

## **D. BUSINESS REQUIREMENTS**

### **D.1. Commissions**

**To keep inmate calling rates as low as possible, The State of Nebraska will not accept a commission from the Inmate Calling Services.**

GTL has read, understands, and complies.

### **D.2. Rates**

**Per minute charges must be flat rate twenty-four (24) hours a day, seven (7) days a week.**

**Rates must remain firm for the first five (5) years of the contract. Prices may be subject to change after the initial five (5) year period. Such changes shall be based on industry changes as evidenced by revised printed price lists, verifiable documented cost increases or notices. A request for price increase shall be provided in writing, to The Nebraska State Purchasing Bureau at least thirty (30) days prior to any price increase of the contract. No price increases are to be billed to NDCS without prior written approval by the State Purchasing Bureau and the NDCS Purchasing Division. State Purchasing Bureau reserves the right to accept or reject any price increase request. In the event new prices are not acceptable, the contract may be cancelled. Approved price increases shall become part of the new contract as an amendment and will be recognized as firm contract pricing. Revised pricing will carry over to any subsequent renewals or revisions unless specifically revised and agreed upon by both parties. Bidders must provide their proposed rates for all categories listed on the cost proposal sheet.**

**Failure to provide rates as outlined may be grounds for rejection of proposal.**

**Any and all charges billable to the inmates and their families must be detailed in the Bidder's cost proposal. Contractor may not assess any charges to any party in connection with this service that are not outlined in their proposal response.<sup>1</sup>**


~~Per minute charges must be flat rate twenty-four (24) hours a day, seven (7) days a week. All connect/surcharge fees will be identified by type of call.~~

~~Rates must remain firm for the first five (5) years of the contract. Prices may be subject to change after the initial five (5) year period. All regulatory fees must be included in the rates, as no add-ons will be accepted. Such changes shall be based on industry changes as evidenced by revised printed price lists, verifiable documented cost increases or notices. A request for price increase shall be provided in writing, to The Nebraska State Purchasing Bureau at least thirty (30) days prior to any price increase of the contract. No price increases are to be billed to NDCS without prior written approval by the State Purchasing Bureau and the NDCS Purchasing Division. State Purchasing Bureau reserves the right to accept or reject any price increase request. In the event new prices are not acceptable, the contract may be cancelled. Approved price increases shall become part of the new contract as an amendment and will be recognized as firm contract pricing. Revised pricing will carry over to any subsequent renewals or revisions unless specifically revised and agreed upon by both parties. Bidders must provide their proposed rates for all categories listed on the cost proposal sheet.~~

~~Failure to provide rates as outlined may be grounds for rejection of proposal.~~

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<sup>1</sup> Per Addendum Eight for Q&A Round 2, Item 12, Dated June 2, 2016

 Good Life. Great Mission. <hr/> DEPT OF CORRECTIONAL SERVICES	<b>ADMINISTRATIVE REGULATION</b>		
	<b>INMATE TELEPHONE REGULATIONS</b>		
	<b>REVISION DATE</b>	<b>NUMBER</b>	<b>PAGE</b>
	<b>August 31, 2017</b>	<b>205.03</b>	<b>11 of 12</b>
<b>STATEMENT OF AVAILABILITY</b> <b>*This Administrative Regulation is to be made available in law libraries or other inmate resource centers.</b>			

- D. NDCS shall have final decision authority regarding the acceptability of individual contract personnel.
- E. All contract personnel and their equipment are subject to search.
- F. Permanent contract personnel shall be issued NDCS picture identification cards.
- G. Contract personnel are prohibited from conducting an investigation, live monitoring or recording playback.
- H. ICS service technicians are authorized to enter facilities with necessary equipment, parts, tools, pagers and cellular telephones in order to make repairs. Special security considerations may require deviation from this policy when circumstances dictate additional restriction.

**X. EQUIPMENT LOCATIONS AND QUANTITIES**

Inmate telephones shall be located in housing units only. The minimum number of telephones necessary to ensure that inmates have reasonable access to ICS will be provided at each location. Inmates will not be allowed to congregate near the telephone area. Only one inmate will be allowed at a telephone at a time. Requests for new locations and additions to the number of inmate telephones shall be submitted in writing to the appropriate Deputy Director. Portable telephones will be used whenever appropriate in hospital and segregation units to eliminate the need to allow inmates out of their cells to make telephone calls. All portable telephones shall be interfaced with the ICS and will provide identical call control as found on permanently affixed inmate telephones. ICS network administrative terminals shall be installed at Central Office and each facility in a secure area where designated personnel have direct 24 hour access to perform service, data input, data collection and investigative duties.

Appropriate physical and password security shall be instituted to guard against unauthorized access to confidential information and equipment. Passwords will be assigned by the Special Services Administrator and changed periodically to provide access security.

**XI. DATA ENTRY/REPAIR SERVICE/ACCOUNT MANAGEMENT**

The Site System Coordinator, Site System Operator or Shift Supervisor are authorized to make requests for data entry issues to the Central System Administrator during the normal business hours of 8:00 a.m. to 5:00 p.m., Monday through Friday. The contact number for repair services on a 24 basis is available in each facility's Central Control. The contract vendor is responsible for the expense and labor associated with the installation and maintenance of the ICS, including wiring.

**XII. COMMISSIONS**

In the interest of making inmate calling as affordable as possible while acquiring necessary security enhancements, the State of Nebraska has waived its right to receive commissions in association with ICS revenues.