

State of New Hampshire
Division of Plant and Property Management
Bureau of Purchase and Property, Room 102
25 Capitol Street, State House Annex
Concord, N.H. 03301-6398

Date: 3/15/2006
Proposal No.: 523
Date of Proposal Opening: 4/21/2006
Time of Bid Opening: 2:30 P.M.
CONTRACTOR CONFERENCE: 3/30/06 9:00 A.M.

PLEASE DIRECT ANY QUESTIONS REGARDING THIS PROPOSAL TO: Dennis J. Leclerc Tel. 603-271-2888
PROPOSAL FOR: Inmate and Pay Telephone Services

Unless specifically deleted by the Division of Plant and Property Management, the following General Terms and Conditions apply to this Proposal and any resulting Contract.

**GENERAL TERMS AND CONDITIONS
FOR SERVICES**

NATURE OF PROPOSAL AND ELIGIBILITY TO BID. The proposal is submitted in accordance with Chapter 21-I and Chapter 8, and rules promulgated thereunder, and constitutes a firm and binding offer. The determination of whether a bid proposal may be withdrawn is solely at the discretion of the Director of Plant and Property Management. However, in no event shall a proposal be withdrawn unless the request for withdrawal is filed within five days of the date of the bid opening, and the bidder establishes that the bid contains a material mistake, and that the mistake occurred despite the exercise of reasonable care.

Proposals may be issued only by the Division of Plant and Property Management to authorized vendors and are not transferable.

BIDS. Bids must be received at the Division of Plant and Property Management before the date and time specified for the opening. Bids must be made on the official bid proposal and must be typed or clearly printed in ink. Corrections must be initialed. Bids are to be made less Federal Exercise Tax and no charge for handling. Bids that are not complete or unsigned will not be considered.

SPECIFICATIONS: Vendors must bid as specified. Any proposed changes must be detailed in writing and received at the Division of Plant and Property Management as detailed herein. Vendors shall be notified in writing if any changes to bid specifications are made. Verbal agreements or instructions from any source are not authorized.

AWARD: The award will be made to the responsible bidder meeting specifications at the lowest cost unless other criteria are noted in the proposal. Unless otherwise noted in the proposal, the award may be made by individual items. The State reserves the right to reject any or all bids or any part thereof.

If there is a discrepancy between the unit price and the extension the unit price will prevail.

When identical low bids are received with respect to price, award will be made by drawn lot.

Discounts will not be considered in making award but may be offered on the invoice for earlier payment and will be applicable on the date of completion of delivery or receipt of invoice, whichever is later. On orders specifying split deliveries, discounts will apply on the basis of each delivery or receipt of invoice, whichever is later.

INVOICING. All invoices must be in triplicate showing Contract Number, Unit and Extension Prices and discounts allowed.

PATENT INFRINGEMENT. Any bidder who has reason to believe that any other bidder will violate a patent should such bidder be awarded the contract shall set forth in writing, prior to the date and time of bid opening, the grounds for his belief and a detailed description of the patent.

ASSIGNMENT PROVISION. The contractor/vendor hereby agrees that it will assign all causes of action that it may acquire under the antitrust laws of New Hampshire and the United States as the result of conspiracies, combinations, or contracts in restraint of trade which affect the price of services obtained by the state under this contract if so requested by the State of New Hampshire.

FEDERAL FUNDS. The Division of Plant and Property Management, as the delegated enforcement agency of RSA 21-I:14, VIII for the Commissioner's Office, shall assure the continuation or granting of federal funds or other assistance not otherwise provided for by law by following the standards set forth in Attachment O, Circular No. A-102, paragraphs 7,8 and 9 of the Federal Procurement Standards.

TOXIC SUBSTANCES. In compliance with RSA 277-A known as the Workers Right to Know Act, the Vendor shall provide Material Safety Data Sheets with the delivery of any and all products covered by said law.

SPECIFICATION COMPLIANCE. The Vendor may be required to supply proof of compliance with the bid specifications. When requested, the Vendor must immediately supply the Bureau of Purchase and Property with certified test results or certificates of compliance. Where none are available, the State may require independent laboratory testing. All costs for such testing, certified test results or certificate of compliance shall be the responsibility of the Vendor.

OFFER. The undersigned hereby offers to sell to the State of New Hampshire the services indicated in the following page(s) of this Proposal at the price(s) quoted in complete accordance with all conditions of this Proposal.

Bidder: _____

Address: _____

Tel. #. _____

By: _____

**THIS BID MUST BE SIGNED BY A PERSON
AUTHORIZED TO LEGALLY BIND THE BIDDER**

TYPE OR PRINT NAME

GLOSSARY OF TERMS

Terms used in this document are defined as follows:

Acceptance	The time at which services have been certified by the Contractor and State as meeting all operational requirements, and the Contractor's work has been 100% completed in a satisfactory manner.
Business Day	Any calendar day (24 hours) is considered a business day.
Call in Progress	Call not completed but currently with an established connection.
Call Progress	Dialing and initiation of call to establish connection.
Common Carrier	A supplier of facilities used to provide transmission of voice and data from one point to another over a telecommunications network.
Contract	Final agreement signed by the contractor and State, inclusive of all terms and conditions of the resulting agreement.
Contractor Employee	Any individual employed by or subcontracted to a Contractor providing services to the State.
Cutover	The transfer of services from existing Contractor services to new Contractor services and/or the introduction and initiation of services to any office.
Department	Department of Administrative Services
FCC	Federal Communications Commission
ICP	Inmate Call Processor system which administers the inmate phone stations.
Inter-LATA	Calls made from one LATA to another LATA. Calls between LATAs are handled by Inter-LATA carriers.
Intra-LATA	Calls made within the same LATA. For the purposes of this Bid, Intra-LATA shall include the 603 area code and all geographical areas of New Hampshire.
LATA	Local Access and Transport Area; geographic boundary between local exchange and inter-exchange carriers.
LEC	Local Exchange Carrier
Local Exchanges	The telephone number exchanges that may be called (telephoned) through a LEC Central Office without incurring toll charges.
MAC	Moves, Addition of telephones, or Change (relocation) of telephone services.
NPA	Numbering Plan Area (Area Code)
NXX	The first three digits of a North American telephone number.
PIC	Primary Inter-exchange Carrier.
PIN	Personal Identification Number
Proposal	Contractor's response to this Bid Request.
PUC	State of New Hampshire Public Utilities Commission
Repairs	Services initiated through trouble reports to Contractors and resulting corrections.
Replacement Services	Services replacing incumbent contractor services.
Offer	A Contractor's offer, submitted in response to a Bid.
State	The State of New Hampshire
Telephone Bank	Any grouping of two or more telephones within a single room or area of any location.
Vendor or Contractor	Any entity submitting an offer in response to this Bid.

1.0 GENERAL INSTRUCTIONS

1.1 Purpose

The purpose of this Bid is to establish a contract for inmate telephone and pay telephone services including telephones, switching equipment, administrative PCs, hardware, software, telephony facilities for local, intra-LATA and inter-LATA service, operation verification, maintenance and end user support. Inmate telephone services shall include all State Prison facilities. Pay telephone services shall incorporate all State locations either owned or leased by the State. Services shall be consistent with all specifications set forth in this Bid. Contractor shall coordinate all activities with existing State contractor in order to maintain a smooth transition of uninterrupted service.

1.2 Contractor Eligibility

Contractors must be technically competent to work on equipment for which they are proposing service. The Contractor must maintain a staff of fully certified and experienced technicians for provisioning and maintenance of telephones, equipment and related facilities. This Bid is restricted to qualified Contractors who can provide service, materials and coverage to the State as specified in this Bid.

1.3 Contract Term

The term of any resulting contract shall be from Governor and Council approval through the following 60 months. The contract may be extended for an additional two-year periods under the same terms, conditions and pricing structure. Said additional term shall be subject to Governor and Council approval. All services shall remain in effect from the commencement of the contract to the initiation of a future contract, not to exceed 90 days. Contractor may commence work at any time. Contractor will not be allowed access to prisons until July 1, 2006. Maintenance and support shall be continued throughout the duration of the contract.

1.4 Bid Inquiries

Contractors must carefully read and understand the information in this Bid. It is the responsibility of the Contractor to inquire and have clarified any requirements of this Bid that are not understood. **Any issues regarding the Terms and Conditions of this RFB must be resolved during the Contractor Inquiry period.**

Questions shall be submitted by E-mail to: dennis.leclerc@nh.gov

Question submissions must identify the Contractor's name, address, name of the person submitting the question and E-mail address. It is the sole responsibility of the Contractor to verify receipt of submissions via a confirmation call to 603-271-2888. The State shall not be held responsible for technical malfunctions or other hindrances limiting the receipt of communications.

All questions must be received on or before the Written Inquiries Deadline specified in section **1.16, Schedule of Events**. Official written answers will be provided to all questions and posted on the State web site at <http://www.admin.state.nh.us/purchasing/bids.asp>.

The State assumes no responsibility for understanding or representations concerning conditions made by its officers or employees prior to the execution of a legal contract, unless such understanding or representations are specifically incorporated into this Bid. Verbal discussions pertaining to modifications or clarifications of this Bid shall not be considered part of this Bid unless confirmed in writing. Any information provided by the Contractor verbally shall not be considered part of that Contractor's Bid.

1.5 Contractor Conference

An optional Contractor Conference will be held at the following location at the time and day identified in Section **1.16 Schedule of Events**:

Department of Corrections
Chapel Conference Room
105 Pleasant Street
Concord, NH 03301

The purposes of the Contractor Conference are to clarify any section of the Bid and provide preliminary answers to written contractor questions.

1.5.1 Unofficial Responses

All written questions received prior to the Contractor conference will be read aloud and will receive unofficial responses at the conference. Official written answers to all questions will be available on the State web site at <http://www.admin.state.nh.us/purchasing/bids.asp>.

1.5.2 Attendance

Contractor attendance is limited to not more than two (2) representatives per Contractor. E-mail intent to attend the conference to Dennis Leclerc at dennis.leclerc@nh.gov prior to the date and time indicated in section **1.16 Schedule of Events**.

1.5.3 Site Visits

Site Visits shall be held following the Contractor Conference. This will be the only opportunity to view Prisons. Attendance at site visits is optional. E-mail RSVP to Dennis Leclerc at dleclerc@admin.state.nh.us indicating the site to visit, prison name and location. Visits will occur on the date and time indicated in section **1.16 Schedule of Events**. *Only those responding to this RSVP request will be allowed to attend.* Locations are:

N.H. State Prison for Men, 281 North State St., Concord, N.H.
N.H. State Prison for Women, 317 Mast Road, Goffstown, N.H.
Lakes Region Facility, 1 Right Way Path, Laconia, N.H.
Northern N.H. Correctional Facility, 138 East Milan Road, Berlin, N.H.

1.6 Bid Addendums

If for any reason, the State finds it necessary to amend this Bid, addenda will be released on a State web site at <http://admin.state.nh.us/purchasing/bids.asp>. Addenda will be clearly marked as such and will be serially numbered. Failure of any Contractor to receive an addendum or the notification of all addenda numbers shall not relieve such Contractor from any obligation under the Bid or obligate the State in any way. All addenda so issued shall become part of this Bid. No one is authorized to amend this Bid by oral communication.

1.7 Contractor Certification

All Contractors must be duly registered as a Contractor authorized to conduct business in the State of New Hampshire. Contractors awarded contracts must provide a Certificate of Good Standing from the New Hampshire Secretary of State and completed W9 forms. Failure to successfully provide such will nullify any intent to award a contract by the State.

STATE OF NEW HAMPSHIRE VENDOR APPLICATION. Vendors must have a completed Vendor Application and W-9 Form on file with the NH Bureau of Purchase and Property prior to contract. See the following website for information on obtaining and filing the required forms (no fee): www.admin.state.nh.us/purchasing/bids.asp

NEW HAMPSHIRE SECRETARY OF STATE REGISTRATION A person or persons conducting business under any name other than his/her own legal name must register with the NH Secretary of State. Businesses are classified as 'Domestic' (in-state) or 'Foreign' (out-of-state). Please visit the following website to find out more about the requirements and filing fees for both classifications: <http://www.nh.gov/sos/corporate>.

1.8 Oral Presentation

Prior to the determination of award, Contractors may be required to make oral presentations to clarify responses or to describe system functionality. Contractor finalists may be asked to conduct the presentation during the week designated in section **1.16: Schedule of Events**. Presentation shall be live at a State location and include an interactive presentation of telephone and administrative terminal software operation.

1.9 Terms of Submission

All material received in response to this Bid shall become the property of the State and will not be returned to the Contractor. Regardless of the Contractor selected, the State reserves the right to use any information presented in a proposal. The content of each Contractor's proposal shall become public information once a contract has been awarded.

1.10 Licenses and Registrations

Contractors must have all licenses, registrations and permits required by Federal and State laws for performance of a resulting contract prior to the award of contract. Copies of each must be provided in an attachment to the Bid response.

1.11 Liability

The State will not be held liable for any costs incurred by the Contractor for work performed in the preparation and production of their Bid or for any work performed prior to the issuance of a contract.

1.12 Contractor Responsibility

The successful Contractor shall be solely responsible for meeting all terms and conditions specified in the Bid, their response and any resulting contract. Any subcontracted Contractor shall be approved by the State prior to commencement of any services related to the State.

1.13 Rights of State Government

This Bid does not commit the State to award a contract. The State reserves the right to interview any or all Contractors responding to this Bid. The Contractor shall arrange site visits with Contractor’s clients and facilities if requested by the State. The State shall be the sole factor when determining what constitutes an acceptable offer.

1.14 Cancellation of Bid

The State reserves the right to cancel this solicitation at any time prior to contract award, in which case all responses will be rejected.

1.15 Certificate of Insurance

The successful Contractor shall furnish to the State, prior to contract, insurance certificates for coverage as defined in Attachment G.

1.16 Schedule of Events

The following table summarizes the upcoming Bid related events and timeframes.

EVENT	DATE	TIME
Bid Released to Contractors	3/15/06	
Contractor Inquiry Period Begins	3/15/06	
Contractor Questions Due	3/27/06	4:00 P.M.
RSVP for Conference and Each Site Visit (on a per site basis)	3/27/06	2:30 P.M.
Optional Contractor Conference	3/30/03	9:00 A.M.
Optional Site Visits		
NH State Prison for Men	3/30/06	11:00 A.M.
NH State Prison for Women	3/30/06	2:00 P.M.
NH Lakes Region Facility	3/30/06	4:00 P.M.
Northern NH Correctional Facility	3/31/06	10:00 A.M.
Contractor Inquiry Period Ends	3/31/06	4:00 P.M.
State Final Responses to Contractor Inquiries	4/17/06	
Final Date for Proposal Submission	4/21/06	2:30 P.M.
Contractor Presentations/Discussion Sessions/Interviews-, if necessary, week of	4/23/06	
Anticipated Date of Proposal Evaluation Completion	5/2/06	
Anticipated Date of Intent to Award Contract	5/2/06	
Proof of Insurance and Bond Due	5/5/06	
Governor & Council Award	6/7/06	
Installations Complete and Fully Functional	8/21/06	
Certificate of Completion	8/28/06	

1.17 Security for Faithful Performance

Contractors shall file a \$100,000 performance bond with the State. Bond shall be issued by corporations satisfactory to the State, duly and legally licensed to transact business in the State of New Hampshire. Bonds shall be issued at the expense of the Contractor, maintained by the Contractor at the Contractor's expense, and shall remain in effect for the length of the contract and any extension.

1.17.1 Delivery

Bond shall be delivered to the State five (5) business days after notice of intent to award contract. If such is not provided, the intent of award shall be nullified and the State will award the contract to an alternate Contractor.

1.17.2 Bond Award

Performance bond shall be awarded the State on the occurrence of any one of the following:

- Services are not fully functional and operating as specified within on August 23, 2006.
- Contractor fails to provide service within 14 calendar days of request for a single telephone at any new State location if total number of requests within the same 14 day period does not exceed 20 telephones.
- In the event that a replacement subsequent contract is not awarded to the same Contractor, the existing Contractor fails to supply all equipment and services for a period of up to 90 days beyond the contract termination date.
- Equipment installed fails to perform per the Bid requirements.
- Contractor fails to complete calls to any location due to policy, technical or other reasons.
- User billing is incomplete and/or inaccurate.
- Billing reports provided to the State are incomplete, inaccurate or missing.
- Equipment and installation information provided to the State is incomplete or inaccurate.
- Commissions and commission statements provided the State are inaccurate or incomplete.
- Failure of the Contractor to comply with the terms and conditions of this agreement.

1.18 Final contract

Any contract will not be final or binding upon the State unless it is approved by the Governor and Council pursuant to RSA 4:15. An award under RSA 21:I-13, II shall occur when the Commissioner submits a contract to Governor and Council. At that time, all proposals will be available to the public to the extent permitted by the "Right to Know" law, RSA 91-A.

1.19 Standard Contract Form

The State of New Hampshire standard contract form (Attachment H) is part of this Bid and shall be separately executed by the State and the awarded Contractor without alterations in event of a contract as a result of this Bid.

1.20 Public Information

Contractor hereby acknowledges that all information relating to this Bid and any resulting order (including but not limited to fees, contracts, agreements and prices) are subject to the laws of the State of New Hampshire regarding public access.

1.21 Bid Disclosure

RSA 21-I:13-a, II- (1988) provides, in part, that no information shall be made available to the public concerning public bids from the time the Bid is made public until a contract is actually awarded, in order to protect the integrity of the public bidding process. Information contained in Bids submitted to this or any subsequent Bid issued shall not be released to the public or to other persons until contract award. At that time all Bids will be disclosed to the public to the extent required by the statutes governing access to public records and meeting the "Right to Know" law, RSA Ch. 91-A.

1.22 Bid Disclosure Exemption

If a Contractor wishes to submit information it believes to fall within an exemption from the disclosure requirements of the Right to Know Law, RSA Ch. 91-A, the Contractor must clearly mark each page of its Bid containing such information. A designation by the Contractor of information it believes exempt does not have the effect of making such information exempt. The State will determine the information it believes is properly exempted from disclosure.

1.23 Evaluation and Award

A single contract shall be awarded for all services based upon the lowest cost of services and the highest commission paid to the state for all services, using past service estimates. The formula used to compare final costs is: Total Cost of Services-Commission Paid = Evaluation Cost. Only Contractors meeting all Bid requirements will be considered for contract. Any false or misleading statements found in the Contractor Bid shall be grounds for disqualification. The State reserves the right to reject any and all Bids at its discretion. The Bid as released by the State, any addenda, and the Contractor response shall be incorporated into and form the basis of a written contract with the State.

1.24 Contract Interpretation

Any contract as a result as this bid process shall be interpreted in accordance with the laws of the State of New Hampshire. Failure of State at any time to require strict performance of any provision of any future contract shall not constitute a waiver of that provision nor in any way limit enforcement of the provision.

1.25 News Releases

Public announcements or news releases pertaining to this contract must not be made without prior written approval of the State.

1.26 Proposal

The Contractor shall respond to this Bid prior to the due date specified in section **1.16 Schedule of Events** according to the format specified below. All responses must be concise, well organized and provide sufficient detail to allow the evaluators to determine the ability of the proposed service to meeting the bid requirements. If the company product literature or other publications are attached and intend to be used in direct response to a Bid requirement, include direct references to the Bid section requirement and page number.

The Contractor's signature on a proposal submitted in response to this Bid guarantees that the prices quoted have been established without collusion with other eligible Contractors and without effort to preclude the State of New Hampshire from obtaining the best possible competitive proposal.

1.26.1 Terms of Submission – Return of Complete Original Bid Copy

Contractors must submit a complete response to this Bid. **Contractors may not take any exceptions to the Terms and Conditions of this Bid if they have not been addressed in State released Addenda in response to questions placed during the Contractor Inquiry Period. Any issues with the Terms and Conditions of this Bid must be resolved prior to submitting a response.**

Response must include 1 "original" and one "copy" of the submitted bid. The "Original" submission must include a complete printout of all issued Addenda (if applicable) and the entire Bid. Do not reorganize or re-sequence these documents. An Officer authorized to bind the Contractor as specified in this Bid must sign the Form P-31-A (General Conditions and Instructions/Contract Terms and Conditions) found in the beginning of this Bid package. By signing these terms and conditions, the Contractor is also agreeing with all provisions defined in this Bid, including the P-37 Agreement form as noted in **Attachment H Sample Contract Form**. The **FORM P-37** includes the standard terms and conditions prescribed by the Department of Justice for providing Services to the State and are required for acceptance by Governor and Council. This form will be completed upon award of contract.

An unsigned or incomplete bid shall be rejected. In responding to the Bid, the Contractor shall address all requirements for information, and frame their proposal in the format as follows.

1.26.2 Submission of Bid

Bid response **MUST** conform to the following criteria to be considered for award.

All responses must be delivered in sealed packages, and permanently marked showing the following information on the outside of the package:

Contractor's Name and Address
RFB Number
Bid Due Date

"SEALED Bid"

BID FOR INMATE AND PAY TELEPHONE SERVICES

- The "ORIGINAL" Bid submission must be clearly and permanently marked "ORIGINAL" on the cover.
- The "ORIGINAL" submission must include in the following order:
 - Copy of Addenda (if any issued) in numerical sequence, completed and signed.
 - The entire Original Bid with completed and signed P-31-A.
 - Contractor's Response to Bid Pricing (**ATTACHMENT A**).
 - Contractors must also submit one (1) identical "**COPY**" of the response which must be **clearly and permanently** marked "**COPY**" on the front. The "**COPY**" need not include the Addenda or the RFB;

- o The response package must be delivered to the following address. Any package delivered to any other location of the State will not be honored as received. Label the package as follows:

**Bid No. 532
Department of Administrative Services
Bureau of Purchase and Property
State House Annex, Room 102
25 Capitol Street
Concord, NH 03301
(603) 271-3147**

All responses must be received in the Bureau of Purchase and Property on or before the Contractor Bid Due Date stated on the first page of this Bid (Form P-31) and in section **1.16 Schedule of Events**. Contractors mailing their responses must allow sufficient time for delivery by the deadline. Bids received in the Bureau of Purchase and Property after the specified date and time will not be considered.

For Contractors wishing to attend the RFB Opening: Only the names of the Contractors submitting responses will be made public. Specific response information will not be released at that time.

1.26.3 Proposal Sequence

Bidders proposal must be arranged in the following sequence of documents.

1.26.3.1 Form #P-31

GENERAL TERMS AND CONDITIONS FOR SERVICES page with all blanks completed and signed by a person authorized to bind the Contractor in the Bid offer. Submission must include the Contractor's name, contact person, contact telephone number, address, city, state and zip code, fax number and e-mail address. All subsequent pages must be numbered.

1.26.3.2 Original Printed Bid

This Bid has been released electronically. Bidder must print and submit an exact bid released printout as evidence of agreement with all terms and conditions of the released bid as modified through State provided addenda. Any changes in text, terms or conditions without State released addenda shall be rejected. All terms and conditions as released by the State will take precedence over changes provided in Contractor proposals. Do not re-type the bid or insert comments between sections.

1.26.3.3 Corporate Resolution

A Corporate Resolution signed by the Secretary of the Corporation authorizing the person signing the Bid Form #P-31 to legally obligate the Contractor to the offer. Said signature shall signify that the Contractor accepts all State of New Hampshire contract Agreement General Provisions and all other requirements of the Bid. A sample resolution is included in Attachment I.

1.26.3.4 Executive Summary

The Executive Summary must summarize the Contractor's proposed solution including the manufacturer, model and version of all equipment and software to be provided. This summary provides Contractors the opportunity to confirm the ability of their offering to meeting the bid requirements.

1.26.3.5 Company Profile

The Contractor shall provide at a minimum, a general company overview including company background, number of employees, financial capabilities of business and a listing of any litigation, previous or currently outstanding, relating to the Contractor and any proposed subcontractor's performance. Contractor must provide information demonstrating that their staff is of sufficient size and experience to complete the requirements outlined in this Bid.

1.26.3.6 Experience

The Contractor shall have services and products operating for existing customers that are comparable in size and type to those proposed in this Bid. Include a list of the five most recent installations, customer contacts, telephone numbers, equipment used and brief description of projects.

1.26.3.7 Detailed Response

The Contractor must confirm that their proposed service will meet or exceed the requirements as outlined in the Bid, and how it will be accomplished. Contractors should provide a comprehensive and detailed description of the products and services offered in response to the requirements described in Section 3: Scope of Services. Include manufacturer operation and installation manuals defining system technology. The Contractor must provide with their proposal, a complete installation plan, including installation time frames, milestones and expected due dates of milestones.

1.26.3.8 Attachment A Pricing

Prices must be submitted using Attachment A: Pricing.

1.26.3.9 Attachment B References

Contractor must provide a minimum of three references for Inmate Telephone and Pay Telephone customers currently employing the Contractor equipment and service offered to the State. It is preferable that public sector references be provided. Include contact name, title, address, telephone number, e-mail address, name of government entity and department. For each reference the Contractor must provide:

- A description of the service provided;
- The service time period (start date to finish date);
- The total number of devices provided.

Ensure that all Reference names and phone numbers are current and can be contacted easily.

2.0 GENERAL INFORMATION

2.1 General Overview

The intent of this Bid is to obtain a Contractor for the provisioning of Inmate Telephone Services at all State Prisons and Pay Telephones at a number of State government locations. No costs shall be directed to the State. The Contractor shall provide all facilities, equipment, network and invoicing services. Contractors shall provide commission to the State based on Gross charges exclusive of taxes and federal fees.

2.1.1 Service Locations

Inmate Collect-Call telephones are required at State Prison facilities including the State Prison for Men on 281 North State Street in Concord, Shea Farm on 60 Iron Works Road in Concord, the State Prison for Women located on 317 Mast Road in Goffstown, the Lakes Region Facility located on 1 Right Way Path in Laconia and the Northern New Hampshire Correctional Facility in Berlin. The Shea farm is a new inmate telephone location requiring two inmate telephones. Additional locations and phones may be added or deleted at any time due to the opening, expansion or closing of prisons.

Approximately 145 locations require approximately 257 pay telephones. Locations include owned and leased space throughout geographic New Hampshire. The Contractor shall be responsible to review sites, record telephone numbers, verify telephone locations and report back to the State with all such information.

2.1.2 Service Availability

Service shall be available 24 hours per day, 7 days per week. Services shall encompass all facilities and equipment necessary to implement required operations including local, interLATA and intraLATA transport. The Contractor shall coordinate all activities with existing Contractors in order to maintain a smooth transition of uninterrupted service.

2.1.3 Travel Expenses

The State shall not be responsible for Contractor travel expenses inclusive of, but not limited to, airfare, hotel, meals, car rentals, car mileage or out of pocket expenses.

2.1.4 Shipping and Delivery Fee Exemption

All items covered under this contract shall be delivered as the responsibility of the Contractor and at no cost to the State.

2.1.5 Confidential Information

The Contractor agrees that all discussions or information gained during an engagement shall be considered confidential and that no information gathered by the Contractor shall be released without prior consent of the State

2.1.6 Service Coordination

All services shall be coordinated directly through the State. The administrating office address is:

Dept. of Administrative Services, Telecommunications Section
Room 405
25 Capitol Street
Concord, NH 03301
Telephone 603-271-2888
Fax: 603-271-1115

2.2 Current Usage

Currently services are contracted through Public Communications Services of Los Angeles, CA. The following table reflects usage statistics over the 2005 calendar year by location. The future quantity of services will vary. No guarantee of service quantity is given or implied. Refer to Attachment E for additional detail. These tables are for reference only.

SERVICE ITEM	INMATE SERVICE LOCATIONS (ACTUAL USAGE)				PAY PHONES (ESTIMATED USAGE)
	CONCORD	GOFFSTOWN	LACONIA	BERLIN	ALL PHONES
INTER-LATA					
CALLS	58,113	5,702	9,933	16,561	2,484
MINUTES	1,028,411	69,847	158,172	318,828	47,850
INTRA-LATA					
CALLS	132,773	15,225	35,347	35,323	32,850
MINUTES	2,061,778	181,401	535,679	604,482	510,000
LOCAL					
CALLS	40,866	4,862	8,320	3,917	8,700
MINUTES	944,721	56,810	150,233	110,726	186,000
NO. OF PHONES	111	33	40	62	257
INMATE POPULATION ON 2-17-06	1470	108	255	535	257

No records exist for the two inmate telephones at Shea Farm that will be installed by the Contractor since this is a new location currently without inmate telephones. Up to 40 inmates may be housed at this location.

2.3 Systems Environment

Contractor supervisory and switching equipment must be environmentally protected or environmentally hardened. Inmate telephone equipment may be placed within prison buildings. Such locations will be heated but not air conditioned. Space is limited to the location of current equipment. No special consideration will be given to Contractor equipment.

Telephones may be located inside or outside of buildings. Telephones must be designed to withstand limited protection from adverse conditions.

3.0 SCOPE OF SERVICES

This section includes specifications for Inmate Telephone and Pay Telephone services. Items under 3.1 are common to both services while items under 3.2 are specific to Inmate Telephone services and items under 3.3 are specific to Pay Telephones. The Contractor must include any equipment and facilities required for the services to perform as specified within.

3.1 Common Requirements

3.1.1 Scope

Contractor shall provide complete “turn key” services, requiring no items ordered or provided by the State. The Contractor shall obtain all Local Exchange Carrier (LEC) and Inter-Exchange Carrier (IEC) services required to provide services. The Contractor is not authorized to incur any charges for which the State shall be responsible. Any and all charges levied by the LEC for PIC changes shall be invoiced to and paid directly by the Contractor and end user. The State shall not be responsible for any costs related to service. The State shall not provide labor, equipment or facilities to implement and maintain services. The total quantity of services will vary. No guarantee of service quantity is given or implied. Services locations may be added or deleted by the State at any time.

3.1.2 Installation Guidelines and Schedules

The Contractor must provide and install equipment on sites with limited space provisions. Sites are presently equipped by PCS or their subcontractors. The Contractor is required to install replacement equipment within the same locations and cut over services prior to removal of existing equipment.

3.1.3 Ownership of Equipment

The Contractor shall retain ownership of all equipment throughout the duration of the contract. All equipment and services shall remain in operation from the commencement of the contract to the initiation of a future contract. In the event that a replacement subsequent contract is not awarded to the same Contractor, the existing Contractor shall supply all equipment and services for a period of up to 90 calendar days beyond the contract termination date. The State shall bear no costs for the installation of new services, or the removal and transfer of existing services.

3.1.4 Interface Cable, Jacks and Administrative/Investigative PCs

All cable, wire, patch panels, jacks, interface blocks, wire management facilities and Administrative/Investigative PCs shall remain as property of the State at the termination of this agreement.

3.1.5 Subcontractor Equipment

The Contractor must provide documentation on equipment ownership if other than the primary Contractor (subcontractor) and the terms of the use (if not owned by the Contractor) of such equipment.

3.1.6 Removal of Equipment

The State shall bear no costs for the removal and transfer of services from incumbent contractor to the contractor obtained as a result of this bid. Contractor shall make arrangements for removal of existing systems at each facility, with smooth cutover to new services without interruption of service. The Contractor must coordinate all circuit orders with the LEC and IEC. Timelines shall be coordinated with State designate.

3.1.7 Installation

All wiring and connections to the Contractor equipment shall be made using Contractor supplied cable and facilities. The Contractor shall provide all materials required to install receptacles and wiring. Existing cable owned by the State may be used where available

New or Like New Equipment

3.1.8 ADA/IBC Codes

The contractor must abide by the most current version of the Americans with Disabilities Act (ADA) and International Building Code (IBC) codes in all respects, inclusive of the mounting height requirements, signage, lighting and Telecommunications Device for the Deaf equipment requirements. The State shall not be held responsible for supplying or maintaining any mountings or devices.

3.1.9 Operational and Maintenance Support

Contractor must provide support for all services. The State shall not provide personnel for system installation, maintenance or operation. The Contractor shall work with the incumbent service provider to convert all existing data to required format and loading into the replacement system. The Contractor shall accept data from the current provider in any form provided. The Contractor shall load the information into replacement systems. Complete operational testing including any and all hardware and software must be performed prior to any cut over.

3.1.10 Telephone Support

Contractor must provide toll free dial up telephone number(s) for 24 hours per day, 365 days per year support of all services.

3.1.11 Cooperation with Carriers

The Contractor shall cooperate fully with any interstate carrier, intrastate carrier and/or LEC in supplying any required routing guide and/or translation changes. The Contractor shall cooperate fully with any interstate carrier, intrastate carrier and/or LEC in transferring services and equipment required to provide uninterrupted service. The Contractor shall order, coordinate, and schedule all associated carriers for the installation of telephone facilities and services. At no point in time, will any bank of telephones be left without service. Single stations shall not be out of service for periods exceeding two interrupted and/or consecutive hours for any single day.

3.1.12 System Failures

The Contractor shall accept trouble reports from State contacts and telephone service users regarding the improper operation of telephones, failure of call completion or feature operations.

3.1.13 Call Completion Failures

The Contractor shall accept complaints from called parties regarding failure of call completion for any and all reasons. This shall be inclusive of complaints due to lack of payment, location of called party service, Local Exchange Carrier (LEC) or Long Distance Carrier (LDC).

3.1.14 Inter-LATA Carrier Selection

Inter-LATA services shall be completely transparent to the caller, not requiring human interface to complete calls.

3.1.15 Call Quality

Contractor shall insure a high quality of calling services, correcting noisy call problems and minimizing deficient call completion issues.

3.1.16 Line Optimization

The Contractor shall optimize line quality through various methods of conditioning whenever required to meet Bellcore standards.

3.1.17 Test Calls

Contractor shall provide high quality transmission service. Service shall be verified by a test call to an industry standard milliwatt tone and quiet generated in a facility within a selected North American NXX/NPA, and measurements taken regarding tone loss and line noise. Readings must be within 0 to -8.5 for loss and lower than -20dbm for noise. All other readings shall be considered substandard.

3.1.18 Credit for Faulty Call Transmission

Credit for calls shall be issued when a caller attempts to place a call, does not get connected, and yet is billed; or when a call is terminated within 30 seconds of call initiation, due to substandard transmission quality, and a second attempt is made.

3.1.19 State Notification of Faulty Transmission

The Contractor shall notify the State of any change or impact on various transmission facilities diminishing transmission quality.

3.1.20 Call Completion

The Contractor shall be responsible to insure proper call completion and to provide the State with accurate traffic statistics, maintenance and operational reports.

3.1.21 Connect Time

The Contractor shall limit call connect time access (time period from the end of dialing to ringing at destination line) to 8 seconds or less.

3.1.22 Connectivity

Contractor shall accept and complete all calls to all locations. Rejection of calls based upon local carrier, service reseller, called party registered long distance carrier, or Contractor selected long distance carrier is prohibited.

3.1.23 Commission Management Reports

Monthly income and usage reports must be provided by e-mail or directly downloadable from Contractor web site. Income report files must be compatible with MS Access and Excel programs. Report shall identify revenue and commission paid by telephone station and by site. Inmate reports shall be e-mailed to: jbelden@nhdoc.state.nh.us and dennis.leclerc@nh.gov Pay telephone reports shall be forwarded to dennis.leclerc@nh.gov. Reports shall:

- Accompany each payment of commission or be provided at a Contractor web site and downloadable by the State;
- Identify revenue and commission paid by location;
- Detail calculations based on the various provisions of the Contractor's commission rate schedule;
- Summarize Costs by Telephone;
- Summarize Types of Calls by Telephone.

3.1.24 Reporting Requirements

Reports shall be due on 30th of each month following the month of services. All such reports must be available on line via a secure Internet web site, available to any State authorized individual at any time. Up to ten (10) State users shall be allowed simultaneous access, secured through password protection. Reports shall include all items and details as noted in Attachment F Sample Contractor Reports for Telephone Usage.

3.1.25 Dedicated Financial Representative

The Contractor shall assign a dedicated financial representative to the State account who will cooperate with the State to resolve income, call detail, equipment programming and data discrepancies. Financial Representative (or knowledge equivalent substitute) must be available each State business day during State business hours of 8:00 a.m. to 4:30 p.m., Eastern Standard Time.

3.1.26 Corrective Data

The Contractor shall provide within five (5) working days, any corrective data requested by the State. This is inclusive of balances and credits owed the State.

3.1.27 Installation Report

On or before August 29, Contractor shall provide a Certificate of Completion and detailed report defining each installation location, line telephone numbers and circuit numbers used to provide service. The following additional items must be provided:

- Certification of completion indicating that all services and products are operational., complete and fully tested per contract requirements.
- Front view (Complete manufacturer diagram or printed digital picture) of cabinet and each item of equipment installed.
- Side view (Complete manufacturer diagram or printed digital picture) of cabinet and each item of equipment installed.
- Side view (Complete manufacturer diagram or printed digital picture) of cabinet and each item of equipment installed.
- Cable layout including all blocks (66,110 or other) and interfaces.
- Network Hub Layout
- MDF Termination Detail
- Block layout identifiers

3.1.28 Repair and Monitoring Practices

All equipment provided shall be the responsibility of the Contractor. Contractor shall provide and maintain all equipment at locations specified within this document. It is the responsibility of the Contractor to furnish all items required to insure operation, including racks, cable, power distribution, telephones and electronic switching. The Contractor shall provide spares, trained personnel and software to support the equipment at the Contractor's cost throughout the duration of the contract.

3.1.29.1 Response to Major Service Calls

The Contractor shall respond to a major service call within four (4) hours of report of occurrence. A major service call is defined as a loss of twenty-five 25 % or more of any one bank (greater than one telephone) of telephones or loss of carrier services. State business day for inmate telephone service is any calendar day (24 hours).

3.1.29.2 Response to Minor Service Calls

The Contractor is to respond to a minor service call within the next business day of report of occurrence. A minor service call is defined as any service call not defined as major. Additional services such as Moves Adds and Changes (MAC) will be requested after installation. Most work will be scheduled some time in advance (three or more days), but the Contractor shall service the State within the next business day when requested to do so. In all cases, work must be completed within 10 business days. For inmate telephone services, next business day shall be next calendar day.

3.1.29.3 Repair Reports

The Contractor shall provide monthly trouble reports summarizing repair activities for the previous month's reports. The Contractor must meet with the state either in person or via a telephone conference call regarding corrective actions and trouble resolution upon request. Type of meeting will depend upon problem severity as decided by the State.

3.1.29.4 Unauthorized Activities

The Contractor shall provide immediate notification to the State upon receipt of evidence of fraud, vandalism, wire-tap, or any other access to, or use of, services or products other than authorized by the State.

3.1.29 Audits

The State shall have the right to conduct an audit of any Contractor and its sub-Contractor(s) for the specific purpose of determining the accuracy of commission payments to the State.

3.1.30 Contacts

The Contractor, within five (5) days after contract award, shall notify the Telecommunications Section, in writing of the names, addresses and telephone numbers of the principal contact(s) for:

- Trouble-shooting and routine repairs;
- Major outage/trouble reports;
- Escalation procedures;
- Commission payments and accounting records;
- Terms and conditions.

The Contractor shall provide written notice to the Telecommunications Section of any changes of contact personnel and/or telephone numbers.

3.1.31 Telephone Count

The Contractor must provide service on a one telephone to one telephone replacement basis. The Contractor shall not decrease telephone count unless directed to do so by the State.

3.1.32 Confidential Information

The Vendor agrees that all discussions or information gained during an engagement shall be considered confidential and that no information gathered by the Vendor shall be released without prior consent of the State

3.2 Inmate Telephone Requirements

Alls services shall be "turn key" requiring no preparation by the State. The Contractor shall obtain and transfer all inmate data records into the systems. The number of telephones and telephone access for inmate telephones will be limited as deemed necessary by Department of Corrections administration.

3.2.1 Administrative / Investigative PCs

All Administrative / Investigative PCs shall be maintained by the Contractor throughout the contract, but be turned over to the state at the termination of the contract. The State shall receive such including all software and peripherals, as considered inclusive in the system. The State shall not be held responsible for any damage to equipment. All call records, call recordings and related records shall be State property and remain with the State at the termination of any contract.

3.2.2 Compact Design

The Inmate Call Processor (ICP) shall be of compact design requiring a minimum of wall and floor space. Contractor must submit a scale drawing of the required installed space.

3.2.3 Power

Each ICP unit shall be powered by no more than a single, unconditioned, 115 volt, 60 Hz power source drawing no more than twenty (20) amps. ICP shall be equipped with an internal UL listed power supply that is tolerant of line transients, momentary surges, and short duration power drops such that inmate phone operation continues in the presence of such common disturbances. No auxiliary power cords, external power supplies, or AC/DC converters shall be required at the actual inmate phone stations. Power backup (UPS or battery with line conditioning) for up to 15 minutes in the event of power failure must be provided. The State shall provide a 115 V, 15 A outlet. Outlet may be shared with existing Contractor equipment.

3.2.4 Telephones

Each telephone station must be self-contained, utilizing telephone cabling for all connectivity. Cable must be protected by encasement in metal conduit. Installations may use existing conduit utilized by the present Contractor when available.

3.2.4.1 Armored

Stations must be armored, coinless phones designed for use in correctional facilities. Telephone stations must include stain resistant metal casing, metal armored handset cord, armored handset, moisture resistant keypad and concealed fittings to prevent inmate tampering. Coin phones or phones requiring local power are not acceptable. Phones must be dumb stations with a minimum of electronics. Intelligence must reside within the ICP

3.2.4.2 Handset

Telephone handset must be protected from puncture by metal grids placed directly over each transmitter and receiver.

3.2.5 Postings

Basic telephone operation instructions must be posted within 12" of each phone. Posting shall be in English, Spanish and French. Sample posting is provided in Attachment B.

3.2.6 System Functional Requirements

3.2.6.1 Automated Operations

The ICP must provide fully automated collect calling without the ability to access a live operator. All calling services shall be completely automated, not allowing human interface with operators or call attendants. The Contractor shall assure that no operator assistance services (0+ dialing) may be accessed. The Contractor must assure that no directory assistance services may be accessed.

3.2.6.2 Voice Prompts

The ICP shall offer clear and concise voice prompts in English, Spanish and French. English will be the default prompt. Inmates shall be able to select the desired language via prompts. Voice prompts must be given in short sentences with meaningful instruction for operation of the system. Beeps, tones, and other non-voice sounds shall not be permitted as substitutes for voice instructions, except when standard sounds such as dial tone, ringing, busy signals, on hold and intercept tones are appropriate. Phone signs, printed hand-outs, and video-training tapes are not an acceptable alternative to a complete range of voice prompts and messages.

3.2.6.3 Fraud Control

The ICP must include the following fraud control features:

3.2.6.3.1 PIN

System must require successful entry of a valid personal identification number (PIN) to provide positive identification of the inmate seeking access to the system, prior to call dialing. Prompts to verify PIN inputs must require DTMF verification within 15 seconds of request. Callers shall be allowed only two chances to enter a correct PIN before being disconnected. PIN numbers shall be variable in length, set per DOC requirements. Current consideration is to utilize inmate DOC numbers as the identifying PIN. Maximum length shall be a minimum of 20 digits.

3.2.6.3.2 Switch-hook Detection

The system shall constantly monitor the inmate phone for attempts to manipulate the switchhook in order to bypass system controls. Any such attempt will result in call disconnection. At no time will the inmate reach outside dial

tone or operator assistance. Call detail reports must reflect reason for disconnect. Detection sensitivity must be adjustable to defer premature disconnect due to noisy connection.

3.2.6.3.3 Third Party Conference Call Detection

Third party conference call detection limiting the possibility of call conferencing and call forwarding. Detection sensitivity must be adjustable to defer premature disconnect due to noisy connection.

3.2.6.3.4 Voice Overlay Recording

System must provide voice overlay recording alerting called party that they are speaking to an inmate from a correctional facility. Overlay recording must be provided at initial contact with called party and played randomly during call duration. Volume must be remotely adjustable by the State or Contractor system administrators to insure that volume is consistent with telephone receiver volume.

3.2.6.3.5 Incoming Call Block

The ICP must not respond to incoming ringing on any of its lines used for placing outbound inmate collect calls. No signaling or ringing of the inmate station phones shall result from an incoming ring on a line.

3.2.6.3.6 Sound Path Blocking

The ICP must block the audio path to the inmate phone during call placement and during the time when the ICP is requesting acceptance of the collect call charges. During audio blocking, the inmate shall be given call progress tones to indicate that the call is being connected until such time as positive acceptance or rejection is detected.

3.2.6.3.7 Call Blocking

The ICP must provide call blocking upon dialing based upon an administratively defined set of telephone numbers. Blocking shall be defined by the NPA, individual digits or exchanges as selected by the system administrator (i.e. 800 numbers, 900 numbers, etc.). At a minimum, call blocking must be provided for up to 100,000 specified telephone numbers. This feature must be remotely programmable.

Calls shall be restricted to collect calls only. Inmates shall be prohibited from dialing: 900, 911, 411, 555-1212, 0-, 00-, 700, 976, 900, 888, 800, 10XXX, 950, in order to ensure that there is no possibility of inmate live operator access. In addition, the system shall be equipped with virtually unlimited capacity for individual blocked numbers which can be added on-site via one of the administrative terminals.

Calling card services shall not be allowed.

3.2.6.4 Call Duration

Call duration must be controlled per defined length of call. Both called and calling parties will receive a voice message indicating maximum call duration has been met and that the call will terminate. Time duration must be programmable in one-minute increments from three to sixty minutes. Maximum call length shall be determined by the State.

3.2.6.5 Call Acceptance

The ICP must not deem a call to be accepted until such time as the call recipient acknowledges receipt by dialing a system recognized digit on a touch tone telephone. The ICP must be able to distinguish such signal from line noise such as pops or clicks, i.e. as may be created by answering machines.

3.2.6.6 Called Party Block

The system shall allow an automated call block feature, permitting the caller to block their number from being dialed in the future. The called party simply dials a single digit DTMF code once the message that the call received is from an inmate facility and the calling inmate name is played. A record is generated and the system administrator is notified of the blockage. The system automatically blocks the call. The administrator may change the denial operation at any time via the administrative terminal.

3.2.6.7 Investigation Call

The system shall provide a no call cost service allowing inmates to dial an on site investigative report telephone number without incurring charges. This call shall not require the use of voice identification or PIN.

3.2.6.8 On Hook Verification

The system must require that the inmate hang up following each call in order to place another call. When the first call is complete, the phone becomes inoperable until it is placed on-hook again.

3.2.6.9 Station Disconnect

The system shall be provided with two methods to quickly shut down all telephones during an emergency. The facility will be equipped with manual hand operated cut off switches and software controlled disconnect. The manual switches shall override any electronic or preprogrammed on-off parameters. Switches shall be installed in a controlled area (Presumably the Control Room if not currently installed and available.). An officer from The State of New Hampshire Department of Corrections shall be enabled to shut off individual phones, all phones in a POD or all phones at the facility with mechanical switch(s). Software controlled switching shall be accessible from Administrative/Investigative PCs.

3.2.6.10 Pulse Dial/DTMF Call Acceptance

The system shall offer both rotary and touch tone call acceptance.

3.2.6.11 Call Sequence

This section defines the sequence of events for an inmate call.

Caller lifts handset.

Caller receives a repeated message to choose between English, Spanish or French, each in the appropriate language.

Caller receives repeated message to enter a Personal Identification Number (PIN).

Caller enters PIN number.

Caller receives repeated message to indicate that number entered was number desired. Caller presses a DTMF key to continue the call, or a different key allowing the caller to re-dial the number.

Caller receives message to state his name.

Caller states his name.

Message is played to the caller, indicating an acceptance or rejection of the call attempt. If the ID is rejected, the phone will be disconnected.

Inmate dials number.

Receiving party telephone rings.

Receiving party answers call.

Receiving party hears a message in English, Spanish and French indicating that this is a call from a correctional institution located in Berlin, New Hampshire (or other proper prison location) and, plays the voice recorded name of the inmate, and provides information on how to accept or reject the caller. The calling party is not cut through until the call is accepted. The caller only hears a repeated message that his call is being processed.

Inmate receives message that his call is either connected and he hears the called party or that his call is rejected, in which case the call is immediately terminated. Both parties hear a message that the conversation is subject to monitoring and being recorded. All messages up to this point shall be repeated twice prior to hang-up.

Every six seconds throughout the call the inmate hears a recording tone and randomly the called party receives a message that the call has been placed from a correctional institution.

3.2.6.12 Call Detail Reporting and Storage

The ICP must provide on site storage of call detail information. Other requirements include the following:

3.2.6.13 Capacity

Active storage capacity of up to 6 months of call records on hard disk or equivalent media. Ability to transfer call records to any Administrative/Investigative PC. Contractor shall provide computer, hard drive, software and interface to Contractor network to insure 24 hour operation enabling simultaneous access from any Administrative/Investigative PC. Back-ups shall be performed weekly. All records older than 6 months shall be routinely backed-up tape, CD or other permanent record media.

3.2.6.14 Call Backup

Calls shall be backed up hourly with indefinite retention of call details and voice track in the event of power failure.

3.2.7 P-02 Grade of Service

The system shall maintain at a minimum, a P-02 grade of service from all telephones, regardless of the number of telephones or application selected or in use.

3.2.8 Automatic Trunk Disable

Contractor must utilize automatic trunk and channel disable for failed trunks and transmission channels.

3.2.9 Out-Dialing

Outside of any digits required by the requested security measures, any proposed service shall not require the dialing of additional digits beyond the one (1) and the ten digits (three digit NPA, three digit NXX, and four remaining digits of the number) normally dialed for North American calling. Use of dial-around carrier selection shall be restricted.

3.2.10 Administrative / Investigative PC Specifications

The Contractor shall provide a minimum of twelve (12) administrative / investigative PCs for State employee use. Six (6) shall be located at the Department of Corrections facilities located on 281 North State Street in Concord, one (1) at the Shea Farm located on 60 Iron Works Road in Concord, one (1) at the State Prison for Women located on 317 Mast Road in Goffstown, two (2) at the Lakes Region Facility located on 1 Right Way Path in Laconia, and two (2) at the Northern New Hampshire Correctional Facility in Berlin.

3.2.10.1 Hardware Requirements

All locations shall be networked to allow monitoring and restoration of records from any Administrative/Investigative PC. The primary use of these PCs shall be for State investigator staff. All PC work stations shall be industry standard equipment, including the following minimum specifications:

- 2 GHz Pentium IV (or equivalent) Processor
- 16MB Video memory
- 3.5" 1.44MB Floppy Drive
- 80GB Hard Disk Drive
- Integrated 10/100 Network Interface
- 256K Cache
- 24X R/W CD ROM
- Optical Mouse
- PS/2 Keyboard
- 256MB Memory(1 DIMM)
- Windows 2000 File System
- 17" Flat Panel Color Monitor
- Laser Printer

PCs must include an additional hardware or software required to network all PCs and meet all functional requirements of this document. Contractor shall maintain and repair and failed hardware or software throughout the duration of any resulting contract.

3.2.10.2 Networked Service

Administrative / Investigative PCs shall be networked with services at all State prison locations, allowing access to data at any location from any terminal. All costs for related services shall be paid by the Contractor.

3.2.10.3 Functional Requirements

Administrative PCs shall provide the following functional requirements:

- Access to any call record and call record recording originated from any State prison location;
- Access to call record database files on a call by call basis;
- Access to call record database files on per inmate basis (PIN number look-up);
- Access to all inmate data including name, allowed numbers and disallowed numbers;
- Ability to record call conversations on to CD in an audio format, to be played on common commercial music CD players;
- Administrative access shall require multiple passwords and a lock-out feature restricting access;
- Operation not affecting the ICP normal operations and telephone operations;
- Allowance of multilevel passwords;
- Management of inmate PIN codes and allowed called numbers; inmates shall have no more than twenty (20) numbers to which they can place calls;
- Report capabilities of call detail reports by number called, date, time, caller PIN and originating telephone;
- Viewing and printing of call detail records;
- Real time update of call block and acceptance lists;
- Real time ability to disable and enable phone operation on an all phone or per station basis;
- Ability to automatically scan recorded calls for key words and phrases and have the administrative terminal receive a prompt for the call to be reviewed based upon the detection of those words and phrases in a conversation;
- Data entry and retrieval of records in ASCII formatted files;

- All inmate calls will be silently monitored and recorded; each call will be time and date stamped at the point of recording. Recording will begin with the detection of an off-hook condition; dialing or speaking must commence within fifteen seconds or the call will be terminated and the recording cease. Recorded calls must be easily retrievable and achievable on write-once audio compact disks;
- Monitoring must be provided on a per call, dialed number, all trunk, scanned trunk or on demand basis from any non-inmate call system telephone and with PIN number; monitoring may be done on either live or previously recorded calls;
- For the continuous recording of all stations the number of compact disks required for 30 days of monitoring shall be maintained on site and shall be supplied by the Contractor. Disks shall become the property of the Department of Corrections once recorded;
- Real time monitoring of system operations including voice conversations and call records. Call records may be available only after the completion of calls.

3.2.10.4 Administrative/Investigational PC Training

On site training shall be provided for up to ten (10) Administrators/Investigators using the PCs. Training shall take place at each facility with Administrative/Investigational PCs. Training shall include operation and operator/user maintenance of all equipment supplied. Training shall take place one week prior to system turn-up, the day of turn-up and 14 days thereafter to insure a thorough understanding of the equipment by prison employees. Training shall take place during each of three daily shifts as defined by the Department of Corrections. Each administrator shall be provided complete sets of training material including manuals and other materials. Items covered shall at a minimum, each of the following items:

- Administrative Terminal Operations;
- Reporting Options and Queries;
- Inmate call process;
- Communicating PIN assignment/change requests to administrators;
- Trouble reporting procedure;
- Emergencies Operations– phone shutdown, reporting, services.

3.2.11 On Site Personnel

The Contractor shall provide an employee located at the Prison for Men in Concord and the Northern New Hampshire Correctional Facility in Berlin (or alternate designated State locations) to provide operational and maintenance support for the inmate telephone system. Operational support shall include, but not be limited to, data entry for the establishment of new inmate accounts, programming of calling privileges and call restrictions, collecting and inputting voice samples of the inmates for identification and tracking purposes, entering and adjusting inmate personal identification numbers (PIN) and training Corrections staff in the use of the Administrative / Investigative terminals (PCs). Personnel must be immediately accessible by e-mail, fax and telephone.

3.2.12 Department of Corrections Personnel Training

Contractor shall provide on site training of system functional operations for groups of up to ten (10) correctional staff immediately before and after system installation. Classes shall be a minimum of two hours each, and be provided for each of the three employee work shifts. A minimum of two classes shall be held for each shift at the discretion of the Department of Corrections administration. Topics to be covered shall include:

- Inmate call process;
- Communicating PIN assignments and change requests;
- Trouble reporting procedures
- Complaint procedures;
- Emergency operations including telephone shutdown, reporting and service issues.

Additional training shall be available on an as needed basis to allow training of additional State staff at any time during the contract.

3.2.13 Inmate Complaints

The Contractor shall accept and address complaints from inmates who have attempted to use telephones and failed to be able complete calls due to any issue. Contractor must utilize complaint forms similar to the sample presented in Attachment C Sample Inmate Telephone Trouble Report.

3.2.14 Acceptance Testing

Acceptance testing shall be performed by the Contractor in the presence of the Department of Corrections personnel and/or their designated representative(s). Any failed service or service feature must be corrected within the timeframes stipulated in section 3.1.30 Repair and Monitoring Practices. In all cases, equipment must be

complete and fully functional on the date indicated in section 1.16 noted as “Installations Complete and Fully Functional”.

3.2.15 On site Inspections

Contractor shall conduct site visits once per week to perform system inspections and make all repairs as necessary to maintain equipment to contract specifications. Responses to trouble calls may constitute a site visit for the week providing all equipment on the site is inspected and additional repairs are made as necessary.

3.2.16 Invoicing

Contractor shall directly invoice service users based upon the called party number. All costs quoted in Attachment A shall be maintained. The State shall not be responsible to pay for, or maintain, any service, including maintenance and support.

3.2.17 Prepaid Calling and Debit Services

Contractor shall offer discounted call services through a prepaid call and/or debit calling service. Contractor must establish and maintain all such accounts as requested by customers at the Contractor’s expense. Contractor shall be responsible for all communications with customers. In all cases, only costs defined in Attachment A Pricing shall apply. No additional surcharge, one time purchase charge, account set-up fee or other related fees shall be charged for this service.

Contractor shall allow called parties to pre-pay for calls received by them from inmates, or assigned to inmate accounts for calls to selected parties. Contractor shall offer discounted prepaid call services through a prepaid debit system. Contractor must establish and maintain all such accounts as requested by customers at the Contractor’s expense. Contractor shall be responsible to contact any such customers regarding service operation and terms. In all cases, no additional surcharge, one time purchase charge, account set-up fee or other related fees shall be charged for this service.

Prepaid services shall be available in denominations of \$25.00 or less and shall allow balances as low as \$25.00 or less. Contractor shall not add any additional charge for minimum balance accounts.

All accounts shall be created within the next business day of the receipt of payment from the customer.

Automated system balances shall be provided by the vendor in order to allow customers to determine remaining account balances. Service shall be available 24 hours per day, 7 days per week.

Accounts shall be terminated immediately when requested by a customer, with remaining balances forwarded to customers within 30 calendar days of customer request.

Prepaid and debit calling services shall be only allowed at the discretion of the State. Contractor must obtain State approval prior to implementing any such services. Services shall be modified to meet State requirements prior to approval and implementation.

3.3 Pay Telephone Requirements

Pay Telephone Services as required at State owned or managed locations including office buildings, leased facilities, parks, and park and ride locations as noted in Attachment I. The Contractor shall be responsible to review sites, record telephone numbers, verify telephone locations and report back to the State with any correcting information. Service requirements include all requirements noted in section 3.1 in addition to the following sections

3.3.1 Stations

Each telephone station must be self-contained. Stations must be designed for use in high traffic areas. Telephone stations must include stain resistant casing, metal armored handset cord, moisture resistant keypad and concealed fittings to prevent tampering.

3.3.2 Postings

Basic telephone operation instructions with call costs must be posted within 12” of each phone. Posting shall at a minimum, be written in English. Sample posting is provided in Attachment B.

3.3.3 Operator Interface

Service must allow access to operator assistance and directory assistance.

3.3.4 Non-Call Blocking

The service must allow calling to any Local Exchange or area code. Calls must not be restricted by to LEC, CLEC, OCC or reseller of called location.

3.3.5 Connectivity

Vendor shall accept all calls to all locations. Rejection of calls based upon local carrier, service reseller, called party registered long distance carrier, or Vendor selected long distance carrier is prohibited. Exception shall be allowed in the case of call denial selection by the called party as in the case of collect or person to person calling.

3.3.6 n11 Access

Telephones must allow direct access to 911 emergency dialing without insertion of payment. No additional digits shall be required other than 911 to reach emergency services. Service must also allow dialing of any additional n11 service without restriction.

3.3.7 Telephone Support

Vendor must provide toll free dial up telephone number(s) for 24 hours per day, 365 days per year support of all services.

3.3.8 System Failures

The Vendor shall accept trouble reports from users and State contacts regarding the improper operation of telephones, failure of call completion or feature operations.

3.3.9 Call Complaints

The Vendor shall accept complaints from called parties regarding failure of call completion for any and all reasons. This shall be inclusive of complaints due to lack of payment, location of called party service, Local Exchange Carrier (LEC) or Long Distance Carrier (LDC).

3.3.10 Credit for Faulty Call Transmission

Credit for calls shall be issued when a caller attempts to place a call, does not get connected, and yet is billed; or when a call is terminated within 30 seconds of call initiation due to substandard transmission quality. Vendor shall reimburse costs of failed calls directly to users.

3.3.11 Toll Free Access

Contractor must allow access to toll free services without restriction.

3.3.12 Operational Date

All services shall be scheduled in advance of cutover or installation. The Vendor shall clearly and concisely identify procedures and time schedules prior to service. All telephones and services shall be installed and operational on or before August 22, 2006. Any additional telephones shall be installed within 14 calendar days of request by the State.

3.3.13 Service Interruptions

The Vendor shall notify the Telecommunications Section of any modifications or interruptions of service during the implementation, installation of or repair of any service. All scheduled interruptions shall be coordinated with the State contact person five business days prior to scheduled interruption. The Vendor shall be required to coordinate all activities with existing vendors in order to maintain a smooth transition of service. Vendor shall insure that no telephone bank shall be left without one operating telephone. Any single telephone will not be left without service for more than 24 hours.

3.3.14 Telecommunications Devices for the Deaf

Vendor shall abide by all requirements of the current International Building Code (IBC) including the installation of Telecommunications Devices for the Deaf (TDD) at railroad and bus terminals and housing units.

3.3.15 Incoming Calls

The vendor shall allow up to 25% of all pay telephones to accept incoming calls at no charge. The Contractor may limit incoming call duration to ten (10) minutes or more per call. The State shall define which phones require this service.

3.3.16 Printed Telephone Directory

The Contractor shall provide and install a Local Exchange telephone directory attached to the telephone fixture at each telephone installed. Directory shall be that of a local telephone directory provider.

4.0 STAFFING

4.1 State Personnel

The State shall assign a project manager to work with the Contractor to address all contractual issues.

4.2 Contractor Personnel

Contractor shall assign capable personnel, knowledgeable of the Contractor software, hardware and Internet access service to facilitate all aspects of this Bid. All such personnel shall be available during State business day hours of 8:00 a.m. to 4:30 p.m. EST. Key Personnel shall include each of the following positions:

4.2.1 Account Management

The Contractor shall provide a primary Account Manager to work in conjunction with the State and any other Contractor regarding the installation or delivery of services and equipment. The Account Manager shall be responsible to review all contract requirements and ensure that all terms and conditions are enforced. Manager shall accept additional service orders, verify billing, adjust billing errors, verify commission payment, regulate, and deliver, required reports. A single point of contact shall be designated, responsible and accountable for all service and contractual matters.

4.2.2 Technical Support Engineer

Support Engineer shall be responsible for delivering and installing any Contractor supplied hardware and software, connecting to Contractor equipment, loading software and provide customer support.

4.2.3 Pre-Installation and Post-Installation Technical Support

The Contractor shall provide Technical Support personnel qualified to support and troubleshoot all Contractor equipment and services. The representative must be trained in conducting site visits to ensure proper installation and provisioning. Personnel must maintain equipment manufacturer and BICSI certification. Post Installation Support personnel must be trained in the continued operational support of all services provided by the Contractor.

4.2.4 Additional Security Review

Any contractor or sub-contractor personnel subject to security review must provide to the State, reports indicating any arrests or contact with law enforcement agencies. Notification to the State shall be made prior to the next scheduled return to duty. Such personnel shall also notify the State if they have any relative or acquaintance under prison supervision.

4.2.5 On Site Administrator

Contractor must provide on site system Administrators who shall be a Contractor employee trained to operate all software functions of system administration and responsible to input any and all information required for inmate accounts, telephone call records and recording. The Administrator shall be responsible to implement service changes, system updates and repair processes. The Administrator will also support Investigators in the operation of the Contractor systems and creation of ad-hoc reports. Operational support shall include, but not be limited to, data entry for the establishment of new inmate accounts, calling privileges, call restrictions, collecting and inputting voice samples of the inmates for identification and tracking purposes, entering and adjusting inmate personal identification numbers (PIN) and training Corrections staff in the use of the Administrative / Investigative terminals (PCs).

4.3 Contacts

Within five (5) days after contract award, the Contractor shall notify the Telecommunications Section, in writing, of the names, addresses and telephone numbers of the principal contact(s) for:

- Trouble-shooting and routine repairs;
- Major outage/trouble reports;
- Escalation procedures;
- Commission payments and accounting records;
- Terms and conditions.

The Contractor shall provide written notice to the Telecommunications Section of any changes of contact personnel and/or telephone numbers.

4.4 Security Review

Prior to providing service to the State and entering any State facility, Contractor and/or subcontractor employee must obtain security clearance from the State. Each employee's name, date of birth and social security number must be provided to the State. *No Contractor employee shall be allowed on a job site without first obtaining such clearance for the life of any resulting contract and extensions thereof.* These terms are inclusive of any subcontractor or other personnel providing services at State facilities. The determination of acceptance shall be solely the State's decision. The following security requirements apply:

- Employee agreements allowing background checks will be exclusively the responsibility of the Contractor.
- The State may require that a Contractor employee be precluded from entry into any facility. The Contractor shall replace any such employee working at such locations as directed by the State. The State shall not be responsible to justify this action to the Contractor or Contractor employee.
- The Contractor shall provide written notice to the Telecommunications Section of any changes of Contractor employees providing service to the State, and obtain authorization from the State for acceptance 10 business days prior to service provisioning by such employee.
- All Contractor personnel must comply with the individual State facility security requirements in which they are performing services under this contract including signing required log in/out forms.
- Should installation personnel be rejected by the State, the Contractor must provide replacement personnel immediately in order to meet assigned installation dates.

4.5 Status of Contractor Employees and Subcontractors

Contractor employees and subcontractors shall be independent of the State in all respects and in no way considered employees of the State.

4.6 Contractor Employee Reassignment

The State reserves the right to require the Contractor to train, counsel or reassign any personnel (including subcontractors) whose actions or appearance are not consistent with the standards of the State and in the best interest of the customers utilizing the Contractor services.

4.7 Picture ID

Contractor shall provide employee picture ID badges including the company name and company contact telephone number for each employee servicing the State account. The ID shall be worn by all Contractor employees while servicing the State. The State shall retain the right to disallow service and site access to any employee not displaying an ID badge. All costs or acquiring such badges shall be solely borne by the Contractor.

4.8 English as a Major Language

All Contractor and subcontractor personnel interfacing with State employees shall be fluent in the English language as commonly used in business. Any Contractor and subcontractor employee who cannot be understood by State employees will be removed from the State account and replaced with acceptable personnel.

4.9 Department of Corrections Rules of Conduct

Any Contractor and subcontractor employee working at a Department of Corrections (DOC) location shall abide by the Rules of Conduct for Persons Providing Contracted Services as defined by the DOC. The following items apply.

4.9.1 Engaging With Prisoners

Engaging in any of the following activities with persons under departmental control is strictly prohibited:

- Any contact, including correspondence, other than the performance of services for which the service provider is contracted to provide;
- Giving or selling of anything;
- Accepting or buying anything.

4.9.2 Intoxication

Any person providing contract services who is found to be under the influence of intoxicants or drugs will be removed from facility grounds and barred from future entry to NH Department of Corrections property.

4.9.3 Possession of Contraband

Possession of any item considered to be contraband as defined in the New Hampshire code of Administrative Rules, Part COR 307 is a violation of the rules and the laws of the State of New Hampshire and may result in legal action under RSA 622:24 or other statutes.

4.9.4 Emergency Situations

In the event of any emergency situation, i.e., fire, disturbance, et cetera., Contractor employee will follow the instructions of the escorting staff or report immediately to the closest available staff.

4.9.5 Policy, Rules and Regulations

All rules, regulations and policies of the Department are designed for the safety of the staff, visitors and residents, the security of the facility and an orderly flow of necessary movement and activities. If unsure of any policy and procedure, ask for assistance from a staff member before proceeding any further.

4.9.6 Harassment and Discrimination

Harassment and discrimination directed toward anyone based on sex, race, creed, color, national origin or age are illegal under federal and state laws and will not be tolerated in the work place. Maintenance of a discriminatory work environment is also prohibited. Everyone has a duty to observe the law and will be subject to removal for failing to do so.

4.9.7 Responsibility to Facility Administrator

During the performance of services the Contractor and their employees are responsible to the facility administrator, and by virtue of a contract with the State of New Hampshire agree to abide by all the rules, regulations, policies and procedures of the Department of Corrections and the State of New Hampshire.

4.9.8 Contraband

The possession, transport, introduction, use, sale or storage of contraband on the prison grounds without prior approval of the Commissioner of Corrections or his designee is prohibited under the provision of RSA 622:24 and RSA 622:25. Contractor and all employees thereof agree to the following DOC definitions of Contraband.

- (a) Any substance or item whose possession is unlawful for the person or the general public possessing it including but not limited to narcotics, controlled drugs and/or automatic or concealed weapons possessed by those not licensed to have them;
- (b) Any firearm, simulated firearm, or device designed to propel or guide a projectile against a person, animal or target;
- (c) Any bullets, cartridges, projectiles or similar items designed to be projected against a person, animal or target;
- (d) Any explosive device, bomb, grenade, dynamite or dynamite cap or detonating device including primers, primer cord, explosive powder or similar items or simulations of these items;
- (e) Any drug item, whether medically prescribed or not, in excess of a one day supply or in such quantities that a person would suffer intoxication or illness if the entire available quantity were consumed alone or in combination with other available substances;
- (f) Any intoxicating beverage;
- (g) Any tobacco products;
- (h) Sums of money or negotiable instruments in excess of \$100.00;
- (i) Lock-picking kits or tools or instruments on picking locks, making keys or obtaining surreptitious entry or exit;
- (j) The following types of items in the possession of an individual who is not in a vehicle, but shall not be contraband stored in a secured vehicle:
 - knives and knife-like weapons;
 - clubs and club-like weapons;
 - maps of the prison vicinity or sketches or drawings or pictorial representations of the facilities, its grounds or its vicinity;
 - pornography or pictures of visitors or prospective visitors undressed;
 - radios capable of monitoring or transmitting on the police band in the possession of other than law enforcement officials;
 - identification documents, licenses and credentials not in the possession of the person to whom properly issued;
 - ropes, saws, grappling hooks, fishing line, masks, artificial beards or mustaches, cutting wheels or string rope or line impregnated with cutting material or similar items to facilitate escapes;
 - balloons, condoms, false-bottomed containers or other containers which could facilitate transfer of contraband.

4.9.9 Searches and Inspections

Any person or property on state prison grounds shall be subject to search to discover contraband. Travel onto prison grounds shall constitute implied consent to search for contraband. In such cases where implied consent exists, the Contractor and/or visitor will be given a choice of either consenting to the search or immediately leaving the prison grounds. Nothing in this rule however, prevents non-consensual searches in situations where probable cause exists to believe that the visitor is or had attempted to introduce contraband into the prison pursuant to the law of New Hampshire concerning search, seizure and arrest.

All motor vehicles parked on prison grounds shall be locked and have the keys removed. Custodial personnel shall check to insure that vehicles are locked and shall visually inspect the plain view interior of the vehicles. Vehicles discovered unlocked shall be searched to insure that no contraband is present. Contraband discovered during searches shall be confiscated for evidence, as shall contraband discovered during plain view inspections.

All persons entering the facilities to visit with residents or staff, or to perform services at the facilities or to tour the facilities shall be subject to having their persons checked... All items and clothing carried into the institution shall be searched for contraband.

4.9.10 Confidentiality of Information

The Contractor must abide by all rules, regulations and laws of the State of New Hampshire and the NH Department of Corrections that relate to the confidentiality of records and all other privileged information. All Contractor agents, acting through the Contractor organization shall not discuss any confidential or privileged information with family, friends or any persons not professionally involved with persons under the supervision of the NH Department of Corrections. DOC staff is fully aware that if they are approached by anyone outside of the NH Department of Corrections' employ who requests information, they are to immediately contact their supervisor and the appropriate NH Department of Corrections' staff. Any violation of the above may result in contract cancellation and any and all contractual obligations.

ATTACHMENT A PRICING

1. Contractors shall propose service costs based upon a call access fee (fixed cost to complete a call) and per-minute fee (where applicable). Calls shall be categorized by call termination location as follow:

Local Exchange Calling: Calls made within the local exchange of the telephone, consistent with services provided by the current Local Exchange Carrier for that location. Only an access fee shall be charged for the first five minutes of calling. Access fee shall not exceed \$.50 for pay telephone and \$1.50 for inmate telephone calls. Per minute fees shall not exceed \$.21 for either service.

Intra-LATA (In-State) Calling: Calls within the 603 (LATA) area code considered as all of geographic New Hampshire. Contractors may charge access fee and per minute rates. Access fee shall not exceed \$.50 for pay telephone and \$1.50 for inmate telephone calls. Per minute fees shall not exceed \$.21 for either service.

Calling to Areas within the United States: Calls to anywhere in the contiguous United States. Contractors may charge access fee and per minute rates. Access fee shall not exceed \$.50 for pay telephone and \$1.50 for inmate telephone calls. Per minute fees shall not exceed \$.21 for either service.

Non-Contiguous US State Calls: Calls outside of the contiguous states of the United States shall be the lowest charged to any customer by the bidder for calls of same type to that same location. No additional rates other than that charged per prevailing law in the country of call termination shall be charged.

Pay Telephones Only:

Maximum rate to establish a collect or third number charge call: \$1.50

Maximum rate to establish a person to person call: \$3.55

2. Noted rates shall be exclusive of state and federal taxes, PUC or FCC charges and, charges of other regulating government agencies. Quoted rates shall include all other call costs, and be fixed for the duration of the contract. Failure to comply with these requirements shall constitute default under any resulting contract.
3. The Contractor shall provide services with a fixed commission paid to the state based upon gross charges, exclusive of federal FCC, PUC or other Government imposed fees, taxes or charges. The maximum commissions bid shall be 20% for all services. Deductions for any costs associated with services provided, uncollected calls, or unbilled calls SHALL NOT BE PERMITTED. No payments shall be due the Contractor by the State. All fees for services shall be charged to parties for receiving or initiating calls.
4. Commissions shall be paid to the State on a monthly basis, with checks arriving at the State within 30 days after the last day of the service month (i.e., July service commission received on or before August 30, August service commission received on or before September 30, etc.).

Inmate Telephone commission shall be made by check, payable to:

State of New Hampshire, Department of Corrections, Division of Administration
105 Pleasant Street
PO Box 1806
Concord NH 03302-1806.

Pay Telephone commission shall be determined by "owner" of telephone service. Currently, commission payment for telephones within Park areas shall be by check, payable to:

State of New Hampshire, Department of Resources and Economic Development
Office of the Commissioner
172 Pembroke Road
Concord, NH 03302-6312.

**ATTACHMENT A
PRICING
(Continued)**

Commission payment for pay telephones outside of Park areas shall be by check, payable to:

State of New Hampshire, Department of the Treasury
 c/o Department of Administrative Services, Telecommunications Section
 Room 408
 25 Capitol Street
 Concord NH 03301-6312.

Commission check delivery location may change dependent upon alterations in State policy or legislation.

5. Comparison of Attachment 1 Price proposals submitted by bidders shall be made in consideration of both the contractor proposed yearly service costs and commission by subtracting the commission from the total service costs. Consideration of award shall be made to Bidder with the lowest cost difference. (Total Cost – Commission Paid = Evaluation Cost) Final evaluation shall utilize the tables below. The bidder **shall not** complete these tables under item 5. Costs in the tables are provided **for sample purposes only**.

Inmate Telephone Collect Call Services *SAMPLE COSTS*

Call Type	No. of Calls for Comparison	No. of Billed Minutes for Comparison	Cost per Call	Cost per Minute	Total Service Cost
Local Exchange	38,860	830,800	\$1.40	\$.15	\$ 179,024.00
Intra-LATA	146,730	2,278,000	\$1.40	\$.10	\$ 433,222.00
Inter-LATA	11,096	213,730	\$1.40	\$.12	\$ 41,181.82
Total Cost					\$ 653,427.82
- Commission at <u>20%</u>					\$ 117,617.01
Evaluation Price (Total - Commission)					\$ 535,810.81

Inmate Telephone Debit Call Services *SAMPLE COSTS*

Call Type	No. of Calls for Comparison	No. of Billed Minutes for Comparison	Cost per Call	Cost per Minute	Total Service Cost
Local Exchange	19,140	409,200	\$1.40	\$.15	\$ 60,060.00
Intra-LATA	72,270	1,122,000	\$1.40	\$.10	\$ 184,470.00
Inter-LATA	5,465	105,270	\$1.40	\$.12	\$ 15,992.13
Total Cost					\$ 260,522.13
- Commission at <u>20%</u>					\$ 46,893.98
Evaluation Price (Total - Commission)					\$ 213,628.15

Pay Telephone Call Services *SAMPLE COSTS*

Call Type	No. of Calls for Comparison	No. of Billed Minutes for Comparison	Cost per Call	Cost per Minute	Total Service Cost
Local Exchange	8,700	186,000	\$0.50	\$0.10	\$ 22,950.00
Intra-LATA	32,850	510,000	\$0.50	\$0.10	\$ 67,425.00
Inter-LATA	2,484	47,850	\$0.50	\$0.12	\$ 6,984.08
Total Cost					\$ 97,359.08
Commission Rate: <u>20%</u>					\$ 17,524.63
Evaluation Price (Total - Commission)					\$ 79,834.44

**ATTACHMENT A
PRICING
(Continued)**

COST OF SERVICES

The Vendor shall provide Inmate Telephone and Pay Telephone services to the State under the following prices. Both inmate and pay telephone services must be proposed. No payments shall be due the Vendor by the State. All fees for services shall be charged to the responsible parties for receiving and initiating calls per the Bid requirements. The State may award contracts as best benefits the State.

PROPOSED PRICING

Vendor proposes to provide services during any time of the day based on the following pricing.

INMATE COLLECT CALL AND PAY TELEPHONE PRICES

Proposed Commission (20% maximum bid): _____%

Call Type	Inmate Telephone Cost to Establish Call	Inmate Telephone Call Cost per Minute	Pay Telephone Cost to Establish a Call	Pay Telephone Call Cost per Minute
Local Exchange	\$ _____ (\$1.50 Maximum Quote)	\$ _____ (First 5 minutes, no charge; \$.21 Maximum Quote for Additional Minutes)	\$ _____ (\$.50 Maximum Quote)	\$ _____ (First 5 minutes, no charge; \$.21 Maximum Quote for Additional Minutes)
Intra-LATA (In State)	\$ _____ (\$1.50 Maximum Quote)	\$ _____ (\$.21 Maximum Quote)	\$ _____ (\$.50 Maximum Quote)	\$ _____ (\$.21 Maximum Quote)
Inter-LATA (National State to State)	\$ _____ (\$1.50 Maximum Quote)	\$ _____ (\$.21 Maximum Quote)	\$ _____ (\$.50 Maximum Quote)	\$ _____ (\$.21 Maximum Quote)

**ATTACHMENT A
PRICING
(Continued)**

INMATE PREPAID CALLING AND DEBIT PRICES

Vendor shall propose discounted prices based upon prepaid calling and debit services as defined within. Only costs as noted below shall apply. Vendor shall not be allowed to charge additional processing fees including one time start-up fees.

Proposed Commission (20% maximum bid): _____%

Call Type	Inmate Telephone Cost to Establish Call	Inmate Telephone Call Cost per Minute
Local Exchange	\$ _____ (\$1.50 Maximum Quote)	\$ _____ (First 5 minutes, no charge; \$.21 Maximum Quote for Additional Minutes)
Intra-LATA (In State)	\$ _____ (\$1.50 Maximum Quote)	\$ _____ (\$.21 Maximum Quote)
Inter-LATA (National State to State)	\$ _____ (\$1.50 Maximum Quote)	\$ _____ (\$.21 Maximum Quote)

**ATTACHMENT A
PRICING
(Continued)**

OPTIONAL PRICING

The contractor may propose the following pricing based on the proposal of only Inmate Telephone or only Pay Telephone Services.

INMATE TELEPHONE ONLY

Proposed Commission (20% maximum bid): _____%

Call Type	Inmate Telephone Cost to Establish Call	Inmate Telephone Call Cost per Minute
Local Exchange	\$ _____ (\$1.50 Maximum quote)	\$ _____ (First 5 minutes, no charge; \$.21 Maximum Quote for Additional Minutes)
Intra-LATA (In State)	\$ _____ (\$1.50 Maximum quote)	\$ _____ (\$.21 Maximum Quote for Additional Minutes)
Inter-LATA (National State to State)	\$ _____ (\$1.50 Maximum quote)	\$ _____ (\$.21 Maximum Quote for Additional Minutes)

PAY TELEPHONE ONLY

Proposed Commission (20% maximum bid): _____%

Call Type	Pay Telephone Cost to Establish a Call	Pay Telephone Call Cost per Minute
Local Exchange	\$ _____ (\$.50 Maximum quote)	\$ _____ (First 5 minutes, no charge; \$.21 Maximum Quote for Additional Minutes)
Intra-LATA (In State)	\$ _____ (\$.50 Maximum quote)	\$ _____ (\$.21 Maximum Quote for Additional Minutes)
Inter-LATA (National State to State)	\$ _____ (\$.50 Maximum quote)	\$ _____ (\$.21 Maximum Quote for Additional Minutes)

ATTACHMENT B REFERENCES

INMATE TELEPHONE REFERENCES

List three references for current customers using systems of similar size as requested within this Bid.

Reference #1

Customer

Street Address

City State

Name of Contact Telephone No.:

Reference #2

Customer

Street Address

City State

Name of Contact Telephone No.:

Reference #3

Customer

Street Address

City State

Name of Contact Telephone No.:

ATTACHMENT B
REFERENCES
(Continued)

PAY TELEPHONE REFERENCES

List three references for current customers using systems of similar size as requested within this Bid.

Reference #1

Customer

Street Address

City State

Name of Contact Telephone No.:

Reference #2

Customer

Street Address

City State

Name of Contact Telephone No.:

Reference #3

Customer

Street Address

City State

Name of Contact Telephone No.:

ATTACHMENT C SAMPLE POSTING

INMATE TELEPHONE SERVICES

DIALING INSTRUCTIONS

Pick up phone

Press 1 for English

Press 0 to make a call or 1 for instructions

Enter identification #, Dial 0 + Area code + number

INSTRUCCIONES PARA MARCAR

Levante el telefono

Para Espanol marque 2

Para una llamada de cobrar marque el 0 o marque 1 para instrucciones

Marque su numero de identificacion, marque 0 y la area de codigo y numero de telefono

LE CONSIGNE SELECTIONNANT

-Decroché le téléphone

Pressé numero 3 pour Francais

Pressé numero 0 pour frais virés où Pressé numero 1 pour des instructions

Entré l' identificacion #, choisi 0 + Indicatif + Le Nombre

**ATTACHMENT C
SAMPLE PAY POSTING**

PAY TELEPHONE SERVICES

DIALING INSTRUCTIONS

Pick up phone

Listen for Dial Tone

Direct dial the number you intend to reach

Area Code + Exchange + Local Number (xxx-xxx-xxxx)

Listen for payment instructions

If using a calling card, follow the directions on the card.

To reach an operator, dial 0,0. Operator assisted call result in a \$X.XX surcharge.
For directory assistance, dial 411. Directory assistance calls are \$.XX per call.
Operator dialed calls incur an additional \$.XX charge.

Local call rates are \$.50 for the first 5 minutes + \$.XX for each additional minute.

Long distance calls outside of the local service area are \$.50 to initiate a call + \$.XX per minute.

Third party billed and collect calls are \$1.50 to initiate a call +\$.XX per minute.

Person to Person calls are \$3.55 to initiate a call + \$.XX per minute.

ATTACHMENT D
SAMPLE INMATE TELEPHONE TROUBLE REPORT

Campus: _____

Report: Date: _____ Time: _____ Person Filing: _____

Location of Phones(s) Experiencing Trouble: _____

Description of Trouble: _____

PRIORITY LEVEL 2 (4 hour response after notification) One entire housing area (full telephone bank) is not operational <input type="checkbox"/>
--

<i>TO BE COMPLETED BY CONTRACTOR</i>	
Description of Repair to Correct Problem: _____	

Date Tech on Site: _____	Time Tech on Site: ____
Date Trouble Cleared: _____	Time Trouble Cleared: _____

Tech Signature: _____

Form shall be provided in duplicate.
One copy to remain with site contact.
One copy to be retained by Contractor.

ATTACHMENT E RECENT CALL SUMMARY

Inmate Telephone Services - Concord State Prison (111 Phones)

Month	INTERLATA SERVICES		INTRALATA SERVICES		LOCAL SERVICES		CANADA	
	NO. CALLS	NO. MIN.	NO. CALLS	NO. MIN.	NO. CALLS	NO. MIN.	NO. CALLS	NO. MIN.
Jan-05	5,124	83,527	10,887	170,148	2,940	68,044	37	530
Feb-05	4,643	79,073	10,150	160,831	2,557	56,919	23	323
Mar-05	5,250	94,228	11,623	180,457	3,398	71,186	43	543
Apr-05	5,412	105,106	11,491	177,784	3,446	73,349	21	514
May-05	5,387	100,267	11,825	186,102	3,781	86,811	45	873
Jun-05	4,712	82,164	10,521	161,462	3,071	67,728	36	560
Jul-05	5,006	89,258	11,839	183,658	3,436	85,104	27	726
Aug-05	4,715	81,642	11,152	174,348	3,559	90,157	31	825
Sep-05	4,139	73,216	10,821	169,269	3,472	84,435	19	227
Oct-05	4,396	79,934	10,764	169,118	3,265	79,263	18	221
Nov-05	4,480	79,157	10,293	158,965	3,600	83,231	20	264
Dec-05								
TOTAL	53,264	947,572	121,366	1,892,142	36,525	846,227	320	5,606

Inmate Telephone Services - Goffstown Womens Prison (33 Phones)

Month	INTERLATA SERVICES		INTRALATA SERVICES		LOCAL SERVICES		CANADA	
	NO. CALLS	NO. MIN.	NO. CALLS	NO. MIN.	NO. CALLS	NO. MIN.	NO. CALLS	NO. MIN.
Jan-05	464	4,517	1,451	16,330	319	3,967	11	149
Feb-05	463	5,239	1,333	16,042	452	5,315	8	116
Mar-05	543	6,246	1,528	16,446	520	6,241	9	150
Apr-05	554	6,579	1,525	17,299	390	3,934		
May-05	435	5,903	1,344	15,816	285	3,343	1	17
Jun-05	424	5,125	1,301	14,896	345	4,015		
Jul-05	467	5,449	1,159	14,362	271	3,175		
Aug-05	533	6,963	1,230	16,030	441	5,080	1	19
Sep-05	480	6,487	1,138	14,210	339	4,013		
Oct-05	446	5,991	972	12,004	366	4,818	1	20
Nov-05	432	5,594	1,087	13,672	496	5,804		
Dec-05								
TOTAL	5241	64,093	14,068	167,107	4,224	49,705	31	471

ATTACHMENT E
RECENT CALL SUMMARY
 (Continued)

Inmate Telephone Services - Laconia Lakes Region (40 Phones)

Month	INTERLATA SERVICES		INTRALATA SERVICES		LOCAL SERVICES		CANADA	
	NO. CALLS	NO. MIN.	NO. CALLS	NO. MIN.	NO. CALLS	NO. MIN.	NO. CALLS	NO. MIN.
Jan-05	817	12,978	3,055	44,587	540	7,398	1	5
Feb-05	871	14,912	3,032	45,533	352	4,908	1	6
Mar-05	934	15,861	3,225	49,272	452	6,864	3	67
Apr-05	727	12,028	3,035	44,679	488	7,049	2	23
May-05	693	12,087	3,075	46,500	615	9,370	4	52
Jun-05	618	9,828	2,924	41,321	834	13,603	2	12
Jul-05	788	12,322	2,938	43,925	799	14,035		
Aug-05	942	14,327	2,866	43,771	781	14,308		
Sep-05	943	14,114	2,544	41,434	639	12,949		
Oct-05	977	14,203	2,884	47,668	825	17,635		
Nov-05	814	13,134	2,821	44,446	924	21,490	3	86
Dec-05								
TOTAL	9124	145,794	32,399	493,136	7249	129,609	16	251

Inmate Telephone Services - Berlin (62 Phones)

Month	INTERLATA SERVICES		INTRALATA SERVICES		LOCAL SERVICES		CANADA	
	NO. CALLS	NO. MIN.	NO. CALLS	NO. MIN.	NO. CALLS	NO. MIN.	NO. CALLS	NO. MIN.
Jan-05	1,398	28,837	2,931	49,605	118	3,344	2	40
Feb-05	1,321	26,170	2,574	45,031	156	5,634	5	159
Mar-05	1,362	27,130	3,012	51,436	360	14,733	3	51
Apr-05	1,448	28,618	3,063	55,362	376	15,933	7	143
May-05	1,537	28,345	3,059	52,234	217	8,784	7	189
Jun-05	1,445	26,382	3,156	53,476	168	5,119	8	71
Jul-05	1,324	25,926	3,032	50,583	491	10,587	11	150
Aug-05	1,372	26,043	2,883	47,820	499	11,307	7	86
Sep-05	1,292	24,093	2,696	45,100	428	11,699	5	136
Oct-05	1,383	27,149	2,917	50,218	350	8,605	7	114
Nov-05	1,377	25,380	3,033	52,137	334	6,423	9	117
Dec-05								
TOTAL	15,259	294,073	32,356	553,002	3497	102,168	71	1,256

**ATTACHMENT F
SAMPLE CONTRACTOR REPORTS FOR TELEPHONE USAGE**

SAMPLE REPORT #1

**STATE OF NEW HAMPSHIRE INMATE SERVICES
SUMMARY OF COSTS BY LOCATION
DECEMBER 2002**

Location	No. of Phones	Income	FCC Charges and Taxes	Commission	Average Commission per Phone
Concord State Prison for Men	111	73,583.95	1,471.68	14,716.78	132.5836
Goffstown Women's Prison	33	7,782.88	155.66	1,556.63	47.17061
Laconia Lakes Region Facility	40	19,288.12	385.76	3,857.67	96.44175
Berlin Northern New Hampshire Correctional Facility	62	30,038.02	600.76	6007.75	96.89919
Totals	246	130,692.97	2,613.86	26,138.83	106.2554

SAMPLE REPORT #2

**STATE OF NEW HAMPSHIRE INMATE SERVICES
SUMMARY OF CALLS BY LOCATION
DECEMBER 2002**

Call Type	Gross Revenue	FCC Charges and Taxes	Commission	No. Calls	No. Minutes
Local	6,947.27	138.9454	1,389.45	5,138	101,949
Intra-LATA	79,164.85	1583.297	15,833.13	22,429	317,311
Inter-LATA	0.00	0	0.00	0	0
Interstate	44,028.26	880.5652	8,805.73	9,890	157,351
Mexico	0.00	0	0.00	0	0
Canada	0.00	0	0.00	0	0
Bill to Can.	541.20	10.824	108.24	58	512
International	11.39	0.2278	2.28	1	3
Intl. origin	0.00	0	0.00	0	0
Other CDR	0.00	0	0.00	0	0
Total:	\$130,692.97	\$2,613.8594	\$26,138.83	37,516	577,126

ATTACHMENT F
SAMPLE CONTRACTOR REPORTS FOR TELEPHONE USAGE
 (Continued)

SAMPLE REPORT #3

This report must be available for each State prison.

STATE OF NEW HAMPSHIRE INMATE SERVICES
SUMMARY OF SERVICES FOR CONCORD PRISON FOR MEN
DECEMBER 2002

Call Type	Gross Revenue	FCC Charges and Taxes	Commission	No. Calls	No. Minutes
Local	4,243.78	84.8756	848.756	3,167	71,169
Intra-LATA	41,701.74	834.0348	8340.348	12,646	177,134
Inter-LATA	0.00	0	0	0	0
Interstate	27,526.75	550.535	5505.35	6,292	100,129
Mexico	0.00	0	0	0	0
Canada	0.00	0	0	0	0
Bill to Can.	111.68	2.2336	22.336	8	133
International	0.00	0	0	0	0
Intl. origin	0.00	0	0	0	0
Other CDR	0.00	0	0	0	0
Total:	\$73,583.95	\$1471.679	\$14,716.79	22,113	348,565

**ATTACHMENT F
SAMPLE CONTRACTOR REPORTS FOR TELEPHONE USAGE
(Continued)**

SAMPLE REPORT #4

This report must be available for each State prison.

**STATE OF NEW HAMPSHIRE INMATE SERVICES
DETAILED COST BY TELEPHONE FOR CONCORD PRISON FOR MEN
DECEMBER 2007**

Telephone (Code or Station Number)	Income	FCC Charges and Taxes	Commission
CCU-A-LEFT	632.05	12.64	126.40
CCU-A-RIGHT	1,086.59	21.73	217.34
CCU-B-LEFT	1,041.55	20.83	208.31
CCU-B-RIGHT	962.50	19.25	192.51
CCU-C-LEFT	683.60	13.67	136.71
CCU-C-RIGHT	1,021.18	20.42	204.23
DORM A	1,100.67	22.01	220.14
DORM B	1.34	0.03	0.27
DORM C	6.46	0.13	1.30
DORM D	3,110.23	62.20	622.06
H BLDG D LEFT	2,597.43	51.95	519.46
H BLDG-A-LEFT	1,474.78	29.50	294.96
H BLDG-A-MIDDLE	1,599.49	31.99	319.90
H BLDG-A-RIGHT	623.98	12.48	124.79
H BLDG-B-LEFT	1,306.08	26.12	261.21
H BLDG-B-MIDDLE	1,396.59	27.93	279.30
H BLDG-B-RIGHT	921.85	18.44	184.37
H BLDG-C-LEFT	1,861.07	37.22	372.21
H BLDG-C-MIDDLE	2,728.56	54.57	545.71
H BLDG-C-RIGHT	2,766.94	55.34	553.40
H BLDG-D-MIDDLE	996.62	19.93	199.31
H BLDG-D-RIGHT	957.62	19.15	191.53
H BLDG-E-LEFT	1,245.97	24.92	249.20
H BLDG-E-MIDDLE	625.62	12.51	125.13
H BLDG-E-RIGHT	1,153.58	23.07	230.72
H BLDG-F-MIDDLE	1,268.99	25.38	253.79
H BLDG-F-RIGHT	804.17	16.08	160.83
H-BLDG-F-LEFT	562.05	11.24	112.41
INFIRMARY	319.34	6.39	63.88
MCN-GRD	315.83	6.32	63.16
MCN-GRD#1	0.00	0.00	0.00
MCN-GRD#2	53.88	1.08	10.78
MCN-GRD#3	202.01	4.04	40.39

Telephone (Code or Station Number)	Income	FCC Charges and Taxes	Commission
MCN-GRD#4	554.42	11.09	110.89
MCN-GRD#5	400.54	8.01	80.11
MCN-GRD#7	705.13	14.10	141.02
MCN-GRD#8	1,225.84	24.52	245.17
MCN-GRD#9	497.40	9.95	99.47
MCN-LEVEL 1 LEFT	1.48	0.03	0.30
MCN-LEVEL 1 RIGHT	516.39	10.33	103.28
MCN-LEVEL 2 LEFT	1,662.06	33.24	332.42
MCN-LEVEL 2 RIGHT	1,888.66	37.77	377.74
MCN-LEVEL 3 LEFT	1,267.05	25.34	253.43
MCN-LEVEL 3 RIGHT	1,819.16	36.38	363.83
MCS-GRD#1	1,718.00	34.36	343.59
MCS-GRD#2	491.29	9.83	98.25
MCS-GRD#3	177.39	3.55	35.48
MCS-GRD#4	455.42	9.11	91.09
MCS-GRD#5	293.53	5.87	58.72
MCS-GRD#6	371.37	7.43	74.28
MCS-GRD#7	0.00	0.00	0.00
MCS-GRD#8	332.93	6.66	66.59
MCS-GRD#9	0.00	0.00	0.00
MCS-LEVEL 1 LEFT	669.46	13.39	133.89
MCS-LEVEL 1 RIGHT	1,017.34	20.35	203.47
MCS-LEVEL 2 LEFT	658.86	13.18	131.77
MCS-LEVEL 2 RIGHT	1,620.07	32.40	324.00
MCS-LEVEL 3 LEFT	105.65	2.11	21.13
MCS-LEVEL 3 RIGH	1,535.96	30.72	307.19
MSU-NORTH-1	1,169.95	23.40	234.00
MSU-NORTH-2	1,154.12	23.08	230.82
MSU-NORTH-3	782.20	15.64	156.45
MSU-SOUTH-1	1,163.19	23.26	232.63
MSU-SOUTH-2	1,288.46	25.77	257.68
MSU-SOUTH-3	888.44	17.77	177.67
R&D-1-EAST	1,249.79	25.00	249.96
R&D-1-WEST	1,070.23	21.40	214.06
R&D-2-EAST	1,218.08	24.36	243.61
R&D-2-WEST	1,109.55	22.19	221.91
R&D-3-EAST	1,136.02	22.72	227.20
R&D-3-WEST	963.68	19.27	192.72
RND INTAKE	1,411.06	28.22	282.20
SHU-A	231.67	4.63	46.34
SHU-B	228.49	4.57	45.71
SHU-C	150.09	3.00	30.02
SHU-D	164.67	3.29	32.93
SHU-E	136.89	2.74	27.39

Telephone (Code or Station Number)	Income	FCC Charges and Taxes	Commission
SHU-F	330.05	6.60	66.01
SHU-G	263.94	5.28	52.79
SHU-H	328.42	6.57	65.69
SHU-I	312.47	6.25	62.49
SHU-K	43.12	0.86	8.62
SHU-L	158.93	3.18	31.78
SHU-N	14.27	0.29	2.85
SPU-D	0.00	0.00	0.00
SPU-E	229.76	4.60	45.95
SPU-E-RIGHT	201.46	4.03	40.29
SPU-F-LEFT	260.31	5.21	52.07
SPU-F-RIGHT	41.53	0.83	8.30
SPU-G	295.49	5.91	59.09
SPU-H	122.64	2.45	24.53
SPU-I	50.96	1.02	10.20
Total:	\$73,583.95	\$1471.68	\$14716.8

SAMPLE REPORT #5

This report must be available for each State prison.

STATE OF NEW HAMPSHIRE INMATE SERVICES

**DETAILED CALLS BY TELEPHONE FOR CONCORD PRISON FOR MEN
DECEMBER 2002**

**Telephone
(Code or Station Number)**

CCU-A-LEFT

Call Type	Gross Revenue	FCC Charges and Taxes	Commission	No. Calls	No. Minutes
Local	136.68	2.73	27.34	102	1,554
Intra-LATA	542.56	10.85	108.52	163	2,324
Inter-LATA	0.00	0.00	0.00	0	0
Interstate	407.35	8.15	81.48	98	1,444
Mexico	0.00	0.00	0.00	0	0
Canada	0.00	0.00	0.00	0	0
Bill to Can.	0.00	0.00	0.00	0	0
International	0.00	0.00	0.00	0	0
Intl. origin	0.00	0.00	0.00	0	0
Other CDR	0.00	0.00	0.00	0	0
Total:	\$1,086.59	\$2.73	\$217.34	363	5,322

ATTACHMENT G INSURANCE REQUIREMENTS

COVERAGE IS REQUIRED IF CHECKED BELOW

MINIMUM LIMITS REQUIRED

**COMPREHENSIVE GENERAL LIABILITY
INCLUDING:**

- \$500,000
- \$1,000,000
- \$2,000,000
- Other: _____
- Per Occurrence

- 1. Fire Legal Liability
- 2. Broad Form Property Damage
- 3. Premises Operation
- 4. Products and Completed Operations
- 5. Owners and Contractors Protective
- 6. Explosion and Collapse
- 7. Underground Hazards
- 8. Independent Contractors
- 9. Personal and Advertising Injury

AUTOMOBILE

- 10. Any Auto \$250,000/\$500,000/\$100,000
- 11. Employee Liability Endorsement \$500,000/\$1,000,000/\$100,000
- 12. Garage Liability \$1,000,000

- 13. **WORKERS COMPENSATION AND
EMPLOYERS LEGAL LIABILITY**
 - N.H. Statutory
 - \$100,000 Bodily Injury by Accident per Employee
 - \$100,000 Bodily Injury by Disease per Employee
 - \$500,000 Bodily Injury by Disease Policy Limit

- 14. Professional Liability
 - \$1,000,000
 - \$2,000,000

- 15. Builders Risk; With Completed Value Replacement Cost Endorsement MINIMUM LIMITS REQUIRED

- 16. Installation Floater (Equipment) _____

- 17. Riggers Liability (Moving Equipment) _____

- 18. Other: The State of New Hampshire named as an additional insured

ATTACHMENT H SAMPLE CONTRACT FORM

**FORM NUMBER P-37 (1/01)
STOCK NUMBER 4402**

Subject: _____

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. Identification and Definitions.			
1.1 State Agency Name	1.2 State Agency Address		
1.3 Contractor Name	1.4 Contractor Address		
1.5 Account No.	1.6 Completion Date	1.7 Audit Date	1.8 Price Limitation
1.9 Contracting Officer for State Agency		1.10 State Agency Telephone Number	
1.11 Contractor Signature		1.12 Name & Title of Contractor Signor	
1.13 Acknowledgment: State of _____, County of _____ On _____, before the undersigned officer, personally appeared the person identified in block 1.12., or satisfactorily proven to be the person whose name is signed in block 1.11., and acknowledged that s/he executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public or Justice of the Peace [Seal]			
1.13.2 Name & Title of Notary or Justice of the Peace			
1.14 State Agency Signature(s)		1.15 Name/Title of State Agency Signor(s)	
1.16 Approval by Department of Personnel (Rate of Compensation for Individual Consultants) By: _____ Director, On: _____			
1.17 Approval by Attorney General (Form, Substance and Execution) By: _____ Assistant Attorney General, On: _____			
1.18 Approval by the Governor and Council By: _____ On: _____			
2. EMPLOYMENT OF CONTRACTOR/SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("the State"), engages contractor identified in block 1.3 ("the Contractor") to perform, and the Contractor shall perform, that work or sale of goods, or both, identified and more particularly described in EXHIBIT A incorporated herein ("the Services").			
3. EFFECTIVE DATE: COMPLETION OF SERVICES. 3.1 This agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Council of the State of New Hampshire approve this agreement, ("the Effective Date"). 3.2 If the date for commencement in Exhibit A precedes the Effective Date all services performed by Contractor between the commencement date and the Effective Date shall be performed at the sole risk of the contractor and in the event that this Agreement does not become effective, the State shall be under no obligation to pay the contractor for any costs incurred or services performed; however that if this Agreement becomes effective all costs incurred prior to the effective date shall be paid under the terms of this Agreement. All services must be completed by the date specified in block 1.6.			
4. CONDITIONAL NATURE OF AGREEMENT. Notwithstanding anything in this agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of those funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the account identified in block 1.5 in the event funds in that account are reduced or unavailable.			

5. CONTRACT PRICE: LIMITATION ON PRICE: PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in Exhibit B, incorporated herein.

5.2 The payment by the State of the contract price shall be the only, and the complete, reimbursement to the Contractor for all expenses, of whatever nature, incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by RSA 80:7 through 7-C or any other provision of law.

5.4 Notwithstanding anything in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made, hereunder exceed the price limitation set forth in block 1.8 of these general provisions.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS: EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to civil rights and equal opportunity laws. In addition, the vendor shall comply with all applicable copyright laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap or national origin and will take affirmative action to prevent such discrimination.

6.3 If this agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States, access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants and conditions of this Agreement.

7. PERSONNEL

7.1 The performance of the Services shall be carried out by employees of the Contractor. The Contractor shall at its own expense, provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 The Contractor shall not hire, and shall permit no subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services, to hire any person who has a contractual relationship with the State, or who is a State officer or employee, elected or appointed.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final.

8. EVENT OF DEFAULT, REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Events of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule; or

8.1.2 failure to submit any report required hereunder; or

8.1.3 failure to perform any other covenant or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely remedied, terminate this agreement, effective two (2) days after giving the Contractor notice of termination; and

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the Contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor; and

8.2.3 set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and

8.2.4 treat the agreement as breached and pursue any of its remedies at law or in equity, or both.

9. DATA: ACCESS; CONFIDENTIALITY; PRESERVATION.

9.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

9.2 On and after the Effective Date, all data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

9.3 Confidentiality of data shall be governed by RSA 91-A or other existing law. Disclosure pursuant to a right to know request shall require prior written approval of the State.

10. **TERMINATION.** In the event of an early termination of this Agreement for any reason other than the completion to the Services, the Contractor shall deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("the Termination Report") describing in detail all Services

performed, and the Contract Price earned, to and including the date of termination. To the extent possible, the form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in EXHIBIT A.

11. **CONTRACTOR'S RELATION TO THE STATE.** In the performance of this agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, worker's compensation or other emoluments provided by the State to its employees.

12. **ASSIGNMENT, DELEGATION AND SUBCONTRACTS.** The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written consent of the State. None of the Services shall be delegated or subcontracted by the Contractor without the prior written consent of the State.

13. **INDEMNIFICATION.** The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant shall survive the termination of this Agreement.

14. INSURANCE AND BOND.

14.1 The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, both for the benefit of the State, the following insurance:

14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per incident; and

14.1.2 fire and extended coverage insurance covering all property subject to subparagraph 9.2 of these general provisions, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 of this paragraph shall be the standard form employed in the State of New Hampshire, issued by underwriters acceptable to the State, and authorized to do business in the State of New Hampshire. Each policy shall contain a clause prohibiting cancellation or modifications of the policy earlier than 10 days after written notice thereof has been received by the State.

15. **WAIVER OF BREACH.** No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that event, or any subsequent Event. No express failure of any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other default on the part of the Contractor.

16. **NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, above.

17. **AMENDMENT.** This agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Council of the State of New Hampshire.

18. **CONSTRUCTION OF AGREEMENT AND TERMS.** This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns.

19. **THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this agreement shall not be construed to confer any such benefit.

20. **SPECIAL PROVISIONS.** The additional provisions set forth in EXHIBIT C hereto are incorporated as part of this Agreement.

21. **ENTIRE AGREEMENT.** This agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings relating hereto.

ATTACHMENT I
CORPORATE RESOLUTION
SAMPLE

I, _____, hereby certify that I am duly elected
(Name of Authority)
_____ of _____.
(Title of officer) (Name of business or organization)

I hereby certify the following is a true copy of a vote taken at a meeting of the Board of Directors of the organization, duly called and held on _____ at which a quorum of the Board was present and voting. (Date)

VOTED:

To authorize _____, _____
(Name of officer) (Title)
of _____ execute and have delivered to the State of New Hampshire a
(Name of Business)
binding Bid in response to Request for Bid No. XXX - Inmate Calling Services and further authorizing said officer to execute any documents which may in his judgment be desirable to effect the purpose of this vote.

I hereby certify that the said vote has not been amended or repealed and remains in full force and effect as of _____ and that _____ is the duly
(Date) (Name of Officer)
elected.
_____ of _____
(Title) (Name of Business Organization)

Attest:

Date: _____ Title: _____

(SEAL OF THE CORPORATION)

ATTACHMENT J PAY TELEPHONE LOCATIONS

All Locations are Subject to Change

Current Telephone Number	Site Location	Address
(603) 378-9224	Park & Ride / Plaistow	Westville Rd Plaistow NH 03865
(603) 436-2643	Transportation Center - Pease	West Enterance Portsmouth NH 03801
(603) 436-6971	Transportation Center - Pease	West Enterance Portsmouth NH 03801
(603) 436-7690	Transportation Center - Pease	West Enterance Portsmouth NH 03801
(603) 542-9800	Claremont District Court	Tremont Square P.O. Box 3 13 Claremont NH 03743-0313
unavailable	Mt. Washington Observatory	Top of Mountain
(603) 929-0228	Park & Ride / Hampton	Timber Swamp Rd Hampton NH 03842
(603) 742-9767	Dover Tolls	Spaulding Turnpike Dover NH 03820
(603) 742-9770	Dover Tolls	Spaulding Turnpike Dover NH 03820
(603) 228-8992	Park & Ride / Concord 89 & 3A	S. Main Street Concord NH 03301
(603) 356-9565	N. Conway Rest Area Intervale	Rt# 16 N. Conway NH 03818
(603) 926-9108	Hampton Tolls	RT #95 Hampton NH 03842
(603) 926-9129	Hampton Tolls	RT #95 Hampton NH 03842
(603) 926-9166	Hampton Tolls	RT #95 Hampton NH 03842
(603) 929-9912	Hampton Tolls	RT #95 Hampton NH 03842
(603) 356-9509	Carrol County Court / Conway	RT #302 N. Conway NH 03818
(603) 823-9537	Lafayette Place Campground	Rt # 93 Franconia NH 03580
(603) 926-4710	DOT Toll Booth	Route 95 North
(603) 286-2752	Sanborton Rest Area	Route 93 South Sanborton NH 03872
(603) 286-7314	Sanborton Rest Area	Route 93 South Sanborton NH 03872
(603) 286-8179	Sanborton Rest Area	Route 93 South Sanborton NH 03872
(603) 893-3082	DOT Exit 1 Rest Area	Route 93 Salem NH
(603) 783-9659	Canterbury Rest Area	Route 93 North Canterbury NH 03274
(603) 783-9906	Canterbury Rest Area	Route 93 North Canterbury NH 03274
(603) 374-9250	NH Information Center	Route 302 Harts Location NH 03812
(603) 745-8510	Flume	Route 3 N. Woodstock NH
(603) 745-8526	Flume	Route 3 N. Woodstock NH
(603) 626-4641	Bedford Tolls	Route 3 Bedford NH 03110
(603) 482-3385	Umbagog Lake Camp	Route 26 Errol NH 03256
(603) 823-8895	DRED, Parks, Echo Lake Ticket Booth	Route 18, Franconia NH
(603) 323-9312	White Lake State Park	Route 16 Tamworth NH 03586
(603) 332-9806	Gonic Toll Booths	Route 16 Gonic NH 03867
(603) 332-9807	Gonic Toll Booths	Route 16 Gonic NH 03867
(603) 679-9809	Park & Ride / Epping	Route 125 Epping NH 03042
(603) 542-4006	NH Tech Institute 6-Claremont	Route 120 Claremont NH 03256
(603) 763-2319	Park & Ride / New London	Route 11 New London NH 03257
(603) 431-0117	DRED, Parks	Odiorne Point Nature Center, 570 Ocean Blvd., Rye NH
(603) 356-9939	DOT Rt. 16 Senic Vista, North End	North Conway NH
(603) 926-4775	Hampton Liquor Store Rt 95 S.	Interstate 95 South Hampton NH 03842
(603) 926-9135	Hampton Liquor Store Rt 95 S.	Interstate 95 South Hampton NH 03842
(603) 474-6071	Seabrook Rest Area - Rt 95 N	Interstate 95 North Seabrook NH 03874

ATTACHMENT J
PAY TELEPHONE LOCATIONS
(Continued)

Current Telephone Number	Site Location	Address
(603) 474-6074	Seabrook Rest Area - Rt 95 N	Interstate 95 North Seabrook NH 03874
(603) 474-8375	Seabrook Rest Area - Rt 95 N	Interstate 95 North Seabrook NH 03874
(603) 474-8376	Seabrook Rest Area - Rt 95 N	Interstate 95 North Seabrook NH 03874
(603) 474-8913	Seabrook Rest Area - Rt 95 N	Interstate 95 North Seabrook NH 03874
(603) 474-8933	Seabrook Rest Area - Rt 95 N	Interstate 95 North Seabrook NH 03874
(603) 929-9934	Hampton Liquor Store Rt 95 N.	Interstate 95 North Hampton NH 03842
(603) 929-9935	Hampton Liquor Store Rt 95 N.	Interstate 95 North Hampton NH 03842
(603) 437-4670	Weigh Station Rt 93 S Windham	Interstate 93 South Windham NH 03087
(603) 437-2780	Weigh Station Rt 93 N Windham	Interstate 93 North Windham NH 030887
(603) 893-3747	Salem Rest Area	Interstate 93 North Salem NH 03079
(603) 893-9070	Salem Rest Area	Interstate 93 North Salem NH 03079
(603) 893-9072	Salem Rest Area	Interstate 93 North Salem NH 03079
(603) 893-9073	Salem Rest Area	Interstate 93 North Salem NH 03079
(603) 893-9084	Salem Rest Area	Interstate 93 North Salem NH 03079
(603) 448-9860	Lebanon Rest Area	I 89 Lebanon NH 03766
(603) 448-9852	Lebanon Rest Area South Bound	I 89 Lebanon NH 03766
(603) 547-8388	Greenfield State Park	Hancock Road Greenfield NH 03047
(603) 823-9966	Peabody Slope	Exit 34C Rt#93 Franconia NH 03580
(603) 823-9973	Peabody Slope	Exit 34C Rt#93 Franconia NH 03580
(603) 823-5269	Cannon Mountain	Exit 34B Rt#93 Franconia NH 03580
(603) 823-9981	Cannon Mountain	Exit 34B Rt#93 Franconia NH 03580
(603) 882-0479	Merrimack Toll	Everett Turnpike Merrimack NH 03054
(603) 237-5189	Coleman State Park	Diamond Pond Road Colebrook NH 03576
(603) 226-3752	State Office Park South	Concord NH
(603) 226-4592		Concord NH
(603) 226-9624	DOT Park & Ride / Concord Rt 89	Clinton Street Concord NH 03301
(603) 226-3752	State Office Park South Howard Rec Center	99 Pleasant Street Concord NH 03301
(603) 539-8371	Carrol County Court / Ossipee	96 Water Village Road Ossipee NH 03864
(603) 226-0247	Spaulding Building / Concord	95 Pleasant Street Concord NH 03310
(603) 228-1496	Spaulding Building / Concord	95 Pleasant Street Concord NH 03310
(603) 228-1496	Office Park South Spaulding Building	95 Pleasant Street Concord NH 03301
(603) 226-0247	Spaulding Conference Room	95 Pleasant Street Concord NH 03301
(603) 579-0397	DOT Park & Ride	9 N. Southwood Dr Nashua NH 03063
(603) 466-9444	Shelburne Rest Area	835 Route 2 Shelburne NH 03581
(603) 623-9182	NH Armory	771 Canal Street Manchester NH 03101
(603) 332-6231	Rochester District Court	76 N. Main Street Rochester NH 03867
(603) 542-9794	Health & Human Svs-Clairemont	7 Water Street Claremont NH 03256
(603) 532-8262	Jaffrey District Court	7 Knight Jaffrey NH 03452
(603) 228-3409	Dept of Transportation	7 Hazen Drive Concord NH 03301
(603) 934-1021	Franklin District Court	7 Hancock Terrace Franklin NH 03235
(603) 528-2033	Lakes Region Facility	67 Communications Dr., Laconia NH
(603) 224-9840	Shea Farms	60 Iron Works Road Concord NH 03301

ATTACHMENT J
PAY TELEPHONE LOCATIONS
(Continued)

Current Telephone Number	Site Location	Address
(603) 226-2066	Shea Farms	60 Iron Works Road Concord NH 03301
(603) 226-9613	Shea Farms	60 Iron Works Road Concord NH 03301
(603) 228-0904	Shea Farms	60 Iron Works Road Concord NH 03301
(603) 435-7488	Portsmouth District Court	59 Main Street, Portsmouth NH
(603) 559-9054	Pease Development Authority	555 Market Street, Portsmouth NH
(603) 788-0916	Coos County Court House	55 School Street Lancaster NH 03584
(603) 788-0917	Coos County Court House	55 School Street Lancaster NH 03584
(603) 863-5320	Newport District Court	55 Main Street Newport NH 03773
(603) 485-7167	Hookset Liquor Store - Rt 93 N	530 W. River Road Hookset NH 03106
(603) 485-7717	Hookset Liquor Store - Rt 93 N	530 W. River Road Hookset NH 03106
(603) 485-9164	Hookset Liquor Store - Rt 93 N	530 W. River Road Hookset NH 03106
(603) 485-7786	Hookset Toll Booths	530 River Road Hookset NH 03106
(603) 485-7700	I93 Hookset Toll Booths	530 River Road Hookset NH 03106
(603) 868-2416	UNH Train Station	51 Main Street Durham NH 03824
(603) 889-8186	NHTI	505 Amherst Street Nashua NH 03063
(603) 889-9543	NHTI	505 Amherst Street Nashua NH 03063
(603) 846-5132	Safety, Registry of MV	500 Route W 302 Carroll NH 03598
(603) 528-9673	Safety, Emergency Communications	50 Communication Drive Laconia NH 03246
(603) 742-9785	Safety, Registry of MV	50 Boston Harbor Rd Dover NH 03820
(603) 225-8944	Tobey Building	45 S. Fruit Concord NH 03301
(603) 223-4079	Dept of Revenue	45 Chenell Drive Concord NH 03301
(603) 538-7495	Lake Francis Visitors Center	439 River Rd Pittsburg NH 03592
(603) 643-4832	Lebanon District Court	38 Centerra Pkwy Lebanon NH 037667
(603) 524-9363	NHTI	379 Prescott Hill Rd Laconia NH 03246
(603) 989-5986	Glenclyff Elderly Home	364 Sanitorium Rd Benton NH 03238
(603) 989-5988	Glenclyff Elderly Home	364 Sanitorium Rd Benton NH 03238
(603) 224-6505	NH State Office Park South APS Building F Unit	36 Clinton Street Concord NH
(603) 224-6556	NH State Office Park South APS Building F Unit	36 Clinton Street Concord NH
(603) 224-6082	NH State Office Park South APS Building D Unit	36 Clinton Street Concord NH
(603) 224-7195	NH State Office Park South APS Building D Unit	36 Clinton Street Concord NH
(603) 224-6559	NH State Office Park South APS Building E Unit	36 Clinton Street Concord NH
(603) 226-2976	NH State Office Park South APS Building E Unit	36 Clinton Street Concord NH
(603) 226-7180	NH State Office Park South APS Building H Unit	36 Clinton Street Concord NH
(603) 223-2007	Office Park South, APS Building	36 Clinton Street Concord NH
(603) 223-2369	State Office Park South Main Building	36 Clinton Street Concord NH 03301 Unit J
(603) 224-5328	State Office Park South	36 Clinton Street Concord NH 03301
(603) 228-0979	State Office Park South APS Building	36 Clinton Street Concord NH 03301
(603) 226-9605	State Office Park South APS Building, 2nd Fl Lobby	36 Clinton Street Concord NH 03301
(603) 622-9953	Hillsboro County Court	35 Amherst Street Manchester NH 03101
(603) 622-9983	Hillsboro County Court	35 Amherst Street Manchester NH 03101
(603) 224-9816	Legislative Office Building	33 N. State Street Concord NH 03301

ATTACHMENT J
PAY TELEPHONE LOCATIONS
(Continued)

Current Telephone Number	Site Location	Address
(603) 226-4592	Legislative Office Building	33 N. State Street Concord NH 03301
(603) 228-8800	Safety, Dept of Motor Vehicles	33 Hazen Drive Concord NH 03301
(603) 749-7748	Dover Train Station	33 Chestnut Dover NH 03820
(603) 749-7751	Dover Train Station	33 Chestnut Dover NH 03820
(603) 466-5568	Moose Brook State Park	32 Jimtown Road Gorham NH 03581
(603) 224-4322	Concord District Court	32 Clinton Street, Concord, NH
(603) 224-4279	Concord District Court	32 Clinton St Concord NH 03301
(603) 623-9240	Prison for Women	317 Mast Rd Goffstown NH 03570
(603) 228-0930	Employment Security Office	31 South Street Concord NH 03301
(603) 623-8345	Hillsboro Cnty Court 2-Manches	300 Chestnut Street Manchester NH 03101
(603) 623-9293	Hillsboro Cnty Court 2-Manches	300 Chestnut Street Manchester NH 03101
(603) 880-6122	Hillsboro Cnty Court - Nashua	30 Spring Street Nashua NH 03060
(603) 747-3672	Haverhill District Court	2nd Fl Lobby, Woodsville
(603) 786-9593	DOT Disrrict 2	2926 Route 25, Rmney, NH
(603) 358-9551	Safety, Registry of MV / Keene	29 Route 9 Keene NH 03431
(603) 224-8764		29 Hazen Drive Concord NH 03301
(603) 625-8076	Auburn District Court	284 Londonderry Turnpike Auburn NH 03032
(603) 225-8845	North End House	281 North State Street Concord NH 03301
(603) 225-4985	North End House	281 N. State Street Concord NH 03301
(603) 225-4986	North End House	281 N. State Street Concord NH 03301
(603) 228-2189	North End House	281 N. State Street Concord NH 03301
(603) 228-4365	North End House	281 N. State Street Concord NH 03301
(603) 228-4376	North End House	281 N. State Street Concord NH 03301
(603) 228-2922	Prison	281 N. State Street Concord NH 03301
(603) 772-7639	NHTI	277 Portsmouth Ave Stratham NH 03885
(603) 778-8615	NHTI	277 Portsmouth Ave Stratham NH 03885
(603) 524-9757	Laconia District Court	26 Academy Laconia NH 03246
(603) 889-2911	Nashua District Court	25 Walnut Street Nashua NH 03246
(603) 749-3112	Dover District Court	25 St. Thomas Dover NH 03820
(603) 485-7170	Hookset Liquor Store - Rt 93 S	25 Springer Road Hookset NH 03106
(603) 485-7758	Hookset Liquor Store - Rt 93 S	25 Springer Road Hookset NH 03106
(603) 485-7810	Hookset Liquor Store - Rt 93 S	25 Springer Road Hookset NH 03106
(603) 485-7750	Liquor Commission Store 9	25 Springer Rd, Hooksett
(603) 536-9510	Plymouth District Court	25 Green Street Plymouth NH 03264
(603) 226-9636	Fire Academy	222 Sheep Davis Rd Concord NH 03301
(603) 752-7017	NHCTC	220 Riverside Drive, Berlin, NH
(603) 752-6855	Berlin District Court	220 Main Street Berlin NH 03570
(603) 863-7925	Sullivan County Superior Court	22 Main Street Newport NH 03773
(603) 225-7491	Walker Building	21 S. Fruit Street Concord NH 03301
(603) 752-9715	NH Tech Institute - Berlin	2020 Riverside Drive Berlin NH 03570
(603) 929-1298	Hampton Beach Coin Changer	200 Ocean Blvd Hampton NH 03842
(603) 436-9626	Portsmouth Fishing Port	20 Pierce Island Rd Portsmouth NH 03801

**ATTACHMENT J
PAY TELEPHONE LOCATIONS
(Continued)**

Current Telephone Number	Site Location	Address
(603) 926-9093	Hampton Beach Camper Park	2 Ocean Blvd Hampton NH 03842
(603) 225-5254	Fish & Game	2 Hazen Drive Concord NH 03301
(603) 437-1766	DOT Park & Ride	2 Garden Lane Londonderry NH 03053
(603) 334-6076	Pease Golf Course	2 Country Club Rd Portsmouth NH 03801
(603) 889-8749	Hillsboro Cnty Court	19 Temple Nashua NH 03060
(603) 594-9812	Health & Human Services District Office	19 Chestnut Nashua NH 03060
(603) 964-8149	Rye Harbor Marina	1870 Ocean Blvd Rye NH 03870
(603) 323-2910	Dept of Safety Motor Vehicles	1864 White Mountain Highway Tamworth NH 03817
(603) 363-8961	Chesterfield Gorge State Park	1823 Route 9 Chesterfield NH 03443
(603) 926-9187	Hampton Beach Bath House	180 Ocean Blvd Hampton NH 03842
(603) 926-9729	Hampton Beach Bath House	180 Ocean Blvd Hampton NH 03842
(603) 929-0390	Hampton Beach Bath House	180 Ocean Blvd Hampton NH 03842
(603) 672-9016	Milford District Courtr	180 Elm Street, Milford
(603) 228-8801	NHTI Mens Dorm 2nd Floor Kitchen	17 Fan Road, Concord
(603) 228-8895	NH Tech Institute 2 - Concord	17 Fan Rd Concord NH 03301
(603) 224-2894	NHTI	17 Fan Rd Concord NH 03301
(603) 224-7120	NHTI	17 Fan Rd Concord NH 03301
(603) 224-7380	NHTI	17 Fan Rd Concord NH 03301
(603) 224-7430	NHTI	17 Fan Rd Concord NH 03301
(603) 225-9838	NHTI	17 Fan Rd Concord NH 03301
(603) 228-0972	NHTI	17 Fan Rd Concord NH 03301
(603) 228-8952	NHTI	17 Fan Rd Concord NH 03301
(603) 228-8909	NHTI Macrury Hall Dental Clinic	17 Fan Rd Concord NH 03301
(603) 228-8860	NHTI Farnum Library	17 Fan Rd Concord NH 03301
(603) 224-6900	NHTI North Hall Wing B, 1st Fl	17 Fan Rd Concord NH 03301
(603) 226-4857	NHTI Strout Hall	17 Fan Rd Concord NH 03301
(603) 228-8767	NHTI Womens Dorm, 2nd Fl	17 Fan Rd Concord NH 03301
(603) 228-6032	NHTI Womens Dorm, 3rd Fl	17 Fan Rd Concord NH 03301
(603) 226-9656	Police Standards & Training	17 Fan Rd Concord NH 03301
(603) 228-0961	Police Standards & Training	17 Fan Rd Concord NH 03301
(603) 228-0962	Police Standards & Training	17 Fan Rd Concord NH 03301
(603) 228-0963	Police Standards & Training	17 Fan Rd Concord NH 03301
(603) 625-6260	Tirrell Halfway House	15 Brook Street Manchester NH 03101
(603) 482-9882	Mollidgewock State Park	1437 Berlin Rd Errol NH 03579
(603) 763-5925	DOT Rest Area	1400 Route 89 Springfield NH 03284
(603) 763-5974	DOT Rest Area	1400 Route 89 Springfield NH 03284
(603) 763-9104	Sunapee State Park- Bath House	1398 Route 103 Newbury NH 03255
(603) 286-7366	NH Veterans Home	139 Winter Street Tilton NH 03276
(603) 286-9650	NH Veterans Home	139 Winter Street Tilton NH 03276
(603) 752-7077	North Co. Corrections- Berlin	138 East Milan Berlin NH 03570
(603) 736-4794	Epsom Rest Area	1347 Dover Rd Epsom NH
(603) 444-9837	Littleton District Court	134 Main Street Littleton NH 03561

ATTACHMENT J
PAY TELEPHONE LOCATIONS
(Continued)

Current Telephone Number	Site Location	Address
(603) 224-0245	Health & Human Service-Concord	129 Pleasant Street Concord NH 03301
(603) 895-2261	Pawtuckaway State Park	128 Mountain Rd Nottingham NH 03290
(603) 228-0909	Hospital Laundry	127 Pleasant Street Concord NH 03310
(603) 622-1056	Calumet House	126 Lowell Street Manchester NH 03104
(603) 622-1548	Calumet House	126 Lowell Street Manchester NH 03104
(603) 623-8282	Calumet House	126 Lowell Street Manchester NH 03104
(603) 623-9177	Calumet House	126 Lowell Street Manchester NH 03104
(603) 666-9973	Calumet House	126 Lowell Street Manchester NH 03104
(603) 666-9979	Calumet House	126 Lowell Street Manchester NH 03104
(603) 225-4953	Philbrook Center	121 South Fruit Street Concord NH 03301
(603) 225-4954	State Office Park South Philbrook Center	121 South Fruit Street
(603) 357-4685	Cheshire County Court	12 Court St Keene NH 03431
(603) 422-8862	DOT, Greeland Park & Ride	1160 Greenland Rd Portsmouth NH 03801
(603) 532-8876	Monadnock State Park	116 Poole Road Jaffrey NH 03452
(603) 433-2134	Portsmouth District Court	111Parrott Ave Portsmouth NH 03801
(603) 886-3963	DOT Rest Area	110 Broad Street Nashua NH 03060
(603) 964-5863	North Hampton Beach	11 Ocean Blvd N. Hampton NH 03862
(603) 228-8776	NH State House	107 North Main Street, Concord
(603) 228-8793	State House	107 N. Main Street Concord NH 03301
(603) 228-8821	State House	107 N. Main Street Concord NH 03301
(603) 228-8868	State House	107 N. Main Street Concord NH 03301
(603) 623-9958	NHCTC	1066 Front Street Manchester NH 03102
(603) 627-1114	NHCTC	1066 Front Street Manchester NH 03102
(603) 627-4734	NHCTC	1066 Front Street Manchester NH 03102
(603) 431-9834	Wallis Sands State Park	1050 Ocean Blvd Rye NH 03870
(603) 228-8824	Main Building	105 Pleasant Street Concord NH 03301
(603) 224-5312	State Office Park South	105 Pleasant Street Concord NH 03301
(603) 224-5327	State Office Park South	105 Pleasant Street Concord NH 03301
(603) 224-5342	State Office Park South	105 Pleasant Street Concord NH 03301
(603) 228-0327	State Office Park South	105 Pleasant Street Concord NH 03301
(603) 226-9606	Yellow House Back Poarch	105 Pleasant Street Concord NH 03301
(603) 226-9606	Yellow House Back Poarch	105 Pleasant Street Concord NH 03301
(603) 436-9750	Portsmouth Liquor Store	100 Rotary Circle Portsmouth NH 03801
(603) 436-9758	Portsmouth Liquor Store	100 Rotary Circle Portsmouth NH 03801
(603) 642-8534	Rockingham County Court	10 Route 125 Brentwood NH 03833
(603) 642-8564	Rockingham County Court	10 Route 125 Brentwood NH 03833
(603) 642-6147	Rockingham County Court 2nd Fl	10 Route 125 Brentwood NH 03833
(603) 642-8416	Rockingham County Court 3rd Fl	10 Route 125 Brentwood NH 03833
(603) 432-4483	Derry District Court	10 Manning Street Derry NH 03038
(603) 539-8397	Carroll County Elderly Home	10 County Farm Road Ossipee NH 03864
(603) 237-9827	Colebrook District Court	10 Bridge Street Colebrook NH 03576
(603) 527-0630	Spaulding Building / Laconia	1 Rightway Path Laconia NH 03246

ATTACHMENT J
PAY TELEPHONE LOCATIONS
(Continued)

Current Telephone Number	Site Location	Address
(603) 527-0631	Spaulding Building / Laconia	1 Rightway Path Laconia NH 03246
(603) 524-5476	Speare Building	1 Rightway Path Laconia NH 03246
(603) 926-9734	Hampton Beach Fishing Pier	1 Ocean Blvd Hampton NH 03842
(603) 228-8841	State Supreme Court	1 Noble Drive Concord NH 03301
(603) 444-5793	Rt 93 Exit 44 Rest Area	350 Meadow St. Littleton NH 03561
(603) 444-5794	Rt 93 Exit 44 Rest Area	350 Meadow St. Littleton NH 03561
unavailable	Route 89 Rest Area	