and Price.

**The following 2 categories can not exceed 55 points.**

- 3.2.2 Management Assessment/Quality - 25 points  
3.2.3 Price – 30 points available

Price will be measured against the State's baseline cost for this scope of work. The cost that the State is currently paying or its best estimate will constitute the baseline cost. Cost scoring points will be assigned as follows:

- Respondents who meet the State's current baseline cost will receive zero (0) cost points.
- Respondents who propose a decrease to the State's current costs will receive positive points at the same rate as bid increasing cost.
- Respondents who propose an increase to the State's current cost will receive negative points at the same rate as bid lowering cost.
- Respondents who propose a 10% decrease to the State's current baseline cost will receive all of the available cost points.
- If multiple Respondents decrease costs below 10% of the current baseline, an additional 5 points will be added to the Respondent proposing the lowest cost to the State.

- 3.2.4 Indiana Economic Impact (15 points)

See Section 2.6 for additional information.

The total number of full time equivalent (FTE – please see Section 1.2 for a definition of FTE's) Indiana resident employees for the Respondent's proposal (prime contractor and subcontractors) will be used to evaluate the Respondent's Indiana Economic Impact. Points will be awarded based on a graduated scale. The Respondent with the most Indiana FTEs will be awarded 15 points. Points will then be awarded to the remaining Respondents proportionately.

3.2.5 Buy Indiana Initiative – 10 points

Respondents qualifying as an Indiana Company as defined in Section 2.7 will receive 10 points in this category.

3.2.6 Minority (10 points) & Women's Business (10 points) Subcontractor Commitment - (20 points).

The following formula will be used to determine points to be awarded:

The commitment factor for each proposal will be calculated by multiplying the commitment percentage by one hundred. The RFP score ratio will be determined by dividing the maximum allowable points by the highest commitment factor. The proposal with the highest commitment factor will be given the maximum allowable points. The points awarded to the other proposals will be calculated by multiplying the score ratio by the proposed commitment factor.

Commitment percentage \* 100 = commitment factor

Maximum allowable points/highest commitment factor = score ratio

Commitment factor \* score ratio = points awarded

The Commissioner of IDOA or his designee will, in the exercise of his sole discretion, determine which proposal(s) offer the best means of servicing the interests of the State. The exercise of this discretion will be final.

**RFP 10-55**  
**Attachment D**  
**TECHNICAL SPECIFICATIONS FOR THE**  
**PROCUREMENT OF OFFENDER PAYPHONES AND CALL CONTROL**  
**EQUIPMENT, PUBLIC PAYPHONES, AND PUBLIC WI-FI INTERNET SERVICE.**

**1.0 TECHNICAL PROPOSAL FORMAT – MANDATORY**

Technical Proposals submitted in response to this RFP must conform to the following outline. The same outline numbers must be used in your response. RFP language should not be repeated in your response. Failure to comply with these specifications may result in rejection of the proposal.

Number each page of the proposal. 1 of 200, 2 of 200, etc.

In accordance with IC 5-22-23(b)(1), the security and fraud control services that are considered necessary are indicated as mandatory specifications in this document. Mandatory specifications are indicated as such. Each specification listed as MANDATORY requires that the Respondent provide both a written response and a statement that they can provide the service, feature or information requested. Respondents should note that failure to provide mandatory requirements on the proposed services and for the proposed commission may be basis for rejection of the proposal. Responses may be inserted immediately following each section in a type font or color that is distinguishable from the type font of this RFP.

No changes are to be made to the original RFP language by the Respondent. Such action could lead to the disqualification of the proposal.

Desirable specifications will be evaluated on a point system for Specifications. Anything that does not specify MANDATORY will be evaluated on a point system for Quality of Proposal Approach.

Respondent's must note that a response is required for each "Provide the Following" section.

**2.0 QUANTITY OF TELEPHONES TO BE SERVICED – MANDATORY (with the exception of 2.3.2 – Site Visits)**

The quantities provided in this section include all known Offender & Public Telephones located on or within state facilities. Locations include but are not limited to correctional facilities, DNR State Park & Reservoir Locations, and INDOT rest areas and information centers.

- 2.1 There are approximately 1,439 offender phones located in State correctional facilities.
- 2.2 Approximately 1,336 of these telephones are offender (collect only), 80 are zero contact phones, and 23 are other correctional telephones. Additionally, approximately 530 coin telephones are located at DNR, INDOT rest areas, and other State Office Buildings.
- 2.3 All equipment, phones, enclosures, fiber optic cable, telecom cables, trenching, racks, conduit, access points, voice and data circuits, and any other items necessary to provide a completely operational service will be the responsibility of the Respondent. Existing conduit, racks, and cables may be utilized when available. The State will incur no costs as part of this RFP.
- 2.3.1 All hardware and cabling installed under the RFP must conform to IOT, NEC,

Bicsi, and all other national, state, and local regulations relating to fire stopping, electrical and telecommunications standards. The IOT telecomm inspector will inspect all installations. Any installation that does not meet the minimum standards will be remedied within 30 days after notification by the State. Failure to remedy the issue will result in the State utilizing a contractor of their choice, and the Respondent will be responsible for all costs. Standards can be found at: <http://www.in.gov/iot/2394.htm>

- 2.3.2 Site Visits see Attachment K. (**Not Mandatory** but highly encouraged - Respondent will be responsible for all phones, software, hardware, enclosures, cabling, conduit, and any other items or labor necessary to completely satisfy this requirement, with or without attending the site visits).
- 2.4 Please refer to Attachment E and F for a complete IDOC facility listing that includes station counts, public payphone counts, usage information for the last reported quarter, and other important IDOC statistics and information.

**PROVIDE THE FOLLOWING:**

- 2.5 Indicate if the proposed service can provide service to the quantity of Offender and Public Telephones utilized by the state.
- 2.6 Indicate if the proposed service can support additional telephones and lines of service as the States needs grow.
- 2.7 Confirm your agreement and understanding with complying to all applicable professional standards including but not limited to NEC, and Bicsi standards.
- 2.8 Indicate the ability to provide service to all types of Offender and Public Telephones utilized by the state.
- 2.9 Any other information deemed necessary or appropriate to this section.

**3.0 AREA TO BE SERVICED – MANDATORY**

- 3.1 Respondent must be capable and willing to provide service to all State controlled locations. This includes locations where the state currently has offender phones and public pay telephone service as well as any future State controlled locations.
- 3.2 Services must be provided to all Offender and Public Telephones 24 hours a day, 7 days a week, 365 days a year.

**PROVIDE THE FOLLOWING:**

- 3.3 Indicate and elaborate on the proposed service's ability to meet this specification.
- 3.4 Any other information deemed necessary or appropriate to this section.

**4.0 Integration with IDOC Offender Information System (OIS)/Juvenile Data System (JDS) – Mandatory**

The proposed CCS must be able to integrate with the currently operating OIS/JDS. Specifically, the proposed CCS must be able to integrate with the Offender Trust System (OTS), Offender Visit Lists, and Offender Personal Allowed Numbers information housed in the systems. The current OIS/JDS operates on a mainframe COBOL database. The proposed CCS must be able to accept data downloads or extract the necessary information from the system.

The IDOC will be developing a new OIS/JDS system that is Microsoft based. The proposed CCS must have the ability to eventually integrate and share data with the new system upon completion. Respondent must be willing to work and test with IDOC during the development process to aid in successful integration with the new OIS/JDS.

**PROVIDE THE FOLLOWING:**

- 4.1 Indicate your ability to integrate with the existing OIS to pull the required data.
- 4.2 How will you interface and receive data from the current OIS/JDS system?
- 4.3 Indicate your understanding and willingness to work with IDOC and the new OIS/JDS system.
- 4.4 Any other information deemed necessary or appropriate to this section.

**5.0 INTEGRATION WITH OFFENDER KIOSK SYSTEM-MANDATORY**

IDOC will be implementing a contract for offender kiosks and trust accounts on or after July 1, 2010. Anticipated services will include trust account funding, offender email, video visitation, and other services.

- 5.1 Respondent must work in good faith with the selected vendor to integrate the proposed CCS to permit offenders and their family and friends to fund their Offender phone accounts should they chose to fund the accounts utilizing this method.
- 5.2 Any and all costs for funding the accounts utilizing the selected vendor will be the responsibility of Respondent and the new vendor. Family and friends funding accounts will bear no costs for utilizing this funding method.
- 5.3 Respondent is still permitted to handle their own account funding and billing utilizing their own customer service center, but families must be able to fund phone accounts using the new vendor should they chose to do so.

**PROVIDE THE FOLLOWING:**

- 5.4 Your understanding and willingness to work with the selected vendor and integrate with their system.
- 5.5 Your understanding that all costs are the responsibility of Respondent and the selected vendor.
- 5.6 Any other information deemed necessary or appropriate to this section.

**6.0 OFFENDER COLLECT-ONLY TELEPHONE SYSTEM REQUIREMENTS-MANDATORY**

- 6.1 The proposed CCS at each correctional facility is to have the latest state of the art technology, network connectivity, call recording, call control, and investigative capabilities.
- 6.2 IOT and IDOC have the final authority and approval for the type of offender telephone system and features installed at the IDOC locations.
- 6.3 There shall be one line/channel/port per telephone. All phones must be able to draw dial tone and place a call simultaneously at each IDOC facility. **No line concentration is allowed.**

- 6.4 Once a call is connected, the proposed CCS should ignore any additional numbers dialed accidentally or intentionally by either the offender or the called party. The intent of this feature is to prevent disconnects and fraud attempts such as 3-way calls.
- 6.5 All offender call control platforms are to be common platforms that are Windows based utilizing Windows XP, Linux, or other industry proven operating system. Respondent is required to maintain all systems, software, updates, and related software licensing throughout the life of the resulting contract.
- 6.6 Respondent must supply one computer, monitor, computer mouse, speakers or headphones, and printer at each facility for investigator and site administrator use. Computer must have the ability to burn CD's or DVD's or provide another method of digital output so investigators can easily transport call recordings.
  - 6.6.1 Respondent will be responsible for maintaining this hardware and consumables such as ink refills, CD's, DVD's, portable media device, etc.
- 6.7 Proposed CCS must employ all of the latest investigate tools to help track criminal activity and unauthorized calling. Advanced reporting capabilities must include at a minimum the following capabilities.
  - 6.7.1 Ability to search and compare CDR's and recordings at one IDOC facility or between all IDOC facilities and any other cooperating correctional facility utilizing the same CCS you are proposing.
  - 6.7.2 Proposed CCS should subscribe to reverse lookup or reverse 411 databases to permit IDOC staff to investigate and verify details and the validity of phone numbers and addresses being added to the offenders PAN list, and any phones numbers that are being called from the proposed CCS.
  - 6.7.3 Ability to categorize offenders in the proposed CCS by facility and across facilities into specific known gang affiliations or groups.
  - 6.7.4 Ability to compare allowed call lists and dialed numbers of gang members and offenders to the lists of other gang members and offenders to allow investigators to examine calling patterns to common numbers dialed by gang members and offenders.
  - 6.7.5 Ability to cross reference offender PAN lists with IDOC employee, Respondent, and contractor phone numbers to ensure that offenders are not communicating with employees.
  - 6.7.6 Ability to tag called numbers or offender PIN numbers as "hot" numbers and alert investigators in real time that a call is in progress, or flag the call for later review.
  - 6.7.7 Investigators must have the ability to terminate a call in progress by clicking an icon on the system workstation.
  - 6.7.8 CCS must permit authorized IDOC staff to interrupt or conference into an active call by clicking an icon on the workstation or by dialing a code on the phone to begin participating in the call.
  - 6.7.9 Ability to search for calls by PIN number, dialed number, most common dialed number, etc.
  - 6.7.10 Investigators must be able to add electronic notes or memos to the call records in the proposed CCS.
  - 6.7.11 Investigators must be able to lock a call record and recording if desired to prevent deletion of the record from the CCS.
  - 6.7.12 CCS must be able to call out to at least 2 designated investigator phone numbers per facility for designated hot numbers or any other number or offender PIN that IDOC wants to monitor live.

- 6.7.12.1 IDOC staff must then be able to terminate, monitor, or conference into the call by entering a security code.
- 6.7.12.2 IDOC must be able to flag these calls for later review.
- 6.8 CCS must employ real time call monitoring at each facility. Real time call monitoring must include the ability of remote live monitoring from an approved location anywhere in the IDOC or from any PC connection utilizing a secure connection into the call control system.
- 6.9 CCS must allow an investigator to listen to multiple live calls simultaneously.
- 6.10 CCS must include digital call recording and archiving at each IDOC facility. Recordings may be made and stored at a networked location as long as IDOC has the immediate ability to download, listen live, burn CD's, or download and email the recording to other IDOC staff.
- 6.11 CCS audio files must have the ability to be saved and stored on individual PC's, portable recording and playback devices, as well as media, tapes and CD's. Verify the formats of these files will, or can, be saved (ex: WAV, MP3, etc). This is required so they can be easily e-mailed as needed for investigations.
- 6.12 Call recordings must be a high quality digital recording (WAV, MP3, or other industry accepted standard) that is at least voice grade quality and distortion free. Recordings must be tamper proof and usable as evidence in a court of law.
- 6.13 During a call, even periods of silence must be recorded.
- 6.14 Calls to attorneys and other telephone numbers designated as "privileged" are not to be recorded or monitored. Respondent will be required to verify validity of attorney or privileged phone numbers with the state's judicial authority before adding them to the proposed CCS list of calls that are not to be recorded or monitored.
- 6.15 IDOC facilities are to be networked to allow remote real time access to the call control system. This access must include the ability to allow real time call monitoring and system changes to occur at any remote IDOC location with the proper security access
- 6.16 CDR's and System recordings must be available immediately online for a minimum period of 24 months. After 24 months, all recorded calls may be archived onto a digital format acceptable to the State. CD's or DVD's are the preferred format. If selected Respondent prefers to keep all records online during the life of the contract this is also acceptable to the State.
- 6.17 CCS must include 3-Way Call Detection and Prevention.
- 6.18 Phone and Handset Requirements (Offender Phones):
- 6.18.1 All offender telephones are to be of the highest quality and include industry accepted armored handset cords, tamperproof enclosures, keypads, handsets, and adjustable volume controls. All phones must be hearing aid compatible.
- 6.18.2 No external screws, bolts, metal or plastic fasteners are permitted on the exterior housing of the phones.
- 6.18.3 Keypad must be an inmate industry standard chrome DTMF pad that is weather, graffiti, and vandal resistant.
- 6.18.4 Phone housing must be a minimum of 14 gauge stainless steel and be weather, graffiti, and vandal resistant. Powder coated finishes are not acceptable.
- 6.18.5 Handset cord must be an armored cord with a steel lanyard and retainer bracket to prevent cord or handset removal. Cord length will be no longer than 24" in length.
- 6.18.6 Noise Limiters or confidencers are required for all handsets in noisy areas of IDOC facilities.

- 6.18.7 Ruggedized and secure cordless phones are also required for use in certain secure areas of facilities. Phones must be designed so they may not be disassembled or modified by the offenders.
- 6.18.8 Each phone will be clearly identified with a station ID number to aid in trouble reporting and service.

**PROVIDE THE FOLLOWING:**

- 6.19 Describe in detail the call control system (CCS) that you are proposing for IDOC facilities.
- 6.20 Describe how you will maintain security to prevent unauthorized users from gaining access to the CCS and associated workstations and network.
- 6.21 How long has the proposed CCS been utilized by your company?
- 6.22 What operating system does your proposed CCS utilize?
- 6.23 Indicate the ability of the proposed CCS to ignore dialed digits as specified in 6.4.
- 6.24 Provide a listing of which IDOC facilities will have an onsite CCS, and which ones that will be connected to a networked location.
- 6.25 Provide a network diagram detailing how the proposed system will be networked.
- 6.26 Provide information regarding your network operations center location and your backup facilities.
- 6.27 Provide information regarding the storage of call recordings and call detail records. Where will the data be stored and backed up, and how can you ensure the State that data will not be lost?
- 6.28 Indicate the ability for the proposed CSS to interface and utilize reverse lookup or reverse 411 databases for phone number and address verification, and investigative purposes.
- 6.29 Provide any other information about the investigative capabilities of your proposed CCS that will be of benefit to the State and IDOC investigators.
- 6.30 Provide a statement that recorded calls are usable as evidence in a court of law. Explain how your system maintains the integrity of the recorded call and the call detail record to ensure that it is admissible as evidence in a court of law.
- 6.31 Confirm and explain how your system handles call monitoring, recording and archiving.
- 6.32 A sample CD of an actual recorded call from the CCS (being proposed) with each proposal copy submitted in response to this RFP.
- 6.33 Describe how your proposed system copies archived and online data onto media for investigations, hearings, etc.
- 6.34 What is your systems current online storage length? Include information for both archiving and recording.
- 6.35 Confirm and explain how your proposed system handles and verifies that phone numbers entered into the call control system as attorney or "privileged" calls are legitimate attorney phone numbers that are not to be recorded or monitored.
- 6.36 Describe how your proposed CCS provides an industry proven method of 3-Way call detection and prevention.
- 6.37 Describe how your proposed system detects and handles 3-way call attempts. Is it based on audio, voltage, etc?
- 6.38 What is the percentage of 3-way calls that your system accurately detects for calls to both analog lines as well as digital lines?
- 6.39 What precautions are taken to insure that legitimate calls are not accidentally

- disconnected due to false detection's of a 3-way call attempt?
- 6.40 How long has this method of 3-way call detection been in use by your company?
- 6.41 Include specifications and illustrations of the type of telephone equipment you will provide as part of this RFP.
- 6.42 Indicate your ability to provide cordless phones.
- 6.43 Any other information deemed necessary or appropriate to this section.
- 6.44 Free Calls and Speed Dials
- 6.44.1 CCS must permit free calls to at least the following numbers and other numbers in the future as determined by the IOT and IDOC.
- 6.44.1.1 Public Defenders Office (Indiana Public Defenders office)
- 6.44.1.2 The following destinations must have the ability to be answered live at the discretion of IDOC and also provide the ability to leave a message and notify investigators when messages have been left. This may require a voice mailbox on the proposed CCS or the ability to transfer to another number inside the facility or outside of the facility.
- 6.44.1.2.1 Crime Stoppers tip line.
- 6.44.1.2.2 T.I.P.S (Timely Information Promotes Safety) Hotline.
- 6.44.1.2.3 Sexual victimization hotline.
- 6.44.1.2.4 Gang Hotline.
- 6.44.1.2.5 Other lines as required by the State.

**PROVIDE THE FOLLOWING:**

- 6.44.2 Indicate and elaborate on the proposed CCS's ability to meet the requirements specified in 6.44.0.
- 6.44.3 Any other information deemed necessary or appropriate to this section.
- 6.45 Zero Contact Visitation Phones
- 6.45.1 IDOC currently has approximately 80 zero contact phones at various correctional facilities. Respondent will assume responsibility for the existing phones as part of this RFP and any additional zero contact phones required for the life of the resulting contract at no cost to the State.
- 6.45.2 All conversations excluding attorney & privileged conversations are to be recorded by the installed CCS. Verification of such calls is discussed in 6.13
- 6.45.2.1 Periods of silence must be recorded.
- 6.45.2.2 Recorded calls must be logged and searchable just as a regular offender calls and be reviewable by the same CCS.
- 6.45.2.3 IDOC must be supplied with a simple method to disable recording of attorney & privileged conversations. Upon completion of conversation the CCS must automatically start recording the next conversation when the phone is lifted off hook. A Manual cutoff switch will **NOT** satisfy this requirement.
- 6.45.3 Offender will be required to enter their offender PIN to activate the zero contact phones. Upon entering the proper code, the conversation will be logged and recorded in the CCS by the offender PIN number and the conversation may begin.
- 6.45.4 Conversations will be of an unlimited or limited duration as determined by the

superintendent at each facility. For facilities with visitation sessions of a limited duration, the system must announce when one minute remains in conversations and the visitation session.

- 6.45.5 Respondent will be responsible for posting appropriate signage indicating that conversations are being recorded and monitored. Verbiage of signage will be reviewed and approved by IDOC central office before any signs can be posted.
- 6.45.6 Respondent will be responsible for all phones, software, hardware, enclosures, cabling, conduit, and any other items or labor necessary to completely satisfy this requirement.

**PROVIDE THE FOLLOWING:**

- 6.45.7 Indicate and elaborate on the proposed equipment's ability to meet the above requirements in Section 6.45.
  - 6.45.8 Describe how your proposed system will permit disabling the recording of attorney or privileged calls.
  - 6.45.9 Provide a sample of the language to be used on the signage.
  - 6.45.10 If your proposed CCS cannot meet these exact requirements, provide detailed alternative options to fulfill this requirement.
  - 6.45.11 Any other information deemed necessary or appropriate to this section.
- 6.46 Conversion of Existing Data, CDR's, Recordings, and Offender PINS and PANS
- 6.46.1 Current call detail records and existing recordings with the States current vendor must be preserved converted and maintained online by the selected Respondent. At a minimum, the previous 6 months worth of data must be converted and accessible online via the new CCS.
  - 6.46.2 The existing PIN and PAN (personal allowed numbers) list for IDOC offenders must be migrated from the existing CCS and converted to function with the proposed CCS. **Complete and thorough testing is required before system cutover.**
  - 6.46.3 The State will not be responsible for any costs associated with the data conversion and storage.

**PROVIDE THE FOLLOWING:**

- 6.46.4 Explain your plan for converting existing data on the existing system to be compatible with the new CCS you are proposing.
  - 6.46.5 Acknowledge your understanding and ability to convert existing PIN & PAN lists.
  - 6.46.6 Acknowledge the requirement for thorough testing before any system cutover.
  - 6.46.7 Any other information deemed necessary or appropriate to this section.
- 6.47 Allowed Calling Lists/ Offender PIN Numbers/Call Times/Hot Lists/Hot Numbers.
- 6.47.1 All offender calls are restricted to allowed call lists. The system proposed must be capable of restricting calls to only those numbers on an offender's list.
  - 6.47.2 Proposed CCS must have the ability to verify a requested phone number against the call recipient's name, and address on an offenders PAN list.
  - 6.47.3 Proposed CCS must have the ability to verify that offenders do not add numbers to their PAN list of any victim registered with the SAVIN system. IDOC will

provide access to victim contact information contained within the SAVIN system.  
Additional information on the SAVIN system can be found at  
<http://www.in.gov/idoc/2313.htm#services>

- 6.47.4 Each offender's allowed calling list must be able to be easily modified by IDOC staff and the system administrator both locally and remotely.
- 6.47.5 Modifications to the calling list made by IDOC staff or Respondent's staff must take effect immediately to allow offenders to complete calls to newly added numbers, and to disallow calls to deleted numbers.
- 6.47.6 IDOC requires that offender PIN numbers contain at least 10 digits for security reasons.
- 6.47.7 Allowed calling times and call duration will vary at the discretion of the Superintendent at each IDOC facility. The proposed system must have selectable parameters that can be easily changed by IDOC staff and the system administrator for both allowed call times and call duration for each facility and specific offender PIN.
- 6.47.8 The system must be able to identify "hot list" and "hot numbers," as necessary, and generate industry standard reports for such lists. Hot numbers are to be defined as any number that is being called from more than a single offender at one or more facilities, and/or any number that an investigator adds to the system to create a flag any time the number is called.
- 6.47.9 Offender calls must only be made via collect call procedures through the call control system. All calls must be placed through an automated operator. At no time should an offender be able to talk to a live operator.

**PROVIDE THE FOLLOWING:**

- 6.47.10 Indicate and elaborate on the proposed systems' ability to meet the above requirements.
  - 6.47.11 Indicate how your proposed CCS verifies the validity of phone numbers being added to an offenders PAN list.
  - 6.47.12 Indicate your ability to ensure that registered victims in the SAVIN system are not added to an offenders PAN list.
  - 6.47.13 Explain in detail the process for making changes to an offender allowed call list.
  - 6.47.14 Confirm that your proposed system complies with 6.45 and explain your requirements or any additional security features included for PIN numbers.
  - 6.47.15 Provide details on any advanced features available with your call control system to assure that offenders do not share PIN's and allowed call lists (i.e., voice printing, etc.).
  - 6.47.16 Confirm and explain in detail how your system handles hot numbers. Include an example of a standard "hotlist/number" report.
  - 6.47.17 Explain how the call control system prevents offenders from talking to a live operator.
  - 6.47.18 Describe other report capabilities that your proposed system offers.
  - 6.47.19 Any other information deemed necessary or appropriate to this section.
- 6.48 Multi-lingual Prompts.
- 6.48.1 The proposed CCS must be programmable with multi-lingual prompts.
  - 6.48.2 English and Spanish are the current selectable prompts with the probability of

other languages being added at a future date.

**PROVIDE THE FOLLOWING:**

- 6.48.3 Verify that your system can prompt in English and Spanish.
  - 6.48.4 List other language prompts available on the proposed system.
  - 6.48.5 What is the maximum number of language prompts that the proposed system can offer?
  - 6.48.6 Any other information deemed necessary or appropriate to this section.
- 6.49 System Override
- 6.49.1 The CCS must allow for automatic on and off switches for all telephones in the facilities. IDOC staff must be able to turn individual phones, banks of phones, or an entire facility on or off at any time through the system interface.
  - 6.49.2 A manual "kill switch" must also be installed at each facility that will immediately disable all, or a bank of offender telephones.

**PROVIDE THE FOLLOWING:**

- 6.49.3 Explain in detail the process for turning off an individual telephone, or a bank of telephones through the system interface, and through use of a manual "kill switch".
  - 6.49.4 Any other information deemed necessary or appropriate to this section.
- 6.50 Call Process/Branding/Rate Quoting/Acceptance/Rejection
- The State desires that the current process an offender follows to make a call remains the same. Please review Attachment I for the States current calling prompts and processes.
- 6.50.1 Describe the call process an offender uses to make a call on the proposed CCS and indicate if you can replicate the current process as described in Attachment I
  - 6.50.2 All calls must be identified "Branded" as being from a State of Indiana correctional facility at the beginning of each call and at various intervals during the call. A prerecorded offender name should also be announced at the beginning of the call to the called party indicating the offender name. This recording can be recorded by IDOC staff or recorded by the offender when the account is first setup.
  - 6.50.3 Calls should be connected to the called party in the shortest amount of elapsed time without sacrificing the call quality, security of the call control and call recording.
  - 6.50.4 First time recipients of calls on an offender PAN list should be given the first few minutes of their call for free and then be given the opportunity to be redirected to a customer service representative or automated system to setup an account with the Respondent should they chose to do so. At no time should the offender be permitted to talk or hear once the call recipient is connected to customer service.
  - 6.50.5 Calls originating from offender telephones must automatically quote the rate that the call recipient will be charged before the call is accepted. All charges, including surcharges (if applicable), must be clearly identified before the call is accepted.
  - 6.50.6 Acceptance of all calls will be active. Passive acceptance is not permitted. The

call recipient must always depress a designated key on their phone to either accept or reject the call.

- 6.50.7 Charges for calls are not to begin until all required announcements and rate quoting have been completed and the called party has accepted the call. If the called party rejects the call, no charges are to be assessed.
- 6.50.8 Recipients of offender calls must be able to press a designated key during the call acceptance procedure if they wish to no longer receive collect calls from a specific offender. After pressing the designated key, their number will be immediately removed from the offenders allowed call list and investigators and the site administrator will be notified.
- 6.50.9 Calls not answered, or answered by voicemail or customer owned answering machines must not be charged.
- 6.50.10 Calls placed to the State Public Defenders Office are to be provided at no cost. Only offenders on a list at the Public Defenders office will be permitted to talk to staff at the Public Defenders Office. All others will be rejected.
- 6.50.11 Offender calls must be a collect, debit, or prepay call only. No other types of call (third party, directory assistance, credit card, 800#, etc.) may be placed from an offender telephone. At no time is the offender permitted to talk to a live operator.

**PROVIDE THE FOLLOWING:**

- 6.50.12 Indicate and elaborate on the proposed systems' ability to meet the above requirements.
  - 6.50.13 Indicate if your proposed CCS can replicate the current IDOC call process as detailed in Attachment I.
  - 6.50.14 If you cannot replicate the current call process, please provide detailed directions describing what steps an offender will be required to perform to process a call on the CCS you are proposing.
  - 6.50.15 Indicate your ability to permit first time recipients of calls on an offender PAN list to receive the first few minutes of their call for free and then be given the opportunity to be redirected to a customer service representative or automated system to setup an account with the Respondent should they chose to do so
  - 6.50.16 What is the approximate amount of time it takes for the proposed CCS to connect a call after the offender depresses the last key on the telephone?
  - 6.50.17 Which key is a call recipient required to depress to accept a call?
  - 6.50.18 Which key is a call recipient required to depress to reject a call?
  - 6.50.19 Describe in detail how a call recipient would remove their telephone number from the offenders allowed call list.
  - 6.50.20 Any other information deemed necessary or appropriate to this section.
- 6.51 Backup Power/Power Outages
- 6.51.1 A backup power (UPS) system is required for all IDOC call control systems and any related recording, and network switching equipment. Each UPS must provide the call control system and related switching equipment with a minimum of 10 minutes up time in case of a power outage.
  - 6.51.2 UPS must be rack mountable or fully contained within the proposed CCS.
  - 6.51.3 Should a power outage last longer than 10 minutes, the system must run a controlled shutdown and must restrict all calling until power has been restored and

the system is completely operational.

- 6.51.4 CCS should automatically reboot to a fully protected, operational status following a complete power loss or any other outage that shuts down the system.

**PROVIDE THE FOLLOWING:**

- 6.51.5 Specifications and rack space requirements for the proposed UPS for each CCS.
  - 6.51.6 Describe how the CCS restricts calls during power outages in excess of 10 minutes.
  - 6.51.7 Describe how the system recovers from a power outage, and the process involved ensuring that the system returns to a fully protected status.
  - 6.51.8 Any other information deemed necessary or appropriate to this section.
- 6.52 System Maintenance, Site System Administrator, and Spare Parts
- 6.52.1 System downtime for maintenance purposes must be kept to a minimum. Respondent should maintain a standard maintenance window for regularly scheduled upgrades and changes to the CCS.
  - 6.52.2 Respondent will provide an on site system administrator for each IDOC facility. The administrator may be assigned to several IDOC facilities, but must be able to manage the number of facilities assigned.
    - 6.52.2.1 If an agreement can be reached with the current provider, it is permissible for the respondent to retain the site administrators that currently provide service to the IDOC facilities. The State has the final authority for approving all site administrators at the IDOC facilities.
  - 6.52.3 The assigned system administrator must physically visit their assigned facilities at least once each week for maintenance requirements to assure that the system and all phones are completely operational.
  - 6.52.4 The assigned system administrator must have remote system access, and the ability to make real time changes to each facility they are responsible for, whether they are physically on site or remote.
  - 6.52.5 Respondent must ensure that the number of site administrators assigned to the IDOC facilities is sufficient to properly maintain and support the total number of stations at each facility.
  - 6.52.6 Respondent must at all times have adequate spare parts and hardware available to maintain the CCS and keep all offender and public payphones completely operational. Phone or system downtime due to unavailability of parts outside of the prescribed outage requirements is unacceptable and the Respondent can be found in default. It is HIGHLY DESIRABLE that system critical parts be located at several IDOC facilities to ensure the quickest repair time.
  - 6.52.7 Within 45 days of contract execution, Respondent will provide the State with a complete listing of all support personnel including contact numbers and email addresses. Listing must be updated and provided to the State whenever personnel changes occur.
  - 6.52.8 Respondent will provide an 800# for trouble reporting that is answered by a live operator and is available 24x7x365.
  - 6.52.9 The State has the final authority in determining if additional respondent personnel are necessary to support IDOC facilities. Upon notification from IOT or IDOC the respondent will acquire additional personnel within 45 calendar days.

**PROVIDE THE FOLLOWING:**

- 6.52.10 List the job responsibilities that the site administrator will carry out while at each site.
  - 6.52.11 Provide details of the spare parts inventory that will be maintained for use on the States CCS's. What spare parts will be located at IDOC facilities to minimize broken phones and system outages?
  - 6.52.12 What is your standard system maintenance window for performing system upgrades?
  - 6.52.13 Confirm and explain how you will meet the requirements in section 6.52.
  - 6.52.14 Any other information deemed necessary or appropriate to this section.
- 6.53 System Training
- 6.53.1 Specialized "hands on" training must be provided at no cost to the State on the installed call control systems. Training will take place at each IDOC facility and central offices before and shortly after cutover to the new CCS, and as requested throughout the life of the resulting contract.
  - 6.53.2 Respondent staff conducting the CCS training must have a complete and thorough understanding of the CCS.

**PROVIDE THE FOLLOWING:**

- 6.53.3 Confirm your understanding and compliance with 6.53.
- 6.53.4 What qualifications does your intended trainer possess?
- 6.53.5 Describe the training contents, method of instruction, training time required, and documentation distributed.
- 6.53.6 Any other information deemed necessary or appropriate to this section.

**7.0 RE-USE OF EXISTING OFFENDER AND PUBLIC TELEPHONES, ENCLOSURES, AND WIRING-HIGHLY DESIRABLE**

- 7.1 Due to the difficulty and time requirements involved in replacing the large number of public and offender payphones throughout the state it is highly desirable that all currently installed telephones remain in place. Existing telephones and enclosures may be re-used if the selected respondent can reach an agreement with the current vendors for such re-use and/or purchase. **If the current providers are awarded the contract resulting from the RFP, all of these provisions still apply.** Any costs for re-use, refurbishing, or replacement of existing telephones, enclosures and wiring will be the sole responsibility of the selected Respondent.
  - 7.1.1 Telephones that are to be re-used must be clean and in good working condition. Outer casings with worn finishes, worn handsets, tattered or damaged cords must be refurbished to a "like new" condition. Any equipment that does not meet these requirements must be replaced.
  - 7.1.2 Enclosures that are to be re-used must be clean and in good condition. Enclosures with worn or excessively scratched, faded paint/finishes, laminates, or veneers, etc

must be refurbished to a "like new" condition. Any equipment that does not meet these requirements must be replaced.

- 7.1.3 Existing wiring may be re-used as long as it is in good condition, free of static, crosstalk, and other interference. Any wiring that does not meet these requirements must be replaced.
- 7.1.4 Any equipment that is to be re-used must meet the technical specifications outlined in this RFP. Non compliant equipment must be replaced.

**PROVIDE THE FOLLOWING:**

- 7.1.5 Indicate if you will re-use existing telephones and enclosures or install new equipment.
- 7.1.6 If reusing existing equipment, how will you verify the suitability of reusing the equipment?
- 7.1.7 If reusing existing wiring how will you verify its condition?
- 7.1.8 If you require installing new equipment, include a detailed work plan that includes your timeframe for installation. Offender telephone downtime must be minimal.
- 7.1.9 Include specification sheets on all equipment you propose for installation.
- 7.1.10 Any other information deemed necessary or appropriate to this section.

**8.0 PUBLIC PAYPHONES-MANDATORY**

Public Payphones are currently located in State Parks, Campgrounds & Inns, Bureau of Motor Vehicle locations, and other State Office Buildings.

- 8.1 The Respondent and the State both recognize that many payphones do not generate sufficient revenues to cover the costs of operating and maintaining the payphones. However, these payphones are necessary for the convenience and safety of the public and must remain in service at all times. No payphones will be removed from service without prior written permission of the payphone specialist at IOT.
- 8.2 Respondent may propose alternative options such as emergency call boxes for locations where a payphone is only needed for public safety. The State will review such requests and determine if the proposed solution is acceptable to the State. If the solution is not acceptable to the State a payphone will be installed at the States request. Respondent is responsible for all costs associated with any alternative solutions agreed upon by the State and Respondent.

**PROVIDE THE FOLLOWING:**

- 8.2.1 Your understanding and agreement with the above requirements.
  - 8.2.2 Any alternatives to a payphone in areas where public safety necessitates a payphone.
  - 8.2.3 Any other information deemed necessary or appropriate to this section.
- 8.3 Public Payphone Equipment
- All Public Payphones, enclosures, pedestals, handsets, handset cords, etc must be industry-accepted models that are of the highest quality and reliability.
- 8.3.1 Handsets must be of high quality and impact & vandal resistant.
  - 8.3.2 Handset cords are to be an armored cord, reinforced with a steel cable/lanyard that

- resists vandalism and abuse.
- 8.3.3 Data ports will be supplied on payphones as requested by the State. Locations likely to require data ports would include State Park Inns, State owned rest areas and other areas as demand requires.
- 8.3.4 The payphone must be made with a metal housing that is corrosion resistant, weather proof and vandal resistant.
- 8.3.5 Public Payphones (except card-operated payphones) must be capable of accepting quarters, dimes, and nickels.
- 8.3.6 The coin mechanism should contain an anti-jam coin acceptor/validator to minimize jams and unnecessary service calls.
- 8.3.7 Respondent is responsible for providing a directory at each payphone and replacing directories as necessary.
- 8.3.7.1 No directories will be required if calls to directory assistance are provided free of cost to the caller.
- 8.3.8 All payphones must be hearing aid compatible and contain an industry standard volume control.
- 8.3.9 Each Public Payphone must display a sign/placard that explains at least the following:
- 8.3.9.1 Local call cost.
- 8.3.9.2 General operation instructions.
- 8.3.9.3 Procedures to be followed when requesting refunds or reporting repair problems.
- 8.3.9.4 The payphone provider's name, address, toll free customer service number, and instructions for receiving a refund and/or reporting service problems.
- 8.3.9.5 The current long distance carrier and their toll free customer service number.

**PROVIDE THE FOLLOWING:**

- 8.3.10 An illustrated and detailed product listing that includes all of the payphone equipment that you are proposing for the State.
- 8.3.11 Indicate and elaborate on the proposed equipments ability to meet these specifications.
- 8.3.12 Indicate the process for requesting a refund.
- 8.3.13 Any other information deemed necessary or appropriate to this section.
- 8.4 Public Payphone Enclosures/Pedestals
- 8.4.1 All payphones are to be installed with an enclosure, or housing that is suitable for the environment in which they will be located.
- 8.4.2 Outdoor payphones will be attached to a building and enclosure.
- 8.4.3 Indoor or outdoor payphones that are freestanding will be installed with a pedestal and enclosure.

**PROVIDE THE FOLLOWING:**

- 8.4.4 A detailed product listing that includes all of the enclosures, pedestals, etc that you are proposing for the State.

- 8.4.5 Indicate and elaborate on the proposed equipment's ability to meet these specifications.
- 8.4.6 Any other information deemed necessary or appropriate to this section.
- 8.5 Respondent will be responsible for all aspects and costs of the public payphones including the acquisition of equipment and enclosures, installation, cabling, trenching, conduit, operation, service, phone lines/circuits, coin collection and maintenance.
- 8.5.1 The State will provide concrete pads where required. Respondent must provide detailed specifications to aid the State in construction of the pads.
- 8.5.2 At public payphone locations, the State will provide one grounded duplex 120 volt, 60 Hz receptacle up to 15 amps at no cost to the Respondent as requested. Additional power requirements will be the responsibility of the Respondent.
- 8.6 All payphones must be installed in a professional manner and all cabling and conduit used to install the phone and secure cabling must be properly secured to the structure, and match the surrounding environment as close as possible. Any installation not meeting this requirement will be remedied within 7 days after notification from the State.
- 8.7 All phones, enclosures, cabling, conduit and any other hardware and cabling will be maintained and repaired or replaced as necessary by the Respondent during the life of the resulting contract. All cabling and conduit must remain properly secured to its surrounding structure at all times.
- 8.8 Public payphones must provide dial tone first.
- 8.9 Public payphones must provide direct free access to dial tone.
- 8.10 Public payphone users must be able to enter unlimited digits for the duration of their call.
- 8.11 Public payphones must refund any money deposited in the event of a busy signal or no answer.
- 8.12 Users must be able to place "911" and "800" number calls at no charge and without inserting any money into the payphone.
- 8.13 Phones must allow users to access any long distance carrier by dialing codes provided by their carrier.
- 8.14 Local calls are to be of an unlimited duration.
- 8.15 Public payphones must be able to receive incoming calls at no charge.
- 8.15.1 Incoming call restriction must be available on all Public payphones as requested by the State.
- 8.16 Selected payphones at Department of Natural Resources locations will be designated as seasonal and may be disconnected or suspended at the end of each season to help defray costs of operating the payphone. Seasonal phones must be reconnected the following season upon Vendor notification by the State.
- 8.16.1 Any phones that are disconnected or suspended that will be left on state property must be clearly secured, tagged, and bagged to indicate that the phone is not in service. Simple tags attached to the phone indicating that it is out of service are not acceptable.
- 8.17 Respondent will be required to provide additional Public payphones as new buildings and properties open.
- 8.18 Payphones will be lighted during evening hours when light from other sources is not sufficient to read instructions and use the payphone.
- 8.19 All requests for new installations, removals, or relocations will be completed within 45

- calendar days.
- 8.20 When Respondent installs or removes a payphone or enclosure, care should be taken to minimize any damage to drywall and the surrounding area. Mounting holes left from the phone and any enclosures, and back plates will be filled with spackle or appropriate wood filler as needed. Electrical/wiring boxes will be covered with a solid faceplate that matches the surrounding environment as close as possible. Any excess damage either accidental or intentional caused during the installation or removal of a payphone is the responsibility of the Respondent. If the Respondent fails to repair damage, the State will have the damage repaired and all costs will be billed to the Respondent.
- 8.21 If Respondents public payphone equipment requires space in a MDF or IDF, respondent must provide detailed requirements in their response to this RFP.
- 8.22 Describe in detail your method for determining when a coin box is near or at capacity and the frequency at which the coin boxes are emptied to insure continued service for coin calls.
- 8.23 Regular coin collection and payphone maintenance shall also include checking the cleanliness of each payphone station, cleaning the phone and enclosure, and maintaining directories at each payphone station.
- 8.24 Describe any capabilities that your payphones or related equipment employ to notify you of payphones that are jammed, full, out of service, etc.
- 8.25 All installed payphones must comply with both State and Federal requirements including the Americans with Disabilities Act.
- 8.26 Public payphone Providers must be registered with the Federal Communications Commission.
- 8.27 No advertising or sales solicitations not directly related to the payphone service or other services under this RFP are to be displayed on the payphones, placards, or the immediate areas surrounding the payphones.

**PROVIDE THE FOLLOWING:**

- 8.28 Indicate and elaborate on your ability to meet these requirements.
- 8.29 Any other information deemed necessary or appropriate to this section.

**9.0 OPERATOR SERVICES FOR PUBLIC PAYPHONES – MANDATORY**

- 9.1 Recognition of Automatic Number Identification (ANI) and screen codes designating type of originating Public phones enabling efficient processing of operator assisted calls.
- 9.2 General assistance must be provided at no charge.
- 9.3 Users must have access to a directory assistance operator at no charge and without inserting any money into the payphone.
- 9.4 Operators must be able to pass or refer users to other carriers when necessary.
- 9.5 Respondents must have the capability of handling the following types of calls:
- 9.5.1 Station Collect
  - 9.5.2 Person Collect
  - 9.5.3 Third Number Billed (Operator must verify billing number)
  - 9.5.4 1+ Sent Paid
  - 9.5.5 International Direct Dial Calls
  - 9.5.6 Bell Operating Company (BOC) Calling Cards
  - 9.5.7 Your Company's Calling Cards

- 9.6 Operators must be willing and able to assist users having difficulty dialing a number.
- 9.7 Operators must be willing and able to assist users with emergency calls.
- 9.8 Operator services must be provided 24 hours a day, 7 days a week.
- 9.9 When answering calls from users, the operator must identify the Respondent's company.
- 9.10 If calling party desires to use a credit card (Qwest, AT&T, etc) other than Respondents', then the operator must provide them with instructions.
- 9.11 Operators must be able to provide an instant credit, or a simple means to receive credit, for a poor quality call (i.e., static, crosstalk, garbled talk, disconnect, etc.).
- 9.12 Operators must at all times be courteous to callers.
- 9.13 The Respondent should employ their own operators and maintain their own operator centers.
- 9.14 Calls to operators must be answered in a maximum of 2.5 seconds.

**PROVIDE THE FOLLOWING:**

- 9.15 Indicate and elaborate the proposed services' ability to meet these specifications.
- 9.16 An outline of your plan for providing the above specifications.
- 9.17 An explanation of calling procedures when using credit cards other than your own.
- 9.18 An explanation of how the use of credit cards (or other dial around methods), other than your own, would affect commissions paid to the State.
- 9.19 An explanation of how operators would assist with emergency calls.
- 9.20 Your method of verifying third number billed calls.
- 9.21 Your method of determining the validity of BOC calling cards.
- 9.22 Outline your method for providing users credit for poor quality calls.
- 9.23 The location (s) of your company's operation center(s).
- 9.24 The total number of operators that the company employs.
- 9.25 A detailed description of the training program that your operators must complete before working with customers.
- 9.26 Any other information deemed necessary or appropriate to this section.

**10.0 IC-5-22-23 – MANDATORY**

Previous legislation has placed new requirements on offender calling rates and commissions. Please refer to Attachment G for a copy of IC-5-22-23 Chapter 23 "Telephone Calling Systems for Confined Offenders"

**PROVIDE THE FOLLOWING:**

- 10.1 A certified complete copy of ALL contracts and contract renewals you have with all other Indiana, local and county jails in the State of Indiana. This must show all terms and conditions, per minute rates, call setup fees, and commissions. **Failure to provide this data WILL result in elimination from consideration of award. These documents should be submitted with your proposal in a separate sealed envelope marked "CONFIDENTIAL".** Please review section 1 paragraph 1.15 of the RFP packet that details how the State handles confidential information.
- 10.2 Any other information you deem necessary or appropriate to this section.

**11.0 RATES – MANDATORY (Evaluated as a separate Category Attachment H)**

- 11.1 For Offender phone calls, the State is seeking a flat per minute rate. No surcharges, long distance fees, call connect fees, or other charges other than the flat per minute rate are permitted under this RFP. Pricing must be based on a flat per minute rate.
- 11.2 The per minute cost for an offender phone call must be the same per minute cost for the entire duration of the call. For example, the first minute may not be billed at \$1.00 with subsequent minutes being billed at \$0.20 per minute.
- 11.3 The per minute cost for an offender phone call must remain the same and not be based on distance, length of call, the time of day, or the day of the week that the call is placed.
- 11.4 Offender calls will be of a limited or an unlimited length. The amount of time an offender is permitted per call is determined on a facility by facility basis. Most facilities currently permit 15-20 minute calls. Offenders are currently permitted to immediately make another call after they complete their first call at most IDOC facilities.
- 11.5 International calls may have a reasonable call connect fee and a per minute rate. No other fees are permitted.
- 11.6 Offender calls will not be rated as local, long distance, etc. All calls will be a flat per minute rate. **RFP responses that show any surcharges or fees (excludes international calls) will be eliminated from the RFP selection process.**
- 11.7 Total call cost must be the same or less than the current dominant carriers rates for the same type/length of call placed the same time of day. (The State considers the dominant carrier to be GTL and Securus due to the number of payphones they provide for the State).
- 11.8 Per minute rates must be the same or less than those of the dominant carrier on calls placed from the State offender telephones. Respondent is to compare their public payphone and offender calling rates to the published rates of up to three (3) of their local competitors and show how their rates compare to those of their competitors.
- 11.9 Public payphone rates may not exceed \$0.50 for a local coin call of unlimited duration.
- 11.10 During the contract period and all subsequent renewals, the rates charged for offender calls, and all State payphone calls will be changed only with written approval from IOT and IDOC. Requests for rate changes must provide specific details as to why the increase or decrease is requested. Failure to secure permission for a rate change will be cause for contract termination. If such termination occurs, the Respondent will be responsible for all commissions remaining through the end of the contract term. The commission owed to the State will be calculated by using the average of the previous twelve (12) months revenues.
- 11.11 Proposals submitted with what the evaluation committee determines to be excessive or unnecessarily justified service fees, costs, or other fees which fail to comply with the requirements set forth in this Document, and cause undo financial hardship on the families and friends of offenders receiving collect only calls will be eliminated from consideration of award.
- 11.12 Complete the provided pricing worksheet attached in Attachment H. Provide the State with several per minute rate options, and the commission percentage you will pay the State. No responses should be submitted that propose a zero percent commission.

**PROVIDE THE FOLLOWING:**

- 11.13 Indicate how the proposed service can meet these specifications.

- 11.14 Provide detailed rate tables describing call rates for different call lengths. (Tables must be easily understood).
- 11.15 Provide pricing for international calls in Attachment H.
- 11.16 A table/chart listing your current rates in comparison to up to three (3) of your competitors current rates being charged in other states.
- 11.17 A copy of your Company's most recent IURC Tariff filings regarding offender/collect only payphones and public payphone charges, surcharges and fees.
- 11.18 Any other information you deem necessary or appropriate to this section.

## 12.0 SERVICE QUALITY – MANDATORY

The State requires that the selected Respondents' service provide satisfactory speech quality.

- 12.1 The noise floor must be  $-40$  dB (decibel,  $\text{dB}=10 \log P1/P2$ , where P1 and P2 are the power level in watts) or better.
- 12.2 The signal to noise ratio must be below 40 dB if the proposed service utilizes an analog network or between 15 and 25 dB if a digital network is utilized.
- 12.3 For VOIP networks and the proposed CCS the minimum acceptable MOS score is 4.0 or better.
- 12.4 If a VOIP system is being proposed it is essential that the Respondents' network employ QOS to ensure that all calls receive priority treatment over other traffic with low jitter, low delay and little or no packet loss across the network.
- 12.5 The level of unwanted frequencies produced by the pair shall be not more than 33 dBm (1milliwatt of power dissipated in a 600 ohm impedance) in the band from 300 to 3400 Hz (hertz).
- 12.6 Lines must be free from crosstalk.
- 12.7 Lines must be free from static.
- 12.8 Audio on the lines must not sound digitized or have any echo.
- 12.9 Service Outages
  - 12.9.1 A **major** outage is any outage that causes a degradation of service to 20% or more of the pay telephones at any facility/location. This shall also include all network, hardware, software, investigative and recording capabilities, and features of the call control system and automated operator scripting. Respondent will provide an onsite response time of no more than four (4) hours, 24 hours a day, 7 days a week, 365 days a year for all major outages.
    - 12.9.1.1 Any trouble ticket related to the ability of IDOC investigations staff to access any CCS, live calls, recordings or call records must be treated as a priority 1 level incident and is considered a major outage.
  - 12.9.2 A **minor** outage is any outage that affects less than 20% of the pay telephones at any facility/location. This shall also include all network, hardware, software, investigative and recording capabilities, and features of the call control system and automated operator scripting. Respondent will provide an onsite response time of no more than eight (8) hours, 24 hours a day, 7 days a week, and 365 days a year for all minor outages.
  - 12.9.3 Use of Offender labor does not constitute an onsite response by the Respondent.
- 12.10 Respondent will repair any and all service degradations 7 days a week, 24 hours a day, and 365 days a year.
- 12.11 Respondent will maintain a proactive approach in the monitoring and maintenance of

- their network and equipment to ensure the greatest amount of reliability.
- 12.12 Respondent will pay the State a credit when service fails to meet any of the above-mentioned levels of service quality, or fails to meet the above response times for outages. The amount of the credit will be based on the average daily revenue of each phone.

**PROVIDE THE FOLLOWING:**

- 12.13 Indicate and elaborate on your services' ability to meet the above specifications.
- 12.14 Indicate your network's average noise floor.
- 12.15 If proposing a VOIP solution what is your average MOS score?
- 12.16 If proposing a VOIP solution what type of CODEC do you utilize (i.e. G.722, G.729)?
- 12.17 Indicate your network's average signal to noise ratio.
- 12.18 Indicate your method and frequency of testing the quality of your network.
- 12.19 Provide the address, city and state of the dispatch center(s) for the State of Indiana service calls.
- 12.20 Describe the trouble reporting procedures.
- 12.21 Describe your trouble escalation process.
- 12.22 Indicate your understanding and agreement to the required response times for all major and minor service outages.
- 12.23 Any other information deemed necessary or appropriate to this section.

**13.0 BILLING, DEBIT, PREPAID ACCOUNTS, ACCOUNT LIMITS & CALL BLOCKING LEVEL- MANDATORY**

- 13.1 It shall be the Respondents' sole responsibility to bill and collect for all calls either by establishing prepaid accounts, direct billing or thru LEC billing.
- 13.2 Called parties may not be forced to open a prepaid or debit account in order to receive calls from Offenders.
- 13.3 No billing statement fees are permitted for direct billed or LEC billed accounts.
- 13.4 The maximum fees permitted to setup a prepaid, debit, advance connect account, or any type of other account either online or over the phone may not exceed \$3.00.
- 13.4.1 No fee is permitted to add funding to any account once the initial account is setup.
- 13.4.2 No fee is permitted if payment is mailed in to setup the account and for future funding of the account.
- 13.4.3 No fee is permitted to make any other changes to the account.
- 13.4.4 Any funding remaining in a customer account will be refunded in full upon request. No refund fee is permitted to issue a refund when a customer requests a refund, or closes an account.
- 13.5 The call blocking limit may not be less than \$80.00 in any given rolling 90 day period for offender calls unless approved in writing by IOT and IDOC.
- 13.6 Any account that remains dormant will not forfeit any remaining balance, or be charged an inactivity fee. Any balance remaining in a dormant account must be refunded to the party that opened the account. No fees are permitted for refunds. If the account is dormant for more than 180 days and the party originating the account cannot be contacted, any funding remaining in the account will be refunded to IDOC in its entirety.

**PROVIDE THE FOLLOWING:**

- 13.7 Indicate and elaborate on the proposed service's ability to meet these specifications.
- 13.8 Indicate the length of your billing cycle and on which days of the month it begins and ends.
- 13.9 How is billing processed for recipients of calls originating from IDOC facilities?
- 13.10 Does your company have billing agreements with all LEC's and CLEC's to handle the billing for calls originating from IDOC facilities?
- 13.11 Explain in detail and list any and all charges that your company charges for setting up a billing account.
- 13.12 If billing agreements do not exist with specific LEC's and CLEC's, how does your company enable calls to be processed and billed?
- 13.13 If call blocking limits are imposed beyond those defined by the State, explain the procedures required to have the dollar limit increased.
- 13.14 Any other information you deem necessary and appropriate to this section.

**14.0 CERTIFICATE OF AUTHORITY – MANDATORY**

- 14.1 Respondent must provide a copy of their Certificate of Authority, or certified proof of it, from the Indiana Utility Regulatory Commission.

**PROVIDE THE FOLLOWING:**

- 14.2 A Copy of your Certificate of Authority or certified proof thereof.
- 14.3 Any other information deemed necessary or appropriate to this section.

**15.0 SYSTEM DOCUMENTATION & MONTHLY REPORTS – MANDATORY**

- 15.1 Respondent must provide each IDOC facility, IDOC investigators, and IOT a complete paper set operation manuals and CD ROMS of operation manuals for the specific system installed at each IDOC facility.
- 15.2 Respondent shall furnish monthly trouble reports to IOT and IDOC on all system software, data circuit, and hardware malfunctions and defects for all State & IDOC facilities. This report shall be in an electronic format that is acceptable to the State.
- 15.3 A paper report detailing the Public Telephone's usage information must accompany each commission check sent to IOT & IDOC. The IDOC report will include only IDOC phones. The IOT report must contain all phones. An electronic report in MS Excel format, or other format agreed on by IOT, is also to be provided monthly on CD-ROM or via email in the same format provided on the paper report.
- 15.4 Report must include an itemized listing by location for each Public Telephone number or offender telephone. The information provided for each telephone must be: the agency identifier, specific location, address, telephone number, collection period, minutes of usage, number of messages (calls), Respondent's revenue, commission percentage, and commission amount.
- 15.5 Although the State is requesting a flat per minute rate, call reports will be broken down to indicate if the call was local, intraLata, interLata, interstate, etc.
- 15.6 Report must include summaries by location containing total revenue, total minutes of usage, total number of messages, total minutes of usage and total commissions paid to

- the State for the particular billing cycle.
- 15.7 Report must include a summary page containing the total number of stations (phones), the Respondent's total monthly revenue (from all State phones), total monthly commissions paid to the State, accumulative number of messages, accumulative minutes of usage, and accumulative commissions paid to the State for the particular billing cycle, as well as year to date.
  - 15.8 Report must include a separate detail page for all newly added and deleted phones during the current reporting cycle.
  - 15.9 Reports must be accessible online via the Internet for authorized IOT & IDOC personnel.
  - 15.10 These reports are to be sent to:

Indiana Office of Technology  
Attn: Payphone Specialist  
Indiana Government Center North  
Room N551  
100 N. Senate Ave.  
Indianapolis, IN 46204

Indiana Department of Correction  
Technology Services  
302 W Washington Street  
Room W 341  
Indianapolis, IN 46204

**PROVIDE THE FOLLOWING:**

- 15.11 Six complete sets of operation manuals with your response for the call control and recording system you are proposing.
- 15.12 A sample trouble report and detailed explanation of the system trouble report.
- 15.13 A sample of a monthly usage and call detail and commission report.
- 15.14 A sample of any additional information that your report can include.
- 15.15 Your capability to provide online commission reports?
- 15.16 Any other information deemed necessary or appropriate to this section.

**16.0 RESPONDENT REQUIREMENTS OF THE STATE- MANDATORY**

- 16.1 Proposals must include a detailed list of all duties required of the State by the Respondent before, during, and after cutover to Respondents services.

**PROVIDE THE FOLLOWING:**

- 16.2 A detailed list of all duties required of the State by the Respondent before, during and after cutover.
- 16.3 Any other information deemed necessary or appropriate to this section.

**17.0 END USER BILLING, and CALLING OPTIONS -HIGHLY DESIRABLE**

- 17.1 Respondent is encouraged to offer discounted calling plans for recipients of offender collect calls.
- 17.2 Respondent is encouraged to provide alternative calling options for collect only calls from offender payphones. (i.e., prepaid, debit, etc)
- 17.3 Calls may be placed to cellular phone numbers as long as the number is on the offenders allowed call (PAN) list.
- 17.4 Alternative calling plans must not place any additional requirements on State Correctional Facilities or their staff.
- 17.5 Any required administration of alternative calling plans will be the responsibility of the Respondent.
- 17.6 Family and friends receiving calls from offender phones should be provided with a toll free telephone number to call with billing questions and concerns. This number should be clearly displayed on the customer's bill. Respondent personnel assisting customers with such calls should be familiar with all options available to customers to help reduce their collect call costs.
- 17.7 Respondent will provide information to IDOC and call recipients regarding all options available to help reduce the costs of offender collect only phone calls for offenders, their family and friends.

**PROVIDE THE FOLLOWING:**

- 17.8 List any discount calling plans that your company currently offers that are being proposed under this RFP.
- 17.9 List any alternative calling options for collect only calls from offender payphones that your company currently offers.
- 17.10 Any other information deemed necessary or appropriate to this section.

**18.0 CUSTOMER SERVICE-MANDATORY**

- 18.1 Customer Service Center **MUST BE** located within the continental United States.
- 18.2 Customer Service Center will have a published toll-free 800 number and will provide easy customer access to a live operator for assistance. Callers must be able to reach a live operator at anytime by pressing zero (0) or another designated number specified in the initial prompts/options they receive when the system first answers.
- 18.3 An automated attendant or an interactive voice response system is permissible as long as callers must select no more than 5 total options before they access the service/s they are calling about. Callers must still be able to reach a live operator at anytime by pressing zero (0) or other designated number.
- 18.4 Customer Service Representatives (CSR's) should be available at a minimum, 7 a.m. EST to Midnight EST seven days a week 365 days a year.
- 18.5 The maximum allowable hold time to speak to a CSR must be kept to a minimum at all times. The system may not disconnect or instruct callers to call back later if the CSR's are busy. Respondent will be responsible for maintaining adequate staffing levels at all times to minimize hold times. Hold times in excess of two minutes to talk to a CSR are unacceptable.
- 18.6 CSR's must at all times be courteous, knowledgeable, friendly, and should be fluent in English and Spanish.
- 18.7 CSR's must be trained on a regular basis and remain familiar with the specifics of the

- services provided under this RFP to adequately assist friends and family members who will be calling for assistance.
- 18.8 Respondent must provide customers simplified methods to request credits or refunds for erroneous disconnects and calls of poor quality. Customers must be able to submit a request online, over the phone by providing the specific details to a CSR, by US mail, or by fax.
- 18.9 Respondent should provide customers with a one-time “no questions asked” courtesy credit when receiving a complaint about an improperly disconnected or poor quality call. Future complaints may be investigated utilizing the standard procedures described by the Respondent and agreed upon by the State in their RFP response before any credits are issued.
- 18.10 Any valid credits due must be applied and received within 2 weeks of the original request/complaint date.
- 18.11 Respondent will develop and maintain a customer service website specific to the State of Indiana IDOC facilities. The site will be Respondent and State “branded” and customized specifically to provide information, rates, guidelines, complaint reporting procedures, pricing, account options, etc related to any contract resulting from this RFP. Respondent will review website details with the State upon contract execution and develop an agreed upon design.

**PROVIDE THE FOLLOWING:**

- 18.12 Your understanding and ability to adhere to the requirements specified in section 18.0.
- 18.13 What are the proposed hours of operation that your Customer Service Center be operational?
- 18.14 What is the current address of your Customer Service Center?
- 18.15 What is your current staffing level and do you intend to add additional staff if you are awarded a contract from this RFP?
- 18.16 Describe your current CSR training program.
- 18.17 How many hours of training per year does each CSR receive?
- 18.18 Describe in detail the specific processes that you will implement to resolve customer complaints and issue refunds/credits.
- 18.19 Indicate your understanding, ability, and agreement to comply with the one-time courtesy credit requirement.
- 18.20 Describe in detail the processes involved in investigating a customer complaint and issuing a credit/refund for a disconnected or poor quality call.
- 18.21 Indicate your understating and ability to develop and provide a website as specified in 18.11.
- 18.22 Any other information deemed necessary or appropriate to this section.

**19.0 COMMISSION PERCENTAGE – MANDATORY (evaluated as a separate category)**

- 19.1 The commission percentage bid is the total commission percentage the Respondent agrees to pay the State for offender and public payphone, and Wi-Fi revenue. Respondent must specify Commissions are to be paid on all **gross** revenues.
- 19.2 Offender and public payphone commissions are to be quoted as separate commission percentage rates. The commission rate for use of the requested public Wi-Fi (Section 30.0) may be proposed separately from the phone commissions.

- 19.3 No responses should be submitted that propose a zero percent commission.
- 19.4 Respondents should note that it is essential that the current level of service not decrease and the cost of services to public and offender users, their friends and family members decrease. Said service should be made available at a fair and competitive price to all users that make and or receive calls from offender phones and public payphones located on State property.

**PROVIDE THE FOLLOWING:**

- 19.5 Complete Attachment H and indicate the commission percentage you will pay to the State on gross revenue for offender and public payphone calls.
- 19.6 Specify that all commissions are paid on all gross revenues.
- 19.7 Complete Attachment H and indicate the commission percentage you will pay to the State on gross revenue for public Wi-Fi use
- 19.8 Specify that all offender and public payphone commissions and WI-FI commissions will be paid on gross revenues.
- 19.9 A narrative explaining the components that makes up the commission percentage.
- 19.10 Any other information deemed necessary or appropriate to this section.

**20.0 COMMISSIONS – MANDATORY**

- 20.1 Commissions must be paid on gross revenue.
- 20.2 Commissions must be paid on all calls. Including but not limited to the following:
  - 20.2.1 Local and local long distance and IntraLATA, interLATA, and interstate calls from public payphones.
  - 20.2.2 Operator assisted calls (i.e., collect, third party billing, and person to person).
  - 20.2.3 Calls placed utilizing Bell Operating Company (BOC) calling cards.
  - 20.2.4 All calls placed from IDOC Correctional Facilities utilizing the proposed CCS.

**PROVIDE THE FOLLOWING:**

- 20.3 Indicate and elaborate on your ability to meet these specifications.
- 20.4 Indicate any other types of calls, not listed above, that you are able to pay the state a commission on.
- 20.5 Any other information deemed necessary or appropriate to this section.

**21.0 COMMISSION CHECKS – MANDATORY**

- 21.1 Commissions must be paid on a monthly basis.
- 21.2 Commission checks for the total commissions due to the State must be delivered to the designated locations within thirty days following the end of a billing cycle.
- 21.3 Locations that are to receive commission checks will be identified after contract execution. Checks must be received by the State (and various State Agencies) within 30 days after the close of a billing cycle.
- 21.4 The Indiana Office of Technology has the sole authority to determine what agencies receive commission checks. Respondent must not deliver a commission check to any agency other than The Indiana Office of Technology without prior written approval of IOT.

- 21.5 The Respondent must have the ability to separate various agencies' revenue from the total State revenue and issue multiple checks as required. The State anticipates a maximum of thirty (30) checks would be needed.

**PROVIDE THE FOLLOWING:**

- 21.6 A statement of your compliance with the above requirements.  
21.7 Any other information deemed important or appropriate to this section.

**22.0 COMMISSIONS – DESIRABLE (evaluated as a separate category)**

- 22.1 Commissions should be paid on all local, local long distance, and IntraLATA, InterLATA, and interstate calls including the following:  
22.1.1 Calls placed from public payphones utilizing commercial credit cards (i.e., American Express, Visa, MasterCard, etc.).  
22.1.2 Calls placed utilizing your company's calling cards.

**PROVIDE THE FOLLOWING:**

- 22.2 Indicate and elaborate on your ability to meet this specification.  
22.3 A list of the types of calls on which you will pay commission. Please list any types, which are in addition to those listed in Section 22.0. If you are unable to pay commissions on any call type listed in Section 22.0, it should be noted here.  
22.4 Any other information deemed necessary or appropriate to this section.

**23.0 CUTOVER – MANDATORY**

Cutover must take place within 4 months after contract execution. The State prefers that cutover take place as quickly as possible with the least amount of service interruptions.

- 23.1 Respondents must provide a detailed transition and implementation plan which must include at least a minimum, the following components:  
23.1.1 Timeline for all IDOC facilities  
23.1.2 Timeline for all public payphones  
23.1.3 Timeline for public Wi-Fi.  
23.1.4 Processes and procedures for transitioning from the existing call control systems to the new system (if applicable)  
23.1.5 Any staffing requirements for IDOC facilities.  
23.1.6 Detailed project management plan that specifies how the Respondent will assist the State in managing the technology and services implementation and ongoing management during the contract term.  
23.1.7 Anticipated downtime at each facility.  
23.1.8 System testing methods.  
23.1.9 Any other items Respondent deems necessary for this section.

**PROVIDE THE FOLLOWING:**

- 23.2 A detailed transition, project management, and implementation plan which must include at least a minimum, the components listed in 23.0.

23.3 Any other information deemed necessary or appropriate to this section.

**24.0 EXPERIENCE AND RELIABILITY –MANDATORY (Evaluated Under Overall Management Judgment)**

24.1 Experience and reliability of the Respondent's organization and service will be considered in the evaluation process. Therefore, the Respondent is advised to submit any information which documents successful experience and reliability in providing and implementing the services requested herein. Specifically the Respondent should fully describe any prior experience in providing offender, Public Telephone, long distance, internet, Wi-Fi, and operator services.

**PROVIDE THE FOLLOWING:**

24.2 Any information you believe best documents your organization's experience and reliability regarding the services requested in this RFP.

24.3 Any other information deemed necessary or appropriate to this section.

**25.0 ACCOUNT MANAGEMENT/CUSTOMER SERVICE-MANDATORY**

25.1 The State requires that the respondent provide the State with two Account Managers. One will be the primary contact; the second will be a backup.

25.1.1 The primary account manager must have at least 5 years of experience directly related to the public and offender payphone industry.

25.1.2 The assistant account manager must have at least 2 years of experience directly related to the public and offender payphone industry.

25.1.3 The selected Respondent must provide an 800# or local telephone number for the State to use for all business calls to the account managers.

25.2 All telephone calls or emails from the State will be answered no later than the end of the next business day.

25.3 Respondents Primary Account Manager will be responsible for scheduling a quarterly meeting with the State to review the State account.

25.4 The State has the final approval of all account manager(s) and site administrators associated with this RFP and may at any time during the contract; require the removal/replacement of the account manager(s).

**PROVIDE THE FOLLOWING:**

25.5 Provide the name, address, phone number, and email address of the Primary Account Manager, and Assistant Account Manager that will be responsible for the State account.

25.6 Provide a current resume listing each Primary and Assistant Account Managers' experience, previous employment, and their qualifications for working with the State account.

25.7 Any other information deemed necessary or appropriate to this section.

**26.0 SUBCONTRACTING-MANDATORY**

26.1 Respondent must provide the State with a list of all subcontractors and their areas of

responsibility that you intend on using to fulfill the terms of this RFP and resulting contract.

**PROVIDE THE FOLLOWING:**

- 26.2 A list of all intended subcontractors.
- 26.3 Detailed description of what each contractor will be responsible for performing under this RFP.
- 26.4 A copy of any subcontracts with intended subcontractors.
- 26.5 A list of all subcontractor employees and pertinent contact information for those employees that will be working for the State under the resulting contract.
- 26.6 Any other information deemed necessary or appropriate to this section.

**27.0 OFFENDER LABOR & TRAINING-MANDATORY**

- 27.1 Offender labor will be utilized throughout the lifetime of the resulting contract from this RFP as part of IDOC's ongoing training and education program to provide offenders with job skills and training that they can utilize upon their re-entry into everyday society.
- 27.2 It is anticipated that offenders can assist with the physical installation of cabling, the installation, maintenance, and removal of telephones at a minimum.
- 27.3 CCS system security and staff and public safety must not be compromised in any way from the resulting offender labor performed under the resulting contract.
  - 27.3.1 IDOC will be responsible for providing supervision as needed when offender labor is utilized.

**PROVIDE THE FOLLOWING:**

- 27.4 Describe in detail what work you anticipate having offenders participate in under the resulting contract from this RFP.
- 27.5 Describe how you will work to ensure that the system security is not compromised from utilizing offender labor.
- 27.6 Any other information deemed necessary or appropriate to this section.

**28.0 ADDITIONAL EQUIPMENT- MANDATORY**

- 28.1 Respondent is to provide, install (as necessary), and maintain TTYs at correctional facilities, and other State payphone locations at no cost to the State as requested.
  - 28.1.1 TTY equipment shall be portable or of a fixed mount. Requirements will vary depending on the need of each site.
  - 28.1.2 TTY equipment shall contain a display.
  - 28.1.3 TTY equipment must have the ability to print a paper copy (offender phones only).
  - 28.1.4 TTY equipment must have the capability of being remotely monitored and recorded at IDOC facilities. The CCS must be able to convert TTY tones into a readable printout or log the call in a text form within the proposed CCS.

**PROVIDE THE FOLLOWING:**

- 28.2 Indicate your ability and compliance to supply the requested items above.
- 28.3 Provide a listing and catalog of the specific equipment that is currently available to meet the requirements listed above.
- 28.4 Describe how the proposed CCS logs, converts, and records calls placed utilizing a TTY.
- 28.5 Any other information deemed necessary or appropriate to this section.

**29.0 CELLULAR PHONE DETECTION & JAMMING-MANDATORY**

The State desires the ability to detect, deter, and intercept unauthorized cellular telephone use at all IDOC facilities. For the purpose of this section, cellular relates to any communication device utilized to access any wireless carrier's network to communicate verbally, via text/SMS/MMS message, or by some other use of data across the carrier's network. Reduction of unauthorized cellular use will benefit both IDOC from a security and investigations standpoint and the Respondent in reducing lost revenue from illegal cellular use.

- 29.1 The State is aware that cellular jamming is not legal at this time. Jamming will be reviewed further upon FCC approval for use in correctional facilities.
- 29.2 Should the FCC not permit jamming, Respondent will work with the State to implement alternative technologies to deter and detect cellular use in IDOC facilities.
- 29.3 Permanent installation of cellular detection equipment is not required every IDOC facility. IDOC requires a minimum of nine systems be made available for IDOC use. Systems should be robust multi functional systems that go above and beyond the typical small handheld units that can be carried around the housing units to detect active cellular phones.
- 29.4 Fixed systems are required at the following IDOC locations: New Castle, Putnamville, Plainfield, Indiana State Prison/Westville, Pendleton/CIF, Miami Correctional, Wabash Valley, and Rockville. The remaining IDOC sites will require systems that can easily be transported between sites.
- 29.5 Antenna installations and any cabling required as part of any proposed fixed solution must be permanently mounted and conform with accepted industry standards for the correctional industry, NEC, Bicsi, and all other national, state, and local regulations relating to fire stopping, electrical and telecommunications standards.
- 29.6 All equipment, software, antennas, cables, and other items related to the system will become the property of IDOC. During the life of the contract Respondent will be responsible for all maintenance, updates, upgrades, and support of the equipment.
- 29.7 Additional systems will be installed as required at the request of IDOC.
- 29.8 Cellular tower replication technology is the most desired solution to meet IDOC needs. The following features are desired.
  - 29.8.1 Ability to intercept and allow or disallow call to proceed.
  - 29.8.2 Ability to record audio from calls in progress.
  - 29.8.3 Ability to log all calls placed and received and the digits being dialed.
  - 29.8.4 Ability to intercept and log or send text messages to and from phones located within the correctional facility.
  - 29.8.5 Ability to capture ESN, MEID, or cellular numbers communicating thru the system.
  - 29.8.6 Ability to triangulate or detect phones within a specific location.
  - 29.8.7 Allowed device list to permit authorized devices to make and receive calls without being recorded, blocked, etc.

- 29.9 Non linear junction detectors may be utilized in addition to other possible solutions proposed by Respondent. However, it should be noted that use of non linear junction detectors alone will not satisfy this requirement.
- 29.10 Proposed system **MUST NOT** cause inference with IDOC communications radios or other approved electronic devices.
- 29.11 Training must be provided to IDOC in the proper operation and setup of the proposed solution. Training will take place upon initial installation and throughout the life of the contract as requested by IDOC staff.
- 29.12 The proposed solution must comply with all applicable State and Federal laws, and all FCC regulations.

**PROVIDE THE FOLLOWING:**

- 29.13 Describe in detail what technology you can offer the State at this time.
- 29.14 Describe what technology you may be able to provide in the future as guidelines are established to permit jamming.
- 29.15 Indicate your ability to meet the equipment requirements of IDOC.
- 29.16 Describe in detail any installation requirements at IDOC facilities related to antennas, repeaters, etc.
- 29.17 Describe any other emerging technologies that the State may wish to consider related to cellular detection, interception, and jamming.
- 29.18 Any other information deemed necessary or appropriate to this section.

**30.0 PUBLIC WI-FI SERVICE-HIGHLY DESIRABLE**

The state desires that public Wi-Fi service be provided at state locations such as INDOT rest areas, DNR properties and campgrounds, and other public locations as requested at no cost to the State. Respondent will be responsible for all costs associated to install, operate, and support the service. Service will be a pay-for-use service that can be billed by pay per use, pay-per-day, or pay-per-week with the users of said service paying for using the service. Service may be provided thru the use of internet kiosks, internet enabled payphones with Wi-Fi, or by Wi-Fi access points.

- 30.1 The proposed system should provide a walled garden/splash page upon access that provides cost and payment options for using the service. This site may contain advertising as long as it is not deemed by the state to be offensive in nature. Any material deemed to be offensive by the state must be removed immediately.
- 30.2 The proposed service should also provide free access to a few limited sites such as the DNR website, INDOT road and traffic conditions and closures, local weather information, watches, and warnings. These sites will be determined by the location being served by the proposed service. No advertising or pop-ups are permitted when linking to these sites.
- 30.3 DNR locations, INDOT rest areas, and the surrounding parking lots should provide adequate coverage and bandwidth to support multiple users at the same time. Respondent will monitor bandwidth utilization and add additional capacity as required.
- 30.4 The State will not provide any network or broadband connectivity. Respondent will be required to provide their own network/broadband connectivity for the service.
- 30.5 The State will provide access to existing power outlets as needed by the Respondent. Any additional power installation requirements not already in place will be the responsibility of the Respondent.

- 30.6 DNR properties will include the campgrounds, camp stores, and other areas as requested.
- 30.7 INDOT locations will include rest areas and the surrounding parking lots.
- 30.8 The State will **NOT** provide technical assistance to users but will re-distribute printed service information to users as long as the information is provided to the State in paper form that can be given to users. Respondent will be responsible for ensuring that adequate materials are available at all locations for distribution to users and will replenish printed materials on a regular basis or upon request of the State.
- 30.9 The State will work with Respondent and permit limited signage advertising the service at most locations. For historical preservation reasons, signage will not be permitted at all locations.
- 30.10 Before charging users for use of the service, Respondent must clearly advise users of the costs for the service and warn users that the information is being transferred over the wireless connection and internet is not secure and that they should exercise caution when using the service to safeguard their information.
- 30.11 Respondent should make all reasonable efforts to maintain security of the data transmitted across the proposed service.
- 30.12 Respondent must provide a toll free customer service number for reporting trouble.
- 30.13 Service must be available 24x7x365 day a year. Seasonal sites such as DNR campgrounds may be disconnected on a seasonal basis.
- 30.14 Respondent must provide a simple process of issuing customer refunds when the service fails to work properly. The refund process must not require users to mail or fax in refund forms. Refunds should be issued over the phone when a user calls customer service to request a refund. The State will not issue refunds.
- 30.15 Respondent will pay the State a commission percentage based on the gross revenue generated from this service. Commission percentage details should be provided in Attachment H.
- 30.16 Respondent will supply the State with monthly commission reports for the Wi-Fi service. The report should include at a minimum the gross revenue per location, the commission being paid to the State, number of users of the service, and the amount of data in megabytes used at each site per month. Reporting information will be finalized between the State and Respondent after contract execution.
- 30.17 Respondent will supply the State a monthly trouble report indicating any problems experienced at the Wi-Fi sites.

**PROVIDE THE FOLLOWING:**

- 30.18 What is the minimum bandwidth available per user that you are proposing under this service?
- 30.19 Provide a sample of the proposed signage for advertising the service as well as any customer handouts with instructions on using the service.
- 30.20 Provide your proposed user rates in Attachment H.
- 30.21 Provide the commission percentage you will pay the State for users utilizing the service in Attachment H.
- 30.22 What Wi-Fi equipment are you proposing to utilize in order to provide the requested services and what Wi-Fi technologies will it support?
- 30.23 Provide the telephone number for your customer service center.
- 30.24 Describe the process for issuing refunds to customers during service outages, or when

- the service does not meet the minimum performance requirements.
- 30.25 Provide information on any WI-FI implementations you have done with other customers.
- 30.26 Any other information deemed necessary or appropriate to this section.

**31.0 NEW TECHNOLOGIES AND SERVICES-HIGHLY DESIRABLE**

The State and the Respondent understand that the offender phone technology and the related services requested under this RFP are constantly changing. In an effort to provide the best level and quality of service to the State, the Respondent is encouraged to present new technologies and services to the State for consideration and implementation during any resulting contract from the RFP. This may include new, innovative offender CCS technology, video conferencing, and other beneficial services. In addition to offender CCS innovations, the public payphone and Wi-Fi industry is changing dramatically as well. Any new technologies that would benefit the State may be presented to the State for consideration and implementation during any resulting contract from this RFP.

Technology is important to the State of Indiana and to this CCS procurement. To that end, the State is looking for the combination of technology, rates, commissions, project management, and optional services that deliver the greatest value to the State. The details of the awarded contract may be negotiated with the winning bidder.

**PROVIDE THE FOLLOWING:**

- 31.1 Indicate your willingness to present new technologies and innovations to the State.
- 31.2 Indicate any additional value add options you are presenting.
- 31.3 Demonstrate to what extent you have integrated with various providers and technologies to deliver exceptional value in other contracts.
- 31.4 Any other information deemed necessary or appropriate to this section.

**32.0 CORRECTIONAL FACILITY SECURITY CONDITIONS-MANDATORY**

The majority of the work encompassing this project will be performed at State Correctional Facilities and the Respondent must comply with the following special working conditions:

- 32.1 Respondent will be required to submit a list of names, social security numbers, date of birth, and photo identification upon contract execution, of all persons expected to be employed on the project inside a correctional facility. These lists shall be submitted to the Superintendent at each facility for approval prior to any person's arrival at the site for work assignments. All employees are subject to background investigations to include NCIC, III, IDACS, BMV, or any other law enforcement source. The Superintendent and IDOC will have the final decision on allowing access into the facility.
- 32.2 The access times that the Respondent will be allowed to work inside the correctional facilities will be determined by the facility Superintendent on a case-by-case basis. It is expected that the average hours will be from 8:00 am to 5:00 pm Monday through Friday. No work shall be performed on State Holidays, Saturdays, or Sundays

- (Excluding service outage responses as defined in this RFP) without the Superintendents permission. Other time schedules and restrictions may be set by each Facility.
- 32.3 All installation or scheduled maintenance work visits must be pre-scheduled with the facility a minimum of 48 hours in advance and Respondent shall check in and out with the facility.
- 32.4 Any site visit that is required due to a system outage must be arranged with the facility as soon as the Respondent knows a visit is necessary.
- 32.5 All employees of the Respondent and subcontractors will be subject to an individual body search (pat down) and will pass thru a metal detector each time they enter a Facility. Tool cases or containers of any kind will be opened for inspection. All employees of the Respondent will be required to have identification cards or badges furnished by the Respondent and the Indiana Department of Correction.
- 32.6 All vehicles and other equipment will be inspected on both arrival and departure from the facility. Unattended vehicles must be locked and have the keys removed.
- 32.7 Absolutely no fraternization between offenders and the Respondent's employees will be tolerated. Any attempts at same by offenders are to be reported immediately to IDOC Facility personnel. The selected vendor and its employees must adhere to Prison Rape Elimination Act (2003) guidelines and Departmental policy regarding sexual misconduct and reporting of such behavior.
- 32.8 No requests for visits with offenders will be granted to Respondent's employees except where such visiting originated prior to award of the Contract.
- 32.9 Respondent shall follow rules pertaining to foot and vehicle traffic as established by the Facility. Respondent shall observe all off-limit restricted areas beyond which no unauthorized personnel may trespass.
- 32.10 All heavy power tools and machinery such as air hammers, acetylene tanks, etc., must be removed from the inside of the security perimeter, through the assigned gate nightly, unless approved by the facility. Such heavy equipment as power shovels, compressors, welding machines, etc., can remain inside but must be immobilized in an acceptable manner outside of the security perimeter.
- 32.11 Cutting torches and cutting tools, in general, shall be securely locked where and as directed by the Facility, and checked out as needed. No tools, small pipe, copper or wire shall remain on the site overnight unless acceptably secured.
- 32.12 There will be no exchange/loaning/borrowing of tools, equipment or manpower between the facility personnel, offenders, and the Respondent. Offenders working with Respondent under the terms of this RFP may utilize IDOC or Respondent tools as necessary to perform assigned duties.
- 32.13 The assigned gate through which materials and vehicles must be transported will be opened upon request and as approved by the facility.
- 32.14 Facility personnel may inspect and search areas under construction at any time, including the Respondents equipment or person.
- 32.15 Respondent personnel are not allowed in secured areas unless accompanied by facility security personnel.
- 32.16 Parking of Respondent's and any subcontractor's employee automobiles shall be limited to designated areas.
- 32.17 No tobacco products of any kind are permitted inside IDOC facilities or on any grounds that are controlled by the IDOC.
- 32.18 No knives, weapons, drugs (illegal or prescription), cameras etc. are permitted inside IDOC facilities.

- 32.19 Cellular phones, Blackberry's, pagers, recording devices, and other electronic devices (excludes electronic testing tools) are not permitted at IDOC facilities without prior approval from the Superintendent.

**PROVIDE THE FOLLOWING**

- 32.20 A statement that confirms your agreement and understanding with the requirements above.
- 32.21 Any other information deemed necessary or appropriate to this section.

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