

REQUEST FOR PROPOSAL

INMATE/RESIDENT TELEPHONE CONTROL SERVICE

1.0 PURPOSE AND INTENT

This Request For Proposal (RFP) is issued by the Purchase Bureau, Division of Purchase and Property, Department of the Treasury, on behalf of the State of New Jersey, Department of Corrections (DOC) and Juvenile Justice Commission (JJC). The purpose of this RFP is to solicit bid proposals from qualified bidders for inmate/resident telephone control service. The intent of this RFP is to establish a contract with one provider for the services specified herein. Bidders may submit several alternatives. This RFP is issued by the Purchase Bureau, Division of Purchase and Property, Department of the Treasury. The State will select the bid proposal that best represents, in its opinion, the most advantageous solution for the State price and other factors.

The DOC and JJC desire to provide inmate/resident telephone service to all of the State owned correctional facilities in New Jersey. This contract will also be extended to a number of county correctional facilities in New Jersey. All commission rates and services provided to the DOC and JJC are to be extended to the county correctional facilities in New Jersey. Attachment 1 lists the counties that will be participating.

All bidders have to be approved by the New Jersey BPU to provide telephone service in this State in accordance with appropriate tariff(s).

The objectives of the DOC and JJC is to provide a controlled environment to prevent telephone abuse and harassment of DOC and JJC officials, witnesses and other parties involved in criminal prosecution.

2.0 BACKGROUND

The State of New Jersey Office of Information Technology (OIT) is responsible for provisioning and administering telecommunications services for all Executive agencies to assure efficiency and economy. OIT offices are located at 300 Riverview Office Park, Trenton, New Jersey 08625.

Inmate/resident telephone service is currently provided by AT&T. There are approximately 29,037 inmates/residents and 1,585 inmate/resident telephones installed in 29 State correctional facilities.

The State is seeking to award a contract to provide inmate/resident telephone service for all of the State operated correctional facilities in New Jersey. The intent of this RFP is to award a contract to that responsible bidder whose bid, conforming to this invitation for bids, is most advantageous to the State, price and other factors considered.

3.0 BIDDERS INFORMATION

3.1 Precedence of Purchase Bureau Standard Terms and Conditions

Unless specifically noted, the Purchase Bureau's Standard Terms and Conditions found, near the beginning of this RFP, take precedence over any similar terms and conditions located in other sections of this RFP.

3.2 Mandatory Pre-Bid Conference

A Mandatory Pre-Bid Conference has been scheduled for this procurement. The date, time and location are noted on the cover page of this RFP. Since the conference is mandatory, failure to attend will disqualify a firm from submitting a bid proposal in response to this RFP. Bid proposals will be automatically rejected from any firm not represented and properly registered at the Mandatory Pre-Bid Conference. The purpose of the Mandatory Pre-Bid Conference is to provide a structured and formal opportunity for the State to accept questions from bidders relating to this RFP.

Any major revisions to the RFP as a result of the Mandatory Bidders' Conference, or answers to deferred questions, will be made in the form of written Addenda to this RFP. The State may also distribute additional background information or material at the Mandatory Bidders' Conference.

3.3 Question and Inquiries

Bidders are encouraged to submit questions in advance of the Mandatory Pre-Bid Conference so that answers may be prepared by the time of the Conference. Lengthy or multiple questions should be submitted in writing. Oral explanations or instructions given over the telephone before the award of the contract shall not be binding. Bidders are cautioned that all questions and inquiries regarding this RFP must be directed to the Purchase Bureau buyer listed on the coversheet of this RFP. Written questions should specifically reference the RFP page number and section number to which the question relates. Questions submitted in writing at the Mandatory Pre-Bid Conference must be hand delivered to the Purchase Bureau buyer.

The purchase Bureau is the sole point of contact for information concerning this RFP.

Questions must be mailed or faxed to the attention of the assigned buyer at the following address:

STATE OF NEW JERSEY
PURCHASE BUREAU
PO BOX 230
TRENTON, NJ 08625-0230
TELEPHONE: (609) 984-9703
FAX: (609) 292-5170
ATTN: Ms. Antoinette Lello

3.4 Revisions to this Request for Proposal

In the event that it becomes necessary to revise any part of this RFP prior to the Mandatory Bidders' Conference, revisions will be provided in the form of an addendum to all bidders to whom the Purchase Bureau mailed the initial RFP. If revisions are necessary after the Mandatory Bidders' Conference, the revisions will be provided only to those bidders who attended and properly registered at the Mandatory Bidders' Conference.

3.5 Compliance with Public Works Contractor Registration Act

Contractors must be in compliance with the Public Works Contractor Registration Act. Under the Act, no contractor/subcontractor will be permitted to engage in a contract for public work unless that contractor/subcontractor is registered with the New Jersey Department of Labor. The Act provides that upon registration with the Department of Labor, a public works contractor/subcontractor will be issued a certificate by the Department indicating compliance with the Act's requirements. There is a registration fee of \$300 per year. Contractors should submit a copy of this certificate to the Purchase Bureau with their proposals, or within five days of request by the Purchase Bureau. Evidence of such registration is a condition precedent to the award of contract.

For further information vendors can contact the Contractor Registration Unit at:

New Jersey Department of Labor
Division of Wage & Hour Compliance
PO Box 389
Trenton, NJ 08625-0389
Telephone: (609) 292-9464
Fax: (609) 633-8591

In addition, labor rates must be in accordance with the Prevailing Wage Act. The Prevailing Wage Rates by county may be obtained at the following web site:

<http://www.state.nj.us/labor/wps/wh/division/contract/prevail/wagerate.htm>

3.6 Registration with Division of Revenue

Proof of valid business registration with the Division of Revenue, Department of the Treasury, State of New Jersey should be submitted by the bidder and, if applicable, by every subcontractor of the bidder, with the bidder's bid. No contract will be awarded without proof of business registration with the Division of Revenue. Any questions in this regard can be directed to the Division of Revenue at (609)292-1730.

3.7 Issuing Office

This RFP is issued by the State Division of Purchase and Property, Purchase Bureau. The issuing office is the sole point of contact between bidders and the State for purposes of this RFP.

3.8 Contents of Bid Proposal

The entire content of every bid proposal that is publicly opened and read becomes a public record notwithstanding any disclaimer by the bidder in the bid proposal.

All bid proposals, as public records, are available for public review and inspection. Persons who wish to review bid response must make an appointment with the Purchase Bureau. Inspection is subject to the rules of the Purchase Bureau.

3.9 Price Alteration

Bid prices must be typed or written in ink or the bid will be automatically rejected. Any price change (including "white-outs") must be initialed or that item will be disqualified. This policy is meant to protect both the State and bidders.

3.10 Oral Presentation

Each Bidder that submits a bid proposal in response to this RFP may be required to give an oral presentation concerning its proposal to the State. The State may require the bidder to submit written responses to questions from the State regarding its proposal.

The purpose of the State's communication with a Bidder, either through an oral presentation or a letter of clarification, is to provide an opportunity for the Bidder to clarify or elaborate on its bid proposal. Original bid proposals submitted cannot be supplemented, changed, or corrected in any way. No comments regarding other Bidder's or their bid proposals are permitted. Bidders may not attend presentation made by their competitors.

Each Bidder must clearly understand that it is the State's sole option to determine which Bidder(s), if any, will be invited to make oral presentations and/or be asked to supply written clarification. The Bidder shall not construe the list of firms invited, if any, to imply acceptance or rejection of any bid(s). The Division of Purchase and Property, Purchase Bureau, will schedule the time and location of any such presentations. The Purchase Bureau will be the sole point of contact regarding any request for written clarification.

3.11 Inspections

The State reserves the right to conduct a site inspection at a location where the bidder is currently providing the specified services. The State will absorb all necessary State travel expenses related to any such inspections. All such costs will not be considered in the evaluation process. Any site inspection will be scheduled by the Purchase Bureau.

3.12 Bid Bond

This section supplements Section 3.3a of the Standard Terms and Conditions. A Performance Security in the amount of \$250,000.00 will be required to be submitted with the proposal.

3.13 Performance Bond

This section supplements Section 3.3b of the Standard Terms and Conditions. A performance security in the amount of \$500,000 is required. The performance security must be posted within thirty days of the effective date of contract award. The

performance security must remain in full force for the term of the contract and any extension thereof.

3.14 Cost Liability

The State of New Jersey assumes no responsibility and no liability for costs incurred by firms prior to issuance of an agreement, contract or purchase order.

4.0 CONTRACT DEFINITIONS

As used herein, the following terms shall have the definitions set forth in these paragraphs. These definitions shall also apply to the entire RFP and resulting Contract unless otherwise defined therein. By submitting a bid proposal in response to this RFP the bidder certifies that it understands and agrees that all of these definitions will automatically become a part of any Contract(s) awarded or order(s) placed as a result of the RFP, unless specifically and expressly modified by reference in the RFP or in a written document executed by the Director, Division of Purchase and Property or the designee thereof.

ADDENDUM – Written clarification or revisions to this RFP issued by the Purchase Bureau.

AMENDMENT – A change in the scope of work to be performed by the Contractor. An amendment is not effective until it is signed by the Director, Division of Purchase and Property.

BIDDER – An individual or business entity submitting a bid in response to this RFP.

CONTRACT – This RFP, any Addendum to this RFP and the bidder's proposal submitted in response to this RFP and the Division's Notice of Acceptance.

CONTRACTOR – The Contractor is the bidder awarded a contract.

CORRECTIONAL FACILITIES – State run penitentiary housing and residential programs for incarcerated inmates and residents under the care of the DOC or JJC.

COUNTY CORRECTIONAL FACILITY – County run penitentiary housing for incarcerated inmates and residents under the care of the County.

DIRECTOR – The Director, Division of Purchase and Property, Department of the Treasury. By statutory authority, the Director is the chief contracting officer for the State of New Jersey.

DIVISION – The Division of Purchase and Property.

DOC – Department of Corrections

EVALUATION COMMITTEE – A committee established by the Director, Division of Purchase and Property to review and evaluate bid proposals submitted in response to this RFP and to recommend a Contract award to the Director.

INMATE – An resident incarcerated in a correctional facility under the care of the Department of Corrections and/or the Juvenile Justice Commission and/or County correctional facility.

INMATE/RESIDENT TELEPHONES – Uniquely designed telephone used by the inmates and residents for outbound calling only.

INMATE/RESIDENT TELEPHONE CONTROL SYSTEM – Uniquely designed control system designed for use by the inmates and residents residing in the DOC and JJC institutional facilities.

JJC - Juvenile Justice Commission

LEC – Local Exchange Carrier

MAY –Denotes that which is permissible.

MODIFICATION – A modification to the Contract is a minor change in the manner of performance of the Contractor under the Contract. A Modification may be agreed to in writing by the Using Agency.

MUST – Denotes the imperative and makes known a mandatory requirement. Failure to meet these mandatory requirements may result in the rejection of a proposal as non-responsive.

OIT – Office of Information Technology

OIT POINT OF CONTACT (OIT POC) – Individual appointed to interface with the Contractor for the implementation of service.

PIN – Personnel Identification Number.

POC – Point of contact

Postalized Transport and Service Charge - Same charge per call/minute regardless of hour of day or day of week.

PROJECT – The undertaking or services that are the subject of this RFP.

REQUEST FOR PROPOSAL (RFP) – This document which establishes the bidding and contract requirements and solicits proposals to meet the purchase needs of the Using Agencies as defined herein.

RFP – Request for Proposal

SBI NUMBER – State Bureau Investigation number

SHALL OR MUST – Denotes that which is a mandatory requirement. Failure to meet a mandatory requirement will result in the rejection of a bid proposal as materially non-responsive.

SHOULD –Denotes that which is recommended, but not mandatory.

STATE – The State of New Jersey

STATE CONTRACT MANAGER – The individual responsible for the approval of all deliverables, i.e. tasks, subtasks or other work elements in the Scope of Work.

STATION – Any wall mounted coinless telephone and/or analog wall jack used for inmate/resident calling.

SUBTASKS – Detailed activities that comprise the actual performance of a task.

TASK – A discrete unit of work to be performed.

USING AGENCY – Agency or the entity for which Division has issued this RFP and will enter into a contract.

VENDOR – A vendor is any business entity interacting with the Purchase Bureau, independent of a specific solicitation process. The vendor becomes a bidder by responding to this RFP.

5.0 CONTRACTUAL TERMS AND CONDITIONS

5.1 Contract Period and Extension Option

Any contract resulting from this RFP shall be for a five-year period commencing with the date of formal award with two (2) one-year contract extensions. The contract period shall be considered as running from the date of award.

Contract extension shall be at the option of the State with the concurrence of the vendor. The State shall notify the vendor of its intent to extend ninety days prior to the expiration date of the initial contract period or any extensions thereof.

5.2 Contract Continuity/Transitional Period

In the event the services are scheduled to end either by contract expiration or by termination of the contract by the State of New Jersey (at the State's discretion) it shall be incumbent upon the contractor to continue the service, if requested by the State, for up to 120 days, until new services can be completely operational. The contractor will be reimbursed for this service at the contract rate in effect when this transitional period clause is invoked by the State.

5.3 Contractor Responsibilities

The contractor awarded said service shall assume sole responsibility for delivery of that service. This contractor will assign a person to be the sole point of contact with regard to scheduling and implementation of that service, in connection with the guidelines stipulated in this RFP.

The contractor is responsible for assuring that the subcontractor(s) are in compliance with all terms and conditions of this RFP.

5.4 Subcontracting

This section is in addition to Section 3.11 of the Purchase Bureau's Standard Terms and conditions. If any part of the work is to be subcontracted as part of the proposal, the contractor shall provide a detailed written description of the work to be subcontracted and the proposed subcontractor(s).

The State reserves the right to reject the proposed subcontractor(s). The requirements, as outlined in this RFP for the contractor, apply to any subcontractor(s).

Any proposed changes in approved subcontractors during the term of the contract require the prior written approval of the Director of the Division of Purchase and Property.

5.5 Board of Public Utilities/Federal Communications Commission Requirement

The Contractor or the proposed carrier/subcontractor must be licensed by the BPU/FCC as a common carrier. Any failure on the part of the Contractor or its carrier to continue such compliance shall be cause for termination of the contract.

5.6 Procedural - New Technology

A. After the contract award, additions and/or substitutions will be allowed provided:

- It is approved in writing by the Director, Division of Purchase and Property, with or without consultation from OIT, DOC and JJC;
- Product/service meets or exceeds performance of the original; and
- Product/service is compatible with the original.

B. If new service, having the same functional purpose and a demonstrated nexus to the service under the contract, is developed and comes into standard production after the contract award, that service will be considered for addition and/or replacement for the service under contract. The contractor must make a written request to the Purchase Bureau for new service to be added to the contract. Such written request must include the specifications for the new service, evidencing that the new service serves the same functional purpose and has a close nexus to the service under contract.

All proposed additions or replacements are subject to a review and written acceptance by the Director, Division of Purchase and Property. The sale of new service accepted in writing by the Director shall be governed by the terms of the contract, including price. The aggregate price of any new services must be equal to or less than the existing contracted service.

6.0 SCOPE OF WORK

6.1 General

These requirements constitute the State's inmate/resident telephone control service needs encompassed by this Request for Proposal.

6.1.1 Disaster Recovery Plan

The contractor will have an alternative detailed plan for resolution of service during a major outage including the availability of redundancy of each system. The DOC and/or JJC POC will be given updated progress reports every fifteen minutes until all service is restored. The definition of a major outage is, but not limited to the following:

- Cut or damaged network cable
- Loss of a Central Office
- Major storm damage
- Outage of more than 25% of the stations in any one housing unit
- Outage of the system call restriction capabilities
- Outage of the system PIN recognition capabilities
- Total or partial work stoppage

The DOC or JJC may identify any failure of services as a major outage which it deems critical to the operation and safety of each facility.

6.1.2 Fraudulent Calls

The State will not be held liable for any fraudulent calls originating externally, traversing its facilities, and gaining egress to the public switched telephone network. Any charges resulting from such calls will not be paid by the State.

6.1.3 Call Routing

The Contractor will bear all costs of miss-routed calls such as those resulting from improperly programmed inmate approved telephone numbers.

6.1.4 Quality of Service

The Contractor must design its network and all integral components using a P.01 grade of service at all times, including the busy hour.

6.1.5 On Site System Equipment

Only new on site equipment will be acceptable for all systems and telephones in each correctional facility. No old, refurbished or reused equipment will be approved.

The bidder should provide with the response the type of equipment to be located on site to work with the remote master system for all of the correctional facilities. Due to the age of many of the correctional facilities, the environmental conditions will vary. The State can not guarantee continuous operating ranges of temperature and humidity. The electrical and space requirements needed will be approved by the DOC and/or JJC. All equipment will be installed in a DOC and/or JJC approved secured space and location. Lightning and/or surge protection should be provided on all network and electrical circuits. No control or wiring equipment will be exposed to the general population of any correctional facility. Consideration for future growth of each system should be planned.

The Contractor shall protect and secure all materials, supplies and equipment. All reasonable requests made to the DOC and/or JJC to secure such property shall be complied with wherever possible. The Contractor shall retain ownership and be responsible for loss and damage of all materials, supplies and equipment. The Contractor shall clean up and remove all debris and packaging material resulting from any work. The premises shall be left in a clean and orderly condition.

6.1.6 Dialing Plan

The dialing service provided by the Contractor must adhere to all standards for the North American dialing plan. Expansions and upgrades for the North American dialing plan will be the responsibility of the Contractor with no charge to the State.

International calls will not be authorized.

6.1.7 Non-recurring Charges

The State will not accept any non-recurring charges related to the following service issues:

- Equipment additions, changes and/or deletions
- Maintenance issues with any equipment, service and/or wiring
- Record keeping or report generation
- Service or system upgrades
- System software additions, changes and/or deletions
- System software information bubble forms

Any charges that the Contractor wants to bill the State/county must first have approval from the DOC or JJC POC.

6.1.8 System Evaluation

Six selected bidders will be required to install a fully operational system and telephones, prior to the contract award, in a DOC correctional facility for evaluation. The bidder will be given thirty(30) days from the official notice to have this service on-line for a test period of two(2) months. Correctional facilities to be used for this test will be selected by the DOC.

The six bidders will be selected after meeting all of the terms and conditions set forth in this RFP.

Each bidder's system will be evaluated for the following items:

- Ability to submit the commission check
- Ability to supply the itemized report per section 6.10
- Ability to supply usage study reports per section 6.3.3
- Coordination and efficiency of installation
- Coordination and efficiency of maintenance, if required
- Ease of system functionality
- Proper performance of all features and restrictions
- Quality of the network
- Quality of the system
- Quality of the telephones
- Quality of the post installation support

The system equipment of each of the selected six bidder's will be installed in a State controlled room. An RJ11 connecting block will be installed, in this room, on each telephone circuit for testing purposes. Each bidder will be responsible, if desired, to secure their own equipment within this room.

The billing period will start and end for all of the six selected bidder's on the same day. All reports and the commission check should be forwarded to the Purchase Bureau, Division of Purchase and Property, Department of the Treasury within fifteen days after the end of the billing period for this evaluating period only.

6.1.9 Implementation Plan

The Contractor shall appoint a Project Manager to oversee the total installation of service to each correctional facility. This Project Manager will be responsible for all coordination with the existing Local and/or Interexchange Telephone Companies concerning installation and maintenance of all inmate telephones. However, the Contractor will not order or place in service any type of equipment or facility, which would result in charges to the State, without a written order from the State.

The Contractor shall be solely responsible for the compatibility of the proposed service and equipment with any and all circuits and facilities as provided by the LEC and all other common carriers to meet the requirements of these specifications.

It is imperative that the existing levels of service only be minimally interrupted or diminished in each facility. The Contractor will develop a plan that will ensure total system wide interoperability for any or all services provided to the DOC and JJC. This plan will be reviewed and approved by the DOC and JJC prior to implementation of service.

The Contractor will provide a detailed time line schedule for all in service and/or change of service activity. Critical Path/GANTT charts or other management

tools should be used. The Contractor will perform end to end testing on all telephones.

The project will require completion within three months from the date of the contract award.

6.2 Basic Service

6.2.1 Reliability/Availability

The State requires that the bidders network meet or exceed all industry standards. On line performance requirements are at 99.999%. The bidder must also meet certain performance standards such as Mean Time To Respond, Mean Time To Repair and Timely Installations as defined in the States Performance Standards (SPS).

6.2.2 States Performance Standards (SPS)

The State requires that the Contractor meet the following standards 24 hours a day, 365 days a year:

6.2.2.1 Network Performance Standards

All service must meet or exceed SPS at a 99.999% performance level.

6.2.2.2 Maintenance and Provisioning Response Time

- A. The DOC and/or JJC POC will be notified 72 hours prior to any scheduled maintenance shutdown.
- B. Mean time to Respond: Response to a reported trouble on voice circuit problems is 30 minutes unless the DOC and JJC POC assigns a high severity. A response is considered to be the actual start of the physical process of resolving the problem not just forwarding the report. A verbal response to the DOC and JJC POC will be hourly.
- C. Mean time to Repair: Total outage time on any reported trouble shall be no longer than twenty-four hours. Total duration time may be less than twenty-four hours if the reported trouble is deemed a higher severity level by the DOC or JJC. Service must be restored within the time frame assigned. The following is the required duration by severity level.
 - Severity level 1 – outage cleared within 24 hours.
 - Severity level 2 – outage cleared within 8 hours.
 - Severity level 3 – outage cleared within 4 hours
 - Severity level 4 – Outage cleared within 2 hours.

- D. Provisioning Due Dates: All new circuits and telephones shall be installed within 3 days of order receipt. Additions and/or changes to the software of each system will be completed within 24 hours unless deemed a high severity by the DOC or JJC. Once a firm due date is given, service shall be operational by five PM on that date.

Failure to respond to the time frames indicated above would be considered to be non-compliant to the awarded contract.

6.2.2.3 Failure Reporting/Response Requirements

The Contractor must provide a toll free single point of access to a problem reporting and maintenance system that is staffed 24 hours per day, 365 days per year. The Contractor must respond to trouble reports within thirty minutes of notification. For purposes of definition, a response is considered to be the actual diagnostic process of resolving the problem and not merely the process of logging the report for later action.

A verbal report of trouble clearance shall be furnished within one hour of the trouble clearance. A written report (trouble ticket) listing the time and date of notification, response and restoration of service along with the description of the identified troubles shall be provided to the DOC or JJC POC if required.

6.2.3 Authorization List

The DOC and JJC will provide a list of names that are authorized to approve additions/changes in each system. This list will consist of one or more people from each correctional facility. Any requests for changes from anyone other than these authorized individuals should be denied.

6.2.4 Outgoing Calls

All systems will permit individual inmate/resident selected outgoing collect calls only. These numbers will be reviewed and authorized by the DOC and/or JJC prior to being programmed into each system. In addition, the following organizational numbers will be programmed into each system for the general population with no call limit.

- Aids hot line – 800 service
- Ombudsman – 800 service
- Public Defenders Office – 800 service
- Special Investigation Division – collect calls accepted

No other calls will be permitted unless approved by the DOC and/or JJC POC.

6.2.5 Call Billing

One flat rate service charge should be billed for all calls regardless of time of day and/or day of week.

IntraLATA – service charges not to exceed \$2.00

InterLATA – service charges not to exceed \$3.00

Interstate – service charges not to exceed \$3.00

A separate postalized transport charge should be billed for each of the above areas regardless of the time of day and/or day of week.

These rates should be capped for the duration of the Contract. Billing of calls will not begin until an off-hook, voice acceptance and interactive signal is received from the called number. Call detail must be provided for every outgoing call.

6.2.6 Remote Access Software Rearrangements

The DOC and JJC coordinators will require remote access to the system for “read only” capability and to run standard and administrative reports.

In future, the DOC and JJC county coordinators may require a remote access capability to a system, which will administer their individual correctional facility applications software for non-billable in service programming changes. This system will provide centralized interface for station and system feature configuration changes for telecommunications management. There will be no charge to the State for this program.

There will be a minimum of 29 different correctional facility databases throughout the State of New Jersey. Each database will be individually secured with overall system access to an assigned State Primary System Manager(s).

This system must be a PC windows based or alternative, menu driven, point and click application with uniform screens for every DOC and JJC correctional facility database. The Remote Access Software Rearrangement application must include but is not limited to the following:

- Individual and Bulk Station Feature Changes – User scheduled changes on group and/or individual analog and digital lines. All changes will be scheduled by date and time up to 6 months in advance. All priority changes should have the capability of completion within five minutes.
- Query Information – Line queries should display all assigned information. This option should provide the capability to search the system for a variety of items. Enhanced queries should have the capability to search across all partitioned databases.
- Reports – All reports to be uniform in design and flexible in content. Required details will be provided by the DOC and JJC. Quantities on database information must be retrievable on an individual and overall basis. Customized reports should be available upon request.
- User Identification – Provide a unique ID to each assigned database

coordinator. Maintain on screen data indicating the date and time of the last programming change and the ID of the person performing that change.

- The Contractor will provide on site training to the DOC and JJC coordinators on this system so that these State agencies can have the ability to fully manage each database.

6.2.7 System Administrator

System Administrator(s) may be required in each correctional facility. These Administrator(s) will report directly to the facility and take direction from the on-site contact. Their activity may include, but not be limited to the following:

- Software maintenance issues
- Station software installs, moves and changes
- System software additions, changes and deletions

6.3 Inmate/Resident Telephone Control System

The inmate/resident telephone control system will be programmed to allow outgoing, station to station, collect calls only. Each inmate and resident will be assigned a unique six digit personnel identification number (PIN). This PIN will identify that individual for authorization to call a preapproved number.

The system to be installed for this contract must be compatible with all the existing numbers previously assigned all inmates and residents. Inmates and/or residents will not be reassigned new numbers.

The Contractor will administer the inmate and resident PIN and all software to each system. A twenty-four hour completion of software additions/changes is required unless deemed a high severity by the DOC and/or JJC. All software additions/changes must not require the system to be taken off line at any time. The DOC and JJC will provide the following information on Contractor provided, State approved, bubble forms for each inmate and resident:

- Correctional facility
- Housing Unit
- Name of inmate
- DOC or JJC inmate/resident number
- SBI number
- Personnel Identification Number (PIN)
- Name of called party (limited to ten friends/family numbers)
- Address of called party
- Relation to inmate or resident
- Area code and number to be called
- Name of Attorney (unlimited list of legal numbers verified, by the Vendor, through the NJ Law Directory)
- Address of Attorney
- Telephone number of Attorney
- Signature of inmate or resident

- Date and authorization signature from DOC or JJC

The Contractor will provide, at no charge to the State, scanners at each correctional facility and toll free access to the system software for processing bubble forms. Scanning of these forms may be performed by the DOC and/or JJC staff. Reports of successfully transmitted and failures of these forms will be provided on a daily basis.

The DOC and JJC may require, in the future, a debit call option in addition to the collect call option. The Contractor will develop and maintain all records of money in each inmate and/or resident account. Reports of account activity may be requested for review.

6.3.1 Authorized System Features

- All dialing instructions, warnings and messages should be available in English and Spanish for each data base.
- All telephones turned on and off at predetermined hours.
- Announcement on each call, except legal or Ombudsman, that call may be subject to monitoring and/or recording.
- Announcement on legal or Ombudsman calls that they are not monitored or recorded.
- Automated voice announcement to called party identifying correctional facility name and address and a prerecorded inmate name.
- Call splitting to isolate calling party from called party during call setup.
- Caller ID information passed to called party after call splitting.
- Cutoff keys will be installed, at a DOC and JJC approved location, on every inmate/resident telephone line in each facility. These keys will enable the DOC and JJC to separately cut off service to any and all lines serving any area.
- Interactive acceptance or denial of call by called party.
- On demand statewide blocked numbers.
- Permit outgoing station to station collect calls only and billed to the called party.
- Prompts inmate/resident through dialing instructions.
- Provide inmate/resident with appropriate message (i.e. "call not accepted", "call blocked").
- Security announcement instructing switch hook operation from either party to terminate call.
- Service must provide a capability to interface with both touch tone and rotary telephones at the called party location.
- System must be DTMF dialing only.
- System must limit access to one call per connection.
- Telephone switch hook operation will indicate disconnect of call only.
- The DOC and JJC will have the capability to monitor and record all calls on each line as needed from a central point in each facility without Inmate or called party detection.

The DOC locations require monitoring and recording of all individual Inmate calls. Monitoring equipment will be provided by the Contractor in each correctional facility. On site storage of these recorded calls need to be maintained

for 90 days. Discs used for investigations or legal action are marked as evidence and maintained permanently. All recording equipment must be compatible with existing system to read all discs currently on file. The bidder should provide information on additional system features available for consideration.

6.3.2 System Controls and Restrictions

- Block call forwarding from originally called party
- Fifteen minute time limit on every authorized call with a warning tone thirty seconds to termination
- No access to an Operator
- No call waiting acceptance
- No collect calls accepted to inmates and/or residents
- No credit card calls
- No incoming calls
- No partial service during system failure
- No person to person calls
- No pulse dialing
- No third party billing of calls
- No third party conference calls
- No transfer of calls
- No two telephones can be connected to the same line at the same time (i.e. Maximum Security)
- Ten time call limit, per facility, on any authorized number per day except for the four approved general population numbers.
- Time of day restrictions on a called number. This option provides automatic enforcement of called party requests, facility requirements and legal requirements.

The bidder should provide information on additional system controls and restrictions available for consideration.

6.3.3 Usage Studies

The Contractor will provide to the DOC and JJC, on a monthly basis, detailed usage information at no charge to the State. In addition, some on demand administrative reports may be requested within thirty (30) minutes. These studies may include but not be limited to the following:

- Inmate/resident name
- Inmate/resident DOC or JJC number
- Inmate/resident SBI number
- Inmate/resident PIN
- Correctional facility
- Calling number
- Called number
- Name of called party
- Time and date of call
- Duration of call

- Most frequently called number
- Words or group of words used during conversations

This information should be retrievable in a printed format or other electronic media. These records shall be retained by the Contractor for the life of the contract and transferred to the State at the termination of the contract.

6.4 Inmate/Resident Telephones

The telephone instruments must be standard in design and operation. The specifications for these telephones are as follows:

- All ringers must be disabled.
- All telephones must be equipped with a sealed calling instruction card.
- All telephones must be hearing aid compatible.
- All telephones must be line powered. No A/C power will be available.
- All telephones will be made with heavy gauge steel housings with no coin slots.
- All telephones will be surfaced mounted on the wall or communications module using secure mountings. Isolation panels must be provided where applicable.
- One telephone in each group must be no higher than 55 inches from floor to top of housing to meet the State and Federal handicap requirements.
- Only new equipment will be acceptable.
- Telephone dials must be of heavy duty metal construction and sealed against water and weather conditions in a process accepted as industry standard.
- Telephone handset cords must be heavy duty steel construction with stainless steel cable.
- Telephone handsets must be made of heavy duty, molded construction with no removable parts. All caps will be sealed with Epoxy to eliminate removal.
- Telephones to be installed must be equal or comparable to existing telephones.

The DOC and/or JJC will supply 2500 type telephones to work with this system within specified units. The Contractor may be required to provide analog trim line telephones. They will operate with the same features and restrictions as the Contractor provided telephones. They will operate with the same features and restrictions as the Contractor provided telephones. These telephones will be installed by the Contractor in the following areas:

- Administrative Segregation Unit
- Hospital units
- Maximum Security Facilities

In addition, telephone devices for the deaf may also be required. These devices will also operate within the system using the same features and restrictions.

6.5 Wiring

The Contractor will be responsible for all new and existing wiring at no cost to the State. All cabling used must be properly labeled at every terminating point. Each system should

be, wherever possible, wired separately from the correctional facilities administrative telephone system. In some cases, it may be necessary to share communication cables and conduit facilities due to environmental limitations. When this occurs, separate clearly labeled wiring blocks must be used.

All new cable must be installed in conduit. No exposed wiring to the general population will be acceptable. This cable and conduit must be placed by the Contractor at no cost to the State. All cable and wiring must meet all Federal, State and local electrical, environmental, safety and security rules and regulations. Approval by the DOC and/or JJC is also required. If conduit is required for any new cable it will be supplied and installed by the Contractor. This new cable, if adequate, may be shared by other communications suppliers.

6.6 Maintenance

The inmate/resident telephone control system, telephones and all wiring will be fully maintained by the Contractor. All maintenance required, including material, will be performed at this Contractor's expense for the duration of this contract. Clearing time for every maintenance problem should meet the States Performance Standards as set forth in section 6.2.2.

6.7 Personnel

The Contractor should have sufficient personnel to respond to multiple maintenance problems at the same time. A profile of the maintenance force responsible for on-site service to each facility should be provided. A list of work center locations, technical personnel and management contact telephone numbers to be used in support of each system is required. All personnel entering any correctional facility must pass security clearance prior to entry. No individual with a criminal record will be allowed access.

6.8 Training

The Contractor will provide on site system and telephone training to authorized communication coordinators in each correctional facility. This training will be scheduled, by the DOC and JJC, to meet the availability of the communication coordinators in each facility.

6.9 Documentation

The Contractor will provide system and telephone documentation and training manuals to each correctional facility. This documentation should explain the functionality and operation of each system and telephones installed.

The Contractor will label every telephone with an identifying code. A list of these codes, associated telephone numbers and specific locations are to be provided to the on site POC. This information will be updated with every move, addition and/or change.

6.10 Commission Structure

The commission to the State shall be in the form of a straight percentage of all originating, billable revenue. Commission must be applied to all charges from all telephones on each system. Revenue not collected will not reduce the commission amount. Commission plans restricted to minimum thresholds are unacceptable.

A commission check must be submitted to the Department of Treasury c/o Division of Administration, PO Box 211, Trenton, NJ 08625 on a monthly basis, fifteen days after the end of the billing period. Also included, should be an itemized report listing the following information:

- Correctional facility
- Telephone line number
- Minutes of usage
- Total charges for each line number
- Commission amount for each line number

Individual counties will provide the location for the submittal of commission checks.

7.0 PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS

7.1 General

7.1.1 The bid proposal is the State's primary vehicle for obtaining essential information on which contract award decisions are based. The bidder may submit multiple approaches.

Bidders must submit responses that are not merely a replication of current tariff, but to identify features, functions and services in addition to tariff.

7.1.2 Bidders are cautioned that failure to submit the information as required may result in a determination that the bidder's proposal is non-responsive to the RFP's requirements. Any exceptions or deviations from the RFP's Standard Terms and Conditions, Special Terms and Conditions, Specifications or other RFP requirements, as evidenced by specific annotations in the bid proposal and/or language contained in pre-printed literature deemed material, may result in the rejection of the proposal. Consequently, the bidder's eligibility for contract award may be jeopardized. Therefore, bidders are encouraged not to take exception to the State's terms, conditions or specifications.

7.1.3 All instructions contained in the RFP must be complied with to qualify for consideration for award. Proposals which do not meet all requirements or comply with all instructions including the format and sequence in Section 7.4 may be considered non-responsive.

7.1.4 The information required to be submitted in response to this RFP has been determined by DOC, JJC and the Purchase Bureau to be essential for use by the State in the bid evaluation and contract award process. The Director, Division Purchase and Property, will use this information as a basis for determination of contract award.

7.1.5 Responses should be complete and comprehensive. Elaborate binders or literature are not necessary, but all documentation must be clear and legible. Poor quality copies of materials may be rejected. For uniformity and filing purposes, all proposals shall be submitted using the format and sequence as listed in Section 7.4. Proposals shall be bound and not larger than twelve inches high by twelve inches wide, with an identification insert on the front cover and spine.

7.2 Proposal Delivery and Identification

It is the responsibility of the bidder to clearly and properly identify and label the bid response proposal to aid the Purchase Bureau in properly handling the bid. The exterior of the bid submission package must be clearly labeled with the solicitation number, correct final bid opening date and buyer name and solicitation name/description. Anticipate potential delivery delays by allowing adequate time for hand, postal/courier or other delivery service.

7.3 Number of Bid Responses Proposal Submissions Required

Bidders must submit one (1) clearly marked original bid response proposal and ten (10) complete/exact copies of the original. It is suggested that the bidder makes and retains a full copy of its bid response proposal for its records.

7.4 Proposal Format, Content and Sequence

The proposal should be submitted in one volume (where practical) beginning with the executive summary and required forms with the additional required information divided into three (3) easily identified and numbered parts as follows:

PART I - TECHNICAL PROPOSAL

PART II - ORGANIZATIONAL SUPPORT, EXPERIENCE AND QUALIFICATIONS

PART III - COST PROPOSAL

7.5 Required Forms and Executive Summary

Proposal shall begin with the required forms as listed below and the Executive Summary. The Executive Summary shall condense and highlight the contents of the technical proposal in such a way as to provide the State with a broad understanding of the entire proposal.

Required Forms are as follows:

A. Ownership Disclosure Form

In the event the bidder is a corporation or partnership, the bidder must complete the attached Ownership Disclosure Form. A completed Ownership Disclosure Form must be received prior to or accompanying the bid. Failure to do so will preclude the award of the contract.

B. MacBride Principles Certification

The bidder must complete the attached MacBride Principles Certification evidencing compliance with the MacBride Principles. Failure to do so may result in the award of the contract to another vendor.

C. Affirmative Action

The bidder must complete the attached Affirmative Action Employee Information Report, or, in the alternative, supply either a New Jersey Affirmative Action Certificate or evidence that the bidder is operating under a Federally approved or sanctioned affirmative action program. The requirement is a precondition to entering into a valid and binding contract.

D. Bid Bond

This Section supplements Section 3.3a of the Standard Terms and Conditions. The amount of the bid bond is noted on the RFP cover sheet. The bid bond must be submitted with the bidder's proposal

E. Registration with Division of Revenue

Bidder must submit proof of registration with the Division of Revenue.

F. Certificate from the Department of Labor

7.6 General Instruction - Technical

Part 1 - Technical Proposal

This section shall describe the bidder's approach and plans for meeting the requirements identified in Section 6. Scope of Work. Each response must be cross-referenced to the appropriate RFP Section. These "plans and approaches" must demonstrate and describe the effort and skills necessary to satisfactorily complete the contract. Mere reiteration of the requirements is strongly discouraged, as it does not provide insight into the bidder's understanding of and ability to provide the required services.

The bidder must document that it can meet the technical requirements of this RFP. Each response in the proposal to a mandatory item in the RFP must contain clear language that states full compliance. If a mandatory requirement permits the bidder an option as to a method of satisfying the requirement, the proposal must provide at least one method to satisfy the condition but it may also provide additional options that meet the requirement. Each option should be clearly identified and priced. Samples of all specified and proposed reports **MUST** be submitted with the proposal.

The proposal must clearly define the State's responsibility for any implementation or operational task(s).

7.6.1 Disaster Recovery Plan

Attach a detailed disaster recovery plan to be implemented during a major service outage including the availability of redundancy of each system. Provide emergency numbers, dispatch procedures, escalation contact list and restoration time frame schedules.

7.6.2 Fraudulent Calls

Provide response to the agreement to the billing issues on Schedule A.

7.6.3 Call Routing

Provide response to the agreement of the billing issues on Schedule A.

7.6.4 Quality of Service

Provide response to the agreement of the design issues on Schedule A.

7.6.5 On Site System Equipment

Provide response to on site system equipment to be installed and related issues on Schedule B.

7.6.6 Dialing Plan

The inmate/resident telephone control service network must adhere to all standards for the North American dialing plan.

Provide response to dialing plan issues on Schedule C.

7.6.7 Non-recurring Charges

The State will not accept any non-recurring charges related to this service, system and telephones provided. The State will consider to pay for services performed due to State initiated remodeling within each correctional facility.

Provide response to the non-recurring charge issues, including cost and conditions that these charges would apply, on Schedule D.

7.6.8 System Evaluation

The bidder will be required to install a fully operational system and telephones in both a DOC and JJC correctional facility for evaluation.

Provide a response to the system evaluation issue on Schedule E.

7.6.9 Implementation Plan

The bidder will provide an Implementation Plan to effectively install the inmate/resident telephone control system in each correctional facility. This plan will ensure total system and network wide interoperability for any and all services

provided to the State. The bidder must also describe in detail its approach to managing this service for the life of the contract.

7.7 Basic Service

7.7.1 Reliability/Availability

The State is requiring commitment from the bidder on the reliability/availability standard for on line performance.

7.7.2 States Performance Standards (SPS)

The State is requiring commitment from the bidder to meet or exceed SPS on all service provided.

- 99.999% Network Performance Standard
- Prior Notification of Scheduled Maintenance Shutdowns
- Mean Time to Respond
- Mean Time to Repair
- Provisioning Due Date
- Failure Reporting Process

Provide response to SPS issues on Schedule F.

7.7.3 Call Billing

Provide the description and charges for component parts to be applied to all inmate/resident station to station collect calls. Describe the unit of measurement of time for each call and the billing rate for this time. Also provide a postalized transport charge and the flat rate service charge for a five (5) minute call placed at any time, as collect station to station call to the NPA-NXX examples provided.

Provide information for the above issues on Schedule G.

7.7.4 Remote Access Software Rearrangements

Provide availability and feasibility of having remote access capability for read only and on demand reports to each database. Also provide the availability of full remote access for all administrative activity. Attach detailed description and operational characteristics of the functionality and flexibility of the software. Also attach examples of system screen data and reports.

7.7.5 System Administrator

Provide availability of System Administrator(s). Identify if any or all of these System Administrator(s) will be included with each system or if the monthly commission percentage rate will be reduced as payment options. This reduction, if applied, should include single administrator options, multiple Administrator options and transportation options.

Provide response to the above issues on Schedule H.

7.8 Inmate/Resident Telephone Control System

The bidder should be able to provide a system that will allow programmed outgoing, station to station, collect calls only. Inmate/resident authorization to place a call will be identified from an assigned PIN.

Provide the capability of system administration with twenty- four hour completion of software additions/changes and availability of scanners at each correctional facility as stated in section 6.3 on Schedule I.

7.8.1 Authorized System Features

Each system should include, but not be limited to, the features listed in section 6.3.1.

Provide availability, detailed description and operational characteristics of these features on Schedule J.

7.8.2 System Controls and Restrictions

Each system should have the capability, but not limited to, the controls and restrictions listed in section 6.3.2.

Provide availability, detailed description and operational characteristics of these controls and restrictions on Schedule K.

7.8.3 Usage Studies

Provide availability to print usage study information, listing restrictions and/or enhancements available, on Schedule L. Also attach an example of requested data for review.

7.9 Inmate/Resident Telephones

Provide detailed description and operational characteristics of inmate telephones and the ability to meet the specifications listed in section 6.4 on Schedule M.

7.10 Wiring

Provide response to the agreement of the wiring issues on Schedule N.

7.11 Maintenance

The bidder should include a detailed description of their trouble reporting and maintenance procedures to be provided.

All maintenance required, including material, will be performed at the Contractor's expense for the duration of the contract.

Provide response to the maintenance issues on Schedule O.

7.12 Personnel

Attach a list of work center locations, technical personnel and a management escalation contact list of names and telephone numbers to be used in support of each system.

7.13 Training

Provide the response to system and telephone training requirements for each facility on Schedule P.

7.14 Documentation

Provide a response to availability of system and telephone documentation and training manuals to each facility and telephone labeling information on Schedule P.

7.15 Commission Structure

Identify the percentage rate to be applied to the total billable revenue for each year of the contract. Also provide the ability to deliver, via a printed report, the required information with the commission check to the Department of Treasury c/o Division of Administration, PO Box 211, Trenton, NJ 08625 on a monthly basis, fifteen days after the end of the billing period. In addition, same services would be extended to the county correctional facilities.

Provide a response to the above issues on Schedule Q.

7.16 Award Date plus 9 days

The awarded Contractor(s) will create an implementation team, to interface with DOC and JJC POC to develop a detailed conversion plan for timely and responsive implementation of new service.

7.17 Award Date plus 41 days

A joint Contractor implementation team will meet with the DOC and JJC team and other representatives as necessary on a regular basis as required by the DOC and JJC POC to develop a schedule of events such as Critical Path/GANTT charts or other management tools to ensure the minimal disruption of service to users. The implementation plan will be presented to DOC and JJC POC's for his/her approval.

No service will be implemented without the concurrence of the DOC and/or JJC POC approval. All new service will be implemented using the State's Request for Telecommunications Service (RTS) for new circuits will be tested prior being cut over. The implementation plan will develop fallback strategy in event of failure and the recovery data or any live traffic. A Contractor management representative will be available on site to ensure an effective cutover of all service. The first circuit shall be cut over within forty-five days of the order based on the approved plan. Full circuit information shall be submitted to the DOC and/or JJC POC ten days before cutover.

The Contractor(s) shall be responsible for all coordination with the Local and/or Interexchange Telephone Companies concerning installation of the service. However, the Contractor will not order or place in service any type of equipment or facility, which would result in charges to the State, without a written order from the State.

The Contractor shall be solely responsible for the compatibility of the proposed system and equipment with any and all circuits and facilities as provided by the LEC and all other common carriers to meet the requirements of these specifications.

The Contractor(s) will submit weekly status reports to the DOC and/or JJC POC outlining the progress toward completing the tasks contained in the implementation plan during the implementation.

7.18 General Instruction - Organizational

Part II - Organizational Support, Experience and Qualifications

This section shall contain all pertinent information relating to the bidder's organization, personnel, and experience including, but not limited to, references, together with contact name and telephone number that will serve to substantiate the bidder's qualifications and capabilities to perform the services required by the RFP.

Provide the following information:

7.18.1 Location of the bidder's office responsible for managing this contract. Include the telephone number and the name of the contact individual.

7.18.2 An organization chart with names, identifying individuals, (including sub-contractor's personnel) to be assigned to the contract.

7.18.3 Qualifications of key staff to be assigned to this contract for the implementation effort and customer service requirements. This shall be in the form of resumes.

7.18.4 A representative listing of contacts (a minimum of five contacts/references) of a similar size and scope under which services have been/are being successfully performed by the bidding firm as documentation of the firm's ability to successfully undertake and complete the services required by this RFP. Emphasis should be placed on contracts that are very similar in size and scope to those required by this RFP, and if possible, should include public sector contracts. A description of the contract should be included and should show how the project relates to the ability of the bidder to complete the services required by this RFP. Include the name of the firm, address and telephone number of the reference together with a person to contact for a reference check and contract dates.

7.18.5 Describe your experience with major customer networks.

A. Percentage of backbone facilities owned versus leased in your network.

B. Type facilities in network (Analog, Digital, Fiber and cable etc.).

C. Percentage of network utilization.

7.18.6 Describe your quality control procedures, service locations and support personnel availability.

7.18.7 The bidder should provide evidence of the firm's financial capability and capabilities to undertake and successfully perform under this contract. A financial statement for the most recent fiscal year or bank references is acceptable.

7.18.8 The bidder will comply with requirements of Purchase Bureau Standard Terms and Conditions Section 3.11 concerning sub-contracting. In addition, the bidder will supply the following detailed information concerning any sub-contractor proposed as part of the project team or to be used during the term of the contract.

- A. Name and address of sub-contractor(s).
- B. Detailed description of services to be provided by each sub-contractor(s).
- C. Proof of registration with the Division of Revenue
- D. Subcontractors registration with Department of Labor
- E. Detailed resumes for sub-contractor(s) personnel assigned to the project that demonstrates the individuals knowledge, ability and experience as it relates to your proposal.
- F. Documented experience of the sub-contractor(s) in successfully performing work on contracts of a similar size and scope to that required by this RFP.

7.19 General Instructions – Cost and Information Schedules

Part III - Cost Proposal

7.19.1 Bidders shall submit cost and information on the RFP Schedules A through Q. Failure to submit all information requested will result in the bid being considered non-responsive and subject to rejection. All circuit pricing will be from end point to end point with no use of the existing State facilities.

7.19.2 Cost and information must be submitted for the following:

- Schedule A – Fraudulent Calls
- Schedule A – Call Routing
- Schedule A – Quality of Service
- Schedule B – On Site System Equipment
- Schedule C – Dialing Plan
- Schedule D – Non-recurring Charges
- Schedule E – System Evaluation
- Schedule F – States Performance Standards
- Schedule G – Call Billing
- Schedule H – System Administrator
- Schedule I – Inmate/resident telephone control system

- Schedule J – Authorized System Features
- Schedule K – System Controls and Restrictions
- Schedule L – Usage Studies
- Schedule M – Inmate/resident telephones
- Schedule N – Wiring
- Schedule O – Maintenance
- Schedule P – Training
- Schedule P – Documentation
- Schedule Q – Commission Structure

8.0 Proposal Evaluation and Contract Award

For purposes of bid evaluation, cost ranking will be determined based upon prices bid on Schedules A through Q.

Award shall be made with reasonable promptness by written notice to that responsible bidder whose bid, conforming to the invitation for bids, will be most advantageous to the State, price, and other factors considered. Any or all bids may be rejected when the State Treasurer or the Director of the Division of Purchase and Property determines that it is in the public interest so to do.

This evaluation will consist of two phases.

Phase One will be the evaluation of the bidder's bid response based on the criteria listed below. Six vendors who received the highest points will advance to Phase Two.

Phase Two will require the bidder to make fully operational the exact system proposed in their bid response in a correctional facility selected by the State.

8.1 Phase One

The following criteria, not necessarily listed in order of significance, will be used to evaluate proposals in Phase One.

8.1.1 Bidder Experience

The bidder's experience and past performance in providing Service of a similar size, scope and nature to that required by this RFP.

8.1.2 Bidder's Financial Capabilities

The financial capability of the bidder to perform under the contract.

8.1.3 Bidder's Personnel

The project staffing proposed to support the contract during the implementation and operational phases.

8.1.4 Implementation Plan

The bidders proposed methodology for the implementation of services in meeting the RFP requirements and the State resources that will be required to support implementation and operation.

8.1.5 Technical Responsiveness of the Proposal

The capability of the proposed services to meet the RFP functional and technical requirements.

8.1.6 Overall Reliability and Security of the Proposed Solution

Including proposed redundancy and back-up capability.

8.1.7 Cost to the End User

The rate to be billed to the called party for each call placed by an inmate or resident.

8.1.8 Commission Rate

Percentage of billable revenue to be given to the State for each year of contract.

8.2 Phase Two

The following criteria, not necessarily listed in order of significance, will be used to evaluate the system performance.

8.2.1 Commission Check

Ability to submit the commissions check and the itemized report per section 6.10 and the accuracy and quality of both items.

8.2.2 Installation of System

Coordination and efficiency of system implementation.

8.2.3 Maintenance

Coordination and efficiency of system and telephone maintenance issues.

8.2.4 Features and Restrictions

Proper performance of required system functionality.

8.2.5 Usage Study Reports

Ability to supply reports with the required information per section 6.3.3 and the accuracy and quality of each report.

8.2.6 Quality of the Vendor's Network

Proper and clear connections on each call.

8.2.7 Quality of the Vendor's System

Proper function of the system using all vendor supplied equipment and supplies

8.2.8 Quality of the Vendor's Telephone

Properly constructed telephones meeting all of the State's requirements.

8.2.9 Quality of the Post Installation Support

Proper information and referral numbers supplied to access qualified personnel.

8.2.10 Cost to End User

Properly billed calls using the rates provided on Schedule G.

8.2.11 Commission Rate

Proper percentage rate used on all billable revenue per Schedule Q.

9.0 Supplement to Standard Terms and Conditions

The following paragraph supersede the Standard Terms and Conditions as listed in the Request for Proposal 01-X-32533:

Standard Terms and Conditions

Section 2 Liabilities, Paragraph 2.2 Indemnification is modified as follows:

The contractor assumes all risk and responsibility for, and agrees to indemnify, defend and save harmless the State of New Jersey and its employees from and against any and all claims, demands, suits, actions, recoveries, judgments and costs and expenses in connection therewith on account of loss of life, property or injury or damage to the person, body or property of any person or persons whatsoever, which shall arise or result from: (1) any willful misconduct or negligent act or omission of the contractor; or (2) the work, materials or services supplied by the contractor under the contract to the extent that such work, materials, or services are defective or not complaint with this contract; or (3) the contractor's breach of this contract. The State agrees to notify the contractor as soon as is practical of any claim, demand or action for which the State will request indemnification's from the contractor.

This indemnification obligation does not extend to incidental, special or consequential damages.

2.3 Insurance, Subparagraph a.

Comprehensive General Liability Insurance

The minimum limit of liability shall be \$1,000,000 per occurrence as a combined single limit for bodily injury and property damage together with excess coverage or umbrella coverage with the same terms and conditions as the primary underlying coverage (following form) in an amount such that the primary and excess coverage or primary and umbrella coverage together equal or are greater than \$15,000,000. Said excess or umbrella policy shall contain a clause stating that it takes effect (drops down) in the event the primary coverage is impaired or exhausted.

The above required Comprehensive General Liability policy shall name the State, its officers, and employees as additional insured.

The coverage to be provided under this policy shall be at least as broad as that provided by the standard basic, unamended, and unendorsed comprehensive general liability occurrence coverage forms currently in use in the State of New Jersey, which shall not be circumscribed by an endorsement limiting the breadth of coverage.

The insurance policy shall be endorsed to include contractual liability coverage, broad form property coverage, independent contractor's coverage and personal injury coverage.

Inmate/Resident Telephone Control Service Schedule A

System Network

Willingness to accept the terms as set forth by the State.
Please initial response.

	YES	NO
7.6.2 Fraudulent Calls		
No charge for fraudulent calls.	_____	_____
7.6.3 Call Routing		
No charge for miss-routed calls.	_____	_____
7.6.4 Quality of Service		
Network designed using a P.01 grade of service.	_____	_____

Comments: _____

Inmate/Resident Telephone Control Service Schedule B

7.6.5 On Site System Equipment

Willingness for the Contractor to provide only new system and telephone equipment and retain ownership for all materials, supplies and equipment. Please initial response.

	YES	NO
New equipment only	_____	_____
Lightning and surge protection to be provided	_____	_____
Contractor retain ownership	_____	_____

Provide information in detail to the following questions:

What equipment will be located on site? _____

What will be the electrical requirements for this equipment?

What will be the space requirements for this equipment?

Will this on site equipment improve the quality of service and if yes, how? _____

Comments : _____

Inmate/Resident Telephone Control Service Schedule C

7.6.6 Dialing Plan

Response for compliance to the Dialing Plan Standards.
Please initial response.

YES

NO

North American Dialing Plan _____

Response to no charge to the State for Dialing Plan
expansions and upgrades. Please initial response.

YES

NO

Free Dialing Plan expansions
and upgrades _____

Comments: _____

Any charges not identified will not be paid by the
State.

Inmate/Resident Telephone Control Service Schedule D

7.6.7 Non-recurring Charges

Willingness to accept the terms of no charge for the following issues as set forth by the State. Please initial response.

	YES	NO
Equipment additions, changes and/or deletions	_____	_____
Maintenance on equipment, service and/or wiring	_____	_____
Record keeping or report generation	_____	_____
Service or system upgrades	_____	_____
System software additions, changes and/or deletions	_____	_____
System software information bubble forms	_____	_____

Provide the rate and conditions that charges would apply for State initiated activity.

	Flat Rate	Time & Material
State initiated activity	\$ _____	\$ _____

Comments: _____

Any charges not identified will not be paid by the State.

Inmate/Resident Telephone Control Service Schedule E

7.6.8 System Evaluation

Willingness to install a fully operational system and telephones, prior to the contract award, in both a DOC and JJC correctional facility for evaluation. Please initial response.

	YES	NO
Install a system and telephones in a DOC correctional facility	_____	_____
Install a system and telephones in a JJC correctional facility	_____	_____

Comments: _____

Inmate/Resident Telephone Control Service Schedule F

7.7.2 States Performance Standards (SPS)

Willingness to accept the terms as set forth by the State. Please initial response.

	YES	NO
Network Performance Standards		
Meet or exceed 99.999% performance level	_____	_____
Maintenance and Provisioning Response Time		
72 hour prior notification of scheduled shutdowns	_____	_____
Mean time to Respond	_____	_____
Mean time to Repair	_____	_____
Provisioning due dates	_____	_____
24 hour software additions and/or changes	_____	_____
Failure reporting process	_____	_____

Comments: _____

Inmate/Resident Telephone Control Service Schedule G (REV 1)

7.7.3 Call Billing

Provide the description and charges for the component parts to be applied to all inmate/resident station to station collect calls and the measurement of time for these charges.

Local rate

_____	\$ _____
_____	\$ _____
_____	\$ _____

IntraLATA rate

_____	\$ _____
_____	\$ _____
_____	\$ _____

InterLATA rate

_____	\$ _____
_____	\$ _____
_____	\$ _____

Interstate rate

_____	\$ _____
_____	\$ _____
_____	\$ _____

Comments: _____

Inmate/Resident Telephone Control Service Schedule G

7.7.3 Call Billing (continued)

Provide a postalized transport charge, flat rate service charge and any additional surcharges for a call of 5 minutes placed at any time period, as collect station to station from NPA-NXX 609-292 to the following:

	Call Charge
Trenton - NPA-NXX 609-292	
Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____
Atlantic City - NPA-NXX 609-441	
Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____
Jersey City - NPA-NXX 201-795	
Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____
Red Bank - NPA-NXX 732-741	
Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____
Camden - NPA-NXX 856-614	
Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____

Inmate/Resident Telephone Control Service Schedule G

7.7.3 Call Billing (continued)

Elizabeth - NPA-NXX 908-820

Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____

Newark - NPA-NXX 973-648

Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____

New York City, NY - NPA-NXX 212-425

Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____

Philadelphia, Pa - NPA-NXX 215-965

Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____

San Juan, Puerto Rico - NPA-NXX 787-725

Transport charge	\$ _____
Service charge	\$ _____
BPU/FCC surcharge	\$ _____

Comments: _____

Any charges not identified will not be paid.

Inmate/Resident Telephone Control Service Schedule H

7.7.5 System Administrator

Availability of Full Time on Site System Administrator(s). Please initial response.

	YES	NO
Single Administrator Availability	_____	_____
Multiple Administrator Availability	_____	_____
Transportation Availability	_____	_____

Number of System Administrator(s) included with each system.

System Administrator(s) included _____

Percentage of monthly commission to be reduced to provide on-site System Administrator(s) and options available.

Daily Rate _____

Weekly Rate _____

Monthly Rate _____

Yearly Rate _____

Multiple Administrator Discount _____

Transportation Rate _____

Comments: _____

Any charges not identified will not be paid by the State.

Inmate/Resident Telephone Control Service Schedule I

7.8 Inmate/Resident Telephone Control System

Willingness to accept the terms of no charge to the State for the following issues. Please initial response.

	YES	NO
Administer all software additions/changes	_____	_____
Design software to accept all information provided	_____	_____
Provide and administer PIN system	_____	_____
Provide software compatible with existing numbers previously assigned	_____	_____
Provide software out going only-collect calls	_____	_____
Provide 24 hour completion of all software requests	_____	_____
Provide shorter than 24 hour software completion interval if required	_____	_____
Provide bubble forms for software input	_____	_____
Provide scanners with toll free access to system software	_____	_____
Provide daily reports of Successful and failure transmittals	_____	_____

Inmate/Resident Telephone Control Service Schedule I

7.8 Inmate/Resident Telephone Control System
(continued)

Ability to provide and maintain a debit call option for each inmate and/or resident. Please initial response.

	YES	NO
Provide and maintain a debit call option	_____	_____
Software additions/changes will not require down time	_____	_____

Comments: _____

Any charges not identified will not be paid by the State.

Inmate/Resident Telephone Control Service Schedule J

7.8.1 Authorized System Features

Ability to provide Authorized System Features for each data base. Please initial response.

	YES	NO
All dialing instructions, warnings and messages in English and Spanish	_____	_____
All telephones turned on and off at predetermined hours	_____	_____
Announcement of call monitoring and/or recording with exceptions	_____	_____
Announcement of no monitoring or recording of legal or Ombudsman	_____	_____
Automated voice announcement to called party	_____	_____
Call splitting of calling party from called party	_____	_____
Caller ID info passed to called party after call splitting	_____	_____
Capability to monitor and record all calls on each line	_____	_____
Cutoff keys on all system telephone lines	_____	_____
Interactive acceptance or denial of call	_____	_____
Monitoring and recording Capability without detection	_____	_____

Inmate/Resident Telephone Control Service Schedule J

7.8.1 Authorized System Features (continued)

	YES	NO
On demand statewide blocked numbers	_____	_____
Permit outgoing collect calls	_____	_____
Prompts for dialing instructions	_____	_____
Provide appropriate message	_____	_____
Recording discs available for review and/or permanent storage	_____	_____
Recording equipment to be compatible with existing system	_____	_____
Security announcement instructing switch hook operation terminates call	_____	_____
Service to interface with both touch tone and rotary service	_____	_____
System must be DTMF dialing	_____	_____
System must limit access to one call per connection	_____	_____
Telephone switch hook operation indicates disconnect of call	_____	_____

Comments: _____

Inmate/Resident Telephone Control Service Schedule K

7.8.2 System Controls and Restrictions

Ability to provide System Controls and Restrictions for each data base. Please initial response.

	YES	NO
Block call forwarding from originally called number	_____	_____
Fifteen minute time limit on every call with warning tone	_____	_____
No access to an operator	_____	_____
No call waiting acceptance	_____	_____
No collect calls accepted to inmates and/or residents	_____	_____
No credit card calls	_____	_____
No incoming calls	_____	_____
No partial service during system failures	_____	_____
No person to person calls	_____	_____
No pulse dialing	_____	_____
No third party billing of calls	_____	_____
No third party conference calls	_____	_____
No transfer of calls	_____	_____
No two telephones can be connected to the same line at the same time	_____	_____

Inmate/Resident Telephone Control Service Schedule K

7.8.2 System Controls and Restrictions (continued)

	YES	NO
Ten time call limit on any authorized number per day	_____	_____
Time limit on total minutes per month	_____	_____
Time of day restrictions on a called number	_____	_____

Comments: _____

Inmate/Resident Telephone Control Service Schedule L

7.8.3 Usage Studies

Willingness to provide Usage Studies. Please initial response.

YES

NO

Usage Study(S) Availability _____

List the type of reports available, their limitations and duration from request to completion.

Reports and Retention

Monthly reports available _____

On demand reports available within thirty(30) minutes _____

Retain records for the life of the contract _____

Comments: _____

Also attach examples of additional reports available.

Inmate/Resident Telephone Control Service Schedule M

7.9 Inmate/Resident Telephones

Ability to meet the specifications for inmate/resident telephones. Please initial response.

	YES	NO
All ringers must be disabled	_____	_____
All telephones equipped with sealed calling instruction card	_____	_____
All telephones hearing aid compatible	_____	_____
All telephones line powered	_____	_____
All telephones made with heavy gauge steel and no coin slots	_____	_____
All telephones surfaced mounted	_____	_____
One telephone in each group to meet handicap requirements	_____	_____
Telephone dials made of heavy duty metal and water proof	_____	_____
Telephone handset cords made of heavy duty stainless steel cable	_____	_____
Telephone handsets made of heavy duty molded construction with no removable parts	_____	_____
Provide analog trim line telephones with same features and restrictions	_____	_____
Provide telephone devices for the deaf with same features and restrictions	_____	_____

Inmate/Resident Telephone Control Service Schedule N

7.10 **Wiring**

Willingness to accept the Wiring terms as set forth by the State. Please initial response.

	YES	NO
Contractor to be responsible for all new and existing wiring	_____	_____
All cabling to be properly labeled at every terminating point	_____	_____
Share communication cables and conduit facilities	_____	_____
Install separate clearly labeled wiring blocks	_____	_____
New cable to be install in conduit at the Contractors expense and meet all environmental, safety and security regulations	_____	_____
New cable may be shared by other communications suppliers	_____	_____

Comments: _____

Inmate/Resident Telephone Control Service Schedule O

7.11 Maintenance

Willingness to accept the Maintenance terms as set forth by the State. Please initial response.

	YES	NO
Contractor to be responsible for all system software and material	_____	_____
Contractor to be responsible for all telephones and replacement parts	_____	_____
Contractor to be responsible for all wiring and material	_____	_____
Contractor to perform all maintenance at no charge to the State	_____	_____
Contractor to meet all clearing times as set forth in the States Performance Standards	_____	_____

Comments: _____

Inmate/Resident Telephone Control Service Schedule P

- 7.13 Training and
- 7.14 Documentation

Willingness to provide the Training and Documentation required by the State. Please initial response.

	YES	NO
Training		
Contractor to provide on site system and telephone training to authorized communication coordinators in each correctional facility	_____	_____
Documentation		
Contractor to provide on site documentation of the functionality and operation of the system and telephones at each correctional facility	_____	_____
Contractor to provide on site training manuals to each correctional facility	_____	_____
Telephone labeling information		
Label each telephone and provide required information and updates	_____	_____
Comments:	_____	

Inmate/Resident Telephone Control Service Schedule Q (Rev 1)

7.15 Commission Structure

Percentage rate to be applied to the total billable revenue for each year of the contract.

Local INTERLATA INTRALATA Interstate

Oct. 1, 2002 - Sept. 30, 2003	_____	_____	_____	_____
Oct. 1, 2003 - Sept. 30, 2004	_____	_____	_____	_____
Oct. 1, 2004 - Sept. 30, 2005	_____	_____	_____	_____
Oct. 1, 2005 - Sept. 30, 2006	_____	_____	_____	_____
Oct. 1, 2006 - Sept. 30, 2007	_____	_____	_____	_____

One year renewal terms at the State's option.

Oct. 1, 2007 - Sept. 30, 2008	_____	_____	_____	_____
Oct. 1, 2008 - Sept. 30, 2009	_____	_____	_____	_____

Ability to provide commission check and the required information to State Treasurer's office. Please initial response.

YES NO

Send to State Treasurer's office each month within fifteen days	_____	_____	_____
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Comments: _____

ATTACHMENT 1

County Inmate Phone Systems

<u>County</u>	<u>#Inmates*</u>	<u>#Pay Phones</u>	<u>Facilities</u>
Atlantic	1100	81	1
Burlington	42	48	2
Camden	1450	165	1
Cape May	142	37	1
Gloucester	300	28	3
Hudson	1833	161	1
Hunterdon	100	15	1
Mercer	900	105	2
Monmouth	1041	146	1
Morris	280	80	1
Ocean	375	49	2
Somerset	250	33	1
Union	1258	107	2