

\_\_\_\_\_ 6. Non-essential keys should not be brought into the institution (i.e. multiple key rings.)

\_\_\_\_\_ 7. Any unauthorized items will be secured in the contractors vehicle at all times.

### **Vehicles**

\_\_\_\_\_ 1. All contractor vehicles entering and leaving the institution are subject to search

\_\_\_\_\_ 2. Vehicles may be searched while on institution grounds as well.

\_\_\_\_\_ 3. All contractor vehicles will be parked in employee parking lot (in front of the gatehouse)

\_\_\_\_\_ 4. All vehicles will remain locked when unattended.

\_\_\_\_\_ 5. Keys will remain with owner/ operator of the vehicle.

\_\_\_\_\_ 6. If the institution allows you to use your vehicle to transport tools or materials, your vehicle will be searched before and after delivery and immediately returned to the employee parking lot after such delivery.

\_\_\_\_\_ 7. Do not exceed posted speed limits around perimeter or on prison property.

\_\_\_\_\_ 8. Vehicle traffic must be kept to a minimum, Please carpool.

### **Access to and From Institution Property**

\_\_\_\_\_ 1. **All Blue Clothing (Blue Jeans, Blue Shirts. Blue Shorts) are strictly prohibited.**

\_\_\_\_\_ 2. All contractors will:

A. Sign in and out at the Gatehouse

B. Show and surrender their picture identification (Drivers License, or ID Card) to the Gatehouse Officer, these will be returned upon departure.

C. Submit personal items for inspection. (Tool bags, lunch boxes, ect.)

C.1 A written inventory of tools is required.

\_\_\_\_\_ 3. Contractors will be under escort at all times.

### **Tool Control**

\_\_\_\_\_ 1. Contractors/Subcontractors are responsible for all tools, equipment and material brought onto institutional property.

\_\_\_\_\_ 2. All loose tools and equipment **MUST** be secured within a locked vehicle or assigned storage area.

A. All hand tools **MUST** be stored outside the security area overnight.

\_\_\_\_\_ 3. Construction material and equipment may be stored on the site in a designated secure area only.

A. The facility supervisor will advise contractors/ subcontractors of the designated site(s).

B. Construction huts/Buildings outside the perimeter **MUST** be a minimum of 100' away from fence.

C. Equipment on the inside of the perimeter fence **MUST** be a minimum of 50' away from fence.

D. Placement of "Job boxes" will be determined by Facility Supervisor

\_\_\_\_\_ 4. All Power Tools will be inventoried in and out each day.

\_\_\_\_ 5. Contractors/Subcontractors are responsible for ensuring all storage areas are secured prior to departing from the institution.

\_\_\_\_ 6. Items that are lost or turn up missing will be reported to the (AWO) Associate Warden(s) of Operations or shift command immediately.

\_\_\_\_ 7. Contractors should maintain a clean and orderly workplace at all times, and remove all refuse daily.

\_\_\_\_ 8. Work schedules will be established and NDOC (Warden at institution or Lt. at the Camps) must be notified 48 hours in advance of any change.

**In signing this form, I have read and understand the security rules and regulations that have been brought to my attention. I understand that should I break any of these rules I may be escorted off prison property, banned from prison property or prosecuted under NRS 209.417, 212.100, 212.140, 212.150, 212.160, 212.165, 212.170, & NRS 212.187**

\_\_\_\_\_  
Vendor (Employee) Signature                      Date

\_\_\_\_\_  
Printed Vendor (Employee) Name

\_\_\_\_\_  
Employing Company

\_\_\_\_\_  
Printed Name of Company

\_\_\_\_\_  
Company Phone Number

\_\_\_\_\_  
Company Fax Number

## ATTACHMENT M – SITE VISIT TIMELINE AND REGISTRATION FORM



Attachment M -  
Registration form.doc



Time Line - Multiple .  
Site Visits.xls

*To open the document, double click on the icon.*

*If you are unable to access the above inserted file  
once you have doubled clicked on the icon,  
please contact Nevada State Purchasing at  
[srvpurch@admin.nv.gov](mailto:srvpurch@admin.nv.gov) for an emailed copy*

**ATTACHMENT M**  
**Facility Tour Registration Form**  
**INMATE TELEPHONE SYSTEM**

Forms must be returned no later than February 5, 2014 @ 5:00 pm Fax to: 775 684-0188

The Department of Corrections invites you to attend a tour of the facilities prior to responding to **RFP 3073. THE FACILITY TOUR IS MANDATORY. PROPOSALS WILL NOT BE ACCEPTED FROM VENDORS WHO DID NOT TOUR ALL FACILITIES.**

**TUESDAY February 11<sup>th</sup>**

<b><u>NORTHERN NEVADA RESTITUTION CENTER (NNRC)</u></b> 2595 E. second Street, Reno, NV 89502	
Date for Site Evaluation:	February 11, 2014
Time for Site Evaluation:	8:00 am
Name of Contractor Representative:	
Title of Contractor Representative:	
Contractor Contact Phone Number:	
Will Attend? (Circle One)	Yes          No
Contact:	

<b><u>NORTHERN NEVADA CORRECTIONAL CENTER (NNCC)</u></b> 1721 E. Snyder Ave., Carson City, NV 89701	
Date for Site Evaluation:	February 11, 2014
Time for Site Evaluation:	9:30 am
Name of Contractor Representative:	
Title of Contractor Representative:	
Contractor Contact Phone Number:	
Will Attend? (Circle One)	Yes          No
Contact:	

<b><u>STEWART CONSERVATION CAMP (SCC)</u></b> 1721 E. Snyder Ave., Carson City, NV 89701	
Date for Site Evaluation:	February 11, 2014
Time for Site Evaluation:	10:30 am
Name of Contractor Representative:	
Title of Contractor Representative:	
Contractor Contact Phone Number:	
Will Attend? (Circle One)	Yes          No
Contact:	

<b><u>WARM SPRINGS CORRECTIONAL CENTER (WSCC)</u></b> 3301 E. 5 <sup>th</sup> Street, Carson City, NV 89701	
Date for Site Evaluation:	February 11, 2014
Time for Site Evaluation:	11:30 am
Name of Contractor Representative:	
Title of Contractor Representative:	
Contractor Contact Phone Number:	
Will Attend? (Circle One)	Yes          No
Contact:	

<b><u>LOVELOCK CORRECTIONAL CENTER (LCC)</u></b> 1200 Prison Rd., Lovelock, NV 89419	
Date for Site Evaluation:	February 11, 2014
Time for Site Evaluation:	3:00 pm
Name of Contractor Representative:	
Title of Contractor Representative:	
Contractor Contact Phone Number:	
Will Attend? (Circle One)	Yes          No
Facility Contact:	

Suggest staying in Winnemucca for the night.

**WEDNESDAY February 12<sup>TH</sup>**

<b><u>HUMBOLDT CONSERVATION CAMP (HCC)</u></b> 8105 Conservation Rd., Winnemucca, NV 89446	
Date for Site Evaluation:	February 12, 2014
Time for Site Evaluation:	8:00 am
Name of Contractor Representative:	
Title of Contractor Representative:	
Contractor Contact Phone Number:	
Will Attend? (Circle One)	Yes          No
Contact:	

<b><u>CARLIN CONSERVATION CAMP (CCC)</u></b> 124 Suzie Creek Rd., Carlin, NV 89822	
Date for Site Evaluation:	February 12, 2014
Time for Site Evaluation:	11:00 am
Name of Contractor Representative:	
Title of Contractor Representative:	
Contractor Contact Phone Number:	
Will Attend? (Circle One)	Yes          No
Contact:	

<b><u>WELLS CONSERVATION CAMP (WCC)</u></b> I 80 East, Independence Valley 365 Exit, HC 67-50, Wells, NV 89835	
Date for Site Evaluation:	February 12, 2014
Time for Site Evaluation:	2:30 pm
Name of Contractor Representative:	
Title of Contractor Representative:	
Contractor Contact Phone Number:	
Will Attend? (Circle One)	Yes          No
Contact:	

Suggest staying in Ely for the night

**THURSDAY February 13<sup>TH</sup>**

<b><u>ELY STATE PRISON (ESP)</u></b> 4569 N. State Route 490, Ely, NV 89301	
Date for Site Evaluation:	February 13, 2014
Time for Site Evaluation:	8:00 am
Name of Contractor Representative:	
Title of Contractor Representative:	
Contractor Contact Phone Number:	
Will Attend? (Circle One)	Yes          No
Contact:	

<b><u>ELY CONSERVATION CAMP (ECC)</u></b> Horse & Cattle Camp Rd., Ely, NV 89301	
Date for Site Evaluation:	February 13, 2014
Time for Site Evaluation:	10:00 am
Name of Contractor Representative:	
Title of Contractor Representative:	
Contractor Contact Phone Number:	
Will Attend? (Circle One)	Yes          No
Contact:	

<b><u>PIOCHE CONSERVATION CAMP (PCC)</u></b> 1 Hardtimes Rd., Pioche, NV 89043	
Date for Site Evaluation:	February 13, 2014
Time for Site Evaluation:	1:30 pm
Name of Contractor Representative:	
Title of Contractor Representative:	
Contractor Contact Phone Number:	
Will Attend? (Circle One)	Yes          No
Contact:	

**Suggest staying in Tonopah for the night**

**FRIDAY February 14th**

<b><u>TONOPAH CONSERVATION CAMP (TCC)</u></b> 100 Conservation Rd., Tonopah, NV 89049	
Date for Site Evaluation:	February 14, 2014
Time for Site Evaluation:	9:00 am
Name of Contractor Representative:	
Title of Contractor Representative:	
Contractor Contact Phone Number:	
Will Attend? (Circle One)	Yes          No
Contact:	

**Drive back to Carson City - Reno**

**TUESDAY February 18th**

<b><u>HIGH DESERT STATE PRISON (HDSP)</u></b> 22010 Cold Creek Rd., Indian Springs, NV 89018	
Date for Site Evaluation:	February 18, 2014
Time for Site Evaluation:	10:30 am
Name of Contractor Representative:	
Title of Contractor Representative:	
Contractor Contact Phone Number:	
Will Attend? (Circle One)	Yes          No
Contact:	

<b><u>SOUTHERN DESERT CORRECTIONAL CENTER (SDCC)</u></b> 20825 Cold Creek Rd., Indian Springs, NV 89018	
Date for Site Evaluation:	February 18, 2014
Time for Site Evaluation:	12:30 pm
Name of Contractor Representative:	
Title of Contractor Representative:	
Contractor Contact Phone Number:	
Will Attend? (Circle One)	Yes          No
Contact:	

<b><u>THREE LAKES VALLEY CONSERVATION CAMP (TLVCC)</u></b> 21055 Cold Creek Rd., Indian Springs, NV 89070	
Date for Site Evaluation:	February 18, 2014
Time for Site Evaluation:	2:30 pm
Name of Contractor Representative:	
Title of Contractor Representative:	
Contractor Contact Phone Number:	
Will Attend? (Circle One)	Yes          No
Contact:	

**Suggest staying in Las Vegas this night**



WEDNESDAY February 19th

<b><u>FLORENCE MC CLURE WOMEN'S CORRECTIONAL CENTER (FMWCC)</u></b> 4370 Smiley Rd., N. Las Vegas, NV 89115	
Date for Site Evaluation:	February 19, 2014
Time for Site Evaluation:	8:30 am
Name of Contractor Representative:	
Title of Contractor Representative:	
Contractor Contact Phone Number:	
Will Attend? (Circle One)	Yes          No
Contact:	

<b><u>CASA GRANDE TRANSITIONAL HOUSE (CGTH)</u></b> 3955 W. Russell Rd., Las Vegas, NV 89118	
Date for Site Evaluation:	February 19, 2014
Time for Site Evaluation:	10:30 am
Name of Contractor Representative:	
Title of Contractor Representative:	
Contractor Contact Phone Number:	
Will Attend? (Circle One)	Yes          No
Contact:	

<b><u>JEAN CONSERVATION CAMP (JCC)</u></b> 3 Prison Rd., Jean, NV 89019	
Date for Site Evaluation:	February 19, 2014
Time for Site Evaluation:	12:00 pm
Name of Contractor Representative:	
Title of Contractor Representative:	
Contractor Contact Phone Number:	
Will Attend? (Circle One)	Yes          No
Contact:	

**Tour is complete**

TIME LINE

Release of RFP 3073 Inmate Telephone System

Site Visit Registration / Background Clearance Forms Due

Site Visits:

Date

01/29/14

02/05/14

2/11/14 - 2/19/14

Tuesday	Friday - Start in Reno	02/11/14	
	Northern Nevada Restitution Center (NNRC) 2595 E. Second St., Reno, NV 89502		8:00 to 8:30AM
	Drive to Carson City - 1 hr		
	Northern Nevada Correctional Center (NNCC) 1721 E. Snyder Ave., Carson City NV 89701		9:30 to 10:30AM
	Stewart Conservation Camp (SCC) 1721 E. Snyder Ave., Carson City NV 89701		10:30 to 11:00AM
	Warm Springs Correctional Center (WSCC) 3301 E. 5th S., Carson City NV 89701		11:30 to 12:00PM
	Drive to Lovelock - 2 hrs		1hr lunch
	Lovelock Correctional Center (LCC) 1200 Prison Rd., Lovelock NV 89419		3:00 to 4:00PM
	Drive to Winnemucca (Spend the night) - 1 hr		
Wednesday	Humboldt Conservation Camp (HCC) 8105 Conservation Rd., Winnemucca NV 89446	02/12/14	8:00 to 8:30AM
	Drive to Carlin - 2 hrs		
	Carlin Conservation Camp (CCC) 124 Suzie Creek Rd., Carlin NV 89822		11:00 to 11:30AM
	Drive to Wells - 2 hrs		1 hr lunch
	Wells Conservation Camp (WCC) HC 67-50 Wells NV 89835		2:30 to 3:00PM
	Drive to Ely (Spend the night) - 2 hrs		
Thursday	Ely State Prison (ESP) 4569 N. State Route 490, Ely NV 89301	02/13/14	8:00 to 9:00AM
	Drive to ECC, Ely - 1 hr		
	Ely Conservation Camp (ECC) Horse & Cattle Camp Rd., Ely NV 89301		10:00 to 10:30AM
	Drive to Pioche - 2 hrs		1 hr lunch
	Pioche Conservation Camp (PCC) 1 Hardtimes Rd., Pioche NV 89043		1:30 to 2:00PM
	Drive to Tonopah (spend the night) - 3 hrs 30 min		
Friday	Tonopah Conservation Camp (TCC) 100 Conservation Rd., Tonopah NV 89049	02/14/14	9:00 to 10:00AM
	Drive back to Carson City/Reno - 4 hrs		
Tuesday	Monday -Fly to Las Vegas	02/18/14	
	Drive to Indian Springs from Las Vegas - 2 hrs		
	High Desert State Prison (HDSP) 22010 Cold Creek Rd., Indian Springs NV 89018		10:30 to 11:30AM
			1 hr lunch
	Southern Desert Correctional Center (SDCC) 20825 Cold Creek Rd., Indian Springs NV 89018		12:30 to 1:30PM
	Three Lakes Valley Conservation Camp (TLVCC) 21055 Cold Creek Rd., Indian Springs NV 89070		2:30 to 3:00PM
	Drive back to Las Vegas - 2 hrs		
Wednesday	Tuesday - 1 hr	02/19/14	
	Florence McClure Women's Correctional Center (FMWCC) 4370 Smiley Rd., North Las Vegas NV 89115		8:30 to 9:30AM
	Drive to Casa Grande - 45 min		
	Casa Grande Transitional Center (CGTH) 3955 W. Russell Rd., Las Vegas NV 89118		10:30 to 11:00AM
	Drive to Jean - 45 min		
	Jean Conservation Camp (JCC) 3 Prison Rd., Jean NV 89019)		12:00 to 1:00PM
	TOUR COMPLETE		

## ATTACHMENT N – NDOC FACILITY MAP



Attachment N NDOC  
Map.doc

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## ATTACHMENT O – SERVICE LEVEL AGREEMENT



Attachment O  
Service Level Agreeer

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ATTACHMENT O  
SYSTEM TECHNICAL ASSISTANCE SERVICE LEVEL AGREEMENT

DEFINITIONS:

Severity Level	Definitions
1 Urgent	Total system failure resulting in a complete loss of functionality at one or more institutions or in which a requirement is not met and there is no feasible workaround.
2 Very High	Failure at one or more locations <b>within an institution</b> resulting in a complete loss of functionality or in which a requirement is not met and there is no feasible workaround.
3 High	Defect in which a requirement or functionality is not met but an acceptable workaround is available.
4 Medium	Defect in which the fault or limitation does not materially affect the operation of the system or the business process

VENDOR HELP DESK REQUIREMENTS:

- A. ITS – The vendor will provide remote diagnostic support and trouble-shooting technical assistance for the ITS and equipment twenty-four (24) hours a day, seven (7) days a week, including holidays.
  - 1) The vendor will provide the authorized users a toll free contact number, answered, twenty-four (24) hours a day, seven (7) days a week for the purpose of reporting problems.
  
- B. The vendor will provide a centralized Customer Service Center located in the Continental United States (preferably within the State of Nevada) which will service **all** ITS calls from family and friends, and inmates regarding service issues, billing, and any other issues relating to these services. An 800 telephone service for this purpose will operate 8AM to 5PM Pacific Time (PT).
  - 1) Calls made to the 800 number will be answered within 60 seconds at 90%.

C. The vendor will also provide a web based Service Center which family and friends can log customer service, billing and other issues related to calling an inmate within the NDOC.  
 1) Email and web-based issues will be responded to within 12 hours upon receipt during business hours.

D. The vendor will support the following service agreement benchmarks (if these benchmarks can not be met, please give a detail explanation as to why).

Severity Level	Definition	Response Time	Resolution Action	Performance measure/Consequences
1 Urgent	a) Major system failure; ITS is down. b) The security system crashes or freezes when a particular action is executed.	Vendor will respond by telephone to the NDOC within one (1) hour of initial notification by the requestor.	Vendor will provide best efforts to effect a resolution within twenty-four (24) hours of the initial notification. Failing the above, vendor will provide an action plan to address the issue within 48 hours.	After 48 hours of the initial notification of an urgent level issue, vendor will begin to reimburse the NDOC day for day lost, the average daily commission from the prior 30 days.
2 Very High	Failure at one or more locations <b>within an institution</b> resulting in a complete loss of functionality or in which a requirement is not met and there is no feasible workaround. Examples: a) The ITS will not upload NOTIS inmate file b) Security call tracking is not working and calls are not being monitored.	Vendor will respond by telephone or electronic means to the NDOC within two (2) hours of initial notification by the requestor.	Vendor will provide best efforts to effect a resolution within seventy-two (72) hours of initial notification by requestor.	After 72 hours of the initial notification of an urgent level issue, vendor will begin to reimburse the NDOC day for day lost, the average daily commission from the prior 30 days, or the NDOC may impose liquidated damages in the amount of \$2,500.00 per day

Severity Level	Definition	Response Time	Resolution Action	Performance measure/Consequences
3 High	<p>Defect in which a requirement or functionality is not met but an acceptable workaround is available.</p> <p>Example:  a) Automatic inmate status uploads from NOTIS are not working updating inmate information, but the vendor can manually correct the inmate's status through a screen.</p>	<p>Vendor will respond by telephone or electronic means to the NDOC within four (4) hours of initial by requestor.</p>	<p>Vendor will provide reasonable endeavor efforts to effect a resolution within thirty (30) days of initial notification or according to the agreed release schedule.</p>	<p>If this level of issue has no direct effect on NDOC ITS, such that all authorized NDOC staff can continue their work; inmates, and friends and family calls, are not effected, and NDOC call commissions remain intact, there is no monetary consequence.</p> <p>Should this level effect the ability of the NDOC to manage inmates, calls, or commissions, the NDOC may impose liquidated damages in the amount of \$2,500.00 per NDOC facility.</p>
4 Medium	<p>Defect in which the fault or limitation does not materially affect the operation of the system or the business process in which it is identified.</p> <p>Examples:  a) On saving a record the 'commit successfully complete' confirmation popup has to be clicked 3 times by the user before they can continue.  b) The sort order of a row of records is incorrect.</p>	<p>Vendor will respond by telephone or electronic means to the NDOC within eight (8) hours of initial by requestor</p>	<p>Vendor will provide reasonable efforts to effect a resolution within a support or technological release.</p>	<p>None</p>



## ATTACHMENT P – COST COMMISSION PROPOSAL



Attachment P Cost  
Commission Proposal.

*To open the document, double click on the icon.*

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[srypurch@admin.nv.gov](mailto:srypurch@admin.nv.gov) for an emailed copy.*



## Attachment P COST/COMMISSION PROPOSAL

### CALLING RATES:

	COLLECT		INMATE BASED DEBIT		PRE-PAID COLLECT	
	<i>Surcharge</i>	<i>Per Minute Rate</i>	<i>Surcharge</i>	<i>Per Minute Rate</i>	<i>Surcharge</i>	<i>Per Minute Rate</i>
<i>Local</i>						
<i>Intralata/Intrastate</i>						
<i>Interlata/Intrastate</i>						
<i>Interlata/Interstate</i>	FCC		FCC		FCC	
<i>International</i>						
<i>Additional Charges</i>						
<i>Commission Rate</i>						

*Financial Incentive:* \_\_\_\_\_ *MAG Payment:* \_\_\_\_\_

*Comments:*

CONTRACTOR NAME: \_\_\_\_\_

AUTHORIZED REPRESENTATIVE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

**ATTACHMENT Q – COST COMMISSION PROPOSAL CERTIFICATION OF COMPLIANCE WITH TERMS AND CONDITIONS OF RFP**

I have read, understand and agree to comply with *all* the terms and conditions specified in this Request for Proposal.

YES \_\_\_\_\_ I agree to comply with the terms and conditions specified in this RFP.

NO \_\_\_\_\_ I do not agree to comply with the terms and conditions specified in this RFP.

If the exception and/or assumption require a change in the terms in any section of the RFP, the Contract, or any incorporated documents, vendors *must* provide the specific language that is being proposed in the tables below. If vendors do not specify in detail any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

*Note: Only cost exceptions and/or assumptions should be identified on this attachment. Do not restate the technical exceptions and/or assumptions on this attachment.*

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

*Vendors MUST use the following format.* Attach additional sheets if necessary.

**EXCEPTION SUMMARY FORM**

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)

**ASSUMPTION SUMMARY FORM**

ASSUMPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	ASSUMPTION (Complete detail regarding assumptions must be identified)

**This document must be submitted in Tab III of vendor's cost proposal.  
This form MUST NOT be included in the technical proposal.**