		(1) The Contractor is familiar with the local conditions under which this inmate telepho... service system must perform. **(2)** The Contractor possesses the capabilities, hardware, and personnel necessary to prov... efficient and successful inmate telephone s... system. The NMCD will not provide supp... office space for the contractor's site administrators. **(3)** The Contractor is solely responsible for all... services proposed. Notwithstanding the d... presented in this RFP, it is the responsibil... the Contractor to verify the completeness... requirements and their suitability to meet... intent of this RFP. The Contractor, at no... cost to the NMCD or the State of New M... and with no increase in rates, must provid... additional services, required by the State... these specifications.
	Automated Diagnostics and Maintenance	The proposed system must have automated diagnostics and problem reporting features,... alert Contractor and NMCD staff when issu... with software and/or hardware to include th... following: **(1)** The system software/hardware must per... self-test diagnostics without NMCD per... intervention. **(2)** When the system detects a problem, at... a notification must immediately be disp... the support staff in the Contractor's ma... center and NMCD system screen. Con... must have remote system support capa... **(3)** Contractor **MUST** include with its sub... offer, clear, concise well-documented information describing the operation o... diagnostic system.

		(4) Core component failures, servers and controllers must be repaired within 4 hours. **(5)** Phone groups or multi phone areas with problems must be resolved within 8 hours. **(6)** Single phone failures must be resolved by next business day. **(7)** Contractor must notify the NMCD of any failures immediately with an estimated restoration time. Contractor must provide updates to the assigned facility coordinator every four hours until service is restored.
	Repair Time Criteria by Level	**(1)** Level I - repair must be made by the end of the next business day. What constitutes a Level I repair: one of multiple phones is not operational, monitoring and recording not functioning in one housing area. **(2)** Level II - repair must be made within 8 hours. What constitutes a Level II repair: entire inmate housing area not operational. **(3)** Level III - 4-hour physical response and/or remote reset and repair. What constitutes a Level III repair: multiple inmate housing areas phones are not operational, monitoring and recording not functioning properly, entire system failure.
	Uninterrupted Power Supply (UPS)	The Contractor must provide uninterruptible power supplies (UPS) for the Inmate Telephone and Call Monitoring System and any necessary telecommunication equipment at the NMCD facilities and central office. The UPS must prevent potential problems or interruptions with

		the Inmate Telephone and Call Monitoring System, which are caused by power failures, surges, and spikes. The UPS must provide a minimum thirty (30) minutes of continuous back-up battery power in the event of electric system outage, brown-out, or no back-up power generator service. In the event of a power failure, if the Inmate Telephone and Call Monitoring System has been powered by the UPS for thirty (30) minutes with back-up battery power, the UPS must initiate a "graceful" shutdown of the Inmate Telephone and Call Monitoring system. The Contractor is responsible for maintaining the UPS per manufacturer's instructions and warranty for the term of the Agreement.
	Miscellaneous Telephone Equipment and Wiring	Contractor must provide as part of this Contract all non-expendable miscellaneous equipment such as computer, printer, modems and system software necessary to allow facility officials to query, display and print individual inmate telephone activity. Contractor must provide one (1) complete workstation at each of the following facilities (PNM, SNMCF, WNMCF, RCC, SCC, NMCD's Central Office, and any other future site) and two (2) workstations at CNMCF. Contractor to provide list of Equipment at each location that will be supplied with system software needed to interface with the Inmate Telephone System to perform such functions as traffic management, system administration, call blocking and maintenance diagnostics. System software must be security level based and password protected. All power, network, and communication wiring needed for the system is to be installed by the Contractor. All traffic for phone system is to be on a separate physical phone network. No sharing of agencies data network resources shall be used for the phone infrastructure. Any workstations connected to the Inmate

		Telephone and Call Monitoring System must be 2GHz or faster processors with 256 RAM or more. All workstations connected to the Inmate Telephone and Call Monitoring System **MUST** be running Windows XP, in order to conform to NMCD workstation standards. These workstations must run the State of New Mexico's standard virus protection software.
	Call Blocking	The system must be capable of blocking an unlimited number of individual numbers. Contractor must state the method and quantity of telephone numbers the system can block. Blocked numbers must be able to be entered at a central location and at each facility and have immediate affect either at the facility level or system-wide.
	Inmate PIN System	(1) The inmate telephone system must be capable of assigning a unique PIN for each inmate. Each PIN must be a nine (9)-digit number in length. The PIN number must be the inmate number (5 digits) and a random 4-digit number. The PIN number must be automatically transferable when an inmate is transferred from one facility to another. The system must provide an automated PIN setup feature that allows an NMCD employee to set up the inmate PIN account. The Contractor must convert PIN numbers used in present system to the proposed system with no use of NMCD employee time. At the present time there are approximately 10,000 current PIN numbers. (2) Each PIN number must link to a call duration table, call velocity table (# of calls allowed within a specified time frame), programmable free calls table and phone usage periods table. (3) Each inmate PIN must have the ability to have an associated call allowed number list that includes telephone numbers the inmate is

		permitted to call. **(4)** The inmate telephone system must provide a method for facility personnel to continually build and set up the allowed number list for each existing and future inmate PIN/PAN. **(5)** The Contractor must provide for initial set up of PAN's for every existing inmate PIN with no use of NMCD employee time.
	Call Validation	**(1)** All called numbers must be validated at a central location, on a real time basis to eliminate access to blocked numbers, payphones, pagers or other unacceptable numbers. **(2)** A method for completing calls to Competitive Local Exchange Carrier (CLEC) customers in real time must be provided. The system must provide a method for completing calls to CLEC customers on the first and subsequent calls.
	Controlled Access	**(1)** The proposed inmate telephone system **MUST** provide facility officials with a means of controlling general access to telephone services. The system must provide a means to set telephones and groups of telephones in or out of service at predetermined times **(2)** Facility officials **MUST** have the capability of shutting down all telephones in a housing unit, all telephones in the entire facility or all phones system-wide from a single central interface at each facility. **(3)** Contractor must provide a manual cut-off switch at the facilities where system is located.
	Operator Services, Voice Prompts and Calling Instructions	**(1)** The system proposed must be designed to use only an automated operator, with clear and concise instructions to place inmate calls. Absolutely no live operator access is allowed. At a minimum, language options must include

		English and Spanish. The **Contractor MUST develop, deliver, and provide in detail, the process a call would follow including voice prompts, validation process, and acceptance/denial process.** **(2)** If additional languages should be required, the system must be capable of providing automated operator voice prompts in up to ten (10) languages, chosen by the NMCD at no extra cost to the NMCD. Modification or addition of languages must be made at no extra cost to the NMCD. **(3)** Contractor MUST be willing to use the following "Scripts" when collect calls, inmate prepaid calls (inmate debit card), and called party prepaid calls are placed.

Call Scripts	**1. Script for Type of Call - Collect Calls:**
	Hello, "You are about to receive a Collect Call from _____ [Inmate Name], an inmate housed at the _____ [Name of Institution]. Before accepting this collect telephone call, please be advised that accepting a collect call will cost you more than it would if you prepaid for this collect call. Collect calls are charged at <u>$0.65</u> cents for up to a 20 minute call; and prepaid collect calls are charged at <u>$0.59</u> cents for up to a 20 minute call. If you still want to accept this collect call, please touch *(__). To prevent future calls from this facility touch *(__). If the call is accepted the prompt must state, "This call is subject to monitoring and recording." The script must also include information as to how the caller should follow voice prompts, how calls will be validated, and how the call(s) can be accepted or denied.
	*(__) – must be a single sign (star (*) or pound (#) or digit)
	2. Script for Type of Call - Inmate Prepaid Calls (inmate debit card):
	Hello, "You are about to receive _____[Type of Call] from _____ [Inmate Name], an inmate housed at the _____ [Name of Institution]. If you still want to accept this _____ [Type of call], please touch *(__). To refuse this _____ [Type of Call] press *(__). To prevent future calls from this facility touch *(__). If the call is accepted the prompt must state, "This call is subject to monitoring and recording." The script must also include information as to how the caller should follow voice prompts, how calls will be validated, and how the call(s) can be accepted or denied.
	*(__) – must be a single sign (star (*) or pound (#) or digit)

		3. Script for Type of Call - Called Party Prepaid Calls: Hello, "You are about to receive a _____ [Type of Call] from _____[Inmate Name], an inmate housed at the _____ [Name of Institution]. Before accepting this telephone call, please be advised that accepting _____[Type of Call] you will be charged at ____cents per minute. If you still want to accept this _____ [Type of Call], please touch *(__). To prevent future calls from this facility touch *(__). If the call is accepted the prompt must state, "This call is subject to monitoring and recording." The script must also include information as to how the caller should follow voice prompts, how calls will be validated, and how the call(s) can be accepted or denied. *(__) – must be a single sign (star (*) or pound (#) or digit)
Testing of Inmate Telephone System		Contractor will perform and support all testing with NMCD identified staff of the ITCM system prior to implementation of the new system. Testing will include all equipment/software, installation, modifications, and any connectivity required for the services at the following locations: • NMCD Administration Offices, Santa Fe, NM; • Penitentiary of New Mexico (PNM), Santa Fe, NM; • Central New Mexico Correctional Facility (CNMCF), Los Lunas, NM; • Western New Mexico Correctional Facility (WNMCF), Grants, NM; • Southern New Mexico Correctional Facility (SNMCF), Las Cruces, NM; • Roswell Correctional Center (RCC), Hagerman, NM; • Springer Correctional Center (SCC), Springer, NM; • and any other correctional facility or locations designated by the NMCD during the term of this contract.

Encryption		Contractor must provide and install an inmate telephone call monitoring service that provides for full 128 bit encryption.

Reliability		Contractor must provide for the following:
		• Data Centers that are Tier IV with uptime of 99.995%, maximum 0.4 hours/year downtime (TIA-942)
		• Network with redundant firewall
		• A network that allows for every call to be written twice
		• Authentication with unique and fully trackable logins
		   o Role Based Security levels
		   o Logging of all individual activity with audit trail reporting
		   o Implementing Agency system administrator
		• Watermarking for all data and recordings using the inmate telephone and call monitoring system without the loss of quality.

D.   Deliverable Number 4. **Proposed Recording System Details**

Deliverable Four	Due Date	Compensation
Proposed Recording System Details	120 business days after contract execution	$0.00

Task Item	Sub Tasks	Description
Proposed Recording System Details	Security Envelope	Recorded conversations stored in the system must provide security measures to ensure that they have not been tampered with. This security must extend even to recordings that have been transferred to external CD, DVD medium and/or transmission by e-mail. The Contractor must provide expert testimony regarding security of the call recordings if required. The transferred record must include the call record detail (time and date of the call, PIN number, destination number, etc).

	Locking Calls	Via a workstation, the system must allow administrators to "lock" call recordings to ensure their retrieval beyond the on-line storage period (e.g. 30 days, 90 days, etc.). Once a call recording is locked, it must be available on-line until unlocked.
	Search and Play Parameters	The contractor's system must meet the following minimum requirements: 1) Allow administrators to search for calls completed and recorded during a specific time period. 2) Allow administrators to search for calls placed at a specific inmate telephone. 3) Allow administrators to search for calls placed to a specific destination number. 4) Allow administrators to search for calls containing pre-defined "keywords". 5) Allow administrators to search for calls made by phones assigned to a specific group. 6) Allow administrators to playback on-line recorded calls from remote locations via the workstation within 10 seconds of selection by the operator. 7) Playback of recorded calls must not require any media change. 8) Off-line records must be accessible within 10 seconds when accessing remotely.
	Live Monitoring/Remote Monitoring	The inmate recording system must allow for live monitoring in real time, without any interference to existing recording operation. This feature must be available locally over the workstation PC's speakers, as well as remotely to a telephone number specifically designated by the system administrator. Additionally, the NMCD must have the capability while monitoring, to terminate the call from the phone keypad. Monitoring must not be detectable by the callers and the system must be able to allow multiple

		endpoints to monitor ongoing conversations.
	Hot Number Alerts	The system must allow an administrator to designate "Hot" PINs, or "Hot" destination numbers. When the system detects that a call is being made using any of these pre-programmed "Hot" PINs or destination numbers, the system must automatically call destination numbers designated by the NMCD. The system must allow system administrators to add or remove destination numbers from the hot list table. These designated numbers must include any standard phone number or phone on the state phone system, cell phones, and pagers. When personnel receive an alert call from the system, they must be prompted for a security code and then immediately able to monitor the call in progress. The recipient must be undetected by the inmate and called party; however, they must have the ability to disconnect the call or cut into the call and talk to each party. Alerts to pagers must send information to the specified pager including the number being dialed, the PIN used in dialing, etc. The system at a minimum must allow the chain of three numbers to be called in sequential form to alert facility personnel.
	Reports	The inmate telephone system must provide system administrators with the capability to print reports directly from the search screen. After selecting parameters such as origination number, destination number, date, time, keywords, or group, the system must be able to provide a return list of calls matching the criteria. The system must allow this list to be printed in report format. Additionally, the system must provide the ability to produce call count reports as well as frequency reports based on the above listed criteria.
	Attaching notes to Call Detail Records	System users must be able to attach a note document to any call record for the purposes of inclusion of information such as the case number or other investigative data. This note must become a permanent part of the call detail record and have the capability to be saved to disk and used in word processing programs such as Microsoft Word and still retain the formatting. In addition, the inmate telephone system must have the capability to conduct searches on the information contained within the notes, i.e. case number,

		inmate name, etc.
	User Password System	Security must be maintained by a multi-level password system based on user access requirements. The system must allow users to be assigned pre-set security levels, or allow the flexibility to assign individual access permissions based upon specific job requirements. These permissions must include, but not be limited to, access to inmate accounts, monitoring, call searching, etc. Those users with the administrator level password must have the ability to set user access parameters for other users according to security requirements.
	User Log	As a security precaution, the system must provide a user log. Only those users with administrator level access shall be able to review the user log. The log must include user access to the system, the time and date of each access, and the action taken during the user access.

E.   Deliverable Number 5. **Rates, Fees, and Costs**

Deliverable Five	**Due Date**	**Compensation**
Rates, Fees, and Costs	**Thru the Term of This Contract**	**$0.00**

Task Item	Sub Tasks	Description
Rates, Fees, and Costs	**Rates, Fees, and Costs**	The Contractor is responsible for ensuring that all inmate telephone call and monitoring services and the awarded rates comply with all applicable federal, state and local regulations including, but not limited to, New Mexico and federal law, and the rules, regulations and orders of the New Mexico Public Regulation Commission (PRC) and the Federal Communications Commission (FCC). All awarded rates, fees, and agency approved costs shall be fixed for the term of the contract as outlined below and shall be inclusive of all travel, overhead, profit, regulatory fees and surcharges, and administrative expenses ("Fixed Rate"). The Fixed Rate shall include all rates, fees, and charges of every kind associated with a call to include **Universal**

		Service fees, and there shall be no separate or additional charge to inmates or their families for time prompts, rate information requested, operator assistance, or any other functions. If the customer's choice of payment is to pay using a money order or certified funds for which the customer pays a third party entity (such as the US Postal Service or Western Union) or an entity not affiliated with having a business relationship with the Contractor or with regard to the subject matter of this contract or the RFP, those costs of the customer **shall NOT** be included in the Fixed Rate. **The Fixed Rate does not include the Federal, State, County, City taxes, and a return check charge for non sufficient funds (NSF) on services provided.** Any attempt to impose such additional charge(s) during the term of this contract shall be grounds for (1) immediate termination of the contract and/or (2) payment of liquidated damages of $1,000.00 for each call on which the Contractor attempts to impose such a charge in violation of this requirement, in the sole discretion of the Procuring Agency.
	No Commissions	Neither the State of New Mexico or NMCD will accept any commission from the inmate telephone traffic nor is it soliciting commissions from any contract award.
	Inmate Prepaid Call Rate (Debit Cards)	The Contractor will propose **a single, per call Fixed Rate (up to 20 minutes)** for an inmate prepaid call inclusive of all fees, call setup or connect charges, or any other costs incurred for all Inmate Prepaid Calls, including all Local, Intrastate and Interstate calls originating within the continental United States, its territories and protectorates, and Canada. The Fixed Rate shall be a single blended rate for all inmate prepaid calling rates and should be clear to anyone who might make use of this form of calling. The awarded rate for this deliverable shall be disclosed in ATTACHMENT "A" of this contract.
	Inmate "Collect Call" Rate	The Contractor will propose **a single, per call Fixed Rate (up to 20 minutes)** for all inmate collect calls *inclusive* of all fees, call setup or connect charges, or any other costs incurred, for all Collect Calls including all Local, Intrastate

		and Interstate originating within the continental United States, its territories and protectorates, and Canada. The Fixed Rate shall be a single blended rate for all inmate collect call rates and should be clear to anyone who might make use of this form of calling. The awarded rate for this deliverable shall be disclosed in ATTACHMENT "A" of this contract.
	"Called Party" Prepaid Call Rate	The Contractor will propose **a single, per call Fixed Rate (up to 20 minutes)** for all "Called Party" prepaid call inclusive of all fees, call setup or connect charges, or any other costs incurred for all Called Party Prepaid Calls including all Local, Intrastate and Interstate originating within the continental United States, its territories and protectorates, and Canada. The Fixed Rate shall be a single blended rate for all inmate "called party" prepaid call rates and should be clear to anyone who might make use of this form of calling. The awarded rate for this deliverable shall be disclosed in ATTACHMENT "A" of this contract.
	International Call Rate	The Contractor will propose **a single, per call Fixed Rate (up to 20 minutes)** for an international call inclusive of all fees, call setup or connect charges, or any other costs incurred for all international calls. The Fixed Rate shall be a single blended rate for all inmate International call rates and should be clear to anyone who might make use of this form of calling. The International Call Fixed Rate shall be the same for Inmate Prepaid, Inmate Collect Calls, and Called Party Prepaid Calls. The awarded rate for this deliverable shall be disclosed in ATTACHMENT "A" of this contract.
	Rate for Non Sufficient Funds (NSF)	If the Contractor requires a return check charge for non sufficient funds, the Contractor must propose a single return check charge for non sufficient funds (NSF) that is the lesser of $25 or the charge actually assessed on the Contractor by its chartered bank for such NSF checks. The awarded rate for this deliverable shall be disclosed in ATTACHMENT "A" of this contract.

| Inmate Prepaid Debit Cards | The Contractor must purchase the outstanding prepaid debit cards from the Procuring Agencies commissaries at each facility wherein they were provided upon termination of the contract |

F. Deliverable Number 6. Testing of Inmate Telephone System

Deliverable Six	Due Date	Compensation
Testing of Inmate Telephone System	120 business days after contract execution	$0.00

Task Item	Sub Tasks	Description
Testing of Inmate Telephone System		Contractor will provide and install an inmate telephone call monitoring system (which meets the system requirements in deliverable 4) to include all equipment, software, modifications, support, and any connectivity required for the services at the following locations: • NMCD Administration Offices, Santa Fe, NM; • Penitentiary of New Mexico (PNM), Santa Fe, NM; • Central New Mexico Correctional Facility (CNMCF), Los Lunas, NM; • Western New Mexico Correctional Facility (WNMCF), Grants, NM; • Southern New Mexico Correctional Facility (SNMCF), Las Cruces, NM; • Roswell Correctional Center (RCC), Hagerman, NM; • Springer Correctional Center (SCC), Springer, NM; • and any other correctional facility or locations designated by the NMCD during the term of this contract.