

STATE OF SOUTH CAROLINA
B&CB DSIT
4430 BROAD RIVER ROAD
COLUMBIA SC 29210
Posting Date: May 02, 2011

Solicitation: 5400001449
Description: DOC Inmate Calling System
Agency: DSIT for: SCDC Dept of Corrections Admin

Contract Number: 4400003670
Awarded To: GLOBAL TEL LINK
6612 E. 75TH ST.
INDIANAPOLIS IN 46250

Total Potential Value: \$ 0.00
Maximum Contract Period: May 02, 2011 through May 01, 2016

Item	Description	
00010	DOC Inmate Calling System	0.00

Inmate calls will be .75 for prepaid/debit and .99 for collect calls.
Inamate one way messaging will be .25 per message

This contract is at no cost to SC Department of Corrections.

Procurement Officer
Andy (Fuller) Bowman, CPPB



State of South Carolina

RECORD OF NEGOTIATIONS

Solicitation Number : 5400001449
Procurement Officer : Andy (Fuller) Bowman, CPPB
Phone : 803-896-0315
E-Mail Address : afuller@cio.sc.gov
Address : Division of State IT
: 4430 Broad River Road
: Columbia, SC 29210

CONTRACT DESCRIPTION: SC Department of Corrections Inmate Calling System

USING GOVERNMENTAL UNIT: DSIT on behalf of Department of Corrections

OFFEROR'S NAME AND ADDRESS: Global Tel*Link
2609 Cameron Street
Mobile, AL 36607

IMPORTANT NOTICE:

Offeror is required to sign this document and return one (1) copy to the procurement officer named above by the following date: 4/30/2011

DESCRIPTION OF NEGOTIATED CHANGES:

(attach additional pages if necessary)

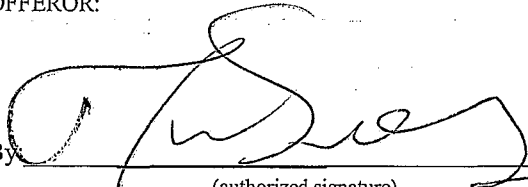
Record of Negotiations:

GTL is happy to answer the State's request for new rates of \$.99 for collect calling and \$.75 for debit and prepaid. A very tight business case for us but we expect to be a good partner with South Carolina for many years to come. Per our previous conversations GTL agrees with the State on the following:

1. Water resistant instead of water proof Kiosk, GTL will be responsible for replacing any damaged equipment. GTL request the State's help in preventing inmate abuse of this valuable technology
2. Limiting the number of kiosk to 400 (one per housing unit) GTL agrees to install any future Kiosk the State wishes based on mutual agreement of location.
3. The DOC will provide the labor to install any cable/fiber that may be needed for installations of the Kiosk, GTL will provide materials.
4. The state may, in accordance with state law and regulatory agency approval, elect to require the contractor to add a surcharge to each inmate telephone call, and to remit the surcharge to the state on a monthly basis. The decision to implement a surcharge and the amount of any such surcharge are at the sole discretion of the state. The state may allow the contractor to increase the charge per call up to 8% of the amount of the surcharge in order to cover the contractor's direct costs involved in the collection of the surcharge, but the contractor must provide evidence of any such costs to the state. The contractor shall assess, collect, and remit the surcharge at no cost to the state. The contractor may request that the state consider a rate adjustment if the call volume decreases by more than 10% in the six months following the implementation of such a surcharge, but the state has no obligation whatsoever to consider or accept a rate adjustment and failure to do so is not subject to review.

Except as provided herein, all terms and conditions of the Offer and the Solicitation remain unchanged and remain in full force and effect.

SIGNATURE OF PERSON AUTHORIZED TO SUBMIT
BINDING OFFER TO ENTER A CONTRACT ON BEHALF OF
OFFEROR:

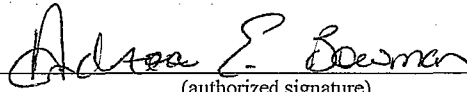
By: 
(authorized signature)

Thomas W. Sweeney
(printed name of person signing above)

Its: Executive Vice President Sales
(title of person signing above)

Date: 4/15/2011


SIGNATURE OF PERSON AUTHORIZED TO APPROVE
NEGOTIATED MODIFICATIONS ON BEHALF OF USING
GOVERNMENTAL ENTITY:

By: 
(authorized signature)

Andrea E. (Fuller) Bowman, CPPB
(printed name of person signing above)

Its: Division of State IT Procurement Manager
(title of person signing above)

Date: 4/22/2011

	<h2>State of South Carolina</h2> <p>Request for Proposal</p>	Solicitation Number:	5400001449
		Date Issued:	01/21/2010
		Procurement Officer:	Andy Fuller, CPPB
		Phone:	803-896-0315
		E-Mail Address:	Andy.Fuller@cio.sc.gov

DESCRIPTION: **SC Department of Corrections Inmate Calling System**

USING GOVERNMENTAL UNIT: **DSIT**

The Term "Offer" Means Your "Bid" or "Proposal". Unless submitted on-line, your offer must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior. See "Submitting Your Offer" provision.

SUBMIT YOUR OFFER ON-LINE AT THE FOLLOWING URL: <http://www.procurement.sc.gov>

SUBMIT OFFER BY (Opening Date/Time): **03/15/2010 14:30:00** (See "Deadline For Submission Of Offer" provision)

QUESTIONS MUST BE RECEIVED BY: **02/22/2010 16:00:00** (See "Questions From Offerors" provision)

NUMBER OF COPIES TO BE SUBMITTED: **The original solicitation response MUST be submitted on-line, as well as, send 1 CD with the technical and business proposal and 14 hard copies of both the technical and the business proposal.**

CONFERENCE TYPE: Not Applicable DATE & TIME: <small>(As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions)</small>	LOCATION: Not Applicable
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AWARD & AMENDMENTS	Award will be posted on 04/26/2010 . The award, this solicitation, any amendments, and any related notices will be posted at the following web address: http://www.procurement.sc.gov
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Unless submitted on-line, you must submit a signed copy of this form with Your Offer. By submitting a bid or proposal, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of thirty (30) calendar days after the Opening Date. (See "Signing Your Offer" and "Electronic Signature" provisions.)

NAME OF OFFEROR <small>(full legal name of business submitting the offer)</small>	Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror. The entity named as the offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.	
AUTHORIZED SIGNATURE <small>(Person must be authorized to submit binding offer to contract on behalf of Offeror.)</small>	TAXPAYER IDENTIFICATION NO. <small>(See "Taxpayer Identification Number" provision)</small>	
TITLE <small>(business title of person signing above)</small>	STATE VENDOR NO. <small>(Register to Obtain S.C. Vendor No. at www.procurement.sc.gov)</small>	
PRINTED NAME <small>(printed name of person signing above)</small>	DATE SIGNED	STATE OF INCORPORATION <small>(If you are a corporation, identify the state of incorporation.)</small>

OFFEROR'S TYPE OF ENTITY: (Check one) <small>(See "Signing Your Offer" provision.)</small>		
<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Partnership	<input type="checkbox"/> Other _____
<input type="checkbox"/> Corporate entity (not tax-exempt)	<input type="checkbox"/> Corporation (tax-exempt)	<input type="checkbox"/> Government entity (federal, state, or local)

PAGE TWO

(Return Page Two with Your Offer)

HOME OFFICE ADDRESS (Address for offeror's home office / principal place of business)	NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent.) (See "Notice" clause)
	_____ Area Code - Number - Extension Facsimile _____ E- mail Address

PAYMENT ADDRESS (Address to which payments will be sent.) (See "Payment" clause)	ORDER ADDRESS (Address to which purchase orders will be sent) (See "Purchase Orders and "Contract Documents" clauses)
_____ Payment Address same as Home Office Address _____ Payment Address same as Notice Address (check only one)	_____ Order Address same as Home Office Address _____ Order Address same as Notice Address (check only one)

ACKNOWLEDGMENT OF AMENDMENTS
 Offerors acknowledges receipt of amendments by indicating amendment number and its date of issue. (See "Amendments to Solicitation" Provision)

Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date

DISCOUNT FOR PROMPT PAYMENT (See "Discount for Prompt Payment" clause)	10 Calendar Days (%)	20 Calendar Days (%)	30 Calendar Days (%)	_____ Calendar Days (%)
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PREFERENCES - A NOTICE TO VENDORS (SEP. 2009): On June 16, 2009, the South Carolina General Assembly rewrote the law governing preferences available to in-state vendors, vendors using in-state subcontractors, and vendors selling in-state or US end products. This law appears in Section 11-35-1524 of the South Carolina Code of Laws. A summary of the new preferences is available at www.procurement.sc.gov/preferences . ***ALL THE PREFERENCES MUST BE CLAIMED AND ARE APPLIED BY LINE ITEM, REGARDLESS OF WHETHER AWARD IS MADE BY ITEM OR LOT. VENDORS ARE CAUTIONED TO CAREFULLY REVIEW THE STATUTE BEFORE CLAIMING ANY PREFERENCES. THE REQUIREMENTS TO QUALIFY HAVE CHANGED. IF YOU REQUEST A PREFERENCE, YOU ARE CERTIFYING THAT YOUR OFFER QUALIFIES FOR THE PREFERENCE YOU'VE CLAIMED. IMPROPERLY REQUESTING A PREFERENCE CAN HAVE SERIOUS CONSEQUENCES.*** [11-35-1524(E)(4)&(6)]

PREFERENCES - ADDRESS AND PHONE OF IN-STATE OFFICE: Please provide the address and phone number for your in-state office in the space provided below. An in-state office is necessary to claim either the Resident Vendor Preference (11-35-1524(C)(1)(i)&(ii)) or the Resident Contractor Preference (11-35-1524(C)(1)(iii)). Accordingly, you must provide this information to qualify for the preference. An in-state office is not required, but can be beneficial, if you are claiming the Resident Subcontractor Preference (11-35-1524(D)).

_____ In-State Office Address same as Home Office Address
 _____ In-State Office Address same as Notice Address **(check only one)**

IMPORTANT INFORMATION FOR ALL OFFERORS

All Offerors desiring to respond to this solicitation should register and submit your response online. To respond online, you must follow the new South Carolina Enterprise Information System (SCEIS) vendor registration instructions found at the South Carolina Procurement Information Center website address of: <http://www.procurement.sc.gov/>. Even if you are registered in the old procurement system, you must still register or update your information in the new SCEIS system. Once the registration process is complete, the system will generate a new SCEIS vendor userid and password. The Offeror must keep this information current or you will not be able to submit future bids.

OFFERORS ENCOUNTERING REGISTRATION PROBLEMS SHOULD CONTACT:

SCEIS Help Desk (803) 896-0001

Monday – Friday 8:00 AM – 4:30 PM

Other vendor instructions found at <http://cio.state.sc.us/itmo/agency.htm> include:

- Vendor Registration Guide
- Help Desk Information
- Vendor Response to Bid Short Version Guide
- Vendor Change to Bid Response Short Version Guide
- Deleting Response to Solicitation Short Version

NUMBER OF COPIES

The original solicitation response **MUST** be submitted on-line.

In addition to the offer you submit on-line, please submit the following:

1. The original solicitation response **MUST** be **submitted on-line**.
2. **One (1) redacted copy of both technical and business proposal submitted online**
3. One (1) redacted copy of both technical and business proposal on CD
4. Fourteen (14) copies of both technical and business proposal in hard copy

All copies requested must be delivered no later than the date and time specified on the cover page of the solicitation to the following address:

SC Budget & Control Board – Division of State Information Technology
Attention: Andy Fuller, Solicitation Number 5400001449
4430 Broad River Road
Columbia, SC 29210

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SCHEDULE OF KEY EVENTS

1. Issuance of Specifications - **January 21, 2010**
2. * Deadline for receipt of questions regarding this RFP – February 22, 2010 4pm
3. Opening and deadline for receipt of **ONLINE** responses – March 15, 2010 2:30pm
4. Offeror is to submit the following number of responses:

Hard Copy: One (1) Original and fourteen (14) copies

Electronic Copies: One (1) Original CD

* To submit questions or request additional information, send your written question/request to be received no later than the date and time shown in item 2 above. Your contact for supplemental information is:

SEND QUESTIONS TO:

Division of the State CIO

4430 Broad River Road

Columbia, South Carolina 29210

Attn.: Andy Fuller, CPPB

Email: afuller@cio.sc.gov

MAIL HARD COPIES OF THE PROPOSALS TO:

Division of the State CIO

4430 Broad River Road

Columbia, South Carolina 29210

I. SCOPE OF SOLICITATION

ACQUIRE SERVICES and SUPPLIES / EQUIPMENT (JAN 2006)

The purpose of this solicitation is to acquire services and supplies or equipment complying with the enclosed description and/or specifications and conditions. [01-1005-1]

MAXIMUM CONTRACT PERIOD - ESTIMATED (Jan 2006)

Start date:04/26/2010 End date:04/25/2015. Dates provided are estimates only. Any resulting contract will begin on the date specified in the notice of award. See clause entitled "Term of Contract - Effective Date/Initial Contract Period". [01-1040-1]

REQUEST FOR PROPOSAL **(Solutions Based Procurement)**

SC Department of Corrections (SCDC) Inmate Telephone, Email, Banking, and Related Services

SCOPE OF SOLICITATION

This is a Solutions Based Procurement which is stating a problem; your solution should state your company's answer to the problem. Through this method, the State has attempted to provide the minimum amount of specifications and requirements in order not to transform this RFP into a Bid. The State does not want to limit your creativeness or ingenuity by over specifying the requirements of this solicitation. Offerors should find it helpful to follow the "Checklist for Offerors" included.

Budget (Intentionally not provided)

Introduction

The original correctional system in South Carolina was established in 1866 when the South Carolina Legislature passed an act that created the first state-level prison for felons that were housed in county facilities. In 1960, the Governor of South Carolina decided to end the abuses of the correctional system and therefore created a new state agency. The agency was named the South Carolina Department of Corrections. Today, the Department of Corrections is still a state agency, reporting directly to the Governor.

The Department of Corrections has twenty-eight institutions, categorized into four distinct security levels: high security (level 3), medium security (level 2), minimum security (level 1B) and community-based pre-release / work centers (level 1A). The architectural design of the institution, type of housing, operational procedures, and the level of security staffing determine an institution's security level. Inmates are assigned to institutions to meet their specific security, programming, medical, educational, and work requirements.

The South Carolina Department of Corrections (SCDC) currently has approximately 24,500 inmates housed at its 28 correctional facilities. The purpose of this RFP is to establish a contract to provide inmate telephone, email, banking, and related inmate services as detailed in the scope of work / specifications section to follow.

Overall scope of services:

- Project management and implementation services to assure a timely execution of the procured services and the migration and integration of existing information
- Administrative, operational and support services necessary to fulfill SCDC requirements and service levels
- Migration from the current systems, services and equipment
- Operation of a secure, high availability environment
- Provisioning and deployment of all equipment including telephony devices, kiosks, servers, communication components and any circuits and related hardware and software that provide for fully

functioning systems

- An operational environment that will assure that all information provided by the State will remain secure at all times
- Operational procedures, training, tools and documentation necessary to operate, backup, recover and administer the systems
- Necessary staffing and support facilities to operate and maintain the systems and meet required service levels
- Interfaces to receive and provide information between the systems and SCDC internal applications
- Customer service support to meet the needs of SCDC, inmates families and friends, and authorized systems users

II. INSTRUCTIONS TO OFFERORS - A. GENERAL INSTRUCTIONS

DEFINITIONS (JAN 2006)

EXCEPT AS OTHERWISE PROVIDED HEREIN, THE FOLLOWING DEFINITIONS ARE APPLICABLE TO ALL PARTS OF THE SOLICITATION.

AMENDMENT means a document issued to supplement the original solicitation document.

BOARD means the South Carolina Budget & Control Board.

BUYER means the Procurement Officer.

CHANGE ORDER means any written alteration in specifications, delivery point, rate of delivery, period of performance, price, quantity, or other provisions of any contract accomplished by mutual agreement of the parties to the contract.

CONTRACT See clause entitled Contract Documents & Order of Precedence.

CONTRACT MODIFICATION means a written order signed by the Procurement Officer, directing the contractor to make changes which the changes clause of the contract authorizes the Procurement Officer to order without the consent of the contractor.

CONTRACTOR means the Offeror receiving an award as a result of this solicitation.

COVER PAGE means the top page of the original solicitation on which the solicitation is identified by number. Offerors are cautioned that Amendments may modify information provided on the Cover Page.

OFFER means the bid or proposal submitted in response this solicitation. The terms Bid and Proposal are used interchangeably with the term Offer.

OFFEROR means the single legal entity submitting the offer. The term Bidder is used interchangeably with the term Offeror. See bidding provisions entitled Signing Your Offer and Bid/Proposal As Offer To Contract.

ORDERING ENTITY Using Governmental Unit that has submitted a Purchase Order.

PAGE TWO means the second page of the original solicitation, which is labeled Page Two.

PROCUREMENT OFFICER means the person, or his successor, identified as such on the Cover Page.

YOU and YOUR means Offeror.

SOLICITATION means this document, including all its parts, attachments, and any Amendments.

STATE means the Using Governmental Unit(s) identified on the Cover Page.

SUBCONTRACTOR means any person having a contract to perform work or render service to Contractor as a part of the Contractor's agreement arising from this solicitation.

USING GOVERNMENTAL UNIT means the unit(s) of government identified as such on the Cover Page. If the Cover Page names a Statewide Term Contract as the Using Governmental Unit, the Solicitation seeks to establish a Term Contract [11-35-310(35)] open for use by all South Carolina Public Procurement Units [11-35-4610(5)].

WORK means all labor, materials, equipment and services provided or to be provided by the Contractor to fulfill the Contractor's obligations under the Contract.

[02-2A003-1]

AMENDMENTS TO SOLICITATION (JAN 2004)

(a) The Solicitation may be amended at any time prior to opening. All actual and prospective Offerors should monitor the following web site for the issuance of Amendments: www.procurement.sc.gov (b) Offerors must acknowledge receipt of any amendment to this solicitation (1) by signing and returning the amendment, (2) by identifying the amendment number and date in the space provided for this purpose on Page Two, (3) by letter, or (4) by submitting a bid that indicates in some way that the bidder received the amendment. (c) If this solicitation is amended, then all terms and conditions which are not modified remain unchanged. [02-2A005-1]

AWARD NOTIFICATION (NOV 2007)

Notice regarding any award or cancellation of award will be posted at the location specified on the Cover Page. If the contract resulting from this Solicitation has a total or potential value of fifty thousand dollars or more, such notice will be sent to all Offerors responding to the Solicitation. Should the contract resulting from this Solicitation have a total or potential value of one hundred thousand dollars or more, such notice will be sent to all Offerors responding to the Solicitation and any award will not be effective until the eleventh day after such notice is given. [02-2A010-1]

BID/PROPOSAL AS OFFER TO CONTRACT (JAN 2004)

By submitting Your Bid or Proposal, You are offering to enter into a contract with the Using Governmental Unit(s). Without further action by either party, a binding contract must result upon final award. Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror on the Cover Page. An Offer may be submitted by only one legal entity; "joint bids" are not allowed. [02-2A015-1]

BID ACCEPTANCE PERIOD (JAN 2004)

In order to withdraw Your Offer after the minimum period specified on the Cover Page, You must notify the Procurement Officer in writing. [02-2A020-1]

BID IN ENGLISH and DOLLARS (JAN 2004)

Offers submitted in response to this solicitation must be in the English language and in US dollars, unless otherwise permitted by the Solicitation. [02-2A025-1]

BOARD AS PROCUREMENT AGENT (JAN 2004)

(a) Authorized Agent. All authority regarding the conduct of this procurement is vested solely with the responsible Procurement Officer. Unless specifically delegated in writing, the Procurement Officer is the only government official authorized to bind the government with regard to this procurement. (b) Purchasing Liability. The Procurement Officer is an employee of the Board acting on behalf of the Using Governmental Unit(s) pursuant to the Consolidated Procurement Code. Any contracts awarded as a result of this procurement are between the Contractor and the Using Governmental Units(s). The Board is not a party to such contracts, unless and to the extent that the board is a using governmental unit, and bears no liability for any party's losses arising out of or relating in any way to the contract. [02-2A030-1]

CERTIFICATE OF INDEPENDENT PRICE DETERMINATION (MAY 2008)

GIVING FALSE, MISLEADING, OR INCOMPLETE INFORMATION ON THIS CERTIFICATION MAY RENDER YOU SUBJECT TO PROSECUTION UNDER SECTION 16-9-10 OF THE SOUTH CAROLINA CODE OF LAWS AND OTHER APPLICABLE LAWS.

(a) By submitting an offer, the offeror certifies that-

(1) The prices in this offer have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other offeror or competitor relating to-

- (i) Those prices;
- (ii) The intention to submit an offer; or
- (iii) The methods or factors used to calculate the prices offered.

(2) The prices in this offer have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or competitor before bid opening (in the case of a sealed bid solicitation) or contract award (in the case of a negotiated solicitation) unless otherwise required by law; and

(3) No attempt has been made or will be made by the offeror to induce any other concern to submit or not to submit an offer for the purpose of restricting competition.

(b) Each signature on the offer is considered to be a certification by the signatory that the signatory-

- (1) Is the person in the offeror's organization responsible for determining the prices being offered in this bid or proposal, and that the signatory has not participated and will not participate in any action contrary to paragraphs (a)(1) through (a)(3) of this certification; or

(2)(i) Has been authorized, in writing, to act as agent for the offeror's principals in certifying that those principals have not participated, and will not participate in any action contrary to paragraphs (a)(1) through (a)(3) of this certification [As used in this subdivision (b)(2)(i), the term "principals" means the person(s) in the offeror's organization responsible for determining the prices offered in this bid or proposal];

(ii) As an authorized agent, does certify that the principals referenced in subdivision (b)(2)(i) of this certification have not participated, and will not participate, in any action contrary to paragraphs (a)(1) through (a)(3) of this certification; and

(iii) As an agent, has not personally participated, and will not participate, in any action contrary to paragraphs (a)(1) through (a)(3) of this certification.

(c) If the offeror deletes or modifies paragraph (a)(2) of this certification, the offeror must furnish with its offer a signed statement setting forth in detail the circumstances of the disclosure. [02-2A032-1]

CERTIFICATION REGARDING DEBARMENT AND OTHER RESPONSIBILITY MATTERS (JAN 2004)

(a) (1) By submitting an Offer, Offeror certifies, to the best of its knowledge and belief, that-

(i) Offeror and/or any of its Principals-

(A) Are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any state or federal agency;

(B) Have not, within a three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, state, or local) contract or subcontract; violation of Federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, or receiving stolen property; and

(C) Are not presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in paragraph (a)(1)(i)(B) of this provision.

(ii) Offeror has not, within a three-year period preceding this offer, had one or more contracts terminated for default by any public (Federal, state, or local) entity.

(2) "Principals," for the purposes of this certification, means officers; directors; owners; partners; and, persons having primary management or supervisory responsibilities within a business entity (e.g., general manager; plant manager; head of a subsidiary, division, or business segment, and similar positions).

(b) Offeror must provide immediate written notice to the Procurement Officer if, at any time prior to contract award, Offeror learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

(c) If Offeror is unable to certify the representations stated in paragraphs (a)(1), Offer must submit a written explanation regarding its inability to make the certification. The certification will be considered in connection with a review of the Offeror's responsibility. Failure of the Offeror to furnish additional information as requested by the Procurement Officer may render the Offeror nonresponsible.

(d) Nothing contained in the foregoing must be construed to require establishment of a system of records in order to render, in good faith, the certification required by paragraph (a) of this provision. The knowledge and information of an Offeror is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

(e) The certification in paragraph (a) of this provision is a material representation of fact upon which reliance was placed when making award. If it is later determined that the Offeror knowingly or in bad faith rendered an erroneous certification, in addition to other remedies available to the State, the Procurement Officer may terminate the contract resulting from this solicitation for default.

[02-2A035-1]

CODE OF LAWS AVAILABLE (JAN 2006)

The South Carolina Code of Laws, including the Consolidated Procurement Code, is available at: <http://www.scstatehouse.net/code/statmast.htm>. The South Carolina Regulations are available at: <http://www.scstatehouse.net/coderegs/statmast.htm> [02-2A040-1]

COMPLETION OF FORMS/CORRECTION OF ERRORS (JAN 2006)

All prices and notations should be printed in ink or typewritten. Errors should be crossed out, corrections entered and initialed by the person signing the bid. Do not modify the solicitation document itself (including bid schedule). (Applicable only to offers submitted on paper.) [02-2A045-1]

DEADLINE FOR SUBMISSION OF OFFER (JAN 2004)

Any offer received after the Procurement Officer of the governmental body or his designee has declared that the time set for opening has arrived, must be rejected unless the offer has been delivered to the designated purchasing office or the governmental bodies mail room which services that purchasing office prior to the bid opening. [R.19-445.2070(H)] [02-2A050-1]

DRUG FREE WORK PLACE CERTIFICATION (JAN 2004)

By submitting an Offer, Contractor certifies that, if awarded a contract, Contractor will comply with all applicable provisions of The Drug-free Workplace Act, Title 44, Chapter 107 of the South Carolina Code of Laws, as amended. [02-2A065-1]

DUTY TO INQUIRE (JAN 2006)

Offeror, by submitting an Offer, represents that it has read and understands the Solicitation and that its Offer is made in compliance with the Solicitation. Offerors are expected to examine the Solicitation thoroughly and should request an explanation of any ambiguities, discrepancies, errors, omissions, or conflicting statements in the Solicitation. Failure to do so will be at the Offeror's risk. Offeror assumes responsibility for any patent ambiguity in the Solicitation that Offeror does not bring to the State's attention. [02-2A070-1]

ETHICS CERTIFICATE (MAY 2008)

By submitting an offer, the offeror certifies that the offeror has and will comply with, and has not, and will not, induce a person to violate Title 8, Chapter 13 of the South Carolina Code of Laws, as amended (ethics act). The following statutes require special attention: Section 8-13-700, regarding use of official position for financial gain; Section 8-13-705, regarding gifts to influence action of public official; Section 8-13-720, regarding offering money for advice or assistance of public official; Sections 8-13-755 and 8-13-760, regarding restrictions on employment by former public official; Section 8-13-775, prohibiting public official with economic interests from acting on contracts; Section 8-13-790, regarding recovery of kickbacks; Section 8-13-1150, regarding statements to be filed by consultants; and Section 8-13-1342, regarding restrictions on contributions by contractor to candidate who participated in awarding of contract. The state may rescind any contract and recover all amounts expended as a result of any action taken in violation of this provision. If contractor participates, directly or indirectly, in the evaluation or award of public contracts, including without limitation, change orders or task orders regarding a public contract, contractor must, if required by law to file such a statement, provide the statement required by Section 8-13-1150 to the procurement officer at the same time the law requires the statement to be filed. [02-2A075-2]

OMIT TAXES FROM PRICE (JAN 2004)

Do not include any sales or use taxes in Your price that the State may be required to pay. [02-2A080-1]

PROTESTS (JUNE 2006)

Any prospective bidder, offeror, contractor, or subcontractor who is aggrieved in connection with the solicitation of a contract must protest within fifteen days of the date of issuance of the applicable solicitation document at issue. Any actual

bidder, offeror, contractor, or subcontractor who is aggrieved in connection with the intended award or award of a contract must protest within ten days of the date notification of award is posted in accordance with this code. A protest must be in writing, must set forth the grounds of the protest and the relief requested with enough particularity to give notice of the issues to be decided, and must be received by the appropriate Chief Procurement Officer within the time provided. See clause entitled "Protest-CPO". [Section 11-35-4210] [02-2A085-1]

PUBLIC OPENING (JAN 2004)

Offers will be publicly opened at the date/time and at the location identified on the Cover Page, or last Amendment, whichever is applicable. [02-2A090-1]

QUESTIONS FROM OFFERORS (JAN 2004)

(a) Any prospective offeror desiring an explanation or interpretation of the solicitation, drawings, specifications, etc., must request it in writing. Questions must be received by the Procurement Officer no later than five (5) days prior to opening unless otherwise stated on the Cover Page. Label any communication regarding your questions with the name of the procurement officer, and the solicitation's title and number. Oral explanations or instructions will not be binding. Any information given a prospective offeror concerning a solicitation will be furnished promptly to all other prospective offerors as an Amendment to the solicitation, if that information is necessary for submitting offers or if the lack of it would be prejudicial to other prospective offerors. (b) The State seeks to permit maximum practicable competition. Offerors are urged to advise the Procurement Officer -- as soon as possible -- regarding any aspect of this procurement, including any aspect of the Solicitation, that unnecessarily or inappropriately limits full and open competition. [02-2A095-1]

REJECTION/CANCELLATION (JAN 2004)

The State may cancel this solicitation in whole or in part. The State may reject any or all proposals in whole or in part. [SC Code Section 11-35-1710 & R.19-445.2065] [02-2A100-1]

RESPONSIVENESS/IMPROPER OFFERS (JAN 2004)

(a) Bid as Specified. Offers for supplies or services other than those specified will not be considered unless authorized by the Solicitation.

(b) Multiple Offers. Offerors may submit more than one Offer, provided that each Offer has significant differences other than price. Each separate Offer must satisfy all Solicitation requirements. If this solicitation is an Invitation for Bids, each separate offer must be submitted as a separate document. If this solicitation is a Request for Proposals, multiple offers may be submitted as one document, provided that you clearly differentiate between each offer and you submit a separate cost proposal for each offer, if applicable.

(c) Responsiveness. Any Offer which fails to conform to the material requirements of the Solicitation may be rejected as nonresponsive. Offers which impose conditions that modify material requirements of the Solicitation may be rejected. If a fixed price is required, an Offer will be rejected if the total possible cost to the State cannot be determined. Offerors will not be given an opportunity to correct any material nonconformity. Any deficiency resulting from a minor informality may be cured or waived at the sole discretion of the Procurement Officer. [R.19-445.2070 and Section 11-35-1520(13)]

(d) Price Reasonableness: Any offer may be rejected if the Procurement Officer determines in writing that it is unreasonable as to price. [R. 19-445.2070].

(e) Unbalanced Bidding. The State may reject an Offer as nonresponsive if the prices bid are materially unbalanced between line items or subline items. A bid is materially unbalanced when it is based on prices significantly less than cost for some work and prices which are significantly overstated in relation to cost for other work, and if there is a reasonable doubt that the bid will result in the lowest overall cost to the State even though it may be the low evaluated bid, or if it is so unbalanced as to be tantamount to allowing an advance payment. [02-2A105-1]

RESTRICTIONS APPLICABLE TO OFFERORS (JAN 2004)

Violation of these restrictions may result in disqualification of your offer, suspension or debarment, and may constitute a violation of the state Ethics Act. (a) After issuance of the solicitation, ***you agree not to discuss this procurement activity in any way with the Using Governmental Unit or its employees, agents or officials*** All communications must be solely with the Procurement Officer. This restriction may be lifted by express written permission from the Procurement Officer.

This restriction expires once a contract has been formed. (b) Unless otherwise approved in writing by the Procurement Officer, ***you agree not to give anything to any Using Governmental Unit or its employees, agents or officials prior to award.*** [02-2A110-1]

SIGNING YOUR OFFER (JAN 2004)

Every Offer must be signed by an individual with actual authority to bind the Offeror. (a) If the Offeror is an individual, the Offer must be signed by that individual. If the Offeror is an individual doing business as a firm, the Offer must be submitted in the firm name, signed by the individual, and state that the individual is doing business as a firm. (b) If the Offeror is a partnership, the Offer must be submitted in the partnership name, followed by the words by its Partner, and signed by a general partner. (c) If the Offeror is a corporation, the Offer must be submitted in the corporate name, followed by the signature and title of the person authorized to sign. (d) An Offer may be submitted by a joint venturer involving any combination of individuals, partnerships, or corporations. If the Offeror is a joint venture, the Offer must be submitted in the name of the Joint Venture and signed by every participant in the joint venture in the manner prescribed in paragraphs (a) through (c) above for each type of participant. (e) If an Offer is signed by an agent, other than as stated in subparagraphs (a) through (d) above, the Offer must state that it has been signed by an Agent. Upon request, Offeror must provide proof of the agent's authorization to bind the principal. [02-2A115-1]

STATE OFFICE CLOSINGS (JAN 2004)

If an emergency or unanticipated event interrupts normal government processes so that offers cannot be received at the government office designated for receipt of bids by the exact time specified in the solicitation, the time specified for receipt of offers will be deemed to be extended to the same time of day specified in the solicitation on the first work day on which normal government processes resume. In lieu of an automatic extension, an Amendment may be issued to reschedule bid opening. If state offices are closed at the time a pre-bid or pre-proposal conference is scheduled, an Amendment will be issued to reschedule the conference. Useful information may be available at:

http://www.scemd.org/scgovweb/weather_alert.html [02-2A120-1]

SUBMITTING CONFIDENTIAL INFORMATION (AUG 2002)

(An overview is available at www.procurement.sc.gov) For every document Offeror submits in response to or with regard to this solicitation or request, Offeror must separately mark with the word "CONFIDENTIAL" every page, or portion thereof, that Offeror contends contains information that is exempt from public disclosure because it is either (a) a trade secret as defined in Section 30-4-40(a)(1), or (b) privileged and confidential, as that phrase is used in Section 11-35-410. For every document Offeror submits in response to or with regard to this solicitation or request, Offeror must separately mark with the words "TRADE SECRET" every page, or portion thereof, that Offeror contends contains a trade secret as that term is defined by Section 39-8-20 of the Trade Secrets Act. For every document Offeror submits in response to or with regard to this solicitation or request, Offeror must separately mark with the word "PROTECTED" every page, or portion thereof, that Offeror contends is protected by Section 11-35-1810. All markings must be conspicuous; use color, bold, underlining, or some other method in order to conspicuously distinguish the mark from the other text. Do not mark your entire response (bid, proposal, quote, etc.) as confidential, trade secret, or protected. If your response, or any part thereof, is improperly marked as confidential or trade secret or protected, the State may, in its sole discretion, determine it nonresponsive. If only portions of a page are subject to some protection, do not mark the entire page. By submitting a response to this solicitation or request, Offeror (1) agrees to the public disclosure of every page of every document regarding this solicitation or request that was submitted at any time prior to entering into a contract (including, but not limited to, documents contained in a response, documents submitted to clarify a response, and documents submitted during negotiations), unless the page is conspicuously marked "TRADE SECRET" or "CONFIDENTIAL" or "PROTECTED", (2) agrees that any information not marked, as required by these bidding instructions, as a "Trade Secret" is not a trade secret as defined by the Trade Secrets Act, and (3) agrees that, notwithstanding any claims or markings otherwise, any prices, commissions, discounts, or other financial figures used to determine the award, as well as the final contract amount, are subject to public disclosure. In determining whether to release documents, the State will detrimentally rely on Offeror's marking of documents, as required by these bidding instructions, as being either "Confidential" or "Trade Secret" or "PROTECTED". By submitting a response, Offeror agrees to defend, indemnify and hold harmless the State of South

Carolina, its officers and employees, from every claim, demand, loss, expense, cost, damage or injury, including attorney's fees, arising out of or resulting from the State withholding information that Offeror marked as "confidential" or "trade secret" or "PROTECTED". (All references to S.C. Code of Laws.) [02-2A125-1]

SUBMITTING YOUR OFFER OR MODIFICATION (JAN 2004)

(a) Offers and offer modifications must be submitted in sealed envelopes or packages (unless submitted by electronic means) - (1) Addressed to the office specified in the Solicitation; and (2) Showing the time and date specified for opening, the solicitation number, and the name and address of the bidder. (b) If you are responding to more than one solicitation, each offer must be submitted in a different envelope or package. (c) Each Offeror must submit the number of copies indicated on the Cover Page. (d) Offerors using commercial carrier services must ensure that the Offer is addressed and marked on the outermost envelope or wrapper as prescribed in paragraphs (a)(1) and (2) of this provision when delivered to the office specified in the Solicitation. (e) Facsimile or e-mail offers, modifications, or withdrawals, will not be considered unless authorized by the Solicitation. (f) Offers submitted by electronic commerce must be considered only if the electronic commerce method was specifically stipulated or permitted by the solicitation. [02-2A130-1]

TAX CREDIT FOR SUBCONTRACTING WITH DISADVANTAGED SMALL BUSINESSES (JAN 2008)

Pursuant to Section 12-6-3350, a taxpayer having a contract with this State who subcontracts with a socially and economically disadvantaged small business is eligible for an income tax credit equal to four percent of the payments to that subcontractor for work pursuant to the contract. The subcontractor must be certified as a socially and economically disadvantaged small business as defined in Section 11-35-5010 and regulations pursuant to it. The credit is limited to a maximum of fifty thousand dollars annually. A taxpayer is eligible to claim the credit for ten consecutive taxable years beginning with the taxable year in which the first payment is made to the subcontractor that qualifies for the credit. After the above ten consecutive taxable years, the taxpayer is no longer eligible for the credit. A taxpayer claiming the credit must maintain evidence of work performed for the contract by the subcontractor. The credit may be claimed on Form TC-2, "Minority Business Credit." A copy of the subcontractor's certificate from the Governor's Office of Small and Minority Business (OSMBA) is to be attached to the contractor's income tax return. Questions regarding the tax credit and how to file are to be referred to: SC Department of Revenue, Research and Review, Phone: (803) 898-5786, Fax: (803) 898-5888. Questions regarding subcontractor certification are to be referred to: Governor's Office of Small and Minority Business Assistance, Phone: (803) 734-0657, Fax: (803) 734-2498. [02-2A135-1]

TAXPAYER IDENTIFICATION NUMBER (JAN 2004)

(a) If Offeror is owned or controlled by a common parent as defined in paragraph (b) of this provision, Offeror must submit with its Offer the name and TIN of common parent.
(b) Definitions: "Common parent," as used in this provision, means that corporate entity that owns or controls an affiliated group of corporations that files its Federal income tax returns on a consolidated basis, and of which the offeror is a member. "Taxpayer Identification Number (TIN)," as used in this provision, means the number required by the Internal Revenue Service (IRS) to be used by the offeror in reporting income tax and other returns. The TIN may be either a Social Security Number or an Employer Identification Number.
(c) If Offeror does not have a TIN, Offeror must indicate if either a TIN has been applied for or a TIN is not required. If a TIN is not required, indicate whether (i) Offeror is a nonresident alien, foreign corporation, or foreign partnership that does not have income effectively connected with the conduct of a trade or business in the United States and does not have an office or place of business or a fiscal paying agent in the United States; (ii) Offeror is an agency or instrumentality of a state or local government; (iii) Offeror is an agency or instrumentality of a foreign government; or (iv) Offeror is an agency or instrumentality of the Federal Government. [02-2A140-1]

VENDOR REGISTRATION MANDATORY (JAN 2006)

You must have a state vendor number to be eligible to submit an offer. To obtain a state vendor number, visit www.procurement.sc.gov and select New Vendor Registration. (To determine if your business is already registered, go to "Vendor Search"). Upon registration, you will be assigned a state vendor number. Vendors must keep their vendor information current. If you are already registered, you can update your information by selecting Change Vendor Registration. (Please note that vendor registration does not substitute for any obligation to register with the S.C. Secretary of State or S.C. Department of Revenue. You can register with the agencies at <http://www.scbos.com/default.htm>) [02-2A145-1]

WITHDRAWAL OR CORRECTION OF OFFER (JAN 2004)

Offers may be withdrawn by written notice received at any time before the exact time set for opening. If the Solicitation authorizes facsimile offers, offers may be withdrawn via facsimile received at any time before the exact time set for opening. A bid may be withdrawn in person by a bidder or its authorized representative if, before the exact time set for opening, the identity of the person requesting withdrawal is established and the person signs a receipt for the bid. The withdrawal and correction of Offers is governed by S.C. Code Section 11-35-1520 and Regulation 19-445.2085. [02-2A150-1]

II. INSTRUCTIONS TO OFFERORS -- B. SPECIAL INSTRUCTIONS

CONTENTS OF OFFER (RFP) -- SOLUTIONS BASED (JAN 2006)

The following outline may be helpful in preparing your proposal. Your offer should address each of the areas outlined below (as applicable) and provide the information requested. As your offer will be evaluated based on the information you provide, failure to provide a complete and comprehensive presentation of your solution could negatively effect our evaluation of your offer.

CONTENTS OF OFFER (RFP) -- ITMO (JAN 2006)

The contents of your offer must be divided into two parts, the technical proposal and the business proposal. Each part should be bound in a single volume. [02-2B035-1]

A. Technical Proposal

The Offeror's Technical Proposal should include, but not be limited to, the following:

1. Offeror's Submittal Letter

Offeror's Submittal Letter should include, but not limited to, the following:

- the individual who is the signatory to contracts and who is responsible for the delivery of contract services
- the full legal company name
- the Federal Identification Number or Social Security Number of the Offeror
- the address to send all notices relative to a contract and the name of the individual to whom notices should be addressed
- identification of all materials and/or enclosures being forwarded in response to this RFP
- designation of any portions of the proposal the Offeror feels contains proprietary data that should remain confidential
- signed by an individual authorized to sign contracts on behalf of the Offeror

2. Offeror's Executive Overview/Summary

Offeror's Executive Overview/Summary should include, but not limited to, the following:

- An overview/summary of the proposed solution
- An explanation demonstrating an understanding of the needs of the State as expressed in this solicitation
- A description of how the proposed solution will satisfy those needs
- A discussion of the overall approach to the management of this effort
- A brief discussion of the total organization
- An explanation of the function and the use of subcontractors in the proposed solution

3. Offeror's Technical Overview/Summary

The Offeror should include an overview/summary of the proposed technical solution with enough detail to demonstrate an understanding of the current environment and scope of the project.

4. Offeror's Detailed Explanation of Proposed Solution(s)

a. Detailed Technical Information

The detailed technical information should include, but not be limited to, a thorough description of any and all technical services proposed:

- All functional capabilities (provide a comprehensive description of all functions of the proposed solution)
- Availability of client-developed reports and any software necessary to access and create reports from the data
- Hardware and software solutions
 - Detailed software environment
 - Detailed technical equipment specifications
 - Detailed end user workstation specifications
 - Proposed server location; i.e., vendor hosted; SCDC hosted; etc.
 - Hardware/software environmental requirements
- System Security (both inherent in the proposed software solution and well as any physical security considerations)
- Network/Communications requirements; i.e., network bandwidth requirements; communications protocol, etc.
- Manufacturer of all products (hardware and software) proposed
- Software
 - Warranties
 - Software ownership rights to all proposed intellectual property
 - Applicable license agreements and documents authorizing the Offeror to use third party software products
 - Release Management; i.e., what is the frequency of new releases? Is the product licensed, leased, or purchased? How are new releases managed? Is there a difference in a new release and an upgrade?
- All performance capabilities and specifications; i.e., end-to-end software response times. Any considerations regarding network connectivity, connection bandwidth, firewall considerations, desktop configurations, etc., should be included.
- Support levels
 - Software technical support
 - User support
 - System administration support
 - Remote software administration via Internet (with secure access)
- End User and/or Administration Staff desktop environment requirements
- Manuals (i.e. operational, technical, & etc.) to include a copy for each evaluator on either CD or via the Internet (provide the web address); i.e., Software Application Manuals, Proposed Equipment Manuals, etc.

b. Installation and Support

Describe any necessary configuration of the software, hardware, and network environment to enable proper use.

The Installation and Support information should include, but not be limited to, the following:

- Detailed hardware maintenance plan and requirements
- Detailed software maintenance plan and requirements
- Explanation of any proposed support services including performance guarantees
- Explanation of the service request response time(s)
- Escalation Policies, Practices, and Contacts

- Forms or agreements i.e. Service Level Agreements (SLA) to include performance commitments
 - Detailed warranties, i.e., functional warranties, performance warranties, quality of workmanship warranties
- c. Disaster Recovery Plans**
Offeror should include detailed Disaster Recovery Plans that are required for the proposed solution. This includes disasters resulting from natural disasters as well as system security breaches.
- d. Back-Up System and Plans**
Describe the back-up system requirements and plans to include, but not limited to, the following:
- All proposed network servers and PCs
 - Data recovery
 - System outages
 - System Disruptions
- e. Training**
Describe the various types of training proposed for end users, administration staff (both IT and program), etc., to include software capabilities and technical aspects of use (for example):
- Classroom
 - Computer-based
 - Web-based
 - Tutorial
 - Video Conferencing
- f. Transition/Migration/Phase-Out Plan**
- The vendor must describe how they plan to migrate from the current SCDC inmate telephone, banking / trust fund accounting, and canteen point of sale systems to their proposed system.
 - The vendor must provide SCDC a full explanation on how it will handle a transition situation at the end of the contract period. At the direction of SCDC, the contractor must provide any and all data including call recordings to the new vendor.
- g. Bill of Materials**
The Bill of Materials must include all proposed components of the solution.

****DO NOT INCLUDE ANY OF THE COST COMPONENTS IN THE BILL OF MATERIALS. ****

B. Business Proposal

The Business Proposal should include, but not limited to, the following:

1. Impact of the Solution(s)

The Impact of the Solution(s) should include, but not limited to, the following:

The Offeror should submit an overview /summary of the impact and benefits of the implementation of the proposed solution at SCDC.

- a. Any factors, benefits, or needs that the Offeror considers important that are not otherwise addressed in the proposal should be included in the business proposal.

2. Implementation Schedule Information

Implementation Schedule should include, but not limited to, the following:

- A detailed written schedule with milestones, and approval points from contract signing to installation and acceptance.
- Installation
- Testing
- Pilot
- Training
- Detailed staffing deployment schedule
- Project Management Policies and Practices
- Project Management Certifications
- Application Development Methodologies
- System Security

3. Cost

Vendor must submit detailed cost requirements as follows:

All associated costs detailed in this section include, but not be limited to, the comprehensive details of the cost to the agency, inmates, and inmate families in the Business Proposal.

PROVIDE THE TOTAL ANTICIPATED VALUE OF THE FIVE YEAR CONTRACT ON-LINE USING THE SOLICITATION LINE ITEM SCHEDULEThis value will not be evaluated in the award criteria.

A). Inmate Calling System:

Rates, Fees and Costs

The vendor is responsible for ensuring that all telephone services and rates comply with all applicable regulations, including but not limited to the SC Public Service Commission and the Federal Communications Commission. All rates must be fixed for the term of the contract.

No Commissions

The South Carolina Department of Corrections does not receive commissions at this time from inmate telephone traffic nor is it soliciting commissions. However, if the Law changes the State/ South Carolina Department of Corrections reserves the right to renegotiate the rates in order to receive commissions from any contract award resulting from this RFP.

Rate Structure

Calls within the United States

All domestic calls will be billed at a flat rate for a 15 minute call. The 15 minutes will begin upon called party acceptance and will not include time for prompts, rate information, or other functions. No call setup fees or long distance charges will apply. The rate proposed and charged by the vendor must be inclusive of all fees, taxes, connect charges, or other costs for calls within the United States. The rate for domestic calls must be for collect calls, with a discount given for pre-paid calling.

International

The vendor must propose a rate structure for international calls detailing rates by country. The rates for international calls must be a single per minute rate by country inclusive of all fees, taxes, connect charges or other costs. SCDC reserves the right to implement any alternative international calling services and does not guarantee minimum international calling volume.

Any location not within the area defined as covered by the rates detailed above must be treated as international. The rate for each country must be for collect calls, with a discount given for pre-paid calling.

International Rate Requirements

The Vendor must provide per minute rates based on three decimal places (e.g. \$0.000). Rates must apply only from called party acceptance of a call until the call is terminated rounded to the nearest whole minute (calls lasting up to and including 29 seconds over a whole minute must be rounded down, calls greater than or equal to 30 seconds over a whole minute must be rounded up.) There must be no charge for the time for prompts, rate information, or other functions. There must be no additional charges or fees added to the cost of a call.

Calling Patterns

Attachment A contains a report of call volume data for the twelve (12) month SCDC fiscal year prior to release of the RFP. It will be the sole responsibility of the bidder to analyze the call patterns and data contained in the report. SCDC must not be responsible for establishing or guaranteeing any minimum number of calls, minutes used, or revenue generated.

Billing

Billing and account management should be as easy to use and understandable as possible. Vendors must describe how their approach will support that objective. The vendor must describe its billing methodology, procedures and practices noting particularly how it will assure the accuracy of its billing and maximize calling opportunities for inmates and their families and friends. The description must include whether the vendor direct bills the called party for collect calls or whether billing is performed by a third party or Local Exchange Carrier (LEC). If the LEC or a third party is responsible for the billing of collect calls the vendor must identify all such parties within South Carolina with which they have this agreement.

Collect and Prepaid

The vendor billing options must include collect and pre-paid by both calling parties. All billing and payment options must be pre-approved by SCDC. SCDC may consider additional billing and payment options during the contract term solely at SCDC discretion. The vendor must not restrict the pre-paid account holder from receiving the full dollar amount of services up to the balance held by the vendor. The vendor must describe the process for a customer to initiate a pre-paid account that must include all vendor policies, customer requirements and the minimum deposit required. The vendor will also describe the process for an inmate to establish a pre-paid account. Inmate pre-paid accounts are currently funded via transfer of funds from the inmate trust account via a canteen transaction.

Prepaid Refunds

The vendor will be responsible for issuing a refund in the form of cash, check, or gift/calling card upon the request of a customer or released inmate with more than \$5 in a pre-paid (debit) account, if the request is received within 90 days of the inmate's release.

B). Kiosk and Related Services:

Rates, Fees and Costs

The vendor is responsible for ensuring that all rates, fees, and other costs are clearly documented. All rates and fees must be fixed for the term of the contract.

No Commissions

The South Carolina Department of Corrections does not receive commissions at this time from inmate telephone traffic nor is it soliciting commissions. However, if the Law changes the State/ South Carolina Department of Corrections reserves the right to renegotiate the rates in order to receive commissions from any contract award resulting from this RFP.

Rate / Fee Structure

Inmate Banking / Trust Fund Accounting

The vendor must clearly document any fees charged for inmate trust deposits and any usage or other fees associated with inmate release cards.

Canteen Ordering

The vendor must clearly document any fees charged for the processing of canteen orders via the inmate kiosk.

Inmate Messaging

The vendor must propose a rate structure for inmate messaging which must at no time exceed the USPS rate for 1st class mail.

Transaction History

Attachments B and C contain reports of inmate trust fund and canteen transaction history data for the twelve (12) months of SCDC fiscal year prior to release of the RFP. It will be the sole responsibility of the bidder to analyze the transaction patterns and data contained in the reports. SCDC must not be responsible for establishing or guaranteeing any minimum number of transactions or revenue generated.

4. Vendor Qualifications – Inmate Pay Phone (Inmate Calling)

Company Experience

The bidder must submit satisfactory evidence that, in the sole judgment of SCDC, it has at **least three (3) years current experience in providing ITS production systems and services for commercial or government of comparable size and complexity to the South Carolina Department of Corrections.** The proposed system must be a commercially available system and have been in full production for at least one (1) year for at least three (3) customers and serve at least a total of 500 inmate telephones. The bidder must submit at least three (3) client references to support their experience claims. Incomplete or incorrect client contact information will be evaluated to the bidder's detriment. **Vendors cannot use current employees of the South Carolina Department of Corrections as references at anytime throughout this Solutions Based RFP.** Vendors must provide the names of any Federal, State or local correctional facilities and/or systems where their services have been used in the past three (3) years.

Relevant Experience

Offeror should describe their experience with inmate telephone systems and interfaces similar to the environment in South Carolina.

Employees and Company Information

The Employees and Company Information should include, but not be limited to, the following:

- Total number of employees
- Number of employees in South Carolina
- Year business started
- State of incorporation
- Location of headquarters
- Owners
- Project team composition and organization
- Project manager resume
- Key staff resumes

Offeror's References

The Offeror's references should include, but not be limited to, three (3) references of comparable size and complexity to the South Carolina Department of Corrections.

The references **must** include:

- Client name
- Client address
- Contact name
- Telephone number
- Email address
- Brief summary of the project including the date of installation
- Number of years project has been functioning in a comparable size and complexity to the South Carolina Department of Corrections.

Subcontractor's References

Offeror does not need to submit Subcontractor's references at this time. Once Subcontractors have been selected, the following information must be submitted to SCDC for approval prior to services being delivered.

The reference must include:

- Client name
- Client address
- Contact name
- Telephone number
- Email address
- Description of the working and contractual relationship with the primary Offeror
- Brief summary of the project including the date of installation
- Number of years project has been functioning in a correctional facility

Past Performance

Security Incidents

The bidder must provide details on all incidents of security breaches, lost or misused data in last three (3) years including:

- nature and extent of the incident
- remedial actions taken
- current status

Performance Data

The bidder must provide detailed performance data for their three (3) references. This must, at a minimum, include the items detailed in the **Performance Objectives** section. Vendor must provide details of all instances where they failed to meet Service Level Agreements in the last three (3) years.

Legal Validity

Bidder must provide documentation of the validity of their chain of evidence methodology and its acceptance in legal proceedings. The bidder must include the number of legal cases in last three (3) years where their methodology was successful and explain any instances where the validity of the chain of evidence was not accepted.

Staff Qualifications

Bidder must provide information regarding the qualifications and experience of the individuals that will be the primary points of contact for both customer and technical services:

Principal Technical Support Representatives

The vendor must assign primary and secondary Representatives who will be knowledgeable of SCDC operational and support requirements and service levels and will act as the principal liaison for both Technical and Customer Support and be

available 24 hours per day. When the primary liaison is unavailable, the secondary must assume those duties.

- Vendor must resume(s) for at least three (3) reference projects / assignments
- dates of the relevant experience must be included in the resume.

Staffing Numbers and Qualifications

Vendor must provide:

- number of staff by functional area, average years of experience and turnover rates for the last 3 years
- ratio of customer service staff to the number of active accounts
- ratio of the number of technical support staff to the number of installed sites

Financial Stability

The vendor must provide evidence of its financial stability and resources to continue operations to meet the requirements of this RFP. At a minimum, the vendor must provide the following financials for the last three (3) fiscal years:

- Balance Sheet
- Income Statement
- Profit and Loss Statement
- Audited company financial statements for the last three (3) fiscal years.
- A cover letter from the individual evaluating the financials to indicate if the financial data was audited, complied, or reviewed.

Litigation

Offerors must describe **any and all pending litigation** relating to:

- your proposed system
- other related software product(s)
- maintenance agreements(s)
- installation services(s).

Suspended/Debarred

Offeror must identify if it is or has ever been suspended/debarred from doing business with the Federal/State Government or any other governmental entity.

Complaint History

Vendor **must** provide full disclosure of:

- complaints lodged against it to the Better Business Bureau
- the FCC
- any state public service commissions similar agency
- any state Attorneys General within the last three (3) years.

5. Vendor Qualifications –Kiosks and Related Services

Company Experience

The vendor must submit satisfactory evidence that, in the sole judgment of SCDC, **it has at least three (3) years current experience in providing similar production systems and services for commercial or government clients preferably correctional facilities.** The vendor must submit client references to support their experience claims. Incomplete or incorrect client contact information will be evaluated to the bidder's detriment. **Vendors cannot use current employees of the South Carolina Department of Corrections as references at anytime throughout this Solutions Based RFP.** Vendors must provide the names of any Federal, State or local correctional facilities and/or systems where their services have been used in the past three (3) years.

Relevant Experience

Offeror must describe their experience with inmate banking, messaging, and related systems and interfaces similar to the environment in South Carolina.

Employees and Company Information

Employees and Company Information must include, but not be limited to, the following:

- The total number of employees
- Number of employees in South Carolina
- Year business started
- State of incorporation
- Location of headquarters
- Owners
- Project team composition and organization
- Project manager resume
- Key staff resumes

Offeror's References

The Offeror's references must include, but not be limited to, three (3) references of comparable size and complexity to the South Carolina Department of Corrections.

The references must include:

- Client name
- Client address
- Contact name
- Telephone number
- Email address
- Brief summary of the project including the date of installation

Subcontractor's References

Offeror does not need to submit Subcontractor's references at this time. Once Subcontractors have been selected, the following information must be submitted to SCDC for approval prior to services being delivered.

The reference must include:

- Client name
- Client address
- Contact name
- Telephone number
- Email address
- Description of the working and contractual relationship with the primary Offeror
- Brief summary of the project including the date of installation
- Number of years project has been functioning in a correctional facility

Past Performance**Security Incidents**

The bidder must provide details on all incidents of security breaches, lost or misused data in last three (3) years including:

- nature and extent of the incident
- remedial actions taken
- current status

Performance Data

The bidder must provide detailed performance data for their three (3) references. This must, at a minimum, include the items detailed in the **Performance Objectives** section. Vendor must provide details of all instances where they failed to meet Service Level Agreements in the last three (3) years.

Legal Validity

Bidder must provide documentation of the validity of their chain of evidence methodology and its acceptance in legal proceedings. The bidder must include the number of legal cases in last three (3) years where their methodology was successful and explain any instances where the validity of the chain of evidence was not accepted.

Staff Qualifications

Vendor must provide information regarding the qualifications and experience of the individuals that will be the primary points of contact for both customer and technical services as Principal Technical Support Representatives:

- Vendor must assign primary and secondary Representatives who will be knowledgeable of SCDC operational and support requirements and service levels and will act as the principal liaison for both Technical and Customer Support and be available 24 hours per day. When the primary liaison is unavailable, the secondary must assume those duties.
- Provide resume(s) for at least three (3) reference projects / assignments.
- Dates of the relevant experience must be included in the resume.

Staffing Numbers and Qualifications

Vendor must provide:

- number of staff by functional area, average years of experience and turnover rates for the last 3 years
- ratio of customer service staff to the number of active accounts
- ratio of the number of technical support staff to the number of installed sites

Financial Stability

Vendor must provide evidence of its financial stability and resources to continue operations to meet the requirements of this RFP. At a minimum, the vendor must provide:

- Balance Sheet
- Income Statement
- Profit and Loss Statement
- Audited company financial statements for most recent three fiscal years.
- A cover letter from the individual evaluating the financials to indicate if the financial data was audited, complied, or reviewed.

Litigation

Offerors must describe any and all pending litigation relating to your:

- proposed system
- other related software product(s)
- maintenance agreements(s)
- installation services(s).

Suspended/Debarred

Offeror must identify if it is or has ever been:

- suspended/debarred from doing business with the Federal/State Government or any other governmental entity.

Complaint History

The vendor must provide full disclosure of:

- complaints lodged against it to the Better Business Bureau
- the FCC
- any state public service commissions
- similar agency
- any state Attorneys General within the last three (3) years.

III. SCOPE OF WORK/SPECIFICATIONS

1. Inmate Pay Phones

The contractor will provide a means for inmates to call approved phone numbers utilizing contractor provided / installed hardware, software, and telecommunications services. The contractor will be responsible for the management, maintenance and support of the inmate telephone system. The system must have the ability to monitor and record inmate phone conversations, add/delete/restrict allowed telephone numbers, and allow inmates the option of collect, prepaid, or debit payment.

Technical Requirements

This section describes the required features, functions and capabilities of the services to be acquired. The bidder must address each of these items in its response describing in detail the functionality and services it can provide, how it will work and the service or performance levels it can achieve.

Systems Architecture

It is not the intent of SCDC to merely replicate the current deployment model; any architecture that meets the general business needs of SCDC will be considered and evaluated for its relative merit. Bidders may propose an architecture that is fully hosted, partially hosted, premise based, centralized, distributed or any combination thereof. **Vendor must provide information on your proposed system architecture addressing each subsection under Section 1 Scope of Work labeled Inmate Pay Phones.**

Proposed Deployment Model

Describe in detail the proposed solution deployment. Your response must include a detailed drawing of your recommended model. The proposed system must provide 99.9% ("three nines") yearly availability. Describe the reliability of your offerings and indicate how your solution will provide 99.9% availability. Indicate any single points of failure within your solution. Describe any vendor partnerships required to make the system fully functional. Indicate why your proposed deployment model is superior to other architectures.

Scalability

The contractor must be able to accommodate an increase in services during the term of the contract as directed by SCDC at no increase in call rates while continuing to meet all service and performance requirements. The system must be able to scale to support a 50% increase in volume and or end-user devices. Describe how your solution will meet this requirement and what actions would be needed to fulfill the demand.

System Trunking

The system must be engineered to ensure that all outbound calls are totally non-blocked. The solution proposed must reserve separate bandwidth or channels for each phone without impacting the required bandwidth for the operational characteristics of the system. Describe how your solution will meet this requirement; detail the trunking requirements and the formula that will be used to fulfill the requirement.

Call Quality

The contractor must be required to provide telephone reception quality at least equal to current reception quality levels and must accept the decision of SCDC regarding such determination. If an IP based solution is proposed the bidder must detail which codec will be utilized and substantiate a Mean Opinion Score (MOS) of no less than 3.9 for the chosen codec. Describe how your solution will meet or exceed these requirements.

Continuity of Services

The vendor must provide sufficient redundancy and business continuity recovery capability to meet a three (3) hour Recovery Time Objective (RTO) and a zero (0) Recovery Point Objective (RPO) of all Inmate Telephone System (ITS) components. Describe how your solution provides operational redundancy, fault tolerance, and recovery such that services to SCDC are not significantly diminished and that service levels as defined in the **Performance Objectives**

Section will continue to be met.

Backup

The vendor must be responsible for performing all system and database back-ups and archiving and must provide all archival hardware, supplies, and network and recovery procedures to ensure that no data will be lost.

The vendor must back up all the SCDC information and store copies securely off site in compliance with SCDC security policies. Vendor must certify the availability and integrity of back-up data and the media on which it resides. Describe how you will meet these requirements including frequency of backups, off-site location(s) and security of transfers.

Uninterruptible Power

The solution must assure no loss of ITS functions for up to three (3) hours loss of commercial power in SCDC facilities. The vendor must provide an ITS capable of full recovery from a power outage automatically once commercial power is restored. Describe how your solution will meet this requirement including what facilities and services SCDC must provide.

Single Clock Source

The vendor must ensure that inmate call processing equipment, call detail recording, and recorded conversations will be synchronized from a single time of day clock source for all SCDC locations. Describe how your solution will meet this requirement.

Recording and Monitoring

The system must provide un-detected monitoring of real-time inmate conversations, store and replay of historical conversations with the option of storing to removable media, and the ability to lock certain call recordings from deletion. These capabilities must be provisioned to allow access to some or all features by unique user-id, (e.g. facilities staff may only monitor calls in real time, while investigative staff have the full feature set.) Describe how your solution will meet this requirement.

Simultaneous Access

Recording / monitoring equipment may be centralized or premise based and must have the capability of un-detected recording of every inmate telephone call for the duration of the call. Recordings will commence when the receiver goes off hook. The vendor must provide the ability and bandwidth for a minimum of 20 simultaneous users who can listen to any recording at one time at any facility or any combination of facilities while continuing to meet the requirements of **Call Quality**. Describe how you intend to meet this requirement, explain whether the recording will be premise based or centralized, and detail the bandwidth and equipment requirements necessary to meet this objective.

Storage

The vendor must store all call recordings on redundant disk for a period of at least one year. All call detail records and any call recordings marked by SCDC for further investigation must be stored for the life of the contract. **The vendor must provide a proposed separate monthly charge to SCDC for storing recorded calls for more than one year.**

Chain of Evidence

The vendor must assure that the chain of evidence is protected when copying recordings to removable media and vendor must provide the software or tools necessary for playback. Describe how you will provide this function and explain its capabilities.

Retrieval

The system must allow authorized staff to attach textual descriptions or "notes" to each recorded call record allowing for descriptions of the recording. Each recording must be indexed by date, time, ANI (Automatic Number Identification), Personal Identification Number (PIN), Terminating Number (TN), and textual "notes." Date and time stamps must be identical to the date and time stamps recorded in the system's call detail

records and call processing equipment. The recording must be searchable by date, time, inmate's PIN, ANI, TN, "notes" or any logical combination thereof. Search and retrieval of recorded conversations must take no longer than 30 seconds. Search and playback of calls will not require a manual media change. Describe how your solution will meet or exceed these requirements.

Equipment and Network Access

Network access and all equipment or software required allowing SCDC to monitor, retrieve, playback, and store recordings to removable media, or print local reports must be provided by the vendor. Any equipment to be deployed must be approved by SCDC. Refer to **(Recording and Monitoring Workstations)** for the monitoring workstation specifications.

Access to Recordings

Access to live monitoring or recordings must be controlled by a multi-level password authentication that provides at least the following differentiating functionality:

- listen to live conversations only
- listen to live or recorded conversations with the ability to store to removable media
-

Describe how your solution will meet or exceed these requirements.

Attorney/Client and other Privileged Calls

Certain telephone numbers, at the direction of SCDC, will be globally allowed such that all inmates will be allowed to place calls to them and/or they will not be available for recording and monitoring.

Systems Management

The contractor must provide the following system management functions. Describe how your proposed solution meets each of the following requirements for :

Fault Management

The bidder's solution must provide fault management capabilities that recognize, isolate, correct and log faults that occur in the system. The vendor must provide SCDC with real time online notification of all systems alerts and alarms including the status of all incidents. Describe the functionality of your fault management solution. Describe the capabilities, functionality and visibility that SCDC staff has with your fault management offering.

Configuration Management

The vendor must provide configuration management capabilities that include the provisioning of devices, systems administration, gathering and storing of configuration data, managing version control, tracking and scheduling of changes, and the assignment of permissions to access system investigative features. Access to all system functions will be restricted to users authorized by SCDC. Each authorized user must have a unique user-id and password. Describe the functionality of your configuration management solution. Describe the capabilities and functionality that SCDC staff has with your offering.

Management Application

The vendor must provide a secure, web-based management application, accessible from any standard personal computer with internet access. From this management application, authorized users must be able perform all system functions, including but not limited to managing user security, managing inmate PIN / PAN lists, reviewing call detail records and monitoring calls, etc.

Provisioning and Active Directory

SCDC staff provision authorized users and applies permissions to investigative and control features on a case-by-case basis. The enterprise goal is to automate provisioning using role-based access. Describe how Microsoft Active Directory or other LDAP compliant directories may be leveraged to automate this function within your solution.

Accounting Management

The vendor must provide accounting management capabilities that at a minimum provide account verification and correction, billing assurance and reconciliation and tracing of customer payment, credit and call limit/blocking status and history. Describe the functionality of your solution. Describe the capabilities and functionality that SCDC staff has with your offering.

Third Party Auditing

SCDC or its agent must have the right to audit and review any aspects of the contractor operations and systems including but not limited to data, documentation, procedures, billing, financial records, customer service statistics, staff backgrounds and anything related to the functioning, operations, costs, rates or integrity of the system.

Call Detail Records (CDR)

The vendor must store all call detail records for the life of the contract and provide to SCDC in a frequency and format as specified by SCDC.

Performance Management

The vendor solution must provide performance management capabilities to monitor the overall performance of the ITS and its network components. Detail how you collect and analyze performance data, monitor system health and reliability, establish performance thresholds and provide reporting and inquiry functions. Describe the frequency and types of reports that are available. Describe the capabilities and functionality that SCDC staff has with your offering.

Mandatory Functions

For each function listed in this section, the vendor must describe in detail how their proposed solution will meet SCDC requirements.

Alert Groups

The system must allow authorized users the capability of flagging specific terminating numbers (TN) or personal identification numbers (PIN) to be placed on a watch list. When a call in progress is detected to/from any number on the watch list, the system must optionally notify the user via email, pager, or bridging of the call to a pre-determined number / group of numbers to allow remote monitoring of the call. The bridged party must be informed of the origination PIN or TN and enter a security pass code to actively monitor the call. The user will have the option of participating in the call, silently monitoring the call (undetected), or ending the call at any time.

Pre-recorded Names

The system must prompt the inmate to record their name when their PIN is first used. The recorded name must be used in subsequent announcements made to the called party.

Announcements

Upon delivery of the call, the system must clearly announce to the called party that the call is from a SCDC Correctional Facility, the facility name, and the inmate's pre-recorded name. The system must allow the called party to optionally hear current rates, block calls from the inmate or all inmates, and actively accept or deny the call by pressing a key on the DTMF dial pad. The event must be identified and recorded in call detail records.

Automatic Number Identification

The Automatic Number Identifier (ANI) for all ITS telephones must identify the South Carolina Department of Corrections and the facility name originating the call to the called party in the caller identification string.

Billing Name and Address Lookup

The system must allow authorized SCDC users the ability to perform billing name and address lookup of the called party number using at a minimum the Local Exchange Carrier (LEC) Line Information Data Base (LIDB.) The vendor must describe any additional capabilities.

Class of Service (COS)

The ability to apply restrictions to individual phones must be based upon a COS associated with each telephone. The vendor must describe what classes of service are available.

Restrictions and Suspensions

The system must allow calling restrictions or suspensions to be placed on individual inmates or groups of inmates by custody, location, or other factors. These restrictions must include the number of calls allowed during a configurable time period, duration of calls, etc. The system must accept electronic submission of inmate suspensions, restrictions, etc. from the SCDC automated system. The vendor must describe what restrictions are available and how they are implemented in the proposed system.

Mandatory Features

The following features are required elements for the SCDC Inmate Telephone System. Describe specifically how your proposed solution provides the same functionality for each of these features.

Harassment Blocks

The system must support the automatic denial of a PIN when a remote party refuses to accept a collect call. After refusing a call six (6) times within the normal daily hours of operation the number must be blocked for a period of 48 hours.

Call Termination

The system must allow authorized system users to instantly terminate a call in progress. The system must identify the event in call detail records and log the action separately identifying at a minimum the facility, date, time, PIN and the user-id of the individual terminating the conversation.

Number Control

The system must provide the ability to block numbers / types of numbers globally (e.g. 800/900 numbers.) In addition, the system must have the capability to allow called parties to block calls on a per-inmate or system-wide basis by pressing a key on the DTMF dial pad, or by calling or writing vendor customer service. Certain telephone numbers, at the direction of SCDC, will be globally allowed such that all inmates will be allowed to place calls to them and/or they will not be available for recording and monitoring.

Personal Allowed Numbers (PAN)

The system must provide the ability to restrict inmate calling to a pre-approved list of numbers, regardless of payment option, with the exception of the globally allowed phone numbers discussed in section labeled **(Number Control)**. The number of allowable phone numbers on an inmate's list must be customizable on a system-wide or per inmate basis.

Phone Scheduler

The system must provide the ability for SCDC to make each phone, groups of phones or the entire system active or inactive based upon an independent schedule.

Personal Identification Number (PIN)

The system must provide the ability to require a Personal Identification Number (PIN) before processing a call. The proposed solution must validate the PIN number prior to allowing each call. Each inmate is currently assigned a PIN by SCDC. The inmate PIN is a security code that the inmate will use to access the inmate phone and other secure systems. SCDC will make available a file of current inmate PIN's. The vendor must describe how daily PIN updates will be processed in the proposed system.

Administration

The system must provide the ability to administer system functions and features including but not limited to inmate accounts, PIN's, PANs, phone schedules and access through what is commonly referred to as access control lists. Access to functions and features will require separate permissions be associated with a unique user-id. The vendor must describe in detail how the permissions-based access will operate.

Third Party Call Detection

The system must detect and log any attempt to bridge a call in-progress to a third party and provide options to disconnect the call, flag the call, or play a voice prompt warning. These options should be configurable on a per inmate, per called party, or system-wide basis. All such

events must be captured in call detail records.

Hours of Operation

The solution must allow SCDC to set parameters that determine the hours of operations for inmate phone services. At SCDC's direction, individual phones or group of phones may be further restricted in their hours of operation.

Call Duration

The system must have a programmable time limit on calls with a notification one minute prior to cut-off. The system must allow SCDC to control the maximum call duration. Current call duration is fifteen (15) minutes.

Telephone Testing

The vendor must provide the ability to allow SCDC on-site staff to test telephones at no charge to SCDC at any location to assure that they are fully operational.

Phone Disconnect

The system must provide the ability to disconnect any phone or group of phones locally or remotely. The vendor will provide and install manual cut-off switches at each facility.

Languages

System prompts must be available in English and Spanish. Describe your system's ability to support other languages.

ANI Verification

The vendor must test all inmate telephones for location accuracy and verify the Automatic Number Identifier (ANI) at implementation, during turn up of new equipment and at a minimum annually thereafter.

Telecommunications Devices for the Deaf (TDD)

The vendor must provide Telecommunications Devices for the Deaf as determined by SCDC. Explain how your solution can extend telecommunications services to impaired inmates.

Call Pattern Alerting

The system must provide the ability to identify trends within inmate calling patterns and issue an indicator to authorized personnel when pattern changes occur. SCDC must specify the alert thresholds. Explain how your system can be utilized to perform this function.

Emergency Shut Down

The system must provide for the emergency shut down of all phones in a facility or portion thereof at each facility and provide a master control in Central Office that can not be over-ridden at a facility.

Incoming Calls

The system will deny all incoming calls.

Equipment

The vendor must provide all equipment, software, and telecommunications services required to provide ITS for all current and future SCDC facilities, including but not limited to: telephone sets, wiring, connectors, jacks, trunk lines, routers, switches, firewalls, recording / monitoring equipment, etc. SCDC will determine the number and placement of all phone sets and related equipment at each facility. The vendor must propose equipment that is of heavy duty construction, tamper / vandal proof, and appropriate for a prison environment. All equipment will remain the property of the contractor, with the exception of any required cable / wiring installed in SCDC facilities and personal computers provided for the purpose of monitoring inmate phone calls.

Telephones

All devices provided must be security type phone sets appropriate for a prison environment, include volume controls on the housing, a 24 inch hand set cable, and be hearing aid compatible,. The devices provided must be equivalent to or better than the currently installed devices. The vendor may propose to reuse currently installed telephones if they are able to

purchase from the current provider.

Portable Phones

The vendor must provide portable (wired) phones that plug into standard jacks as required. The vendor may propose to reuse currently installed portable telephones if they are able to purchase from the current provider.

Pedestal and Enclosures

The vendor must provide pedestals as specified by SCDC for both inside and outside locations and at the direction of SCDC, enclosures for phones located outside. The vendor may propose to reuse currently installed pedestals and enclosures if they are able to purchase from the current provider.

Telephone Wiring

The vendor is responsible for the installation and maintenance of all ITS wiring to the telephone instrument. The contractor may, at the discretion of SCDC, utilize existing cable / wiring, but will be responsible for maintenance or replacement as necessary. All wiring and cabling must be performed in accordance with manufacturers standards and guidelines and industry practices. CAT5E or higher will be required if the proposed solution is based on VOIP. All installations must be labeled and documented as mutually agreed upon between SCDC and the vendor.

Compliance

All equipment, wiring and component installations must conform to all applicable building codes, electric codes and accepted industry standards.

Restoration of Facilities

The contractor must restore all damaged walls, ceiling and facilities to their original condition and in compliance with all applicable building codes and requirements resulting from contractor actions and activities. All work must be pre-approved by SCDC.

Inventory

The vendor must maintain a current inventory of all equipment and components and provide the inventory to SCDC as requested.

Environmental

SCDC will provide space, electricity and HVAC to support one (1) nineteen inch rack for premise based equipment. The vendor is responsible for any additional requirements beyond ambient temperature and standard power.

Servers and Processors

The vendor must provide full specifications and product literature/brochures for all proposed call processors, servers, storage devices, workstations and related components.

Recording and Monitoring Workstations

The contractor will provide 2 personal computers for the purpose of monitoring calls at each facility, and a total of 10 additional personal computers for central monitoring of calls in the Division of Operations and the Office of the Inspector General. These personal computer "monitoring stations" will be outfitted with speakers and headsets, sufficient processor / memory / hard disk capacity, and CD / DVD recorders for archival of recordings. The contractor will be responsible for maintenance of these monitoring stations and for their replacement every 5 years until the expiration of the contract.

New Equipment

The contractor must replace all existing premise based equipment between the main distribution frame and the network point of presence with new equipment. All call processors, routers, multiplexers, channel banks, gateways, switches or any required system component must be new. The vendor must provide full specifications and product literature/brochures for all proposed new components.

Software Enhancements and Upgrades

The vendor must provide software enhancements and upgrades to the proposed ITS when the enhancement and upgrades are generally available in a customer production environment. The vendor must be responsible for maintaining the installed ITS at the latest general release of the system software for all systems including the system administration or system reporting terminals/PCs. All software changes must be pre-approved by SCDC and utilize approved change management procedures and configuration management processes.

Maintenance

The vendor must be solely responsible for the maintenance and support for all system components including telephones, pedestals, enclosures, circuits, network components, software, call processors and all other elements of the system. The vendor must describe its maintenance and support capability, methods and procedures as it relates to the subsections below.

Maintenance Responsibility

Malfunctions which cannot be immediately diagnosed and pinpointed to a certain item of equipment or service will require the participation of all service suppliers until responsibility for the problem has been unequivocally established. As a part of maintenance responsibilities, the contractor must represent SCDC with the regulated telephone company or network provider in order to identify and correct problems with service. In no instance must the failure to resolve the issue of responsibility relieve the contractor from the obligation to restore system operability with the least impact on the availability of service.

Damage

The vendor must be responsible for the repair or replacement of all equipment damaged regardless of the cause including but not limited to inmate damage, natural disaster, and SCDC's actions or operations at no cost to SCDC.

Maintenance Window

All scheduled maintenance must be performed outside of the normal ITS operating hours as determined by SCDC.

Maintenance Center Location

Within 30 days of contract award the vendor must detail the location and number of maintenance staff, staff experience and procedures to provide on-site maintenance service at all SCDC locations with vendor provided equipment to meet SCDC performance requirements. It is a mandatory requirement of this RFP that the vendor agrees to have maintenance personnel within a three (3) hour drive from each SCDC location throughout South Carolina. Failure to do so will result in a breach of contract.

Maintenance Staff Experience

Service personnel must be trained and experienced with installation and maintenance of the proposed system and equipment. SCDC reserves the right to request copies of training certificates of service personnel. SCDC reserves the right to reject any maintenance personnel it determines are unqualified to perform maintenance service on the proposed equipment.

Preventive Maintenance

At least quarterly, the vendor must conduct an on-site inspection and preventative maintenance service for all premise based equipment provided. The vendor must certify the completion of the quarterly inspection and notify SCDC of any equipment changes. The schedule must be consistent with the operating requirements of SCDC and must be based upon the specific needs of the equipment being maintained.

Remedial Maintenance

SCDC will maintain a call screening service for all facilities. All service calls will be placed by SCDC or its agent. Remedial maintenance must be performed upon notification to the vendor that the equipment is inoperable or unsuitable for operation. The contractor must be responsible for assuring that on premise service for each request is provided in accordance with SCDC service levels as defined in **Performance Requirements (Problem Resolution, Escalation Requirements, Performance Objectives, and Performance Reviews)**.

Maintenance Request Reports

The supplier must furnish SCDC with a monthly report, in a format to be determined by SCDC, of all maintenance requests. The report must include, at a minimum, the following data for each request for assistance:

- Date and time notified
- Date and time of arrival
- Description of malfunction reported
- Diagnosis of failure and work performed
- Date and time failure was corrected
- Name of person performing the service
- Name of person and agency reporting trouble

Transition/Migration

The vendor must describe how they plan to migrate from the current SCDC ITS system to their proposed system.

Project Management

The vendor must submit a proposed Project Plan. Such plan must effect full statewide implementation within a 90 day transition period. The Plan must include at least the following elements:

- Implementation plan
- Migration plan
- Fallback plan
- Risk management and mitigation plan
- Acceptance test plan
- Training plan
- Communications plan for both SCDC and non-SCDC users
- Performance and service level plan
- Project reporting process and mechanisms
- Change management process
- Configuration management plan

Project Manager

The vendor must provide a full time project manager for the duration of the project. The project manager must be responsible for the development and implementation of the project plan, all transition and migration requirements and acceptance testing. Within 30 days of contract award the bidder must provide a resume of their proposed Project Manager for SCDC approval. The State reserves the right to require additional information, including through direct interviews and demonstrations, to enable it to make a determination of the Project Managers qualifications.

SCDC Resources

The vendor must provide a breakdown of any SCDC staff resources the vendor requires for implementation, migration, and operation of their proposed solution.

Site Survey

The vendor must be responsible for performing a site survey at all SCDC facilities and identifying all installation and facility issues that could impact implementation. Because arrangements must be made to provide escorts during the site survey, SCDC has established a site survey schedule, included as **Attachment D**.

Call Recording Migration

SCDC currently stores at least 90 days of recordings within the existing ITS platform. It is desirable that the vendor transfer these existing recordings from the current vendor system to the proposed system without loss of information, chain of custody, or playback ability. The vendor must describe their plan for this migration.

Fallback Plan

The vendor must provide details and procedures in its fallback plan to restore all services to the prior system in the event of failure upon cutover.

Acceptance Testing

The project plan must include an Acceptance Test developed by the vendor. SCDC will evaluate this plan for comprehensiveness. Failure to successfully complete this test may result in termination of vendor services and cancellation of the contract. SCDC must be the sole determinant of the success of the acceptance test. No billing for services under the contract will be made unless and until the acceptance test is satisfactorily completed. If the initial acceptance test is not successfully accomplished, SCDC at its sole discretion may allow a retest.

Equipment Disposal

The contractor must be responsible for the removal and environmentally certified disposal of any existing ITS equipment abandoned by the current vendor no later than ninety (90) days after the successful completion of the acceptance test. The contractor will be responsible for removal of all equipment replaced during the term of the contract at no cost to SCDC. All data and software must be completely removed and destroyed in compliance with SCDC security policies and procedures.

Data Exchange

The ITS contractor and the SCDC mainframe routinely exchange data to provide timely updates to the ITS that allow proper validation of an attempted call prior to processing. The contractor must detail the proposed frequency and data exchange format, and provide communication access for the data exchange 24 hours per day. Where appropriate SCDC will make a reasonable attempt to add or modify formats or schemas to accommodate the vendor for new services implemented resulting from a contract award.

NIEM Standards

The contractor agrees to migrate the existing data exchange requirements to data standards consistent with the National Information Exchange Model as they become operational for ITS data elements at no cost to SCDC. The bidder may find additional information regarding NIEM standards at <http://www.niem.gov>.

Data Reconciliation

Upon request, the vendor must provide all data in a format specified by SCDC for the purposes of data reconciliation. SCDC will transmit any exceptions in the same format as the daily modifications and the vendor must accept the modifications as the master record.

Information Ownership

All inmate and SCDC information developed, stored or used in the ITS must be owned by SCDC. The vendor must act as custodian of that information in accordance with applicable statutes, policies, regulations and procedures. Information must be provided to SCDC at its request in a form and manner specified by SCDC. Vendor agrees not to sell, use, share or display any data or use it for any other purpose unless agreed upon, in writing, by SCDC.

Security

Due to the sensitive, public security nature of the services under this contract, the vendor must describe, in detail, the security measures that will be taken for personnel, data, communications, systems and facilities in a Security Plan. The security plan must address the steps the vendor will take with regard to protecting all information and services that result from this RFP. The vendor must describe the security steps, including specific processes and procedures that it will take to ensure that vendor staff or subcontractors hired and/or assigned to this project will maintain the confidentiality of all information and data.

ITS System Security

The vendor must describe the ITS system security for all data stored locally or in a central database. Such security description must include system security as well as how access to such sensitive information must be performed within the vendors' organization. Sensitive or confidential information may require encryption at SCDC discretion.

Jurisdiction

The vendor must warrant to SCDC that it will not transport or make available physically, electronically, verbally, or in any other form or manner, any data (either test or production)

provided or produced under the contract that might be awarded as a result of this RFP outside of the borders of the United States.

Compliance

The vendor will comply with all SCDC security policies and procedures and requirements.

Background Checks

Vendor personnel must meet SCDC requirements for background checks and be subject to on-going review to assure staff continues to meet security screening standards.

Information Security Breach

The vendor must notify SCDC immediately if it experiences any security breach that may cause SCDC or customer data to be corrupted or inappropriately accessed or used. Such notice must occur within 4 hours of any incident.

Phase-Out Plan

The vendor must provide SCDC a full explanation on how it will handle a transition situation at the end of the contract period. At the direction of SCDC, the contractor must provide any and all data including call recordings to the new vendor.

Training

The vendor must specify the training requirements and expected roles and responsibilities for all SCDC staff required for the planning, implementation and on-going operation of the ITS.

The vendor must provide all training at no cost to SCDC. The vendor will deliver the needed training in a manner, location and schedule approved by SCDC. All training will include proficiency testing and additional training will be provided at no additional cost until all participants achieve proficiency. The vendor will provide refresher training or training for new staff as needed at no cost. The vendor must list and describe all training, including the length, general content of and proposed schedule for the training.

Documentation

The vendor must provide full, complete and up-to-date documentation specific to the SCDC implementation no later than the beginning of implementation. The documentation must include at a minimum:

- Detailed flowchart(s) depicting the entire inmate call process from the moment an inmate picks up the receiver to the completion of the call. The flow chart(s) must include the time intervals for each phase of call completion.
- Network diagrams and documentation of all circuits, routers, switches and other components
- Documentation of security and operational procedures
- User documentation for administrators
- User documentation for investigators
- Training information for inmates
- Information for called parties
- Technical system documentation

Reporting

The vendor must describe all available standard reports that are part of their solution and provide SCDC with on-line access to run ad hoc reports. The vendor must describe any methodology in which SCDC may create its own custom reports and how the data may be formatted and retrieved. On a monthly basis the vendor must provide at a minimum, detailed reports in a format specified by SCDC on:

- all service level and performance items as specified **Performance Requirements (Problem Resolution, Escalation Requirements, Performance Objectives, and Performance Reviews)**
- the number of calls, minutes, actual duration, billed duration, and revenue broken down by local, intralata, interlata, interstate and international destinations and the totals for each month and facility.

Customer Service

Support Services for SCDC

Principal Technical Support Representatives

The vendor must assign primary and secondary Representatives who will be knowledgeable of SCDC operational and support requirements and service levels and will act as the principal liaison for both Technical and Customer Support and be available 24 hours per day. When the primary liaison is unavailable, the secondary must assume those duties.

Toll Free Access

The vendor must provide toll free access for technical support to SCDC 24 hours per day 365 days per year. Customer support access to knowledgeable personnel must be available within ten (10) minutes of SCDC initiating contact.

SCDC Authorized Representatives

SCDC will establish an authorized list of individuals who have the authority to request maintenance dispatch or support services. The vendor will only act on the approval of a member on the authorized list.

Site Administrators

The vendor must provide site administrators to enter inmate calling lists, process trouble reports, conduct training sessions for new inmate orientation, etc.

Ticketing System

The vendor must utilize a web-based automated ticketing system to log, track, manage and assure appropriate response to all calls for support. SCDC staff must be provided real time access to this system via the internet from any location. Describe how you will provide this function and explain its capabilities. Include details as to what level of visibility and access SCDC staff will have.

SCDC Access to Customer Information

The vendor must provide SCDC with secure on-line real time access to all customer information regarding account status and history. Describe how you will provide this function and explain its capabilities, include details as to what level of visibility and access SCDC staff will have.

Court Evidence and Expert Witness Testimony

The vendor must provide verification that its methods and procedures meet accepted legal standards for chain of evidence in legal proceedings. The vendor must provide affidavits as required throughout the term of the contract at no cost to SCDC to support any legal proceedings and must provide expert witness testimony if required.

In the last five (5) years SCDC has experienced no incidents requiring expert witness services.

Support Services for Customers

Of major concern to SCDC is the requirement that the vendor provide inmate families with responsible, reliable customer service and support as outlined herein.

Toll Free Access and Multilingual Support

The vendor must provide toll free telephone access to knowledgeable customer service staff 24 hours per day 365 days per year. All customer service representatives must have access to up-to-date customer account information including at a minimum billing, payment and blocked call status and history. The vendor must provide live customer support in a minimum of Spanish and English 24 hours per day 365 days per year. List other languages that the vendor can support.

Customer Account Access

The vendor must provide customers with secure web based access to account information including billing, payment and blocked call status and history. Customers should be provided the capability to securely add funds to their pre-paid account on-line. Describe how your solution provides this functionality and explain its capabilities.

Customer Outreach

The vendors' representative must be required to attend meetings with inmate advocacy groups to discuss issues relating to ITS operations upon request by SCDC.

Call Blocking

The vendor must notify customers prior to initiating a block on collect calls. If a collect call account is in arrears and the vendor applies a block, the vendor must provide an opportunity for the customer to establish a pre-pay account. Provide details on how this will occur, at a minimum provide details for the following:

- The steps initiated to contact the customer - describe how many and what types of attempts will be made
- The procedures that are followed
- The timeframes between each step in the process
- The specific reasons a call is blocked
- Any automatic processes that trigger a block
- The procedures and timeframes for customers to remove a block

Vendor Policy Changes

The vendor must notify SCDC and customers before implementing policy changes including but not limited to call limits, pre-payment caps and call blocking criteria. All policy changes must be approved by SCDC and the appropriate regulatory authority.

Performance Requirements

Problem Resolution

SCDC has established priority levels for problem reporting and must have the sole authority to determine the priority level of each reported problem and to determine if the problem has been resolved and the issue closed. Resolution time is based on 24 hour per day 365 day per year service. The vendor must describe what steps they will take to meet or exceed SCDC problem resolution objectives including but not limited to:

Priority Level	Characteristics	Performance Requirement
1	Loss of critical functionality <ul style="list-style-type: none"> • 50% or more phones in a facility out of service • Loss of administrative or investigative access or function • Loss of recording or monitoring function 	4 hour resolution
2	Loss of significant functionality <ul style="list-style-type: none"> • Data exchange failure • 20%-49% of phones in a facility out of service 	8 hour resolution
3	Loss of less significant functionality <ul style="list-style-type: none"> • Software fixes not critical to operations • Less than 20% of phones in a facility out of service • Loss of access to trouble ticket system 	24 hour resolution

Escalation Requirements

The vendor must establish escalation procedures that provide at a minimum for the following points of contact and timeframes.

Level	Time	Escalation Point	SCDC Contact
1	Missed performance standard	Supervisor	Help Desk
2	Missed performance standard + 2 hours	Project Manager	Help Desk Manager
3	Missed performance standard + 4 hours	Account Manager	IT Assistant Division Director
4	Missed performance standard + 8 hours	Account Executive	IT Division Director

Vendor must provide services that meet the performance levels delineated in the table below. Vendor must describe what steps they will take to meet or exceed SCDC performance and service level objectives for the ITS.

Component	Metric	Standard
Equipment installation	Time from vendor receipt of order to working equipment installed	20 calendar days
Equipment maintenance	Monthly mean time to repair	8 hours
System software updates	Time from availability to system wide deployment	6 months
Network service	Monthly availability (entire system)	99.99% (24x7x365)
Customer service call center	Resolution rate Wait times Abandoned calls Complaints	> 70% first call resolution Monthly mean wait time < 60s < 10% of calls per month < 5% of accounts per year
Trouble resolution	Resolution rate Wait times Access to technical support	> 70% first call resolution Monthly mean wait time < 60s < 10 minutes 100% of the time
System availability	Monthly availability per site	99.9% (24x7x365)
Data transfer	Timing – occurs on schedule Accuracy – data transfer complete and correct on first attempt	99% (24x7x365) 99% (24x7x365)
Call quality	Drops and Disconnects Voice Quality Complaints	< 2% per site per month 99% of calls meet standard < 5% of ADP per month

Performance Objectives

The vendor must provide services that meet the performance levels delineated in the table below. The vendor must describe what steps they will take to meet or exceed SCDC performance and service level objectives for the ITS.

Component	Metric	Standard
Equipment installation	Time from vendor receipt of order to working equipment installed	20 calendar days
Equipment maintenance	Monthly mean time to repair	8 hours
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System availability	Monthly availability per site	99.9% (24x7x365)
Data transfer	Timing – occurs on schedule Accuracy – data transfer complete and correct on first attempt	99% (24x7x365) 99% (24x7x365)
Call quality	Drops and Disconnects Voice Quality Complaints	< 2% per site per month 99% of calls meet standard < 5% of ADP per month

Performance Reviews

The vendor must provide monthly performance reports to SCDC specifications. Every quarter the vendor must provide a face-to-face review of all performance indicators and trends and a summary of service issues. The vendor must provide an annual review of operational and financial status, cost and

rate analysis and an overall contract review.

Staff Disqualification

SCDC must have the right to require the contractor to remove any individual assigned to this project at any time during the term of this contract at the sole discretion of SCDC.

Staff Resignation or Discharge

The contractor must immediately notify SCDC of the resignation or discharge of the primary points of contact assigned to this project. Transfer of knowledge must occur prior to the departure of any staff members. The contractor must propose a qualified replacement and SCDC must review and approve.

SCDC Liability

SCDC must have NO responsibility or liability and must be held harmless for all costs for any call billing, charges, payments, uncollectible charges, or fraud under this contract. SCDC must not be held liable for any potential revenue loss to the vendor due to any decision on the part of SCDC to disconnect third party calls after detection or for any other limitation of services or access including but not limited to disciplinary actions and lockdowns. In all cases, disputes regarding billing, payments, refunds, or quality of service will be the responsibility of the contractor.

Charges

The contractor will be responsible for all charges associated with the inmate telephone system, including line / long distance charges, connection fees, or any other charges levied by local or long distance telephone companies that may be utilized by the contractor. The contractor will be solely responsible for payment of any sub-contractors utilized in the fulfillment of this contract.

Kiosks and Related Services

The contractor will provide and install kiosk devices to improve security (by reducing inmates congregating in canteen line and by reducing time that employees spend responding to individual inmate inquiries), increase the availability of information to inmates and staff, and increase investigative capabilities. The contractor will provide the following applications / services via the kiosks during phase one of the SCDC kiosk implementation:

- **Inmate Trust Fund (EH Cooper) balance inquiry and transaction history**
- **Canteen ordering**
- **Inmate messaging**

In addition, the contractor must ensure that the kiosk systems are capable of hosting additional applications as required by SCDC. Potential functions that could be deployed using kiosks in future phases are as follows:

- **Employee self service (SCEIS)**
- **Inmate access to law library**
- **EH Cooper transactions (i.e., sending money out)**
- **Display projected release date and program enrollment summary**
- **Inmate care requests (i.e., register for sick call)**
- **View and manage visitor and/or inmate telephone allowed numbers lists**
- **Requests to staff**
- **File a grievance**
- **Submit information for release screening (e.g., release address)**
- **Provide program treatment, services, reentry information**
- **Video Visitation**
- **Trust Fund deposits (e.g., allow visitors to deposit cash using “reverse ATM”)**

Technical Requirements

This section describes the required features, functions and capabilities of the services to be acquired. The bidder must address each of these items in its response describing in detail the functionality and services it can provide, how it will work and the service or performance levels it can achieve.

Systems Architecture

SCDC wishes to procure industry standard, open systems to allow maximum flexibility of design and ease future applications deployment. Applications which are solely web based will be given preference over applications which require software updates or client packages to be installed. However, any architecture that meets the general business needs of SCDC will be considered and evaluated for its relative merit. Bidders may propose an architecture that is fully hosted, partially hosted, premise based, centralized, distributed or any combination thereof. Provide information on your proposed system architecture addressing each subsection below:

Proposed Deployment Model

Describe in detail the proposed solution deployment. Your response must include a detailed drawing of your recommended model. The proposed system must provide 99.9% ("three nines") yearly availability. Describe the reliability of your offerings and indicate how your solution will provide 99.9% availability. Indicate any single points of failure within your solution. Describe any vendor partnerships required to make the system fully functional. Indicate why your proposed deployment model is superior to other architectures.

Scalability

The contractor must be able to accommodate an increase in services during the term of the contract as directed by SCDC at no increase in rates or fees while continuing to meet all service and performance requirements. The system must be able to scale to support a 50% increase in volume and or end-user devices. Describe how your solution will meet this requirement and what actions would be needed to fulfill the demand.

Continuity of Services

The vendor must provide sufficient redundancy and business continuity recovery capability to meet a three (3) hour Recovery Time Objective (RTO) and a zero (0) Recovery Point Objective (RPO) of all system components. Describe how your solution provides operational redundancy, fault tolerance, and recovery such that services to SCDC are not significantly diminished and that service levels as defined in the **Performance Objectives** Section will continue to be met.

Backup

The vendor must be responsible for performing all system and database back-ups and archiving and must provide all archival hardware, supplies, and network and recovery procedures to ensure that no data will be lost.

The vendor must back up all the SCDC information and store copies securely off site in compliance with SCDC security policies. Vendor must certify the availability and integrity of back-up data and the media on which it resides. Describe how you will meet these requirements including frequency of backups, off-site location(s) and security of transfers.

Uninterruptible Power

The solution must include backup power supplies for all kiosks and supporting equipment to assure no loss of data or functionality during brief (<15 minutes) loss of commercial power in SCDC facilities. The vendor must provide systems capable of full recovery from a power outage automatically once commercial power is restored. Describe how your solution will meet this requirement including what facilities and services SCDC must provide.

Systems Management

The contractor must provide the following system management functions. Describe how your proposed solution meets each of the following requirements for Systems Management:

Fault Management

The bidder's solution must provide fault management capabilities that recognize, isolate, correct

and log faults that occur in the system. The vendor must provide SCDC with real time online notification of all systems alerts and alarms including the status of all incidents. Describe the functionality of your fault management solution. Describe the capabilities, functionality and visibility that SCDC staff has with your fault management offering.

Configuration Management

The vendor must provide configuration management capabilities that include the provisioning of devices, systems administration, gathering and storing of configuration data, managing version control, tracking and scheduling of changes, and the assignment of permissions to access system investigative features. Access to all system functions will be restricted to users authorized by SCDC. Each authorized user must have a unique user-id and password. Describe the functionality of your configuration management solution. Describe the capabilities and functionality that SCDC staff has with your offering.

Management Application

The vendor must provide a secure, web-based management application, accessible from any standard personal computer with internet access. From this management application, authorized users must be able perform all system functions, including but not limited to managing user security, managing inmate trust accounts, reviewing inmate messaging correspondence, accessing canteen orders, etc. All functionality must be accessible from this web site utilizing a standard browser interface, requiring no vendor proprietary software to be installed on the client workstation. All system upgrades, enhancements, and fixes must be implemented at the application server level with no direct access to the client workstations required.

Provisioning and Active Directory

SCDC staff provision authorized users and applies permissions to system features on a case-by-case basis. The enterprise goal is to automate provisioning using role-based access. Describe how Microsoft Active Directory or other LDAP compliant directories may be leveraged to automate this function within your solution.

Accounting Management

The vendor must provide accounting management capabilities that at a minimum provide a detailed history of all financial transactions. Describe the functionality of your solution. Describe the capabilities and functionality that SCDC staff has with your offering.

Third Party Auditing

SCDC or its agent must have the right to audit and review any aspects of the contractor operations and systems including but not limited to data, documentation, procedures, billing, financial records, customer service statistics, staff backgrounds and anything related to the functioning, operations, costs, rates, fees, or integrity of the system.

Transaction records

The vendor must store detailed transaction records for the life of the contract and provide to SCDC in a frequency and format as specified by SCDC.

Performance Management

The vendor solution must provide performance management capabilities to monitor the overall performance of the system and its network components. Detail how you collect and analyze performance data, monitor system health and reliability, establish performance thresholds and provide reporting and inquiry functions. Describe the frequency and types of reports that are available. Describe the capabilities and functionality that SCDC staff has with your offering.

Kiosk System Applications

For each application listed in this section, the vendor must describe in detail how their proposed solution will meet SCDC requirements.

Inmate Banking / Trust Accounting System

The system must provide a suitable replacement for the existing, mainframe based, Inmate Banking/Trust Accounting System, while adding additional functionality. The system must interface with the existing offender management system, support means for family members to

electronically deposit money to an inmate's account, and allow deposit restrictions as determined by SCDC. The system must also manage employee accounts in order to support "cashless" canteen purchases by SCDC staff. Describe in detail how the proposed system will meet each of these requirements.

Centralized Trust Accounting

The system must be able to support the consolidation of all trust accounting activity at one central accounting office – processing all receipts and disbursements for all facilities from a single inmate banking office.

Special Fund Accounts

The system must have the capability to manage an unlimited number of user definable special fund accounts.

Special Fund and Mail Room Sales

The system must allow transfers from trust fund accounts to special fund accounts for special fund sales. These special fund sales are now conducted by swipe of the magnetic stripe on the inmate ID card. Postage, copy, and other miscellaneous charges are processed in this fashion in the mail room.

Collections

The system must allow the collection and tracking of restitution and other types of collections, including the tracking of unfulfilled commitments after inmates are released from custody, and must allow staff to freeze all or a portion of the inmate trust account.

Deposits

The system must allow inmate trust fund deposits via money orders, credit card processing from web sites (currently Western Union and JPay), or lobby kiosks. The system must have the capability of tracking the sources of inmate funds. Describe how the system may be configured to restrict the number and/or amount of deposits made by a user or received by an inmate over a time period.

Distribution of Funds

Trust fund checks will be issued to SCDC authorized payees only. The system must interface with the SCDC mainframe system to determine payment authorization. The system must also interface with micr check printing software for the printing of trust fund checks. The system must have the capability of tracking the distribution of inmate funds.

General Ledger Integration

The exchange of funds between the trust account and canteen, special funds, or other accounts must be consolidated into a single check on a daily basis. The system must interface with existing and future SCDC automated systems for the purpose of posting inmate pay, interest accrued, private sector PI pay, etc.

Kiosk Interface

The system must allow inmates to check their trust balance and available canteen spending limit, view their trust account statement with transaction detail, and place canteen orders via inmate kiosk.

Release Debit Cards

The system must allow the option to return funds to inmates upon release via check or debit card.

Reporting

The system must offer extensive standard reports, with standard features such as click to sort by column / multiple columns, dragging of columns to reorder on the report, column filters, saving of report preferences, etc. The system must also allow for custom report creation. Describe how the system will fulfill this requirement.

Data Export

The system must use a single trust fund database repository and must utilize a relational database management system (RDBMS). The system must allow export of any data desired by SCDC in flat file, delimited, XML, or other industry standard formats requested by SCDC. Data may not be provided to a third party without the express consent of SCDC.

Security

If the proposed system is to be hosted by the vendor on a managed server, connectivity must be encrypted via secure socket layer (SSL). The vendor must also provide system/database management services to include daily off site backup services.

Documentation

The vendor must provide complete system documentation, user manuals, and training for SCDC staff.

Canteen Point of Sale / Ordering System

The system must include a component to replace the aging, mainframe based point of sale system used by inmate canteens in SCDC institutions. The system must support point of sale via kiosk to inmates and SCDC staff with real time debit of the customer's trust account. The system must be able to integrate with current mainframe accounting / inventory systems for reconciliation. Describe in detail how each of these requirements will be met by the proposed system.

Order Placement / Shopping Cart

The system must provide access to place canteen orders via a secure, preferably browser based interface (shopping cart) accessible from the vendor provided inmate kiosk. The shopping cart must allow quick entry of SCDC canteen item numbers or drill down by category to select available items. The system must allow intuitive entry of item quantities ordered and give immediate feedback to the customer if the entered quantity exceeds that available in inventory or violates quantity or spending limit restrictions as detailed in **Order Restrictions**.

Order Restrictions

The system must support restrictions on inmate orders. Please describe in detail how these restrictions will be implemented and what interfaces will be developed to the SCDC Offender Management System (OMS).

The system must at a minimum allow restrictions by:

- inmate
- security
- custody
- housing unit / living area
- institution
- disciplinary or other type of suspension
- Security Threat Group (STG) or other group membership
- medical conditions or classification

Restrictions must at a minimum include:

Items allowed

- Maximum quantity per allowed item
- Categories (types) of items allowed
- Maximum quantity per category
- Spending limits for a specified time period
- Number of orders in a specified time period

Inventory

The system must interface with current SCDC mainframe inventory application and with the SCEIS implementation of SAP inventory upon SCDC conversion to SCEIS. Vendor will be responsible for development of interfaces and all costs associated. The system must:

- Download inventory for each institutional canteen before opening
- Maintain running inventory during order placement to avoid over-commitment of inventory
- Upload inventory transaction details at closing

Trust Funds

The system must encumber funds in the customer's trust account in real time upon confirmation of order placement and commit the transaction upon order fulfillment. Describe the design and operation of this interface in detail.

Order Fulfillment

The vendor must provide one or more secure order fulfillment kiosks and receipt printers for each institutional canteen, as required by sales volume and at the discretion of SCDC. The system will print receipts and pick / delivery tickets in the institutional canteen to facilitate a bag and deliver operation. The system must allow for the removal or reduction in quantity of an item, with corresponding real time removal of trust fund encumbrance, from an order by inmate workers if the necessary inventory is not available or is damaged when filling the order.

Reconciliation

The system must reconcile trust fund transactions with the inventory detail transactions posted to the SCDC inventory system.

General Ledger Integration

The exchange of funds between the trust account and canteen account must be consolidated into a single check posted on a daily basis.

Personal Equipment

The System must allow orders to be placed for non-inventory items, referred to as personal equipment. Personal equipment items are recorded in the inmate property control application of the SCDC OMS. The system should interface with the property control module to authorize personal equipment orders and update inmate property records. Describe how these orders will be placed, processed, and any interfaces that will be made to the SCDC OMS.

Indigence

The system will allow inmates to request hygiene items if they are indigent, as determined by SCDC policy.

Reporting

The system must offer extensive standard reports, with standard features such as click to sort by column / multiple columns, dragging of columns to reorder on the report, column filters, saving of report preferences, etc. The system must also allow for custom report creation. Describe how the system will fulfill this requirement.

Data Export

The system must allow export of any data desired by SCDC in flat file, delimited, XML, or other industry standard formats requested by SCDC. Data may not be provided to a third party without the express consent of SCDC.

Security

Any data transmitted outside the SCDC administrative network must be encrypted via SSL, VPN tunnel, or other means deemed acceptable by SCDC.

Inmate access to any order placement or fulfillment web pages must be strictly controlled. Under no circumstances may inmates be allowed to redirect to other web sites, or be allowed any unauthorized network access via the system.

Training

The vendor must provide on-line help as a component of the canteen order placement / fulfillment application, and will produce other inmate training materials as deemed

necessary by SCDC upon implementation of the system.

Documentation

The vendor must provide complete system documentation, user manuals, and training for SCDC staff.

Electronic Messaging

The proposed system must provide a process for inmates to receive and reply to electronic mail from the public. Please identify how the proposed system will provide such services while maintaining the security of the public, staff, and inmates at SCDC. Describe in detail how each of these requirements will be met by the proposed system.

Registration

Individuals who wish to send electronic messages to one or more inmates at SCDC must first register for the messaging service. Registration must be made available via a secure web site, with branding as determined by SCDC.

Payment

At time of registration, the system must require outside users to provide valid identification to include name, address, and contact telephone number, as well as valid credit / debit card information for billing. The vendor will be responsible for securing payment for the messaging service. SCDC will not be liable for any fraudulent charges or billing disputes. For outbound messages, the vendor must provide a real time interface to the inmate banking / trust fund accounting system.

Fees

The fees for this messaging service must at no time exceed the USPS rate for 1st class mail. Fees must be clearly disclosed and acknowledged by the user before any transaction is processed.

Inbound Messages

Inbound messages will be sent via a secure, easy to use web interface. The vendor must provide an interface to the SCDC OMS to verify that the inmate recipient is in SCDC custody and not restricted from receiving electronic messages as detailed in **(Restrictions)**.

Message Retrieval

The vendor must provide, install, and maintain secure, hardened kiosks for inmates to receive and reply to messages. Optionally, the vendor may propose installation of printers either in the kiosks or in institutional mailrooms, to provide the option of printing messages for an additional fee. If this is proposed, the vendor will be responsible for the printers and any consumables required.

Outbound Messages

The system must restrict outbound messages from an inmate to only those who have sent messages to that inmate. The vendor must allow a message recipient to remove themselves from an inmates' "allowed" list via the registration website or by written request.

Message Content

Messages will consist of text only with no images or attachments.

Restrictions

The system must provide a means of restricting outbound and/or inbound messages based on factors determined by SCDC including but not limited to:

- security
- custody
- disciplinary or other type suspension
- housing unit / living area / institution
- STG or other group membership

- individual user or inmate

Message Review / Release

The system must allow the review of all inbound and outbound messages by SCDC staff. The system must provide a means of queuing all or selected inbound and/or outbound messages, such that SCDC staff review and approval is required before the message is released for delivery. The system may be configured for automatic release of incoming and/or outgoing messages which do not fit certain criteria such as those listed above.

Message Search

The system must feature extensive message search capability. Messages must be searchable by keyword(s) and soundex. The system must allow limiting of the text search by date, outside user, inmate, or a combination. Provide details regarding the message search capabilities of the proposed system.

Message Translation

It is desired that the system feature English translation of foreign language messages, at a minimum Spanish. List all language translations available with the proposed system.

Message Flagging

The system must have the capability to automatically hold and/or flag messages for review based on criteria established by SCDC:

- keywords / soundex
- foreign language
- individual user, inmate, or group (factors listed earlier)
- suspicious message – no dictionary words or sporadic dictionary words
- other as requested

Message Storage

Messages will be stored for the life of the contract and provided in SCDC desired format at its conclusion.

Reporting

System reporting should be extensive and should include reports of correlation between outside users and inmates (outside users sending/receiving messages from multiple inmates). The vendor must develop custom reports at no charge to SCDC. The system must also offer extensive standard reports, with standard features such as click to sort by column / multiple columns, dragging of columns to reorder on the report, column filters, saving of report preferences, etc. The system must allow for custom report creation by SCDC staff. Describe how the system will fulfill these requirements.

Investigations

The vendor must provide user identification and billing information to SCDC upon request, and assist investigators in determining the true source of messages.

Data Export

The system must allow export of any data desired by SCDC in flat file, delimited, XML, or other industry standard formats requested by SCDC. Data may not be provided to a third party without the express consent of SCDC.

Security

Describe fully the proposed security measures to protect customer identity and credit / debit card information and control inmate access to the appropriate messaging application components. Under no circumstances may inmates be allowed to redirect to other web sites, or be allowed any other network access via the inmate messaging application.

Training

The vendor must provide on-line help as a component of the inmate messaging application, and will produce other inmate training materials as deemed necessary by SCDC upon implementation of the system.

Documentation

The vendor must provide complete system documentation, user manuals, and training for SCDC staff.

Equipment

The vendor must provide all equipment, software, and network services required to provide the kiosk application services specified in the **(Kiosk System Applications)** for all current and future SCDC facilities. This includes, but is not limited to: kiosk hardware, security enclosures, wiring, switches, routers, firewalls, etc. Vendor must propose number of Kiosk to provide all services requested in this RFP at a minimum of one (1) per wing per housing unit. **(See Attachment F)** SCDC will determine the number and placement of all kiosks and related equipment at each facility. The vendor must propose equipment that is of heavy duty construction, tamper / vandal proof, and appropriate for a prison environment. All equipment will remain the property of the contractor, with the exception of any required cable / wiring installed in SCDC facilities and personal computers provided for the purpose of reviewing and releasing correspondence sent via the inmate messaging application.

Kiosks

All kiosks provided must be secure, hardened devices appropriate for a prison environment. Kiosk enclosures and peripherals must be of heavy duty, durable construction, similar to that of an outdoor ATM.

CPU - Kiosk hardware may consist of a local personal computer or a thin client device, linked to a terminal server. In either scenario, the hardware must be equipped with sufficient processing power and memory to support the browser based applications detailed in **Kiosk System Application**. Both the operating system and kiosk portal / master application must be open, industry standard components, allowing deployment of future browser based applications at no cost to SCDC.

Monitor- Kiosks must be equipped with integrated, non-removable color monitors that measure at least 19 inches diagonally. The monitors must have touch screen capability and be protected by an impact resistant, waterproof covering. Monitors must have sufficient resolution to display images of canteen inventory items and support possible future applications such as video visitation.

Keyboard - Kiosks must be equipped with integrated, non-removable keyboards. The keyboards must be waterproof and of heavy duty, sealed construction such that no keys or other parts may be removed without the use of special tools. All keys must be clearly imprinted or stamped for maximum durability.

Pointing Device - Kiosks must be equipped with integrated, non-removable pointing devices such as trackballs or touch pads. These devices must be waterproof and of heavy duty, sealed construction for maximum durability and tamper resistance.

Enclosure - Kiosk enclosures must be of heavy duty construction, hardened for maximum security. Mounting options must include pedestal, flush and surface wall mount with security type fasteners that may only be removed with the use of specially designed tools. All electrical and network connections must be protected by the kiosk enclosure.

Wiring - The vendor is responsible for the installation and maintenance of all kiosk wiring. The contractor may, at the discretion of SCDC, utilize existing cable / wiring, but will be responsible for maintenance or replacement as necessary. All wiring and cabling must be performed in accordance with manufacturers standards and guidelines

and industry practices. All installations must be labeled and documented as mutually agreed upon between SCDC and the vendor.

Compliance - All equipment, wiring and component installations must conform to all applicable building codes, electric codes and accepted industry standards.

Restoration of Facilities - The contractor must restore all damaged walls, ceiling and facilities to their original condition and in compliance with all applicable building codes and requirements resulting from contractor actions and activities. All work must be pre-approved by SCDC.

Inventory - The vendor must maintain a current inventory of all equipment and components and provide the inventory to SCDC as requested.

Environmental - SCDC will provide space, electricity and HVAC to support one (1) nineteen inch rack for premise based equipment. The vendor is responsible for any additional requirements beyond ambient temperature and standard power.

Servers and Processors - The vendor must provide full specifications and product literature/brochures for all proposed servers, storage devices, workstations and related components.

Inmate Messaging Review Workstations - The contractor will provide and install 1 personal computer for the purpose of reviewing and releasing inmate messaging correspondence at each facility, to be located in the facility mail room. In addition, the contractor will provide a total of 5 personal computers for central monitoring of inmate messaging correspondence in the Division of Inmate Services. The contractor will be responsible for maintenance of these monitoring stations and for their replacement every 5 years until the expiration of the contract.

New Equipment - All kiosks, servers, switches, routers, firewalls and all other required system components provided by the contractor must be new. The contractor must provide full specifications and product literature/brochures for all proposed components.

Software Enhancements and Upgrades

The vendor must provide software enhancements and upgrades to the proposed system when the enhancement and upgrades are generally available in a customer production environment. The vendor must be responsible for maintaining the installed systems at the latest general release of the system software for all systems including the system administration / monitoring PCs. All software changes must be pre-approved by SCDC and utilize approved change management procedures and configuration management processes as defined under **(Configuration Management)** The vendor must provide complete documentation for all software upgrades or enhancements.

Maintenance

The vendor must be solely responsible for the maintenance and support for all system components including kiosks, servers, network components, software and all other elements of the system. The vendor must describe its maintenance and support capability, methods and procedures as it relates to the subsections below.

- **Damage** - The vendor must be responsible for the repair or replacement of all equipment damaged regardless of the cause including but not limited to inmate damage, natural disaster, and SCDC's actions or operations at no cost to SCDC.
- **Maintenance Window** - All scheduled maintenance must be performed outside of the normal system operating hours as defined by SCDC.
- **Maintenance Center Location** - Within 30 days of contract award the vendor must detail the location and number of maintenance staff, staff experience and procedures to provide on-site maintenance service at all SCDC locations with vendor provided equipment to meet SCDC performance requirements. It is a mandatory requirement of

this RFP that the vendor agrees to have maintenance personnel within a three (3) hour drive from each SCDC location throughout South Carolina. Failure to do so will result in a breach of contract.

- **Maintenance Staff Experience** - Service personnel must be trained and experienced with installation and maintenance of the proposed system and equipment. SCDC reserves the right to request copies of training certificates of service personnel. SCDC reserves the right to reject any maintenance personnel it determines are unqualified to perform maintenance service on the proposed equipment.
- **Preventive Maintenance** - At least quarterly, the vendor must conduct an on-site inspection and preventative maintenance service for all premise based equipment provided. The vendor must certify the completion of the quarterly inspection and notify SCDC of any equipment changes. The schedule must be consistent with the operating requirements of SCDC and must be based upon the specific needs of the equipment being maintained.
- **Remedial Maintenance** - SCDC will maintain a call screening service for all facilities. All service calls will be placed by SCDC or its agent. Remedial maintenance must be performed upon notification to the vendor that the equipment is inoperable or unsuitable for operation. The contractor must be responsible for assuring that on premise service for each request is provided in accordance with SCDC service levels as defined in **(Performance Requirements)**.
- **Maintenance Request Reports** - The supplier must furnish SCDC with a monthly report, in a format to be determined by SCDC, of all maintenance requests. The report must include, at a minimum, the following data for each request for assistance:
 - Date and time notified
 - Date and time of arrival
 - Description of malfunction reported
 - Diagnosis of failure and work performed
 - Date and time failure was corrected
 - Name of person performing the service
 - Name of person and agency reporting trouble

Transition/Migration

The vendor must describe how they plan to migrate from the current SCDC inmate banking / trust fund accounting and canteen point of sale systems to their proposed system.

Project Management

The vendor must submit a proposed Project Plan. Such plan must address both pilot and full statewide implementation. The Plan must include at least the following elements:

- Implementation plan
- Migration plan
- Fallback plan
- Risk management and mitigation plan
- Acceptance test plan
- Training plan
- Communications plan for both SCDC and non-SCDC users
- Performance and service level plan
- Project reporting process and mechanisms
- Change management process
- Configuration management plan

Project Manager

The vendor must provide a full time project manager for the duration of the project. The project manager must be responsible for the development and implementation of the project plan, all transition and migration requirements and acceptance testing. Within 30 days of contract award the bidder must provide a resume of their proposed Project Manager for SCDC approval. The

State reserves the right to require additional information, including through direct interviews and demonstrations, to enable it to make a determination of the Project Managers qualifications.

SCDC Resources

The vendor must provide a breakdown of any SCDC staff resources the vendor requires for implementation, migration, and operation of their proposed solution.

Site Survey

The vendor must be responsible for performing a site survey at all SCDC facilities and identifying all installation and facility issues that could impact implementation. Because arrangements must be made to provide escorts during the site survey, SCDC has established a site survey schedule, included as Attachment D.

Data Migration

The vendor must transfer existing data from the current inmate banking / trust fund accounting system to the proposed system. The vendor must describe their plan for this migration.

Fallback Plan

The vendor must provide details and procedures in its fallback plan to restore all services to the prior system in the event of failure upon cutover.

Acceptance Testing

The project plan must include an Acceptance Test developed by the vendor. SCDC will evaluate this plan for comprehensiveness. Failure to successfully complete this test may result in termination of vendor services and cancellation of the contract. SCDC must be the sole determinant of the success of the acceptance test. No billing for services under the contract will be made unless and until the acceptance test is satisfactorily completed. If the initial acceptance test is not successfully accomplished, SCDC at its sole discretion may allow a retest.

Equipment Disposal

The contractor must be responsible for the removal and environmentally certified disposal of all existing unused canteen point of sale equipment no later than ninety (90) days after the successful completion of the acceptance test. The contractor will be responsible for removal of all equipment replaced during the term of the contract at no cost to SCDC. All data and software must be completely removed and destroyed in compliance with SCDC security policies and procedures.

Data Exchange

The proposed system must interface with existing SCDC mainframe applications to exchange inmate and inventory data on a regular basis. The contractor must detail the proposed frequency and data exchange format, and provide communication access for the data exchange 24 hours per day. Where appropriate SCDC will make a reasonable attempt to add or modify formats or schemas to accommodate the vendor for new services implemented resulting from a contract award.

NIEM Standards

The contractor agrees to migrate the existing data exchange requirements to data standards consistent with the National Information Exchange Model as they become operational for system data elements at no cost to SCDC. The bidder may find additional information regarding NIEM standards at <http://www.niem.gov>.

Data Reconciliation

Upon request, the vendor must provide all data in a format specified by SCDC for the purposes of data reconciliation. SCDC will transmit any exceptions in the same format as the normal data exchange and the vendor must accept the modifications as the master record.

Information Ownership

All inmate and SCDC information developed, stored or used in the system must be owned by SCDC. The vendor must act as custodian of that information in accordance with applicable statutes, policies, regulations and procedures. Information must be provided to SCDC at its request in a form and manner specified by SCDC. Vendor agrees not to sell, use, share or display any data or use it for any other purpose unless agreed upon, in writing, by SCDC.

Security

Due to the sensitive, public security nature of the services under this contract, the vendor must describe, in detail, the security measures that will be taken for personnel, data, communications, systems and facilities in a Security Plan. The security plan must address the steps the vendor will take with regard to protecting all information and services that result from this RFP. The vendor must describe the security steps, including specific processes and procedures that it will take to ensure that vendor staff or subcontractors hired and/or assigned to this project will maintain the confidentiality of all information and data.

- **System Security** - The vendor must describe the system security for all data stored locally or in a central database. Such security description must include system security as well as how access to such sensitive information must be performed within the vendors' organization. Sensitive or confidential information may require encryption at SCDC discretion.
- **Jurisdiction** - The vendor must warrant to SCDC that it will not transport or make available physically, electronically, verbally or in any other form or manner, any data (either test or production,) provided or produced under the contract that might be awarded as a result of this RFP outside of the borders of the United States.
- **Compliance** - The vendor will comply with all SCDC security policies and procedures and requirements.
- **Background Checks** - Vendor personnel must meet SCDC requirements for background checks and be subject to on-going review to assure staff continues to meet security screening standards.
- **Information Security Breach** - The vendor must notify SCDC immediately if it experiences any security breach that may cause SCDC or customer data to be corrupted or inappropriately accessed or used. Such notice must occur within 4 hours of any incident.
- **Network Security** - The vendor must fully describe the proposed security measures that will be employed to protect data traversing the vendor network, protect the vendor and SCDC network from unapproved access, and restrict access from the inmate kiosk to only approved applications and / or web hosts. The proposal must include, at a minimum, specifications for data encryption, firewalls, and intrusion detection.

Phase-Out Plan

The vendor must provide SCDC a full explanation on how it will handle a transition situation at the end of the contract period. The contractor must provide all data to the new vendor at the direction of SCDC.

Training

The vendor must specify the training requirements and expected roles and responsibilities for all SCDC staff required for the planning, implementation and on-going operation of the system. The vendor must provide all training at no cost to SCDC. The vendor will deliver the needed training in a manner, location and schedule approved by SCDC. All training will include proficiency testing and additional training will be provided at no additional cost until all participants achieve proficiency. The vendor will provide refresher training or training for new staff as needed at no cost. The vendor must list and describe all training, including the length, general content of and proposed schedule for the training.

Documentation

The vendor must provide full, complete and up-to-date documentation specific to the SCDC

implementation no later than the beginning of implementation. The documentation must include at a minimum:

- Detailed flowchart(s) for each of the required applications, depicting the entire process from the moment an inmate logs into the kiosk to the completion of the transaction.
- Network diagrams and documentation of all kiosks, servers, switches, routers, firewalls, and other components
- Documentation of security and operational procedures
- User documentation for administrators
- User documentation for investigators
- Training information for inmates
- Information for the public using the inmate messaging application
- Technical system documentation

Reporting

The vendor must describe all available standard reports that are part of their solution and provide SCDC with on-line access to run ad hoc reports. The vendor must describe any methodology in which SCDC may create its own custom reports and how the data may be formatted and retrieved. On a monthly basis the vendor must provide at a minimum, detailed reports in a format specified by SCDC on:

- all service level and performance items as specified in Section labeled **Performance Requirements (Problem Resolution, Escalation Requirements, Performance Objectives, Performance Reviews)**.
- the number of inmate messages transmitted and revenue generated each month by facility.
- the number of canteen orders processed and revenue generated for each month and facility.

Customer Service

Support Services for SCDC

Principal Technical Support Representatives

The vendor must assign primary and secondary Representatives who will be knowledgeable of SCDC operational and support requirements and service levels and will act as the principal liaison for both Technical and Customer Support and be available 24 hours per day. When the primary liaison is unavailable, the secondary must assume those duties.

Toll Free Access

The vendor must provide toll free access for technical support to SCDC 24 hours per day 365 days per year. Customer support access to knowledgeable personnel must be available within ten (10) minutes of SCDC initiating contact.

SCDC Authorized Representatives

SCDC will establish an authorized list of individuals who have the authority to request maintenance dispatch or support services. The vendor will only act on the approval of a member on the authorized list.

Ticketing System

The vendor must utilize a web-based automated ticketing system to log, track, manage and assure appropriate response to all calls for support. SCDC staff must be provided real time access to this system via the internet from any location. Describe how you will provide this function and explain its capabilities. Include details as to what level of visibility and access SCDC staff will have.

SCDC Access to Customer Information

The vendor must provide SCDC with secure on-line real time access to all customer information regarding account status and history. Describe how you will provide this function and explain its capabilities, include details as to what level of visibility and

access SCDC staff will have.

Court Evidence and Expert Witness Testimony

The vendor must provide verification that its methods and procedures meet accepted legal standards for chain of evidence in legal proceedings. The vendor must provide affidavits as required throughout the term of the contract at no cost to SCDC to support any legal proceedings and must provide expert witness testimony if required.

Support Services for Customers

The vendor must provide inmate messaging customers with responsible, reliable customer service and support as outlined herein.

Toll Free Access and Multilingual Support

The vendor must provide toll free telephone access to knowledgeable customer service staff 24 hours per day 365 days per year. All customer service representatives must have access to up-to-date customer account information including at a minimum billing, payment and inmate messaging status and history. The vendor must provide live customer support in a minimum of Spanish and English. List other languages that the vendor can support.

Customer Account Access

The vendor must provide customers with secure web based access to account information including billing, payment and inmate messaging status and history. Describe how your solution provides this functionality and explain its capabilities.

Customer Outreach

The vendors' representative must be required to attend meetings with inmate advocacy groups to discuss issues relating to inmate messaging and trust fund operations upon request by SCDC.

Vendor Policy Changes

The vendor must notify SCDC and customers before implementing policy changes including but not limited to trust fund deposit limits. All policy changes must be approved in advance by SCDC.

Performance Requirements

Problem Resolution

SCDC has established priority levels for problem reporting and must have the sole authority to determine the priority level of each reported problem and to determine if the problem has been resolved and the issue closed. Resolution time is based on 24 hour per day 365 day per year service. The vendor must describe what steps they will take to meet or exceed SCDC problem resolution objectives including but not limited to:

Priority Level	Characteristics	Performance Requirement
1	Loss of critical functionality <ul style="list-style-type: none"> • 50% or more kiosks in a facility out of service • Loss of administrative or investigative access or function • Loss of message monitoring / approval function 	4 hour resolution
2	Loss of significant functionality <ul style="list-style-type: none"> • Data exchange failure • 20%-49% of kiosks in a facility out of service 	8 hour resolution
3	Loss of less significant functionality <ul style="list-style-type: none"> • Software fixes not critical to operations • Less than 20% of kiosks in a facility out of service • Loss of access to trouble ticket system 	24 hour resolution

Escalation Requirements

The vendor must establish escalation procedures that provide at a minimum for the following points of contact and timeframes.

Level	Time	Escalation Point	SCDC Contact
1	Missed performance standard	Supervisor	Help Desk
2	Missed performance standard + 2 hours	Project Manager	Help Desk Manager
3	Missed performance standard + 4 hours	Account Manager	IT Assistant Division Director
4	Missed performance standard + 8 hours	Account Executive	IT Division Director

Performance Objectives

The vendor must provide services that meet the performance levels delineated in the table below. The vendor must describe what steps they will take to meet or exceed SCDC performance and service level objectives.

Component	Metric	Standard
Equipment installation	Time from vendor receipt of order to working equipment installed	20 calendar days
Equipment maintenance	Monthly mean time to repair	8 hours
System software updates	Time from availability to system wide deployment	6 months
Network service	Monthly availability (entire system)	99.99% (24x7x365)
Customer service call center	Resolution rate Wait times Abandoned calls Complaints	> 70% first call resolution Monthly mean wait time < 60s < 10% of calls per month < 5% of accounts per year
Trouble resolution	Resolution rate Wait times Access to technical support	> 70% first call resolution Monthly mean wait time < 60s < 10 minutes 100% of the time
System availability	Monthly availability per site	99.9% (24x7x365)
Data transfer	Timing – occurs on schedule Accuracy – data transfer complete and correct on first attempt	99% (24x7x365) 99% (24x7x365)
Service quality	Complaints	< 5% of ADP per month

Staff Disqualification

SCDC must have the right to require the contractor to remove any individual assigned to this project at any time during the term of this contract at the sole discretion of SCDC.

Staff Resignation or Discharge

The contractor must immediately notify SCDC of the resignation or discharge of the primary points of contact assigned to this project. Transfer of knowledge must occur prior to the departure of any staff members. The contractor must propose a qualified replacement and SCDC must review and approve.

SCDC Liability

SCDC must have NO responsibility or liability and must be held harmless for all costs for any charges, payments, or fraud under this contract. SCDC must not be held liable for any potential revenue loss to the vendor due to any decision on the part of SCDC for any limitation of services or access including but not limited to disciplinary actions and lockdowns. In all cases, disputes regarding payments, refunds, or service will be the responsibility of the contractor.

Vendor Responsibility

The vendor must demonstrate their business integrity, financial and organizational capacity, and

performance history.

Charges

The contractor will be responsible for all charges associated with the inmate kiosk systems, including circuit charges. The contractor will be solely responsible for payment of any sub-contractors utilized in the fulfillment of this contract.

CLARIFICATION (NOV 2007)

Pursuant to Section 11-35-1520(8), the Procurement Officer may elect to communicate with you after opening for the purpose of clarifying either your offer or the requirements of the solicitation. Such communications may be conducted only with offerors who have submitted an offer which obviously conforms in all material aspects to the solicitation.

Clarification of an offer must be documented in writing and included with the offer. Clarifications may not be used to revise an offer or the solicitation. [Section 11-35-1520(8); R.19-445.2080] [02-2B055-1]

DISCUSSIONS and NEGOTIATIONS (NOV 2007)

Submit your best terms from a cost or price and from a technical standpoint. Your proposal may be evaluated and your offer accepted without any discussions, negotiations, or prior notice. Ordinarily, nonresponsive proposals will be rejected outright. Nevertheless, the State may elect to conduct discussions, including the possibility of limited proposal revisions, but only for those proposals reasonably susceptible of being selected for award. If improper revisions are submitted, the State may elect to consider only your unrevised initial proposal. [11-35-1530(6); R.19-445.2095(I)] The State may also elect to conduct negotiations, beginning with the highest ranked offeror, or seek best and final offers, as provided in Section 11-35-1530(8). If negotiations are conducted, the State may elect to disregard the negotiations and accept your original proposal. [02-2B060-1]

ON-LINE BIDDING INSTRUCTIONS (NOV 2007)

(a) Mandatory Registration: **For on-line bidding, you must register before you can submit an offer! See instructions in clause entitled "VENDOR REGISTRATION MANDATORY".**

(b) Steps for On-Line Bidding:

#1 The link provided on the solicitation's Cover Page will take you to our web based on-line bidding system, where you will enter and/or upload your offer.

#2 Follow the general user instructions posted at www.procurement.sc.gov under the heading "Submitting Offers On-Line". [02-2B105-1]

OPENING PROPOSALS -- PRICES NOT DIVULGED (JAN 2006)

In competitive sealed proposals, prices will not be divulged at opening. [Section 11-35-1530 & R. 19-445.2095(c) (1)] [02-2B110-1]

PROTEST - CPO - ITMO ADDRESS (JUNE 2006)

Any protest must be addressed to the Chief Procurement Officer, Information Technology Management Office, and submitted in writing (a) by email to protest-itmo@itmo.sc.gov , (b) by facsimile at 803-737-0102 , or (c) by post or delivery to 1201 Main Street, Suite 430, Columbia, SC 29201.

[02-2B120-1]

SITE VISIT (JAN 2006)

A site visit schedule is included as Attachment D- RSVP MANDATORY. Please also read the attachment "SCDC Rules for Visitors" before attending the site visit. Your failure to attend will not relieve the Contractor from responsibility for estimating properly the difficulty and cost of successfully performing the work, or for proceeding to successfully perform the work without additional expense to the State. The State assumes no responsibility for any conclusions or

interpretations made by the Contractor based on the information made available at the site visit. Nor does the State assume responsibility for any understanding reached or representation made concerning conditions which can affect the work by any of its officers or agents before the execution of this contract, unless that understanding or representation is expressly stated in this contract.

The South Carolina Department of Corrections reserves the right after Demo's but before Award to view top candidates' services and equipment functioning in a correctional environment in order to verify system capability in a true working environment.

Vendor must pay all cost for no more than six (6) state employees. Cost will be paid within the State of South Carolina Guidelines for State Travel whether in state or out of state.

DELIVERY DATE -- 30 DAYS ARO (JAN 2006)

Unless otherwise specified herein, all items must be delivered no later than thirty days after contractor's receipt of the purchase order. If the using governmental unit requests delivery sooner than the time specified, contractor may invoice the ordering entity any additional shipping charges approved by the ordering entity on the purchase order. [03-3025-1]

DELIVERY/PERFORMANCE LOCATION -- SPECIFIED (JAN 2006)

After award, all deliveries must be made and all services provided to the following address, unless otherwise specified:
SC Department of Corrections
[03-3030-1]

INSTALLATION (JAN 2006)

Contractor must install all items acquired pursuant to this contract as follows: Please see attached specifications[3-3050-1]

OPERATIONAL MANUALS (JAN 2006)

Unless otherwise specified, contractor must provide one operational manual for each item acquired. [03-3055-1]

QUALITY -- NEW (JAN 2006)

All items must be new. [03-3060-1]

TECHNICAL SUPPORT -- INCLUDED (JAN 2006)

Upon request, contractor must provide technical assistance or service. Such service must be available within SEE SPECS hours following request. [03-3075-1]

Please see attached specifications

TRAINING (JAN 2006)

Upon request, contractor must demonstrate equipment within000days after delivery. [03-3080-1]

IV. INFORMATION FOR OFFERORS TO SUBMIT

INFORMATION FOR OFFERORS TO SUBMIT -- GENERAL (JAN 2006)

Offeror must submit a signed Cover Page and Page Two. Offeror should submit all other information and documents

requested in this part and in parts II.B. Special Instructions; III. Scope of Work; V. Qualifications; VIII. Bidding Schedule/Price Proposal; and any appropriate attachments addressed in section IX. Attachments to Solicitations. [04-4010-1]

MINORITY PARTICIPATION (JAN 2006)

Is the bidder a South Carolina Certified Minority Business? Yes No

Is the bidder a Minority Business certified by another governmental entity? Yes No

If so, please list the certifying governmental entity: _____

Will any of the work under this contract be performed by a SC certified Minority Business as a subcontractor? Yes No

If so, what percentage of the total value of the contract will be performed by a SC certified Minority Business as a subcontractor? _____

Will any of the work under this contract be performed by a minority business certified by another governmental entity as a subcontractor? Yes No

If so, what percentage of the total value of the contract will be performed by a minority business certified by another governmental entity as a subcontractor? _____

If a certified Minority Business is participating in this contract, please indicate all categories for which the Business is certified:

- Traditional minority
- Traditional minority, but female
- Women (Caucasian females)
- Hispanic minorities
- DOT referral (Traditional minority)
- DOT referral (Caucasian female)
- Temporary certification
- SBA 8 (a) certification referral
- Other minorities (Native American, Asian, etc.)

(If more than one minority contractor will be utilized in the performance of this contract, please provide the information above for each minority business.)

For a list of certified minority firms, please consult the Minority Business Directory, which is available at the following URL:<http://www.govoepp.state.sc.us/osmba/>
[04-4015-1]

SUBMITTING REDACTED OFFERS (FEB 2007)

You are required to mark the original copy of your offer to identify any information that is exempt from public disclosure. You must do so in accordance with the clause entitled "Submitting Confidential Information." In addition, you must also submit one complete copy of your offer from which you have removed any information that you marked as exempt, i.e., a redacted copy. The information redacted should mirror in ever detail the information marked as exempt from public disclosure. The redacted copy should (i) reflect the same pagination as the original, (ii) show the empty space from which information was redacted, and (iii) be submitted on magnetic media. (See clause entitled "Magnetic Media Required Format.") Except for the redacted information, the CD must be identical to the original hard copy. Portable Document Format (.pdf) is preferred. [04-4030-1]

V. QUALIFICATIONS

QUALIFICATION OF OFFEROR (JAN 2006)

To be eligible for award of a contract, a prospective contractor must be responsible. In evaluating an Offeror's responsibility, the State Standards of Responsibility [R.19-445.2125] and information from any other source may be considered. An Offeror must, upon request of the State, furnish satisfactory evidence of its ability to meet all contractual requirements. Unreasonable failure to supply information promptly in connection with a responsibility inquiry may be grounds for determining that you are ineligible to receive an award. S.C. Code Section 11-35-1810. [05-5005-1]

QUALIFICATIONS -- MANDATORY MINIMUM (JAN 2006)

(a) In order to be qualified to receive award, you must meet the following mandatory minimum qualifications:
Please see attached specifications

(b) The Procurement Officer may, in his discretion, consider (1) the experience of a predecessor firm or of a firm's key personnel which was obtained prior to the date offeror was established, and/or (2) any subcontractor proposed by offeror.

(c) Provide a detailed, narrative statement providing adequate information to establish that you meet all the requirements stated in subparagraph (a) above. Include all appropriate documentation.
[05-5010-1]

SUBCONTRACTOR -- IDENTIFICATION (JAN 2006)

If you intend to subcontract with another business for any portion of the work and that portion exceeds 10% of your price, your offer must identify that business and the portion of work which they are to perform. Identify potential subcontractors by providing the business name, address, phone, taxpayer identification number, and point of contact. In determining your responsibility, the state may evaluate your proposed subcontractors. [05-5030-1]

OFFSHORE CONTRACTING (JAN 2006)

Work that will be performed offshore by the Offeror and/or its subcontractors must be identified in the Offeror's response. For the purpose of this solicitation, offshore is defined as outside the 50 States and US territories. Offeror is to include an explanation for the following:

(a) What type of work is being contracted offshore? _____

(b) What percentage (%) of the total work is being contracted offshore? _____

(c) What percentage (%) of the total value of the contract is being contracted offshore? _____

(d) Provide a Service Level Agreement (SLA) demonstrating the arrangement between the off-shore contractor and the Offeror. Attach Service Level Agreement to this document or paste here. Data provided by the Offeror in regards to this clause is for information only and will not be used in the evaluation and determination of an award. [04-4020-1]

VI. AWARD CRITERIA

Bidder's proposals will be evaluated in an objective, comprehensive manner. The evaluation criteria will be applied uniformly and equally, ensuring that each qualified Bidder has an opportunity to be fairly considered.

Two sets of evaluation criteria are included in this RFP. Each proposal received will be evaluated against the Phase I set of criteria indicated below which does not include the demonstration. The Phase II—Demonstration includes all the Phase I evaluation criteria plus the demonstration.

AWARD CRITERIA-PHASE I

Proposals will be evaluated by an Evaluation Panel on the basis of the following criteria, which are listed in order of importance:

1. Proposed Solution for Inmate Calling System (30 points) - The degree, completeness and suitability of the Offeror's proposed technical solutions to meet or exceed the requirements of this RFP.

2. Proposed Solution for Kiosks and Related Services (20 points) - The degree, completeness and suitability of the Offeror's proposed technical solutions to meet or exceed the requirements of this RFP.

3. Business Proposal (20 points) - The financial impact of the proposed solution on the agency, inmates, and inmate families and the value of the proposed solution to meet or exceed the needs of this RFP. Offeror must include an implementation schedule (please refer to the Business proposal checklist on page 18).

4. Qualifications (15 points) - The Offeror's financial responsibility and financial strength must reflect sound financial stability. The Offeror's experience and references must provide evidence of its depth and breadth of experience, and evidence of successful past performance with projects of similar size and scope.

AWARD CRITERIA-PHASE II (DEMONSTRATIONS)

Based upon the evaluation criteria addressed above, Offeror's with the highest scores in Phase I will be allowed to proceed to Phase II, Demonstrations.

Offerors will be required to furnish all equipment, items, and services they need to present their demonstration. SCDC will provide only power and Internet access. Four (4) hours will be allowed for each Offeror to demonstrate their proposed system. Each Offeror must allow for questions to be asked and answered during their demonstration. The demonstrations will be conducted at: SC Department of Corrections, 4444 Broad River Road, Columbia, SC 29210.

Offerors are reminded that the purpose of their Demonstration is to demonstrate the technical capabilities of their proposed solution. Only the information presented in their response is allowed to be addressed, no new information is permitted to be introduced in the Demonstration.

Upon completion of the demonstration, each of the Phase II proposals will be re-scored to include the assigned demonstration points by the Evaluation Panel on the basis of the following criteria, which are listed in order of importance:

1. Proposed Solution for Inmate Calling System (30 points) - The degree, completeness and suitability of the Offeror's proposed technical solutions to meet or exceed the requirements of this RFP.

2. Proposed Solution for Kiosks and Related Services (20 points) - The degree, completeness and suitability of the Offeror's proposed technical solutions to meet or exceed the requirements of this RFP.

3. Business Proposal (20 points) - The financial impact of the proposed solution on the agency, inmates, and inmate families and the value of the proposed solution to meet or exceed the needs of this RFP. Offeror must include an implementation schedule (please refer to the Business proposal checklist on page 18).

4. Qualifications (15 points) - The Offeror's financial responsibility and financial strength must reflect sound financial stability. The Offeror's experience and references must provide evidence of its depth and breadth of experience, and evidence of successful past performance with projects of similar size and scope.

5. Demonstration (15 points) - Demonstration of the technical and functional capabilities of the proposed solution to meet the needs of the State as defined in this RFP.

The highest Total Scorer in Phase II will be the apparent Winner and further negotiations will proceed with that Offeror.

AWARD CRITERIA -- PROPOSALS (JAN 2006)

Award will be made to the highest ranked, responsive and responsible offeror whose offer is determined to be the most advantageous to the State. [06-6030-1]

AWARD TO ONE OFFEROR (JAN 2006)

Award will be made to one Offeror. [06-6040-1]

COMPETITION FROM PUBLIC ENTITIES (JAN 2006)

If a South Carolina governmental entity submits an offer, the Procurement Officer will, when determining the lowest offer, add to the price provided in any offers submitted by non-governmental entities a percentage equivalent to any applicable sales or use tax. S.C. Code Ann. Regs 117-304.1 (Supp. 2004). [06-6057-1]

UNIT PRICE GOVERNS (JAN 2006)

In determining award, unit prices will govern over extended prices unless otherwise stated. [06-6075-1]

EVALUATION FACTORS -- PROPOSALS (JAN 2006)

Offers will be evaluated using only the factors stated below. Evaluation factors are stated in the relative order of importance, with the first factor being the most important. Once evaluation is complete, all responsive offerors will be ranked from most advantageous to least advantageous.

AWARD CRITERIA-PHASE I Proposals will be evaluated by an Evaluation Panel on the basis of the following criteria, which are listed in order of importance:

1. Proposed Solution for Inmate Calling System (30 points) - The degree, completeness and suitability of the Offeror's proposed technical solutions to meet or exceed the requirements of this RFP.

2. Proposed Solution for Kiosks and Related Services (20 points) - The degree, completeness and suitability of the Offeror's proposed technical solutions to meet or exceed the requirements of this RFP.

3. Business Proposal (20 points) - The financial impact of the proposed solution on the agency, inmates, and inmate families and the value of the proposed solution to meet or exceed the needs of this RFP. Offeror must include an implementation schedule (please refer to the Business proposal checklist on page 18).

4. Qualifications (15 points) - The Offeror's financial responsibility and financial strength must reflect sound financial stability. The Offeror's experience and references must provide evidence of its depth and breadth of experience, and evidence of successful past performance with projects of similar size and scope.

AWARD CRITERIA-PHASE II (DEMONSTRATIONS) Based upon the evaluation criteria addressed above, Offeror's with the highest scores in Phase I will be allowed to proceed to Phase II, Demonstrations.

Offerors will be required to furnish all equipment, items, and services they need to present their demonstration. SCDC will provide only power and Internet access. Four (4) hours will be allowed for each Offeror to demonstrate their proposed system. Each Offeror must allow for questions to be asked and answered during their demonstration. The demonstrations will be conducted at: SC Department of Corrections, 4444 Broad River Road, Columbia, SC 29210.

Offerors are reminded that the purpose of their Demonstration is to demonstrate the technical capabilities of their proposed solution.

Only the information presented in their response is allowed to be addressed, no new information is permitted to be introduced in the Demonstration.

Upon completion of the demonstration, each of the Phase II proposals will be re-scored to include the assigned demonstration points by the Evaluation Panel on the basis of the following criteria, which are listed in order of importance:

1. Proposed Solution for Inmate Calling System (30 points) - The degree, completeness and suitability of the Offeror's proposed technical solutions to meet or exceed the requirements of this RFP.

2. Proposed Solution for Kiosks and Related Services (20 points) - The degree, completeness and suitability of the Offeror's proposed technical solutions to meet or exceed the requirements of this RFP.

3. Business Proposal (20 points) - The financial impact of the proposed solution on the agency, inmates, and inmate families and the value of the proposed solution to meet or exceed the needs of this RFP. Offeror must include an implementation schedule (please refer to the Business proposal checklist on page 18).

4. Qualifications (15 points) - The Offeror's financial responsibility and financial strength must reflect sound financial stability. The Offeror's experience and references must provide evidence of its depth and breadth of experience, and evidence of successful past performance with projects of similar size and scope.

5. Demonstration (15 points) - Demonstration of the technical and functional capabilities of the proposed solution to meet the needs of the State as defined in this RFP.

The highest Total Scorer in Phase II will be the apparent Winner and further negotiations will proceed with that Offeror.

[06-6065-1]

UNIT PRICE GOVERNS (JAN 2006)

In determining award, unit prices will govern over extended prices unless otherwise stated. [06-6075-1]

VII. TERMS AND CONDITIONS -- A. GENERAL

ASSIGNMENT (JAN 2006)

No contract or its provisions may be assigned, sublet, or transferred without the written consent of the Procurement Officer. [07-7A004-1]

BANKRUPTCY (JAN 2006)

(a) Notice. In the event the Contractor enters into proceedings relating to bankruptcy, whether voluntary or involuntary, the Contractor agrees to furnish written notification of the bankruptcy to the Using Governmental Unit. This notification must be furnished within five (5) days of the initiation of the proceedings relating to the bankruptcy filing. This notification must include the date on which the bankruptcy petition was filed, the identity of the court in which the bankruptcy petition was filed, and a listing of all State contracts against which final payment has not been made. This obligation remains in effect until final payment under this Contract. (b) Termination. This contract is voidable and subject to immediate termination by the State upon the contractor's insolvency, including the filing of proceedings in bankruptcy. [07-7A005-1]

CHOICE-OF-LAW (JAN 2006)

The Agreement, any dispute, claim, or controversy relating to the Agreement, and all the rights and obligations of the parties must, in all respects, be interpreted, construed, enforced and governed by and under the laws of the State of South

Carolina, except its choice of law rules. As used in this paragraph, the term "Agreement" means any transaction or agreement arising out of, relating to, or contemplated by the solicitation. [07-7A010-1]

CONTRACT DOCUMENTS and ORDER OF PRECEDENCE (JAN 2006)

(a) Any contract resulting from this solicitation must consist of the following documents: (1) a Record of Negotiations, if any, executed by you and the Procurement Officer, (2) documentation regarding the clarification of an offer [e.g., 11-35-1520(8) or 11-35-1530(6)], if applicable, (3) the solicitation, as amended, (4) modifications, if any, to your offer, if accepted by the Procurement Officer, (5) your offer, (6) any statement reflecting the state's final acceptance (a/k/a "award"), and (7) purchase orders. These documents must be read to be consistent and complimentary. Any conflict among these documents must be resolved by giving priority to these documents in the order listed above. (b) The terms and conditions of documents (1) through (6) above must apply notwithstanding any additional or different terms and conditions in either (i) a purchase order or other instrument submitted by the State or (ii) any invoice or other document submitted by Contractor. Except as otherwise allowed herein, the terms and conditions of all such documents must be void and of no effect. (c) No contract, license, or other agreement containing contractual terms and conditions will be signed by any Using Governmental Unit. Any document signed or otherwise agreed to by persons other than the Procurement Officer must be void and of no effect. [07-7A015-1]

DISCOUNT FOR PROMPT PAYMENT (JAN 2006)

(a) Discounts for prompt payment will not be considered in the evaluation of offers. However, any offered discount will form a part of the award, and will be taken if payment is made within the discount period indicated in the offer by the offeror. As an alternative to offering a discount for prompt payment in conjunction with the offer, offerors awarded contracts may include discounts for prompt payment on individual invoices.

(b) In connection with any discount offered for prompt payment, time must be computed from the date of the invoice. If the Contractor has not placed a date on the invoice, the due date must be calculated from the date the designated billing office receives a proper invoice, provided the state annotates such invoice with the date of receipt at the time of receipt. For the purpose of computing the discount earned, payment must be considered to have been made on the date that appears on the payment check or, for an electronic funds transfer, the specified payment date. When the discount date falls on a Saturday, Sunday, or legal holiday when Federal Government offices are closed and Government business is not expected to be conducted, payment may be made on the following business day [07-7A020-1]

DISPUTES (JAN 2006)

(1) Choice-of-Forum. All disputes, claims, or controversies relating to the Agreement must be resolved exclusively by the appropriate Chief Procurement Officer in accordance with Title 11, Chapter 35, Article 17 of the South Carolina Code of Laws, or in the absence of jurisdiction, only in the Court of Common Pleas for, or a federal court located in, Richland County, State of South Carolina. Contractor agrees that any act by the Government regarding the Agreement is not a waiver of either the Government's sovereign immunity or the Government's immunity under the Eleventh Amendment of the United State's Constitution. As used in this paragraph, the term "Agreement" means any transaction or agreement arising out of, relating to, or contemplated by the solicitation. (2) Service of Process. Contractor consents that any papers, notices, or process necessary or proper for the initiation or continuation of any disputes, claims, or controversies relating to the Agreement; for any court action in connection therewith; or for the entry of judgment on any award made, may be served on Contractor by certified mail (return receipt requested) addressed to Contractor at the address provided as the Notice Address on Page Two or by personal service or by any other manner that is permitted by law, in or outside South Carolina. Notice by certified mail is deemed duly given upon deposit in the United States mail. [07-7A025-1]

EQUAL OPPORTUNITY (JAN 2006)

Contractor is referred to and must comply with all applicable provisions, if any, of Title 41, Part 60 of the Code of Federal Regulations, including but not limited to Sections 60-1.4, 60-4.2, 60-4.3, 60-250.5(a), and 60-741.5(a), which are hereby incorporated by reference. [07-7A030-1]

FALSE CLAIMS (JAN 2006)

According to the S.C. Code of Laws Section 16-13-240, "a person who by false pretense or representation obtains the

signature of a person to a written instrument or obtains from another person any chattel, money, valuable security, or other property, real or personal, with intent to cheat and defraud a person of that property is guilty" of a crime. [07-7A035-1]

FIXED PRICING REQUIRED (JAN 2006)

Any pricing provided by contractor must include all costs for performing the work associated with that price. Except as otherwise provided in this solicitation, contractor's price must be fixed for the duration of this contract, including option terms. This clause does not prohibit contractor from offering lower pricing after award. [07-7A040-1]

NON-INDEMNIFICATION (JAN 2006)

Any term or condition is void to the extent it requires the State to indemnify anyone. [07-7A045-1]

NOTICE (JAN 2006)

(A) After award, any notices must be in writing and must be deemed duly given (1) upon actual delivery, if delivery is by hand, (2) upon receipt by the transmitting party of automated confirmation or answer back from the recipient's device if delivery is by telex, telegram, facsimile, or electronic mail, or (3) upon deposit into the United States mail, if postage is prepaid, a return receipt is requested, and either registered or certified mail is used. (B) Notice to contractor must be to the address identified as the Notice Address on Page Two. Notice to the state must be to the Procurement Officer's address on the Cover Page. Either party may designate a different address for notice by giving notice in accordance with this paragraph. [07-7A050-1]

PAYMENT (JAN 2006)

(a) The Using Governmental Unit must pay the Contractor, after the submission of proper invoices or vouchers, the prices stipulated in this contract for supplies delivered and accepted or services rendered and accepted, less any deductions provided in this contract. Unless otherwise specified in this contract, including the purchase order, payment must not be made on partial deliveries accepted by the Government. (b) Unless the purchase order specifies another method of payment, payment will be made by check. (c) Payment and interest must be made in accordance with S.C. Code Section 11-35-45. Contractor waives imposition of an interest penalty unless the invoice submitted specifies that the late penalty is applicable. [07-7A055-1]

PUBLICITY (JAN 2006)

Contractor must not publish any comments or quotes by State employees, or include the State in either news releases or a published list of customers, without the prior written approval of the Procurement Officer. [07-7A060-1]

PURCHASE ORDERS (JAN 2006)

Contractor must not perform any work prior to the receipt of a purchase order from the using governmental unit. The using governmental unit must order any supplies or services to be furnished under this contract by issuing a purchase order. Purchase orders may be used to elect any options available under this contract, e.g., quantity, item, delivery date, payment method, but are subject to all terms and conditions of this contract. Purchase orders may be electronic. No particular form is required. An order placed pursuant to the purchasing card provision qualifies as a purchase order. [07-7A065-1]

SETOFF (JAN 2006)

The state must have all of its common law, equitable, and statutory rights of set-off. These rights must include, but not be limited to, the State's option to withhold for the purposes of set-off any moneys due to the Contractor under this contract up to any amounts due and owing to the state with regard to this contract, any other contract with any state department or agency, including any contract for a term commencing prior to the term of this contract, plus any amounts due and owing to the state for any other reason including, without limitation, tax delinquencies, fee delinquencies or monetary penalties relative thereto. [07-7A070-1]

SURVIVAL OF OBLIGATIONS (JAN 2006)

The Parties' rights and obligations which, by their nature, would continue beyond the termination, cancellation, rejection, or expiration of this contract must survive such termination, cancellation, rejection, or expiration, including, but not limited to, the rights and obligations created by the following clauses: Indemnification - Third Party Claims, Intellectual Property Indemnification, and any provisions regarding warranty or audit. [07-7A075-1]

TAXES (JAN 2006)

Any tax the contractor may be required to collect or pay upon the sale, use or delivery of the products must be paid by the State, and such sums must be due and payable to the contractor upon acceptance. Any personal property taxes levied after delivery must be paid by the State. It must be solely the State's obligation, after payment to contractor, to challenge the applicability of any tax by negotiation with, or action against, the taxing authority. Contractor agrees to refund any tax collected, which is subsequently determined not to be proper and for which a refund has been paid to contractor by the taxing authority. In the event that the contractor fails to pay, or delays in paying, to any taxing authorities, sums paid by the State to contractor, contractor must be liable to the State for any loss (such as the assessment of additional interest) caused by virtue of this failure or delay. Taxes based on Contractor's net income or assets must be the sole responsibility of the contractor. [07-7A080-1]

TERMINATION DUE TO UNAVAILABILITY OF FUNDS (JAN 2006)

Payment and performance obligations for succeeding fiscal periods must be subject to the availability and appropriation of funds therefor. When funds are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal period, the contract must be canceled. In the event of a cancellation pursuant to this paragraph, contractor will be reimbursed the resulting unamortized, reasonably incurred, nonrecurring costs. Contractor will not be reimbursed any costs amortized beyond the initial contract term. [07-7A085-1]

THIRD PARTY BENEFICIARY (JAN 2006)

This Contract is made solely and specifically among and for the benefit of the parties hereto, and their respective successors and assigns, and no other person will have any rights, interest, or claims hereunder or be entitled to any benefits under or on account of this Contract as a third party beneficiary or otherwise. [07-7A090-1]

WAIVER (JAN 2006)

The State does not waive any prior or subsequent breach of the terms of the Contract by making payments on the Contract, by failing to terminate the Contract for lack of performance, or by failing to strictly or promptly insist upon any term of the Contract. Only the Procurement Officer has actual authority to waive any of the State's rights under this Contract. Any waiver must be in writing. [07-7A095-1]

VII. TERMS AND CONDITIONS -- B. SPECIAL

CHANGES (JAN 2006)

(1) Contract Modification. By a written order, at any time, and without notice to any surety, the Procurement Officer may, subject to all appropriate adjustments, make changes within the general scope of this contract in any one or more of the following:

- (a) drawings, designs, or specifications, if the supplies to be furnished are to be specially manufactured for the [State] in accordance therewith;
- (b) method of shipment or packing;
- (c) place of delivery;
- (d) description of services to be performed;
- (e) time of performance (i.e., hours of the day, days of the week, etc.); or,
- (f) place of performance of the services. Subparagraphs (a) to (c) apply only if supplies are furnished under this contract. Subparagraphs (d) to (f) apply only if services are performed under this contract.

(2) Adjustments of Price or Time for Performance. If any such change increases or decreases the contractor's cost of, or

the time required for, performance of any part of the work under this contract, whether or not changed by the order, an adjustment must be made in the contract price, the delivery schedule, or both, and the contract modified in writing accordingly. Any adjustment in contract price made pursuant to this clause must be determined in accordance with the Price Adjustment Clause of this contract. Failure of the parties to agree to an adjustment must not excuse the contractor from proceeding with the contract as changed, provided that the State promptly and duly make such provisional adjustments in payment or time for performance as may be reasonable. By proceeding with the work, the contractor must not be deemed to have prejudiced any claim for additional compensation, or an extension of time for completion.

(3) Time Period for Claim. Within 30 days after receipt of a written contract modification under Paragraph (1) of this clause, unless such period is extended by the Procurement Officer in writing, the contractor must file notice of intent to assert a claim for an adjustment. Later notification must not bar the contractor's claim unless the State is prejudiced by the delay in notification.

(4) Claim Barred After Final Payment. No claim by the contractor for an adjustment hereunder must be allowed if notice is not given prior to final payment under this contract.

[07-7B025-1]

CISG (JAN 2006)

The parties expressly agree that the UN Convention on the International Sale of Goods must not apply to this agreement.

[07-7B030-1]

COMPLIANCE WITH LAWS (JAN 2006)

During the term of the contract, contractor must comply with all applicable provisions of laws, codes, ordinances, rules, regulations, and tariffs. [07-7B035-1]

CONTRACTOR'S LIABILITY INSURANCE (JAN 2006)

(1) Contractor must purchase from and maintain in a company or companies lawfully authorized to do business in South Carolina such insurance as will protect the contractor from the types of claims set forth below which may arise out of or result from the contractor's operations under the contract and for which the contractor may be legally liable, whether such operations be by the contractor or by a subcontractor or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable: (a) claims under workers' compensation, disability benefit and other similar employee benefit acts which are applicable to the work to be performed; (b) claims for damages because of bodily injury, occupational sickness or disease, or death of the contractor's employees; (c) claims for damages because of bodily injury, sickness or disease, or death of any person other than the contractor's employees; (d) claims for damages insured by usual personal injury liability coverage; (e) claims for damages, other than to the work itself, because of injury to or destruction of tangible property, including loss of use resulting therefrom; (f) claims for damages because of bodily injury, death of a person or property damage arising out of ownership, maintenance or use of a motor vehicle; (g) claims for bodily injury or property damage arising out of completed operations; and (h) claims involving contractual liability insurance applicable to the Contractor's obligations under the provision entitled Indemnification -- Third Party Claims.

(2) Coverage must be written on an occurrence basis and must be maintained without interruption from date of commencement of the work until date of final payment. Coverage must include the following on a commercial basis: (i) Premises -- Operations, (ii) Independent Contractor's Protective, (iii) Products and Completed Operations, (iv) Personal and Advertising Injury, (v) Contractual, including specific provision for contractor's obligations under the provision entitled Indemnification --Third Party Claims, (vi) Broad Form Property Damage including Completed Operations, and (vii) Owned, Non-owned and Hired Motor Vehicles.

(3) The insurance required by this paragraph must be written for not less than the following limits of liability or as required by law, whichever coverage is greater.:

COMMERCIAL GENERAL LIABILITY:

General Aggregate (per project) \$1,000,000

Products/Completed Operations \$1,000,000

Personal and Advertising Injury \$1,000,000

Each Occurrence \$1,000,000

Fire Damage (Any one fire) \$ 50,000

Medical Expense (Any one person) \$ 5,000

BUSINESS AUTO LIABILITY (including All Owned, Nonowned, and Hired Vehicles):

Combined Single Limit \$1,000,000

OR

Bodily Injury & Property Damage (each) \$750,000

WORKER'S COMPENSATION:

State Statutory

Employers Liability \$100,000 Per Acc.

\$500,000 Disease, Policy Limit; \$100,000 Disease, Each Employee

(4) Required Documentation. (a) Prior to commencement of the work, contractor must provide to the state a signed, original certificate of liability insurance (ACORD 25). The certificate must identify the types of insurance, state the limits of liability for each type of coverage, include a provision for 30 days notice prior to cancellation, name every applicable using governmental unit (as identified on the cover page) as a Certificate Holder, provide that the general aggregate limit applies per project, and provide that coverage is written on an occurrence basis. (b) Prior to commencement of the work, contractor must provide to the state a written endorsement to the contractor's general liability insurance policy that (i) names every applicable using governmental unit (as identified on the Cover Page) as an additional insured, (ii) provides that no material alteration, cancellation, non-renewal, or expiration of the coverage contained in such policy must have effect unless the named governmental unit(s) has been given at least thirty (30) days prior written notice, and (iii) provides that the Contractor's liability insurance policy must be primary, with any liability insurance of the state as secondary and noncontributory. (c) Both the certificate and the endorsement must be received directly from either the contractor's insurance agent or the insurance company.

(5) Contractor must provide a minimum of thirty (30) days written notice to every applicable using governmental unit of any proposed reduction of coverage limits (on account of revised limits or claims paid under the General Aggregate) or any substitution of insurance carriers.

(6) The state's failure to demand either a certificate of insurance or written endorsement required by this paragraph is not a waiver of contractor's obligations to obtain the required insurance.

[07-7B055-1]

CONTRACTOR PERSONNEL (JAN 2006)

The Contractor must enforce strict discipline and good order among the Contractor's employees and other persons carrying out the Contract. The Contractor must not permit employment of unfit persons or persons not skilled in tasks assigned to them. [07-7B060-1]

CONTRACTOR'S OBLIGATION -- GENERAL (JAN 2006)

The contractor must provide and pay for all materials, tools, equipment, labor and professional and non-professional services, and must perform all other acts and supply all other things necessary, to fully and properly perform and complete the work. The contractor must act as the prime contractor and assume full responsibility for any subcontractor's performance. The contractor will be considered the sole point of contact with regard to all situations, including payment of all charges and the meeting of all other requirements. [07-7B065-1]

CONTRACTOR'S USE OF STATE PROPERTY (JAN 2006)

Upon termination of the contract for any reason, the State must have the right, upon demand, to obtain access to, and possession of, all State properties, including, but not limited to, current copies of all State application programs and necessary documentation, all data, files, intermediate materials and supplies held by the contractor. Contractor must not use, reproduce, distribute, display, or sell any data, material, or documentation owned exclusively by the State without the State's written consent, except to the extent necessary to carry out the work. [07-7B067-1]

DEFAULT (JAN 2006)

(a) (1) The State may, subject to paragraphs (c) and (d) of this clause, by written notice of default to the Contractor, terminate this contract in whole or in part if the Contractor fails to:

(i) Deliver the supplies or to perform the services within the time specified in this contract or any extension;

(ii) Make progress, so as to endanger performance of this contract (but see paragraph (a)(2) of this clause); or

(iii) Perform any of the other material provisions of this contract (but see paragraph (a)(2) of this clause).

(2) The State's right to terminate this contract under subdivisions (a)(1)(ii) and (1)(iii) of this clause, may be exercised if the

Contractor does not cure such failure within 10 days (or more if authorized in writing by the Procurement Officer) after receipt of the notice from the Procurement Officer specifying the failure.

(b) If the State terminates this contract in whole or in part, it may acquire, under the terms and in the manner the Procurement Officer considers appropriate, supplies or services similar to those terminated, and the Contractor will be liable to the State for any excess costs for those supplies or services. However, the Contractor must continue the work not terminated.

(c) Except for defaults of subcontractors at any tier, the Contractor must not be liable for any excess costs if the failure to perform the contract arises from causes beyond the control and without the fault or negligence of the Contractor. Examples of such causes include (1) acts of God or of the public enemy, (2) acts of the State in either its sovereign or contractual capacity, (3) fires, (4) floods, (5) epidemics, (6) quarantine restrictions, (7) strikes, (8) freight embargoes, and (9) unusually severe weather. In each instance the failure to perform must be beyond the control and without the fault or negligence of the Contractor.

(d) If the failure to perform is caused by the default of a subcontractor at any tier, and if the cause of the default is beyond the control of both the Contractor and subcontractor, and without the fault or negligence of either, the Contractor must not be liable for any excess costs for failure to perform, unless the subcontracted supplies or services were obtainable from other sources in sufficient time for the Contractor to meet the required delivery schedule.

(e) If this contract is terminated for default, the State may require the Contractor to transfer title and deliver to the State, as directed by the Procurement Officer, any (1) completed supplies, and (2) partially completed supplies and materials, parts, tools, dies, jigs, fixtures, plans, drawings, information, and contract rights (collectively referred to as "manufacturing materials" in this clause) that the Contractor has specifically produced or acquired for the terminated portion of this contract. Upon direction of the Procurement Officer, the Contractor must also protect and preserve property in its possession in which the State has an interest.

(f) The State must pay contract price for completed supplies delivered and accepted. The Contractor and Procurement Officer must agree on the amount of payment for manufacturing materials delivered and accepted and for the protection and preservation of the property; if the parties fail to agree, the Procurement Officer must set an amount subject to the Contractor's rights under the Disputes clause. Failure to agree will be a dispute under the Disputes clause. The State may withhold from these amounts any sum the Procurement Officer determines to be necessary to protect the State against loss because of outstanding liens or claims of former lien holders.

(g) If, after termination, it is determined that the Contractor was not in default, or that the default was excusable, the rights and obligations of the parties must, if the contract contains a clause providing for termination for convenience of the State, be the same as if the termination had been issued for the convenience of the State. If, in the foregoing circumstances, this contract does not contain a clause providing for termination for convenience of the State, the contract must be adjusted to compensate for such termination and the contract modified accordingly subject to the contractor's rights under the Disputes clause.

(h) The rights and remedies of the State in this clause are in addition to any other rights and remedies provided by law or under this contract.

[07-7B075-1]

DISPOSAL OF PACKAGING (JAN 2006)

Contractor must dispose of all wrappings, crating, and other disposable materials pertaining to this contract at the end of each working day and upon completion of installation. [07-7B085-1]

ILLEGAL IMMIGRATION (NOV. 2008)

(An overview is available at www.procurement.sc.gov) By signing your offer, you certify that you will comply with the applicable requirements of Title 8, Chapter 14 of the South Carolina Code of Laws and agree to provide to the State upon request any documentation required to establish either: (a) that Title 8, Chapter 14 is inapplicable to you and your subcontractors or sub-subcontractors; or (b) that you and your subcontractors or sub-subcontractors are in compliance with Title 8, Chapter 14. Pursuant to Section 8-14-60, "A person who knowingly makes or files any false, fictitious, or fraudulent document, statement, or report pursuant to this chapter is guilty of a felony, and, upon conviction, must be fined within the discretion of the court or imprisoned for not more than five years, or both." You agree to include in any

contracts with your subcontractors language requiring your subcontractors to (a) comply with the applicable requirements of Title 8, Chapter 14, and (b) include in their contracts with the sub-subcontractors language requiring the sub-subcontractors to comply with the applicable requirements of Title 8, Chapter 14. [07-7B097-1]

INDEMNIFICATION -- THIRD PARTY CLAIMS (JAN 2006)

Notwithstanding any limitation in this agreement, Contractor must defend and indemnify the State of South Carolina, its instrumentalities, agencies, departments, boards, political subdivisions and all their respective officers, agents and employees against all suits or claims of any nature (and all damages, settlement payments, attorneys' fees, costs, expenses, losses or liabilities attributable thereto) by any third party which arise out of, or result in any way from, any defect in the goods or services acquired hereunder or from any act or omission of Contractor, its subcontractors, their employees, workmen, servants or agents. Contractor must be given written notice of any suit or claim. State must allow Contractor to defend such claim so long as such defense is diligently and capably prosecuted through legal counsel. State must allow Contractor to settle such suit or claim so long as (i) all settlement payments are made by (and any deferred settlement payments are the sole liability of) Contractor, and (ii) the settlement imposes no non-monetary obligation upon State. State must not admit liability or agree to a settlement or other disposition of the suit or claim, in whole or in part, without the prior written consent of Contractor. State must reasonably cooperate with Contractor's defense of such suit or claim. The obligations of this paragraph must survive termination of the parties' agreement. [07-7B100-1]

INTELLECTUAL PROPERTY INFRINGEMENT (JAN 2006)

(a) Without limitation and notwithstanding any provision in this agreement, Contractor must, upon receipt of notification, defend and indemnify the State, its instrumentalities, agencies, departments, boards, political subdivisions and all their respective officers, agents and employees against all actions, proceedings or claims of any nature (and all damages, settlement payments, attorneys' fees (including inside counsel), costs, expenses, losses or liabilities attributable thereto) by any third party asserting or involving an IP right related to an acquired item. State must allow Contractor to defend such claim so long as the defense is diligently and capably prosecuted. State must allow Contractor to settle such claim so long as (i) all settlement payments are made by Contractor, and (ii) the settlement imposes no non-monetary obligation upon State. State must reasonably cooperate with Contractor's defense of such claim. (b) In the event an injunction or order must be obtained against State's use of any acquired item, or if in Contractor's opinion, the acquired item is likely to become the subject of a claim of infringement or violation of an IP right, Contractor must, without in any way limiting the foregoing, and at its expense, either: (1) procure for State the right to continue to use, or have used, the acquired item, or (2) replace or modify the acquired item so that it becomes non-infringing but only if the modification or replacement does not adversely affect the specifications for the acquired item or its use by State. If neither (1) nor (2), above, is practical, State may require that Contractor remove the acquired item from State, refund to State any charges paid by State therefor, and take all steps necessary to have State released from any further liability. (c) Contractor's obligations under this paragraph do not apply to a claim to the extent (i) that the claim is caused by Contractor's compliance with specifications furnished by the State unless Contractor knew its compliance with the State's specifications would infringe an IP right, or (ii) that the claim is caused by Contractor's compliance with specifications furnished by the State if the State knowingly relied on a third party's IP right to develop the specifications provided to Contractor and failed to identify such product to Contractor. (d) As used in this paragraph, these terms are defined as follows: "IP right(s)" means a patent, copyright, trademark, trade secret, or any other proprietary right. "Acquired item(s)" means the rights, goods, or services furnished under this agreement. "Specification(s)" means a detailed, exact statement of particulars such as a statement prescribing materials, dimensions, and quality of work. (e) Contractor's obligations under this clause must survive the termination, cancellation, rejection, or expiration of this Agreement. [07-7B105-1]

LICENSES AND PERMITS (JAN 2006)

During the term of the contract, the Contractor must be responsible for obtaining, and maintaining in good standing, all licenses (including professional licenses, if any), permits, inspections and related fees for each or any such licenses, permits and /or inspections required by the State, county, city or other government entity or unit to accomplish the work specified in this solicitation and the contract. [07-7B115-1]

MATERIAL AND WORKMANSHIP (JAN 2006)

Unless otherwise specifically provided in this contract, all equipment, material, and articles incorporated in the work covered by this contract are to be new and of the most suitable grade for the purpose intended. [07-7B120-1]

OWNERSHIP OF DATA and MATERIALS (JAN 2006)

All data, material and documentation prepared for the state pursuant to this contract must belong exclusively to the State.
[07-7B125-1]

PRICE ADJUSTMENTS (JAN 2006)

(1) Method of Adjustment. Any adjustment in the contract price made pursuant to a clause in this contract must be consistent with this Contract and must be arrived at through whichever one of the following ways is the most valid approximation of the actual cost to the Contractor (including profit, if otherwise allowed):

(a) by agreement on a fixed price adjustment before commencement of the pertinent performance or as soon thereafter as practicable;

(b) by unit prices specified in the Contract or subsequently agreed upon;

(c) by the costs attributable to the event or situation covered by the relevant clause, including profit if otherwise allowed, all as specified in the Contract; or subsequently agreed upon;

(d) in such other manner as the parties may mutually agree; or,

(e) in the absence of agreement by the parties, through a unilateral initial written determination by the Procurement Officer of the costs attributable to the event or situation covered by the clause, including profit if otherwise allowed, all as computed by the Procurement Officer in accordance with generally accepted accounting principles, subject to the provisions of Title 11, Chapter 35, Article 17 of the S.C. Code of Laws.

(2) Submission of Price or Cost Data. Upon request of the Procurement Officer, the contractor must provide reasonably available factual information to substantiate that the price or cost offered, for any price adjustments is reasonable, consistent with the provisions of Section 11-35-1830.

[07-7B160-1]

PRICE ADJUSTMENTS -- LIMITED BY CPI "ALL ITEMS" (JAN 2006)

Upon request and adequate justification, the Procurement Officer may grant a price increase up to, but not to exceed, the unadjusted percent change for the most recent 12 months for which data is available, that is not subject to revision, in the Consumer Price Index (CPI) for all urban consumers (CPI-U), "all items" for services, as determined by the Procurement Officer. The Bureau of Labor and Statistics publishes this information on the web at www.bls.gov

[07-7B170-1]

PRICING DATA -- AUDIT -- INSPECTION (JAN 2006)

[Clause Included Pursuant to Section 11-35-1830, - 2210, & -2220] (a) Cost or Pricing Data. Upon Procurement Officer's request, you must submit cost or pricing data, as defined by 48 C.F.R. Section 2.101 (2004), prior to either (1) any award to contractor pursuant to 11-35-1530 or 11-35-1560, if the total contract price exceeds \$500,000, or (2) execution of a change order or contract modification with contractor which exceeds \$100,000. Your price, including profit or fee, must be adjusted to exclude any significant sums by which the state finds that such price was increased because you furnished cost or pricing data that was inaccurate, incomplete, or not current as of the date agreed upon between parties. (b) Records Retention. You must maintain your records for three years from the date of final payment, or longer if requested by the chief Procurement Officer. The state may audit your records at reasonable times and places. As used in this subparagraph (b), the term "records" means any books or records that relate to cost or pricing data submitted pursuant to this clause. In addition to the obligation stated in this subparagraph (b), you must retain all records and allow any audits provided for by 11-35-2220(2). (c) Inspection. At reasonable times, the state may inspect any part of your place of business which is related to performance of the work. (d) Instructions Certification. When you submit data pursuant to subparagraph (a), you must (1) do so in accordance with the instructions appearing in Table 15-2 of 48 C.F.R. Section 15.408 (2004) (adapted as necessary for the state context), and (2) submit a Certificate of Current Cost or Pricing Data, as prescribed by 48 CFR Section 15.406-2(a) (adapted as necessary for the state context). (e) Subcontracts. You must include the above text of this clause in all of your subcontracts. (f) Nothing in this clause limits any other rights of the state.

[07-7B185-1]

RELATIONSHIP OF THE PARTIES (JAN 2006)

Neither party is an employee, agent, partner, or joint venturer of the other. Neither party has the right or ability to bind the other to any agreement with a third party or to incur any obligation or liability on behalf of the other party. [07-7B205-1]

SHIPPING / RISK OF LOSS (JAN 2006)

F.O.B. Destination. Destination is the shipping dock of the Using Governmental Units' designated receiving site, or other location, as specified herein. (See Delivery clause) [07-7B220-1]

SUBSTITUTIONS PROHIBITED - END PRODUCT PREFERENCES (SEP 2009)

If you receive the award as a result of the South Carolina end product or United States end product preference, you may not substitute a nonqualifying end product for a qualified end product. If you violate this provision, the State may terminate your contract for cause and you may be debarred. In addition, you must pay to the State an amount equal to twice the difference between the price paid by the State and your evaluated price for the item for which you delivered a substitute. [11-35-1534(B)(4)] [07-7B236-1]

SUBCONTRACTOR SUBSTITUTION PROHIBITED - RESIDENT SUBCONTRACTOR PREFERENCE (SEP 2009)

If you receive an award as a result of the subcontractor preference, you may not substitute any business for the subcontractor upon which you relied to qualify for the preference, unless first approved in writing by the procurement officer. If you violate this provision, the State may terminate your contract for cause and you may be debarred. In addition, the procurement officer may require you to pay the State an amount equal to twice the difference between the price paid by the State and the price offered by the next lowest bidder, unless the substituted subcontractor qualifies for the preference. [11-35-1524(D)(5)(c)] [07-7B237-1]

TERM OF CONTRACT -- EFFECTIVE DATE / INITIAL CONTRACT PERIOD (JAN 2006)

The effective date of this contract day award is final. Maximum Contract Period as specified on the final statement of award. The initial term of this agreement is 5 years from the effective date. Regardless, this contract expires no later than the last date stated on the final statement of award. [07-7B240-1]

TERM OF CONTRACT -- OPTION TO RENEW (JAN 2006)

At the end of the initial term, and at the end of each renewal term, this contract must automatically renew, unless contractor receives notice that the state elects not to renew the contract at least thirty (30) days prior to the date of renewal. Regardless, this contract expires no later than the last date stated on the final statement of award. [07-7B245-1]

TERMINATION FOR CONVENIENCE (JAN 2006)

- (1) Termination. The Procurement Officer may terminate this contract in whole or in part, for the convenience of the State. The Procurement Officer must give written notice of the termination to the contractor specifying the part of the contract terminated and when termination becomes effective.
- (2) Contractor's Obligations. The contractor must incur no further obligations in connection with the terminated work and on the date set in the notice of termination the contractor will stop work to the extent specified. The contractor must also terminate outstanding orders and subcontracts as they relate to the terminated work. The contractor must settle the liabilities and claims arising out of the termination of subcontracts and orders connected with the terminated work. The Procurement Officer may direct the contractor to assign the contractor's right, title, and interest under terminated orders or subcontracts to the State. The contractor must still complete the work not terminated by the notice of termination and may incur obligations as are necessary to do so.
- (3) Right to Supplies. The Procurement Officer may require the contractor to transfer title and deliver to the State in the manner and to the extent directed by the Procurement Officer: (a) any completed supplies; and (b) such partially completed

supplies and materials, parts, tools, dies, jigs, fixtures, plans, drawings, information, and contract rights (hereinafter called "manufacturing material") as the contractor has specifically produced or specially acquired for the performance of the terminated part of this contract. The contractor must, upon direction of the Procurement Officer, protect and preserve property in the possession of the contractor in which the State has an interest. If the Procurement Officer does not exercise this right, the contractor must use best efforts to sell such supplies and manufacturing materials in accordance with the standards of Uniform Commercial Code Section 2-706. Utilization of this Section in no way implies that the State has breached the contract by exercise of the Termination for Convenience Clause.

(4) Compensation. (a) The contractor must submit a termination claim specifying the amounts due because of the termination for convenience together with cost or pricing data required by Section 11-35-1830 bearing on such claim. If the contractor fails to file a termination claim within one year from the effective date of termination, the Procurement Officer may pay the contractor, if at all, an amount set in accordance with Subparagraph (c) of this Paragraph.

(b) The Procurement Officer and the contractor may agree to a settlement and that the settlement does not exceed the total contract price plus settlement costs reduced by payments previously made by the State, the proceeds of any sales of supplies and manufacturing materials under Paragraph (3) of this clause, and the contract price of the work not terminated;

(c) Absent complete agreement under Subparagraph (b) of this Paragraph, the Procurement Officer must pay the contractor the following amounts, provided payments agreed to under Subparagraph (b) must not duplicate payments under this Subparagraph:

(i) contract prices for supplies or services accepted under the contract;

(ii) costs reasonably incurred in performing the terminated portion of the work less amounts paid or to be paid for accepted supplies or services;

(iii) reasonable costs of settling and paying claims arising out of the termination of subcontracts or orders pursuant to Paragraph (2) of this clause. These costs must not include costs paid in accordance with Subparagraph (c)(ii) of this paragraph;

(iv) any other reasonable costs that have resulted from the termination. The total sum to be paid the contractor under this Subparagraph must not exceed the total contract price plus the reasonable settlement costs of the contractor reduced by the amount of payments otherwise made, the proceeds of any sales of supplies and manufacturing materials under Subparagraph (b) of this Paragraph, and the contract price of work not terminated.

(d) Contractor must demonstrate any costs claimed, agreed to, or established under Subparagraphs (b) and (c) of this Paragraph using its standard record keeping system, provided such system is consistent with any applicable Generally Accepted Accounting Principles.

(5) Contractor's failure to include an appropriate termination for convenience clause in any subcontract must not (i) affect the state's right to require the termination of a subcontract, or (ii) increase the obligation of the state beyond what it would have been if the subcontract had contained an appropriate clause.

[07-7B265-1]

TERMINATION BY STATE

NOTICE OF TERMINATION: In the event of any termination of the contract, the State shall give notice of such termination in writing to the contractor. Notice of termination will be sent by certified mail, return receipt requested.

TERMINATION FOR CONVENIENCE: This contract may be terminated for any reason by the South Carolina Department of Corrections providing a 30 day advance notice, in writing, is given to the contractor. In the event that this contract is terminated or canceled upon request and for the convenience of the State without thirty (30) days advance written notice, then the State shall negotiate reasonable termination costs, if applicable.

TERMINATION FOR NON-APPROPRIATIONS: Funds for this contract are payable from state and/or federal appropriations. In the event no funds or insufficient funds are appropriated and budgeted in any fiscal year for payments due under this contract, the State shall immediately notify contractor or its assignee, of such occurrence, and this contract shall create no further obligation of the State as to such current or succeeding fiscal year, and shall be null and void, except as to the portions of payments herein agreed upon for funds which shall have been appropriated and budgeted. In such event, this contract shall terminate on the last day of the year for which appropriations were received without penalty or expense to the State of any kind whatsoever. After such termination of this

contract, the State shall have no continuing obligation to make purchases under this contract. No right of action or damages shall accrue to the benefit of the contractor or its assignee as to that portion of this contract, which may so terminate.

INSOLVENCY: This contract is voidable and subject to immediate termination by the State upon the contractor's insolvency, including the filing of proceedings in bankruptcy.

TERMINATION FOR CAUSE

This contract may be canceled and terminated by the State at any time within the contract period whenever it is determined by the State that the contractor has materially breached or otherwise materially failed to comply with its obligations hereunder. The State will not be liable for any termination costs; the thirty (30) days advance notice requirement is waived.

CONTRACT VIOLATION: Vendors who violate this contract will be considered in breach and subject to cancellation for cause. Vendors may be suspended or debarred from doing business with the State. Examples of vendor violations include, but are not limited to:

- Vendor adding items to the contract without approval,
- Vendor increasing contract price without approval,
- Misrepresentation of the contract to any using governmental entity.

TERMINATION FOR NON-COMPLIANCE WITH THE DRUG FREE WORKPLACE ACT:

In accordance with S. C. Code Workplace Act, Sections 44-107-10, et seq., SC Code ann, (1976) this contract is subject to immediate termination, suspension of payment, or both if the CONTRACTOR fails to comply with the terms of the Drug Free Workplace Act.

TERMINATION BY CONTRACTOR: Requests for termination of this contract by the contractor must be received in writing by the South Carolina Department of Corrections at least ninety (90) days before the requested contract termination date.

Price Bidding Proposal

BUSINESS PROPOSAL (JAN 2006)

Offerors are to submit a Business Proposal as a separate document from the Technical Proposal. The Business Proposal may include the following considerations:

- (a) Total Cost of Ownership -- What is the anticipated cost of purchasing, owning, leasing, operating, maintaining, and/or supporting the proposed solution for the total potential term of the contract? Provide a detailed accounting.
 - (b) Risk Analysis -- What internal or external factors could significantly impact the probability of completing this project on time and within budget?
 - (c) Risk Mitigation -- What actions can be taken to mitigate the identified risks?
 - (d) Risk Sharing -- Are there opportunities for mutually beneficial risk sharing?
 - (e) Performance Incentives -- Are there opportunities for performance-based incentives?
 - (f) Financing Options -- Are there alternative financing options available to the State?
- [08-8010-1]

IX. ATTACHMENTS TO SOLICITATION

LIST OF ATTACHMENTS

ATTACHMENTS LIST [09-9002-1]

The following documents are attached to this solicitation:

- A-Inmate Telephone Usage FY2009
- B-EH Cooper Trust Fund FY 2009
- C-Canteen Sales FY 2009
- D-Site Visit Schedule
- E- Inmate Telephone Inventory
- F- Kiosk for Housing Units
- RFP Solicitation Document

NONRESIDENT TAXPAYER REGISTRATION AFFIDAVIT INCOME TAX WITHHOLDING

IMPORTANT TAX NOTICE - NONRESIDENTS ONLY

Withholding Requirements for Payments to Nonresidents: Section 12-8-550 of the South Carolina Code of Laws requires persons hiring or contracting with a nonresident conducting a business or performing personal services of a temporary nature within South Carolina to withhold 2% of each payment made to the nonresident. The withholding requirement does not apply to (1) payments on purchase orders for tangible personal property when the payments are not accompanied by services to be performed in South Carolina, (2) nonresidents who are not conducting business in South Carolina, (3) nonresidents for contracts that do not exceed \$10,000 in a calendar year, or (4) payments to a nonresident who (a) registers with either the S.C. Department of Revenue or the S.C. Secretary of State and (b) submits a Nonresident Taxpayer Registration Affidavit - Income Tax Withholding, Form I-312 to the person letting the contract.

The withholding requirement applies to every governmental entity that uses a contract ("Using Entity"). Nonresidents should submit a separate copy of the Nonresident Taxpayer Registration Affidavit - Income Tax Withholding, Form I-312 to every Using Entity that makes payment to the nonresident pursuant to this solicitation. Once submitted, an affidavit is valid for all contracts between the nonresident and the Using Entity, unless the Using Entity receives notice from the Department of Revenue that the exemption from withholding has been revoked.

Section 12-8-540 requires persons making payment to a nonresident taxpayer of rentals or royalties at a rate of \$1,200.00 or more a year for the use of or for the privilege of using property in South Carolina to withhold 7% of the total of each payment made to a nonresident taxpayer who is not a corporation and 5% if the payment is made to a corporation. Contact the Department of Revenue for any applicable exceptions.

For information about other withholding requirements (e.g., employee withholding), contact the Withholding Section at the South Carolina Department of Revenue at 803-898-5383 or visit the Department's website at: www.sctax.org

This notice is for informational purposes only. This agency does not administer and has no authority over tax issues. All registration questions should be directed to the License and Registration Section at 803-898-5872 or to the South Carolina Department of Revenue, Registration Unit, Columbia, S.C. 29214-0140. All withholding questions should be directed to the Withholding Section at 803-896-1420.

PLEASE SEE THE "NONRESIDENT TAXPAYER REGISTRATION AFFIDAVIT INCOME TAX WITHHOLDING" FORM (FORM NUMBER I-312) LOCATED AT:

<http://www.sctax.org/Forms+and+Instructions/withholding/default.htm>

[09-9005-1]

South Carolina Department of Corrections

Fiscal Year 07-01-2008 - 06-30-2009

SOUTH CAROLINA DEPT. OF CORRECTIONS	LOCAL		INTRALATA		INTRALATA		INTERSTATE		TOTAL	
	MSGS.	MINS	MSGS.	MINS	MSGS.	MINS	MSGS.	MINS	MSGS.	MINS
Inmate Year-to-Date Call Pattern Totals										
Jul	53,453	642,650	57,634	645,672	86,528	979,740	19,712	239,193	217,327	2,507,255
Aug	47,572	574,248	51,562	586,421	76,222	870,911	17,880	220,907	193,236	2,252,487
Sept	57,684	701,967	60,211	680,095	85,488	982,426	20,375	252,032	223,758	2,616,520
Oct	58,123	707,946	54,849	627,094	81,496	941,288	20,179	250,952	214,647	2,527,280
Nov	50,888	625,528	48,052	553,059	70,199	807,452	17,572	220,166	186,711	2,206,205
Dec	72,258	884,890	69,459	787,394	107,461	1,228,647	24,831	304,445	274,009	3,205,376
Jan	61,719	765,263	55,691	631,133	89,312	1,023,369	19,809	245,725	226,531	2,665,490
Feb	62,179	769,689	57,406	643,394	90,643	1,039,130	19,728	241,869	229,956	2,694,082
Mar	77,764	960,576	71,236	814,221	108,322	1,243,571	24,829	304,716	282,151	3,323,084
April	74,306	915,459	63,990	728,256	98,489	1,116,958	22,451	270,298	259,236	3,030,971
May	72,994	897,596	63,788	717,270	91,541	1,028,911	21,931	267,947	250,254	2,911,724
June	83,730	1,019,296	62,457	693,330	96,251	1,086,680	23,245	280,599	265,683	3,079,905
FISCAL YTD TOTAL	772,670	9,465,108	716,335	8,107,339	1,081,952	12,349,083	252,542	3,098,849	2,823,499	33,020,379

EH Cooper Transactions by Type for FY09

Transaction Type	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Total
ACCOUNT TRANSFER	1,237	1,145	1,596	1,187	1,076	1,208	835	1,172	1,473	1,152	1,133	1,179	14,393
APPELLATE COURT	16	15	6	7	8	8	18	10	20	18	15	16	157
CANTEEN PURCHASE	65,166	56,848	58,579	58,406	45,820	50,488	52,088	52,609	59,376	57,921	52,065	49,434	658,800
CANTEEN SHORTAGE	4	5	3	0	3	0	5	10	2	8	13	2	55
CARD REPLACEMENT	224	173	142	137	109	157	152	183	163	151	204	134	1,929
COPIES	431	384	373	421	301	332	351	371	417	388	281	404	4,454
COURT ORD SUPPORT	20	16	23	15	12	12	9	11	19	21	20	14	192
DEPOSIT	2,043	1,658	1,565	1,862	1,388	1,387	1,669	1,448	1,530	2,011	2,233	1,658	20,452
DISTRICT COURT	42	32	33	47	33	45	36	37	32	22	25	18	402
DISTRICT COURT-INITIAL	14	7	8	11	8	7	12	4	10	18	10	12	121
DNA CHECK	5	4	4	5	4	3	4	4	4	5	4	4	50
DNA FEE	337	293	386	350	339	295	293	305	338	361	298	391	3,986
DNA PROCESSING	15,227	14,503	13,815	14,039	11,899	15,396	13,401	15,056	15,439	13,651	13,262	12,525	168,213
DNA VOID	2	3	3	6	381	1,107	2	1	438	7	1	3	1,954
ERROR CREDIT	0	0	0	0	6	2	7	2	3	2	1	3	26
ERROR DEBIT	5	0	3	3	0	2	2	3	773	6	3	1	801
ESCAPE	2	1	4	3	1	1	2	1	3	4	1	2	25
HYGIENE SUPPLY	4	11	7	66	7	9	9	7	16	8	13	10	167
INMATE PAY-PRISON IND	0	1	1	2	4	2	3	0	0	2	0	6	21
INMATE PAY-STATE	2	5	1	2	1	5	0	2	4	3	1	2	28
INMATE PAYROLL	2,362	2,361	3,523	2,342	2,338	2,261	2,206	2,242	3,377	2,321	2,210	2,233	29,776
INTEREST	12,576	12,551	12,168	11,903	0	22,884	12,402	12,339	13,575	13,271	12,656	12,259	148,584
LIST CHECK	0	0	1	2	0	3	0	1	3	0	1	0	11
MAJOR DAMAGED PROPERTY	14	19	11	12	22	29	17	12	20	20	20	14	210
MANUAL CHECK	4	0	2	4	4	1	7	2	1	2	0	3	30
MEDICAL CO-PAYMENT	6,058	5,678	5,385	5,521	4,488	5,953	5,124	6,413	5,218	4,646	4,395	4,535	63,414
MEDICAL RESTITUTION	31	23	22	36	37	40	32	25	41	11	28	42	368
MONEY ORDER	22,472	21,040	21,820	21,073	17,749	24,698	20,505	24,652	25,843	22,351	20,760	21,479	264,442
OPERATING CREDIT	99	95	93	166	57	66	83	49	58	78	61	76	981
OPERATING FEE	1,633	1,389	1,375	2,153	1,099	1,117	1,220	1,086	1,166	1,821	1,220	1,391	16,670
PERSONAL EQUIPMENT	3,373	1,896	1,699	1,567	1,126	1,243	1,649	2,357	2,454	1,849	1,399	51	20,663
POSTAGE	5,116	4,447	4,589	4,939	4,106	7,168	3,510	5,384	4,491	4,896	11,431	6,624	66,701
POSTAGE RESTITUTION	3,917	3,565	3,422	4,162	3,097	3,812	3,882	4,008	4,069	4,088	4,298	4,243	46,563
PRISON INDUSTRIES	2,623	3,864	1,263	3,701	1,145	2,266	3,252	1,996	981	1,917	1,915	1,976	26,899
RELEASE CHECK	248	246	276	293	227	262	255	257	266	262	209	237	3,038
RETURN TO INSTITUTION	21	15	13	10	22	20	21	19	18	23	22	15	219
REVOLVING PAYROLL	15	11	26	48	13	22	48	37	9	27	22	27	305
ROOM AND BOARD	799	771	1,234	822	813	791	537	811	1,145	835	812	850	10,220
RX COPAY	11,811	11,666	10,474	11,153	9,226	12,015	11,537	12,239	9,913	9,205	9,870	9,177	128,286
SINGLE CHECK	1,471	1,243	1,230	1,872	1,019	1,021	1,098	1,024	1,090	1,708	1,137	1,278	15,191
SMALL DAMAGED PROPERTY	1,507	1,141	960	1,339	844	1,085	1,069	988	1,116	1,045	948	987	13,029
SPECIAL FUNDS	8,843	6,825	5,818	7,879	4,791	5,157	5,643	8,504	9,475	9,175	7,564	9,239	88,913
STALE DATE	21	27	33	19	32	23	31	29	19	23	31	31	319
STATE COURT	45	4	0	24	3	4	29	3	3	31	2	5	153
TRANSFER CREDIT	1,237	1,145	1,596	1,187	1,076	1,208	835	1,172	1,473	1,152	1,133	1,179	14,393
VICTIM'S RESTITUTION	27	36	52	25	29	27	16	20	18	17	16	15	298

VICTIMS FUND	840	806	1,287	857	838	821	567	845	1,212	891	861	893	10,718
VOID CANTEEN	293	278	249	257	212	214	187	309	256	278	249	263	3,045
VOID CHECK	85	78	62	69	74	57	67	66	72	73	71	69	843
VOID DEPOSIT	0	0	1	0	0	0	0	0	1	1	0	2	5
VOID MEDICAL CO-PAY	62	24	35	61	16	73	54	43	128	39	55	44	634
VOID PERSONAL EQUIPMENT	261	302	318	370	170	229	202	281	376	341	249	119	3,218
VOID PHONE CREDIT	0	0	0	0	0	0	0	0	0	0	1	0	1
VOID ROOM/BOARD	0	0	1	0	0	0	1	0	0	0	0	1	3
VOID SPECIAL FUNDS	3	10	5	22	4	62	6	7	24	38	49	4	234
VOID STATE REFUNDS	13	16	24	14	12	17	15	11	38	19	13	19	211
VOID VICTIM'S FUND	0	0	1	0	0	0	1	0	0	0	0	1	3
VOLUNTARY SUPPORT	39	41	61	38	36	37	33	38	62	50	44	40	519
WASHER/DRYER FEE	0	0	0	0	778	786	617	611	910	1,035	886	893	6,516
WORK CNTR DEPOSIT	2,490	2,131	2,731	2,041	1,896	1,846	1,910	1,794	2,619	2,077	2,099	2,525	26,159
Total	175,190	158,848	158,412	162,550	118,799	167,784	147,566	160,910	171,600	161,375	156,320	148,657	1,888,011

SCDC Canteen Sales by Institutions for FY2009

Institutions	Inst Code	Jul-08		Aug-08		Sep-08		Oct-08		Nov-08	
		Trans Amount	# of Trans	Trans Amount	# of Trans	Trans Amount	# of Trans	Trans Amount	# of Trans	Trans Amount	# of Trans
ALLENDALE	411	\$ 114,833.86	2,928	\$ 94,536.44	2,486	\$ 91,099.88	2,516	\$ 90,758.67	2,707	\$ 83,446.80	2,299
BROAD RIVER	211	\$ 120,765.95	3,479	\$ 102,517.26	2,940	\$ 114,446.53	3,146	\$ 112,011.50	3,325	\$ 77,524.96	2,182
CAMPBELL	223	\$ 16,890.46	1,258	\$ 14,653.00	1,120	\$ 16,090.73	1,169	\$ 16,167.55	1,017	\$ 14,148.97	1,097
CATAWBA	123	\$ 14,465.85	922	\$ 11,375.96	786	\$ 10,196.51	719	\$ 11,749.20	838	\$ 10,436.94	667
COASTAL	413	\$ 11,268.28	1,099	\$ 9,271.53	931	\$ 10,460.96	994	\$ 9,629.35	930	\$ 7,547.10	682
EVANS	531	\$ 119,769.24	3,040	\$ 91,258.23	2,901	\$ 87,565.98	2,680	\$ 93,708.55	2,750	\$ 77,862.17	2,280
GOODMAN	232	\$ 41,836.88	2,192	\$ 39,056.83	2,128	\$ 33,770.82	2,059	\$ 34,221.72	1,966	\$ 27,533.86	1,389
GRAHAM CORR INST	331	\$ 45,117.13	1,595	\$ 28,902.87	1,257	\$ 34,376.85	1,407	\$ 20,851.49	891	\$ 31,362.10	1,001
KERSHAW	541	\$ 109,567.31	4,062	\$ 98,677.15	3,271	\$ 104,206.56	3,626	\$ 100,230.13	3,620	\$ 70,285.67	2,090
KIRKLAND	241	\$ 38,327.38	1,926	\$ 35,164.93	1,796	\$ 38,488.78	1,831	\$ 37,039.36	1,733	\$ 33,163.52	1,446
LEATH	171	\$ 84,991.50	2,496	\$ 62,866.26	1,879	\$ 69,400.84	2,093	\$ 62,892.54	1,868	\$ 62,245.79	1,745
LEE	551	\$ 99,937.53	3,467	\$ 80,829.39	2,974	\$ 90,033.23	3,306	\$ 81,597.28	3,010	\$ 75,653.37	2,672
LIEBER	421	\$ 101,583.21	3,002	\$ 85,108.76	2,651	\$ 89,241.56	2,710	\$ 87,474.40	2,896	\$ 79,796.44	2,353
LIEBER R&E	414	\$ 3,489.03	154	\$ 3,185.66	136	\$ 3,426.60	133	\$ 4,317.21	160	\$ 3,409.64	122
LIVESAY	173	\$ 16,895.60	1,419	\$ 13,512.56	1,144	\$ 16,374.05	1,232	\$ 16,106.12	1,112	\$ 13,204.90	961
LOWER SAVANNAH	243	\$ 15,050.94	1,176	\$ 12,095.19	942	\$ 12,830.74	1,055	\$ 12,378.49	1,074	\$ 12,238.57	934
MACDOUGALL	422	\$ 53,645.37	2,964	\$ 41,896.39	2,547	\$ 36,620.05	2,509	\$ 41,296.14	2,657	\$ 33,030.98	1,791
MANNING	251	\$ 61,558.04	2,160	\$ 53,057.20	2,159	\$ 52,924.31	2,147	\$ 54,888.47	2,137	\$ 42,327.53	1,634
MCCORMICK	181	\$ 90,034.76	3,042	\$ 77,877.10	2,600	\$ 71,239.32	2,416	\$ 71,299.82	2,550	\$ 63,641.31	1,948
NORTHSIDE	182	\$ 38,279.72	2,152	\$ 30,306.53	1,999	\$ 33,516.39	1,831	\$ 34,890.88	2,066	\$ 24,110.74	1,553
PALMER	563	\$ 22,322.81	1,489	\$ 15,526.67	1,141	\$ 16,054.82	1,212	\$ 15,632.18	1,212	\$ 12,479.68	887
PERRY	191	\$ 75,069.56	2,257	\$ 56,877.57	1,776	\$ 56,904.95	1,834	\$ 60,354.66	1,927	\$ 51,723.06	1,621
RIDGELAND	442	\$ 114,434.65	3,098	\$ 97,008.66	2,739	\$ 86,599.82	2,571	\$ 90,502.22	2,809	\$ 68,100.98	2,028
STEVENSON	292	\$ 16,986.23	1,652	\$ 13,326.92	1,274	\$ 10,866.72	1,114	\$ 9,643.41	691	\$ 11,412.33	830
TRENTON	222	\$ 50,335.47	1,586	\$ 45,948.07	1,620	\$ 43,724.77	1,724	\$ 52,972.47	1,944	\$ 41,406.80	1,456
TURBEVILLE	571	\$ 61,273.05	2,936	\$ 51,046.27	2,137	\$ 58,370.30	2,555	\$ 59,248.63	2,311	\$ 36,959.05	1,477
TYGER RIVER	161	\$ 152,330.71	4,154	\$ 125,440.96	3,408	\$ 121,991.50	3,631	\$ 137,705.59	3,867	\$ 111,025.72	3,311
WALDEN	302	\$ 36,016.30	2,359	\$ 29,054.44	2,056	\$ 29,335.58	2,033	\$ 30,149.91	2,081	\$ 23,325.63	1,525
WATEREE RIVER	582	\$ 64,411.42	3,699	\$ 50,904.43	3,288	\$ 48,907.06	3,328	\$ 47,206.19	3,272	\$ 37,805.92	2,536
WATKINS	322	\$ 11,600.80	776	\$ 10,012.06	658	\$ 8,980.57	697	\$ 7,427.04	552	\$ 6,394.45	429
Grand Total		\$ 1,803,089.04	68,539	\$ 1,481,295.29	58,744	\$ 1,498,046.78	60,278	\$ 1,504,351.17	59,973	\$ 1,243,604.98	46,946

Institutions	Inst Code	Dec-08		Jan-09		Feb-09		Mar-09		Apr-09	
		Trans Amount	# of Trans	Trans Amount	# of Trans	Trans Amount	# of Trans	Trans Amount	# of Trans	Trans Amount	# of Trans
ALLENDALE	411	\$ 82,569.29	2,218	\$ 88,935.33	2,307	\$ 89,040.15	2,214	\$ 97,787.35	2,745	\$ 103,582.13	2,547
BROAD RIVER	211	\$ 74,379.76	2,081	\$ 112,871.11	3,251	\$ 95,723.83	3,011	\$ 111,099.48	3,464	\$ 99,123.70	3,031
CAMPBELL	223	\$ 17,439.70	1,143	\$ 17,362.41	1,148	\$ 19,287.55	1,244	\$ 18,605.25	1,064	\$ 18,606.26	1,123
CATAWBA	123	\$ 11,368.01	739	\$ 9,107.07	619	\$ 11,511.99	630	\$ 11,381.17	712	\$ 11,633.89	819
COASTAL	413	\$ 9,251.02	782	\$ 7,770.91	686	\$ 10,859.43	840	\$ 11,258.07	1,045	\$ 9,798.88	971
EVANS	531	\$ 86,266.86	2,559	\$ 88,110.12	2,575	\$ 94,317.95	2,518	\$ 121,251.30	3,088	\$ 110,163.32	3,175
GOODMAN	232	\$ 36,794.72	1,802	\$ 34,198.10	1,766	\$ 34,138.52	1,493	\$ 38,158.30	1,775	\$ 32,628.53	1,540
GRAHAM CORR INST	331	\$ 43,269.37	1,323	\$ 37,744.35	1,266	\$ 41,534.00	1,231	\$ 45,399.02	1,411	\$ 35,499.47	1,195
KERSHAW	541	\$ 95,678.51	2,916	\$ 86,702.62	2,776	\$ 92,394.99	2,757	\$ 91,887.42	2,953	\$ 99,312.25	3,214
KIRKLAND	241	\$ 36,438.97	1,336	\$ 32,331.08	1,168	\$ 41,106.26	1,254	\$ 44,448.00	1,461	\$ 41,310.23	1,568
LEATH	171	\$ 69,414.14	2,285	\$ 61,877.58	1,970	\$ 66,818.20	1,905	\$ 74,385.51	2,130	\$ 77,259.35	2,261
LEE	551	\$ 75,013.99	2,309	\$ 78,517.41	2,823	\$ 102,727.74	3,265	\$ 110,875.28	3,499	\$ 99,226.28	3,153
LIEBER	421	\$ 89,479.74	2,789	\$ 74,909.14	2,277	\$ 107,711.69	2,777	\$ 101,441.35	2,835	\$ 95,535.19	2,674
LIEBER R&E	414	\$ 4,034.36	134	\$ 4,145.06	158	\$ 3,993.53	132	\$ 3,880.52	139	\$ 4,561.30	164
LIVESAY	173	\$ 15,352.02	927	\$ 14,882.07	1,004	\$ 16,677.97	1,028	\$ 17,720.82	1,222	\$ 17,656.01	1,162
LOWER SAVANNAH	243	\$ 14,829.12	1,063	\$ 13,593.26	972	\$ 16,829.64	1,097	\$ 17,540.04	1,179	\$ 16,767.40	1,195
MACDOUGALL	422	\$ 39,288.30	1,780	\$ 39,059.76	2,099	\$ 46,775.01	2,185	\$ 51,577.32	2,318	\$ 49,370.62	2,537
MANNING	251	\$ 49,586.07	1,786	\$ 52,624.51	2,124	\$ 60,048.01	2,089	\$ 57,857.80	2,116	\$ 58,980.89	2,075
MCCORMICK	181	\$ 59,772.03	2,003	\$ 63,419.70	2,063	\$ 84,730.11	2,502	\$ 88,857.96	2,663	\$ 80,296.56	2,521
NORTHSIDE	182	\$ 32,009.69	1,942	\$ 31,144.31	2,047	\$ 34,561.43	2,190	\$ 33,241.22	2,307	\$ 35,702.39	2,368
PALMER	563	\$ 15,462.79	1,055	\$ 14,609.23	941	\$ 18,612.96	1,151	\$ 15,885.59	1,244	\$ 13,499.86	1,148
PERRY	191	\$ 65,076.79	1,961	\$ 54,627.44	1,791	\$ 66,072.07	1,911	\$ 69,972.67	2,075	\$ 68,757.15	2,127
RIDGELAND	442	\$ 74,349.80	2,136	\$ 71,969.49	2,294	\$ 90,437.67	2,528	\$ 82,397.57	2,515	\$ 78,541.30	2,443
STEVENSON	292	\$ 13,542.04	1,110	\$ 11,817.50	1,045	\$ 15,970.01	1,171	\$ 18,993.43	1,486	\$ 16,302.23	1,209
TRENTON	222	\$ 47,354.45	1,743	\$ 41,771.44	1,521	\$ 41,936.85	1,494	\$ 49,071.34	1,756	\$ 49,545.17	1,791
TURBEVILLE	571	\$ 52,163.52	1,881	\$ 57,487.94	2,096	\$ 55,493.19	1,874	\$ 69,272.50	2,455	\$ 47,715.62	1,854
TYGER RIVER	161	\$ 97,210.21	2,445	\$ 121,619.48	3,452	\$ 96,927.14	2,489	\$ 126,294.62	3,521	\$ 119,063.32	3,617
WALDEN	302	\$ 31,038.10	1,907	\$ 30,529.88	1,881	\$ 36,260.39	1,765	\$ 38,302.12	2,266	\$ 35,916.41	2,054
WATEREE RIVER	582	\$ 53,522.81	3,172	\$ 50,374.09	3,132	\$ 59,069.26	3,610	\$ 64,402.40	3,660	\$ 55,388.70	3,570
WATKINS	322	\$ 6,745.74	404	\$ 7,654.09	485	\$ 9,528.51	611	\$ 10,439.86	726	\$ 8,302.85	664
Grand Total		\$ 1,398,701.92	51,731	\$ 1,411,766.48	53,737	\$ 1,561,096.05	54,966	\$ 1,693,685.28	61,830	\$ 1,590,047.26	59,770

Institutions	Inst Code	May-09		Jun-09		FY09 Total	
		Trans Amount	# of Trans	Trans Amount	# of Trans	Trans Amount	# of Trans
ALLENDALE	411	\$ 89,094.52	2,425	\$ 78,075.14	2,089	\$ 1,103,759.56	29,481
BROAD RIVER	211	\$ 83,718.09	2,680	\$ 66,230.74	2,241	\$ 1,170,412.91	34,831
CAMPBELL	223	\$ 16,736.75	1,133	\$ 16,160.05	1,212	\$ 202,148.68	13,728
CATAWBA	123	\$ 10,132.35	645	\$ 8,552.69	681	\$ 131,911.63	8,777
COASTAL	413	\$ 10,250.99	984	\$ 10,344.78	877	\$ 117,711.30	10,821
EVANS	531	\$ 80,546.77	2,422	\$ 73,645.06	2,258	\$ 1,124,465.55	32,246
GOODMAN	232	\$ 29,802.55	1,575	\$ 28,550.29	1,386	\$ 410,691.12	21,071
GRAHAM CORR INST	331	\$ 35,598.44	1,190	\$ 34,096.02	1,156	\$ 433,751.11	14,923
KERSHAW	541	\$ 73,217.48	2,525	\$ 83,714.44	2,853	\$ 1,105,874.53	36,663
KIRKLAND	241	\$ 30,252.00	1,345	\$ 32,210.47	1,365	\$ 440,280.98	18,229
LEATH	171	\$ 64,829.70	1,962	\$ 58,150.79	1,745	\$ 815,132.20	24,339
LEE	551	\$ 79,652.07	2,786	\$ 61,762.31	2,337	\$ 1,035,825.88	35,601
LIEBER	421	\$ 84,778.76	2,620	\$ 60,152.42	1,967	\$ 1,057,212.66	31,551
LIEBER R&E	414	\$ 3,679.09	129	\$ 3,757.88	131	\$ 45,879.88	1,692
LIVESAY	173	\$ 15,506.17	1,089	\$ 12,587.23	911	\$ 186,475.52	13,211
LOWER SAVANNAH	243	\$ 13,717.36	1,106	\$ 12,163.51	1,031	\$ 170,034.26	12,824
MACDOUGALL	422	\$ 41,856.58	2,347	\$ 38,692.76	2,381	\$ 513,109.28	28,115
MANNING	251	\$ 55,164.74	2,069	\$ 44,365.25	1,823	\$ 643,382.82	24,319
MCCORMICK	181	\$ 70,037.42	2,318	\$ 54,523.92	1,931	\$ 875,730.01	28,557
NORTHSIDE	182	\$ 28,672.70	2,097	\$ 26,163.29	1,908	\$ 382,599.29	24,460
PALMER	563	\$ 13,032.45	1,084	\$ 12,401.19	1,136	\$ 185,520.23	13,700
PERRY	191	\$ 56,023.23	1,875	\$ 48,822.10	1,666	\$ 730,281.25	22,821
RIDGELAND	442	\$ 78,496.75	2,418	\$ 66,048.43	2,111	\$ 998,887.34	29,690
STEVENSON	292	\$ 16,216.62	1,067	\$ 11,844.50	950	\$ 166,921.94	13,599
TRENTON	222	\$ 41,026.87	1,540	\$ 34,907.52	1,303	\$ 540,001.22	19,478
TURBEVILLE	571	\$ 40,639.32	1,602	\$ 38,051.00	1,885	\$ 627,720.39	25,063
TYGER RIVER	161	\$ 106,359.14	3,146	\$ 90,562.49	2,619	\$ 1,406,530.88	39,660
WALDEN	302	\$ 28,824.06	1,756	\$ 23,274.20	1,715	\$ 372,027.02	23,398
WATEREE RIVER	582	\$ 45,438.95	2,940	\$ 45,416.52	3,217	\$ 622,847.75	39,424
WATKINS	322	\$ 7,581.22	589	\$ 7,261.76	600	\$ 101,928.95	7,191
Grand Total		\$ 1,350,883.14	53,464	\$ 1,182,488.75	49,485	\$ 17,719,056.14	679,463

	A	B	C	D
1	Site Visit Schedule			
2				
3	Day	Institution	Date	Time
4				
5	1	Allendale Correctional Institution	Monday 2/1/2010	10:00 AM to 12:00 AM
6				
7	2	Campbell Pre-Release	Tuesday 2/2/2010	Start 8:30 AM until Finished
8		Stevenson Correctional Institution		All on Broad River Compound
9		Kirkland Correctional Institution		
10		Broad River Correctional Institution		
11		Manning Correctional Institution		
12		Watkins Pre-Release		
13		Camille Griffin Graham Correctional Institution		
14		Goodman Correctional Institution		
15		Walden Correctional Institution		
16				
17	3	Catawba Pre-Release	Wednesday 2/3/2010	9:00 AM to 10:30 AM
18		Kershaw Correctional Institution		1:00 PM to 3:00 PM
19				
20	4	Lee Correctional Institution	Thursday 2/4/2010	9:00 AM to 10:30 AM
21		Palmer Pre-Release		11:00 AM to 12:00 PM
22		Turbeville Correctional Institution		1:30 PM to 3:00 PM
23		Wateree Correctional Institution		4:00 PM to 5:30 PM
24				
25	5	Coastal Pre-Release	Friday 2/5/2010	10:00 AM to 11:00 AM
26		Lieber Correctional Institution		12:30 PM to 2:00 PM
27		MacDougall Correctional Institution		2:15 PM to 3:30 PM
28				
29	6	Leath Correctional Institution	Monday 2/8/2010	10:00 AM to 12:00 PM
30		Perry Correctional Institution		2:00 PM to 4:00 PM
31				
32	7	Tyger River Correctional Institution	Tuesday 2/9/2010	10:00 AM to 12:00 PM
33		Livesay Pre-Release A & B		1:30 PM to 3:00 PM
34				
35	8	Lower Savannah Pre-Release	Wednesday 2/10/2010	9:00 AM to 10:00 AM
36		Trenton Correcitonal Institiution		11:00 AM to 12:30 PM
37		McCormick Correctional Institution		2:00 PM to 3:30 PM
38				
39	9	Evans Correctional Institution	Thursday 2/11/2010	10:30 AM to 12:30 PM
40				
41	10	Ridgeland Correctional Institution	Friday 2/12/2010	10:30 AM to 12:30 PM
42				
43	For more information contact Jay Daniel at 803-896-3919.		VENDOR MUST RSVP TO JAY DANIEL IF ATTENDING	

Site	Phones	Roll Carts
Allendale	48	5
Broad River	74	12
Campbell	18	
Catawba	12	
Coastal	9	
Tyger River (Dutchman)	72	4
Tyger River (Cross)	46	4
Evans	50	5
Goodman	24	
Kershaw	82	8
Kirkland	124	10
Leath	66	2
Lee	77	5
Lieber	52	8
Livesay	19	
Lower savannah	16	
McDougall	44	2
Manning	44	2
McCormick	37	5
Northside	48	
Palmer	17	
Perry	54	6
Ridgeland	94	6
Stevenson	30	2
Trenton	46	2
Turbeville	93	8
Waldon	22	
Wateree	52	2
Watkins	29	
Womens (Graham)	58	10
Total	1457	108

Booths

6 R-6 Pedestals In common area between East & West

3 Adco 107 Booths outside of apparel plant

Institution	Dorm #	Dorm Units	Number of Wings	Beds per Wing	Total Number beds
Allendale Correctional Institution					
F1 Colleton	A	1	2	150	300
	B			150	
F2 Barnwell	A	1	2	124	273
	B			149	
F3 Hampton	A	1	2	147	297
	B			150	
F4 Bamberg	A	1	2	150	278
	B			128	
U Jasper (SMU)	A	1	2	92	186
	B			94	
Total		5	10		1334
Broad River Correctional Institution					
F1 Murray	A	1	2	126	252
	B			126	
F2 Marion	A	1	2	126	252
	B			126	
F3 Wateree	A	1	2	126	252
	B			126	
F4 Monticello	A	1	2	126	252
	B			126	
F5 Greenwood	A	1	2	153	306
	B			153	
F6 Moultrie	A	1	2	153	306
	B			153	
U1 Congree	A	1	2	90	180
	B			90	
U2 Saluda	A	1	2	48	96
	B			48	
Total		8	10		1896
Camille Griffin Graham Correctional Institution					
F1 Whitney	A	1	2	48	96
	B			48	
F2 Serria	A	1	2	48	105
	B			57	
F3 Blue Ridge	A	1	2	48	90
	B			42	
F4 Zion	A	1	2	48	96
	B			48	
U SMU	A	1	2		0
	B				
R R&E	A	1	2	138	258
	B			120	
Total		6	12		645

Campbell Pre-Release

C-E Dorm - Eeast	A	1	2	38	75
	B			37	
C-W Dorm - West	A	1	2	38	75
	B			37	
D Dorm - Annex	A	1	2	48	96
	B			48	
Total		3	6		246

Catawba Pre-Release

A Main Building	W1	1	10	24	188
	W2			24	
	W3			24	
	W4			16	
	W5			16	
	W6			16	
	W7			14	
	W10			18	
	W11			18	
	W12			18	
Total		1	10		188

Coastal Pre-Release

F Housing	A	1	4	48	174
	B			30	
	C			48	
	D			48	
Total		1	4		174

Evans Correctional Institution

F-1 Santee	A	1	2	147	301
	B			154	
F-2 Kiawah	A	1	2	147	301
	B			154	
F-3 Cheraw	A	1	2	145	281
	B			136	
F-4 Waxhaw	A	1	2	124	252
	B			128	
F-5 Cherokee	A	1	4	64	254
	B			64	
	C			64	
	D			62	
U SMU	A	1	2	78	126
	B			48	
Total		6	14		1515

Goodman Correctional Institution

F-1 Housing		1	1		96
F-2 Housing		1	1		78
F-3 Housing		1	1		88
F-4 Housing		1	1		98
F-5 Housing	A	1	2	43	88
	B			45	

Total			5	6		448
Kershaw Correctional Institution						
F-1	Oak	A	1	2	128	256
		B			128	
F-2	Magnolia	A	1	2	153	307
		B			154	
F-3	Sycamore	A	1	2	152	280
		B			128	
F-4	Palmetto	A	1	2	153	306
		B			153	
F-5	Hickory	A	1	4	64	256
		B			64	
		C			64	
		D			64	
C/D	SMU	A	1	2	63	126
		B			63	
Total			6	14		1531
Kirkland Correctional Institution						
J-1	A-1 Housing	A	1	2	96	192
		B			96	
J-2	D Housing	A	1	2	40	80
		B			40	
J-3	A-2 Housing	A	1	2	64	128
		B			64	
J-4	B-1 Housing	A	1	2	96	192
		B			96	
J-5	B-2 Housing	A	1	2	64	128
		B			64	
J-6	C-1 Housing	A	1	2	96	192
		B			96	
J-7	C-2 Housing	A	1	2	96	192
		B			96	
J-8	F-1 Housing	A	1	2	179	358
		B			179	
J-9	F-2 Housing	A	1	2	151	302
		B			151	
J-10	F-3 Housing	A	1	2	190	380
		B			190	
D	Special Needs	A	1	4	52	236
		B			52	
		C			66	
		D			66	
F	Gilliam Pyshiatric Hospital	A	1	2	49	98
		B			49	
L	Supermax Housing	A	1	4	13	50
		B			13	
		C			12	
		D			12	
E	Infirmary		1	1	24	24
Total			14	31		2552

Leath Correctional Institution

F-1	Alexander	A	1	4	24	96
		B			24	
		C			24	
		D			24	
F-2	Cambridge	A	1	4	36	144
		B			36	
		C			36	
		D			36	
F-3	Laurel	A	1	4	24	132
		B			36	
		C			36	
		D			36	
F-4	Montgomery	A	1	4	36	152
		B			36	
		C			44	
		D			36	
F-5	Phoenix	A	1	2	124	252
		B			128	
F-6		A	1	2	0	
		B				
Total			6	20		776

Lee Correctional Institution

F-1	Kershaw	A	1	2	128	256
		B			128	
F-2	Chesterfield	A	1	2	128	256
		B			128	
F-3	Sumter	A	1	2	128	256
		B			128	
F-4	Darlington	A	1	2	128	256
		B			128	
F-5	Richland	A	1	4	64	256
		B			64	
		C			64	
		D			64	
F-6	Florence	A	1	2	128	256
		B			128	
D	SMU	A	1	2	126	252
		B			126	
	Infirmary				20	20
Total			7	16		1808

Lieber Correctional Institution

F-1	Edisto	A	1	2	144	292
		B			148	
F-2	Cooper	A	1	2	124	263
		B			139	
F-3	Ashley	A	1	2	124	252
		B			128	
F-4	Stono	A	1	2	124	252

	B			128	
F-5 Wando	A	1	4	64	256
	B			64	
	C			64	
	D			64	
U-1 Death Row	A	1	2	47	94
	B			47	
U-2 SMU	A	1	2	70	137
	B			67	
Infirmary				9	9
Total		7	16		1555

Livesay Pre-Release "A"

F-1 A - Dorm		1	1	48	48
F-2 B - Dorm		1	1	48	48
F-3 C - Dorm		1	1	60	60
Total		3	3		156

Livesay Pre-Release "B"

N-1 Housing	A	1	2	17	34
	B			17	
N-2 Housing	A	1	2	18	64
	B			46	
N-3 Housing	A	1	2	18	64
	B			46	
N-4 Housing	A	1	2	18	64
	B			46	
N-5 Housing (THU)	A	1	4	49	98
	B			49	
N-6 Housing	A	1	2	72	144
	B			72	
Total		6	14		468

Lower Savannah Pre-Release

C Dorm 3	A	1	5	13	58
	B			13	
	C			15	
	D			15	
	E			2	
E 96 Bed Addition 2	A	1	4	24	96
	B			24	
	C			24	
	D			24	
F 96 Bed Addition 1	A	1	4	24	96
	B			24	
	C			24	
	D			24	
Total		3	13		250

MacDougall Correctional Institution

F-1 Magnolia	A	1	4	48	192
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	B			48	
	C			48	
	D			48	
F-2 Birch	A	1	4	48	192
	B			48	
	C			48	
	D			48	
F-3 Cypress	A	1	4	48	192
	B			48	
	C			48	
	D			48	
Total		3	12		576

Manning Correctional Institution

E-1 Ward		1	6	79	474
E-2 Ward				79	
E-3 Ward				79	
E-4 Ward				79	
E-5 Ward				79	
E-6 Ward				79	
J THU - Ward 7	A	1	4	36	144
	B			36	
	C			36	
	D			36	
R Housing	AA	1	4	48	192
	AB			48	
	PA			48	
	PB			48	
E Lockup	5CB	1	1	23	23
Total		4	15		833

McCormick Correctional Institution

F-1 Housing	A	1	2	139	277
	B			138	
F-2 Housing	A	1	2	147	294
	B			147	
F-3 Housing	A	1	2	135	270
	B			135	
F-4 Housing	A	1	2	147	293
	B			146	
U SMU	A	1	2	64	116
	B			52	
Infirmary				20	20
Total		5	10		1270

Palmer Pre-Release

A Dorm	A-1	1	2	50	100
	A-2			50	
B Housing - B wing	B-1	1	2	48	96
	B-2			48	
D Housing - D wing	D-1	1	2	48	96
	D-2			48	

Total		3	6		292
Perry Correctional Institution					
M-A SHU Housing - A Dorm	X	1	3	66	136
	Y			58	
	Z			12	
M-B SHU Housing - B Dorm	X	1	3	22	48
	Y			20	
	Z			6	
M-C SHU Housing - C Dorm	X	1	3	22	48
	Y			20	
	Z			6	
M-D SHU Housing - D Dorm	X	1	3	22	48
	Y			20	
	Z			6	
Q-1 Housing Unit 1	A	1	2	96	192
	B			96	
Q-2 Housing Unit 2	A	1	2	96	192
	B			96	
Q-3 Housing Unit 3	A	1	2	96	192
	B			96	
Q-4 Housing Unit 4	A	1	2	96	192
	B			96	
I Infirmary				20	20
Total		8	20		1068
Ridgeland Correctional Institution					
F-1 Beaufort	A	1	2	136	288
	B			152	
F-2 Georgetown	A	1	2	158	315
	B			157	
F-3 Savannah	A	1	2	158	316
	B			158	
F-4 Charleston	A	1	2	158	316
	B			158	
U SMU	A	1	4	24	82
	B			14	
	C			24	
	D			20	
D Medical		1	1	8	8
		6	13		1325
Stevenson Correctional Institution					
D-1 Ward 1		1	1	24	24
D-2 Ward 2		1	1	60	60
D-3 Ward 3		1	1	34	34
D-4 Ward 4		1	1	48	49
D-5 Ward 5		1	1	48	48
D-6 Ward 6	A	1	2	48	120
	B			72	

U	SMU		1	1	12	12
Total			7	8		347

Trenton Correcitonal Institiution

F-1	Housing	A	1	4	56	224
		B			56	
		C			56	
		D			56	
F-2	Housing	A	1	4	56	224
		B			56	
		C			56	
		D			56	
F-3	Housing	A	1	4	56	224
		B			56	
		C			56	
		D			56	
U	SMU		1	1	47	47
Total			4	13		719

Turbeville Correctional Institution

F-1	Selco	A	1	2	136	272
		B			136	
F-2	Elliott	A	1	2	136	272
		B			136	
F-3	Wyboo	A	1	2	136	272
		B			136	
F-4	Tawcaw	A	1	2	136	272
		B			136	
F-5	Rimini	A	1	4	64	256
		B			64	
		C			64	
		D			64	
F-6	Santee	A	1	4	64	128
		B			64	
		C			0	
		D			0	
U	SMU	N	1	4	20	68
		S			12	
		E			20	
		W			16	
D	Medical		1	1	8	8
Total			8	21		1548

Tyger River Correctional Institution

U-1	Dorm	A	1	2	48	96
		B			48	
U-2	Dorm	A	1	2	64	128
		B			64	
U-3	Dorm	A	1	2	64	128
		B			64	
U-4	Dorm	A	1	2	64	127
		B			63	

U-5 Dorm	A	1	2	64	127
	B			63	
U-6 Dorm	A	1	2	48	96
	B			48	
U-7 Dorm	A	1	2	48	96
	B			48	
U-8 Dorm	A	1	2	60	120
	B			60	
U-9 Dorm	A	1	2	48	96
	B			48	
U-10 Dorm	A	1	2	55	109
	B			54	
U-11 Dorm	A	1	2	55	109
	B			54	
M SMU - Upper Yard		1	1	48	48
M SMU - Lower Yard		1	1	58	58
Total		13	24		1338

Walden Correctional Institution

B Housing	A	1	4	16	158
	B			52	
	C			38	
	D			52	
D Housing	B-2	1	1	104	104
J Housing	3-W1	1	4	36	144
	3-W2			36	
	3-W3			36	
	3-W4			36	
Total		3	9		406

Wateree Correctional Institution

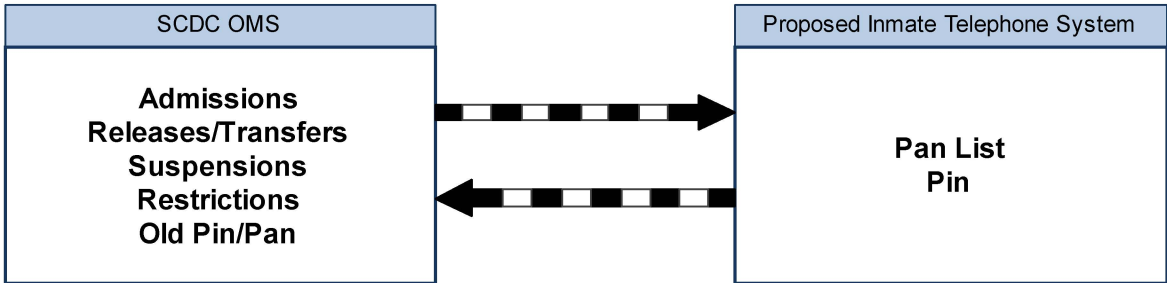
A Ward	W-1	1	6	70	420
	W-2			70	
	W-3			70	
	W-4			70	
	W-5			70	
	W-6			70	
Q Ward	W-7	1	1	70	70
D-1 Dorm	A	1	2	72	144
	B			72	
D-2 Dorm	A	1	2	72	144
	B			72	
D-3 Dorm	A	1	3	0	0
	B			0	
	C			0	
D-4 YOIP Dorm	A	1	3	54	162
	B			54	
	C			54	
Boiler House		1	1	3	3
Total		7	18	943	943

Watkins Pre-Release

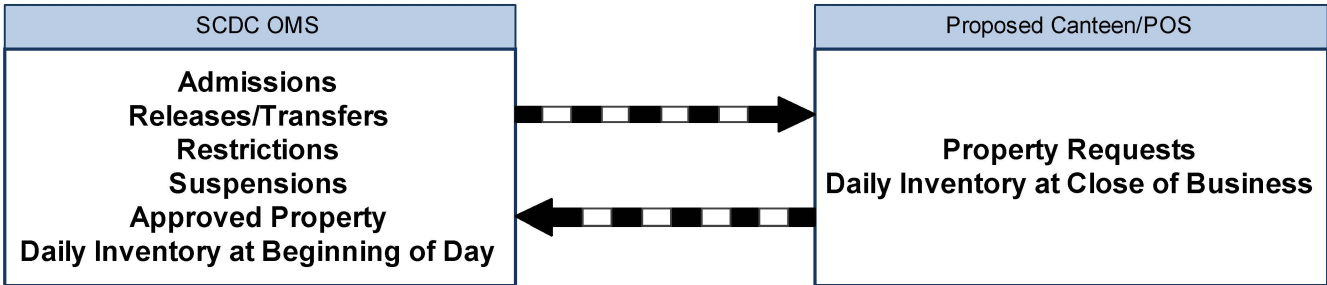
F-1 Dorm - A	1	1	56	56
F-2 Dorm - B	1	1	56	56
F-3 Dorm - C	1	1	56	56
F-4 Dorm - D	1	1	56	56
Total	4	4		224

DOC Data Exchange Chart

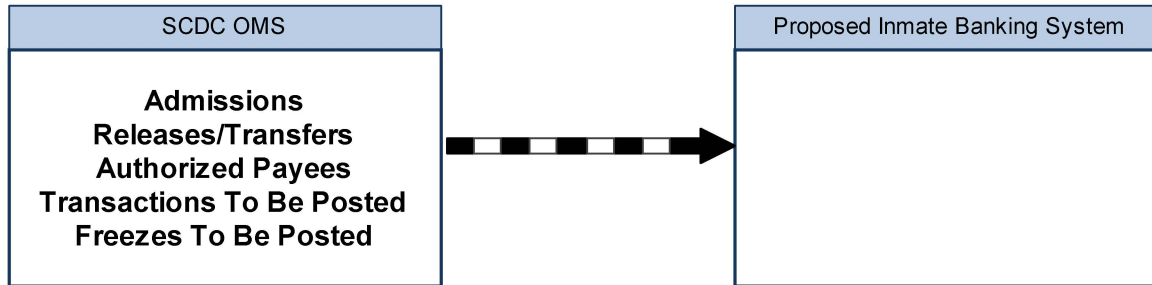
Inmate Phone Systems Data Exchange



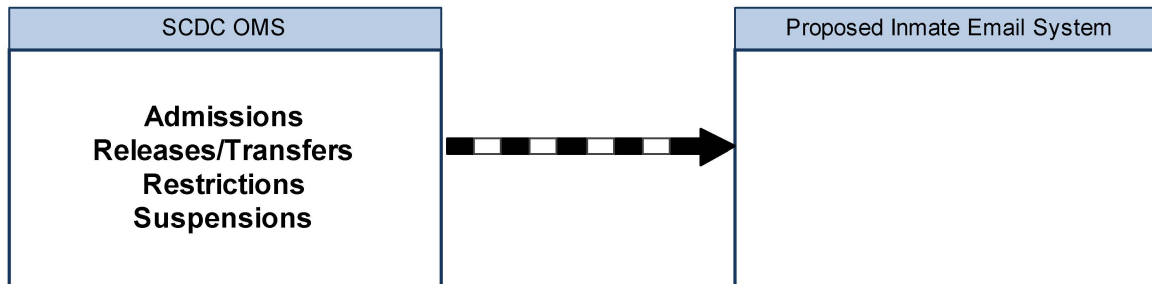
Canteen/Pos Data Exchange



E.H. Cooper (Inmate Banking) Data Exchange



Inmate Email Data Exchange



**SOUTH CAROLINA DEPARTMENT OF CORRECTIONS
INMATE TEMPORARY TELEPHONE LIST**

Inmate Name: (First/Last) _____ **Institution:** _____ **Unit/Room #** _____

SCDC Inmate Number: _____ **Inmate Signature:** _____ **Date:** _____

Telephone Number (Toll-free numbers and cellular telephone numbers are not allowed.)	Name	Address	Relationship	Data Input
1. *()				
2. ()				
3. ()				
4. ()				
5. ()				

**DO NOT WRITE BELOW THIS LINE
INMATE TELEPHONE SERVICES
DATA ENTRY**

***EMERGENCY NOTIFICATION NUMBER**

The numbers entered on this Form 2-2 may be called for 90 days from the date of entry into the database. After 90 days, these numbers will be deleted from the authorized telephone number database and the inmate will not be able to call them. During the 90 days, the inmate must mail SCDC Form 2-3, "Telephone Privilege Request," to each person they wish to call. This person must fully complete the Form 2-3 and mail the form back to the inmate. See SCDC Policy/Procedure ADM-15.02, "Telephone Use," for additional information.

DATA INPUT DATE: _____ **DATA INPUT BY:** _____

COMMENTS (For Sprint use only):

**SOUTH CAROLINA DEPARTMENT OF CORRECTIONS
TELEPHONE PRIVILEGE REQUEST
PLEASE PRINT**

A copy of the first page of your most current telephone bill must be mailed with this form. All information requested on this form must be provided. After you have filled out the form, mail it to the address on the reverse side of this form. If you are the inmate's attorney, please see the reverse side of this form for additional information.

Inmate: Please fill out this block before you mail this form to the person who you want to be added to your telephone list.

INMATE NAME: _____ **INMATE SCDC NUMBER:** _____

INSTITUTION TO WHICH ASSIGNED: _____ **UNIT/ROOM#:** _____

I wish to be added to the telephone list of the above inmate so that I can receive collect phone calls from this inmate. My name, relationship to the inmate, telephone number, telephone service provider, physical address, and mailing address are listed below. I understand that no toll-free numbers or cellular telephone numbers are allowed.

Name of Requestor (First and Last)	Relationship to Inmate (e.g., mother, friend, attorney)	Telephone Number (Include Area Code)	Local Telephone Service Provider Name

Physical Address (Required by the South Carolina Department of Corrections):

(STREET NUMBER, STREET NAME OR RURAL ROUTE AND BOX NUMBER)

(CITY, STATE, AND ZIP CODE)

Mailing Address (Required by Sprint/If different from address above)

(POST OFFICE BOX NUMBER, CITY, STATE, AND ZIP CODE)

Both addresses are required if applicable. A Post Office box alone is not acceptable. A physical address is mandatory:

By completing this form I am stating that I understand and agree to the following:

1. I am the party to whom the residential telephone service is billed or an acceptable agent for that party.
2. I agree to pay all costs associated with accepting collect telephone calls from the above inmate.
3. I will always be quoted the rate prior to acceptance and charges do not begin until I accept the telephone call.
4. It is always my choice to accept or refuse a call.
5. Since inmate telephone privileges are a privilege not a right of the inmate, I understand that any fraudulent information that I provide in connection with this form or any efforts to defraud the phone company or to commit fraud using this phone system may result in loss of or restricted use of these privileges for the inmate.
6. I understand that all calls are subject to monitoring and recording with the exception of an inmate's attorney who has provided a request to the South Carolina Department of Corrections General Counsel. (Attorneys, please see reverse side for more information.)
7. In the event that the inmate has reached the maximum of twenty (20) allowed numbers on his/her phone list the responsibility to accept or deny this request will be the sole responsibility and decision of the inmate.

(SIGNATURE OF RESPONSIBLE PARTY)

(DATE)

Data Entry Performed by: _____ on _____

INSTRUCTIONS FOR INMATES:

- This form must be mailed to anyone who you wish to call during your incarceration, including your attorney, if applicable. You should write your name, SCDC Inmate Number, Institution to which Assigned, and Unit/Room in the space provided.
- All telephone calls are collect calls and are charged to the person you call.
- The person you wish to call must complete the form and mail it to the address listed below. After the telephone vendor enters the information from the Form 2-3 into the telephone database, the Form 2-3 will be returned to you. This will serve as your notice that you may call that number.
- If you abuse telephone privileges, your telephone privileges may be suspended or restricted. Dependent on the circumstances, you may be prohibited from calling certain numbers or may be prohibited from using the telephone entirely, except for verifiable attorney calls.
- If you use the telephone to abuse or harass the recipient of the telephone call, you will be subject to disciplinary action. See SCDC Policies/Procedures ADM-15.02, "Telephone Use," and OP-22.14, "Inmate Disciplinary System," for additional information.

INFORMATION FOR ATTORNEYS: If you are an inmate's attorney and do not wish your call to be monitored you must send a letter to the South Carolina Department of Corrections Office of General Counsel requesting that your calls not be monitored. The letter must be on your law office letterhead and must include the following information: the inmate's name and SCDC identification number, the attorney's telephone number, the attorney's South Carolina Bar Association membership number, and the attorney's signature. These letters must be sent to the South Carolina Department of Corrections, Office of the General Counsel, P.O. Box 21787, 4444 Broad River Road, Columbia, S.C., 29221-1787 or you may send the letter on law office letter head with the same information to the inmate who must provide the letter to the Warden/designee. No verbal requests will be accepted.

MAIL THIS FORM TO:

**SPRINT
C/O SOUTH CAROLINA DEPARTMENT OF CORRECTIONS
P.O. BOX 21787
4444 BROAD RIVER ROAD
COLUMBIA SC 29221-1787**

(NOTE: Many telephone companies provide only local service and/or will not bill for collect calls. Therefore, a block may exist on your telephone number, which will not allow the call to be completed. If your telephone service is offered by such a company, Sprint will offer alternatives such as direct billing or prepaid accounts that will make it possible for you to receive these calls.)

South Carolina Department of Corrections

Year 01-01-2009 - 01-31-2010						
SOUTH CAROLINA DEPT. OF CORRECTI						
Inmate Year-to-Date Call Pattern Totals	COLLECT		PREPAID		DEBIT	
	MSGs.	REVENUE	MSGs.	REVENUE	MSGs.	REVENUE
Jan-09	107,348	\$ 209,419.00	119,183	\$ 174,533.32	0	\$ -
Feb	98,499	\$ 191,754.40	131,457	\$ 192,805.03	0	\$ -
Mar	114,866	\$ 226,835.55	165,643	\$ 239,056.73	1,642	\$ 2,488.24
April	107,865	\$ 213,243.90	148,285	\$ 207,306.32	3,086	\$ 4,525.44
May	101,905	\$ 200,772.80	145,175	\$ 200,651.75	3,174	\$ 4,445.60
June	106,344	\$ 208,412.40	156,066	\$ 209,730.58	3,273	\$ 4,599.92
Jul	108,389	\$ 215,169.70	153,779	\$ 209,664.73	3,686	\$ 5,833.32
Aug	106,918	\$ 211,927.25	160,501	\$ 215,379.17	4,424	\$ 6,310.84
Sept	97,761	\$ 193,264.20	153,421	\$ 207,018.63	4,253	\$ 6,409.48
Oct	99,910	\$ 191,284.65	156,057	\$ 214,765.34	4,833	\$ 7,397.56
Nov	103,513	\$ 207,932.15	168,285	\$ 226,113.96	4,693	\$ 6,930.72
Dec	105,133	\$ 211,136.40	176,115	\$ 235,082.98	5,261	\$ 7,545.28
Jan-10	98,207	\$ 188,311.85	153,692	\$ 209,340.00	5,936	\$ 8,362.28
TOTAL	1,356,658	\$ 2,669,464.25	1,987,659	\$ 2,741,448.54	44,261	\$ 64,848.68

MONTH	SITE NAME	LOCAL CALLS	LOCAL MINUTES	LOCAL REV
Jan-09	Allendale	1129	15011	564.5
Jan-09	Broad River	4052	48909	2026
Jan-09	Camille Graham	1412	16879	706
Jan-09	Campbell Pre-Release	3015	37141	1507.5
Jan-09	Catawba Pre-Release	971	11177	485.5
Jan-09	Coastal Pre-Release	3197	37825	1598.5
Jan-09	Cross Anchor	4983	66445	2491.5
Jan-09	Dutchman	2793	33490	1396.5
Jan-09	Evans	766	9349	383
Jan-09	Goodman	1447	17493	723.5
Jan-09	Kershaw	1623	20183	811.5
Jan-09	Kirkland	3946	48698	1973
Jan-09	Leath	625	7403	312.5
Jan-09	Lee	197	2693	98.5
Jan-09	Lieber	3404	43113	1702
Jan-09	Livesay Pre-Release	1586	18758	793
Jan-09	Lower Savannah Pre-Release	1159	13635	579.5
Jan-09	MacDougall	219	2434	109.5
Jan-09	Manning	5067	63344	2533.5
Jan-09	McCormick	13	175	6.5
Jan-09	Northside	3188	40816	1594
Jan-09	Palmer Pre-Release	1803	21279	901.5
Jan-09	Perry	5254	65295	2627
Jan-09	Ridgeland	994	12005	497
Jan-09	Stevenson	2119	26708	1059.5
Jan-09	Trenton	342	3781	171
Jan-09	Turbeville	746	9296	373
Jan-09	Walden	3143	40086	1571.5
Jan-09	Wateree	1740	22124	870
Jan-09	Watkins Pre-Release	786	9718	393
Feb-09	Allendale	924	12190	462
Feb-09	Broad River	4195	50173	2097.5
Feb-09	Camille Graham	1400	16953	700
Feb-09	Campbell Pre-Release	2851	34677	1425.5
Feb-09	Catawba Pre-Release	1359	15636	679.5
Feb-09	Coastal Pre-Release	2872	35614	1436
Feb-09	Cross Anchor	5102	67216	2551
Feb-09	Dutchman	2442	27932	1221
Feb-09	Evans	918	11301	459
Feb-09	Goodman	1505	17540	752.5
Feb-09	Kershaw	1710	22018	855
Feb-09	Kirkland	3647	45329	1823.5
Feb-09	Leath	815	9693	407.5
Feb-09	Lee	331	4238	165.5
Feb-09	Lieber	3635	45711	1817.5
Feb-09	Livesay Pre-Release	1464	16212	732
Feb-09	Lower Savannah Pre-Release	1492	18004	746
Feb-09	MacDougall	335	3957	167.5
Feb-09	Manning	4323	53608	2161.5
Feb-09	McCormick	15	214	7.5

Feb-09 Northside	3071	39448	1535.5
Feb-09 Palmer Pre-Release	1599	19183	799.5
Feb-09 Perry	5606	70330	2803
Feb-09 Ridgeland	1376	17252	688
Feb-09 Stevenson	2465	31435	1232.5
Feb-09 Trenton	278	2992	139
Feb-09 Turbeville	580	7249	290
Feb-09 Walden	2998	38277	1499
Feb-09 Wateree	2175	27310	1087.5
Feb-09 Watkins Pre-Release	696	7997	348
Mar-09 Allendale	1263	16563	631.5
Mar-09 Broad River	4888	57832	2444
Mar-09 Camille Graham	2229	27252	1114.5
Mar-09 Campbell Pre-Release	3528	43990	1764
Mar-09 Catawba Pre-Release	1850	20758	925
Mar-09 Coastal Pre-Release	3665	45084	1832.5
Mar-09 Cross Anchor	7274	94645	3637
Mar-09 Dutchman	4548	53832	2274
Mar-09 Evans	1039	12189	519.5
Mar-09 Goodman	1594	19319	797
Mar-09 Kershaw	2122	27376	1061
Mar-09 Kirkland	4937	59430	2468.5
Mar-09 Leath	931	10806	465.5
Mar-09 Lee	388	4820	194
Mar-09 Lieber	4027	50471	2013.5
Mar-09 Livesay Pre-Release	1696	19077	848
Mar-09 Lower Savannah Pre-Release	1632	19690	816
Mar-09 MacDougall	653	8002	326.5
Mar-09 Manning	5540	70453	2770
Mar-09 McCormick	15	201	7.5
Mar-09 Northside	3738	48279	1869
Mar-09 Palmer Pre-Release	1363	15569	681.5
Mar-09 Perry	5318	66736	2659
Mar-09 Ridgeland	2231	28194	1115.5
Mar-09 Stevenson	2771	35237	1385.5
Mar-09 Trenton	331	3429	165.5
Mar-09 Turbeville	562	6693	281
Mar-09 Walden	2985	37811	1492.5
Mar-09 Wateree	3339	41928	1669.5
Mar-09 Watkins Pre-Release	1091	12619	545.5
Apr-09 Allendale	1307	16871	653.5
Apr-09 Broad River	4794	57565	2397
Apr-09 Camille Graham	2188	24409	1094
Apr-09 Campbell Pre-Release	2904	36044	1452
Apr-09 Catawba Pre-Release	1778	19803	889
Apr-09 Coastal Pre-Release	3094	38073	1547
Apr-09 Cross Anchor	6535	82050	3267.5
Apr-09 Dutchman	3903	47348	1951.5
Apr-09 Evans	901	10103	450.5
Apr-09 Goodman	1803	22393	901.5
Apr-09 Kershaw	1548	19511	774

Apr-09 Kirkland	4602	55329	2301
Apr-09 Leath	695	6980	347.5
Apr-09 Lee	323	4108	161.5
Apr-09 Lieber	4160	53181	2080
Apr-09 Livesay Pre-Release	1270	14099	635
Apr-09 Lower Savannah Pre-Release	1172	15335	586
Apr-09 MacDougall	519	6431	259.5
Apr-09 Manning	5992	76397	2996
Apr-09 McCormick	14	177	7
Apr-09 Northside	3702	47284	1851
Apr-09 Palmer Pre-Release	1297	15771	648.5
Apr-09 Perry	6048	76538	3024
Apr-09 Ridgeland	2241	27828	1120.5
Apr-09 Stevenson	1851	22685	925.5
Apr-09 Trenton	702	8474	351
Apr-09 Turbeville	465	5431	232.5
Apr-09 Walden	3382	42139	1691
Apr-09 Wateree	3504	44833	1752
Apr-09 Watkins Pre-Release	1019	12083	509.5
May-09 Allendale	1071	13423	535.5
May-09 Broad River	4707	56199	2353.5
May-09 Camille Graham	2088	24966	1044
May-09 Campbell Pre-Release	2137	25851	1068.5
May-09 Catawba Pre-Release	2011	21533	1005.5
May-09 Coastal Pre-Release	2771	33275	1385.5
May-09 Cross Anchor	5525	69188	2762.5
May-09 Dutchman	3547	44138	1773.5
May-09 Evans	1117	13107	558.5
May-09 Goodman	1598	20186	799
May-09 Kershaw	1374	17212	687
May-09 Kirkland	4420	53399	2210
May-09 Leath	341	3811	170.5
May-09 Lee	252	3312	126
May-09 Lieber	4926	61638	2463
May-09 Livesay Pre-Release	1498	16747	749
May-09 Lower Savannah Pre-Release	1129	14422	564.5
May-09 MacDougall	472	5653	236
May-09 Manning	5785	74641	2892.5
May-09 McCormick	10	142	5
May-09 Northside	3469	44503	1734.5
May-09 Palmer Pre-Release	1537	18931	768.5
May-09 Perry	6060	75749	3030
May-09 Ridgeland	2152	26241	1076
May-09 Stevenson	2134	26758	1067
May-09 Trenton	510	6759	255
May-09 Turbeville	439	4978	219.5
May-09 Walden	3907	49329	1953.5
May-09 Wateree	2811	35581	1405.5
May-09 Watkins Pre-Release	1234	14070	617
Jun-09 Allendale	993	12231	496.5
Jun-09 Broad River	6076	70643	3038

Jun-09 Camille Graham	2565	31447	1282.5
Jun-09 Campbell Pre-Release	2482	29404	1241
Jun-09 Catawba Pre-Release	1804	19435	902
Jun-09 Coastal Pre-Release	3755	45970	1877.5
Jun-09 Cross Anchor	5953	73763	2976.5
Jun-09 Dutchman	3029	38342	1514.5
Jun-09 Evans	2743	33836	1371.5
Jun-09 Goodman	1751	21393	875.5
Jun-09 Kershaw	2137	26767	1068.5
Jun-09 Kirkland	5987	70483	2993.5
Jun-09 Leath	639	7392	319.5
Jun-09 Lee	14	180	7
Jun-09 Lieber	5085	63973	2542.5
Jun-09 Livesay Pre-Release	1955	21952	977.5
Jun-09 Lower Savannah Pre-Release	1358	16829	679
Jun-09 MacDougall	520	6067	260
Jun-09 Manning	5665	72034	2832.5
Jun-09 McCormick	24	343	12
Jun-09 Northside	3582	46801	1791
Jun-09 Palmer Pre-Release	2198	24377	1099
Jun-09 Perry	5872	72017	2936
Jun-09 Ridgeland	3041	36815	1520.5
Jun-09 Stevenson	1963	24125	981.5
Jun-09 Trenton	458	6239	229
Jun-09 Turbeville	581	6710	290.5
Jun-09 Walden	4637	56889	2318.5
Jun-09 Wateree	3286	42121	1643
Jun-09 Watkins Pre-Release	1748	20526	874
Jul-09 Allendale	1032	13329	516
Jul-09 Broad River	6421	75014	3210.5
Jul-09 Camille Graham	2728	32958	1364
Jul-09 Campbell Pre-Release	1540	18182	770
Jul-09 Catawba Pre-Release	6035	75651	3017.5
Jul-09 Coastal Pre-Release	2956	35905	1478
Jul-09 Cross Anchor	1697	18610	848.5
Jul-09 Dutchman	4729	59465	2364.5
Jul-09 Evans	2316	29192	1158
Jul-09 Goodman	1802	22657	901
Jul-09 Kershaw	5470	64729	2735
Jul-09 Kirkland	13	83	6.5
Jul-09 Leath	682	8430	341
Jul-09 Lee	996	12797	498
Jul-09 Lieber	4965	63259	2482.5
Jul-09 Livesay Pre-Release	1398	15463	699
Jul-09 Lower Savannah Pre-Release	4371	55684	2185.5
Jul-09 MacDougall	222	2403	111
Jul-09 Manning	1887	23991	943.5
Jul-09 McCormick	33	359	16.5
Jul-09 Northside	4247	55432	2123.5
Jul-09 Palmer Pre-Release	1544	17376	772
Jul-09 Perry	5013	62253	2506.5

Jul-09 Ridgeland	3499	42114	1749.5
Jul-09 Stevenson	4132	49217	2066
Jul-09 Trenton	474	6248	237
Jul-09 Turbeville	567	6891	283.5
Jul-09 Walden	2781	34122	1390.5
Jul-09 Wateree	928	10979	464
Jul-09 Watkins Pre-Release	3522	44332	1761
Aug-09 Allendale	1823	23583	911.5
Aug-09 Broad River	6567	77196	3283.5
Aug-09 Camille Graham	2730	33747	1365
Aug-09 Campbell Pre-Release	3147	39801	1573.5
Aug-09 Catawba Pre-Release	1536	16108	768
Aug-09 Coastal Pre-Release	2691	31202	1345.5
Aug-09 Cross Anchor	6215	79131	3107.5
Aug-09 Dutchman	4825	60988	2412.5
Aug-09 Evans	2395	30504	1197.5
Aug-09 Goodman	1173	12615	586.5
Aug-09 Kershaw	1433	17218	716.5
Aug-09 Kirkland	4948	57423	2474
Aug-09 Leath	562	5952	281
Aug-09 Lee	71	666	35.5
Aug-09 Lieber	4523	57831	2261.5
Aug-09 Livesay Pre-Release	1357	15202	678.5
Aug-09 Lower Savannah Pre-Release	1096	13780	548
Aug-09 MacDougall	201	1965	100.5
Aug-09 Manning	4503	57984	2251.5
Aug-09 McCormick	49	608	24.5
Aug-09 Northside	4673	61224	2336.5
Aug-09 Palmer Pre-Release	1712	18843	856
Aug-09 Perry	6031	74268	3015.5
Aug-09 Ridgeland	4364	51365	2182
Aug-09 Stevenson	1945	24887	972.5
Aug-09 Trenton	675	8881	337.5
Aug-09 Turbeville	539	6884	269.5
Aug-09 Walden	4709	56547	2354.5
Aug-09 Wateree	4189	54319	2094.5
Aug-09 Watkins Pre-Release	615	6802	307.5
Sep-09 Allendale	2831	37402	1415.5
Sep-09 Broad River	6894	84607	3447
Sep-09 Camille Graham	2958	37148	1479
Sep-09 Campbell Pre-Release	1027	12846	513.5
Sep-09 Catawba Pre-Release	1421	14724	710.5
Sep-09 Coastal Pre-Release	2865	35685	1432.5
Sep-09 Cross Anchor	6295	79411	3147.5
Sep-09 Dutchman	3737	45597	1868.5
Sep-09 Evans	2015	25932	1007.5
Sep-09 Goodman	1251	15618	625.5
Sep-09 Kershaw	4649	55727	2324.5
Sep-09 Kirkland	123	1202	61.5
Sep-09 Leath	454	5202	227
Sep-09 Lee	1298	16454	649

Sep-09 Lieber	2985	38183	1492.5
Sep-09 Livesay Pre-Release	1098	12822	549
Sep-09 Lower Savannah Pre-Release	4890	63553	2445
Sep-09 MacDougall	159	1674	79.5
Sep-09 Manning	1487	18686	743.5
Sep-09 McCormick	53	747	26.5
Sep-09 Northside	4541	60438	2270.5
Sep-09 Palmer Pre-Release	1829	20141	914.5
Sep-09 Perry	5682	70420	2841
Sep-09 Ridgeland	3952	46519	1976
Sep-09 Stevenson	4180	50552	2090
Sep-09 Trenton	778	10569	389
Sep-09 Turbeville	308	3746	154
Sep-09 Walden	4705	61720	2352.5
Sep-09 Wateree	479	5306	239.5
Sep-09 Watkins Pre-Release	2343	28991	1171.5
Oct-09 Allendale	2817	38062	1408.5
Oct-09 Broad River	7297	89145	3648.5
Oct-09 Camille Graham	2120	26217	1060
Oct-09 Campbell Pre-Release	2942	36034	1471
Oct-09 Catawba Pre-Release	1588	17185	794
Oct-09 Coastal Pre-Release	2506	29908	1253
Oct-09 Cross Anchor	7203	91899	3601.5
Oct-09 Dutchman	2959	35283	1479.5
Oct-09 Evans	1910	24553	955
Oct-09 Goodman	1111	13504	555.5
Oct-09 Kershaw	2114	26975	1057
Oct-09 Kirkland	4848	58431	2424
Oct-09 Leath	392	4402	196
Oct-09 Lee	194	2131	97
Oct-09 Lieber	4234	54035	2117
Oct-09 Livesay Pre-Release	1061	12131	530.5
Oct-09 Lower Savannah Pre-Release	957	11707	478.5
Oct-09 MacDougall	156	2100	78
Oct-09 Manning	5818	77874	2909
Oct-09 McCormick	68	886	34
Oct-09 Northside	5339	69383	2669.5
Oct-09 Palmer Pre-Release	1745	19816	872.5
Oct-09 Perry	5703	72193	2851.5
Oct-09 Ridgeland	3833	43874	1916.5
Oct-09 Stevenson	1136	13959	568
Oct-09 Trenton	923	11998	461.5
Oct-09 Turbeville	360	4262	180
Oct-09 Walden	4104	49854	2052
Oct-09 Wateree	4295	57373	2147.5
Oct-09 Watkins Pre-Release	540	6389	270
Nov-09 Allendale	2719	37256	1359.5
Nov-09 Broad River	6711	82975	3355.5
Nov-09 Camille Graham	3383	41232	1691.5
Nov-09 Campbell Pre-Release	1074	12426	537
Nov-09 Catawba Pre-Release	2259	25557	1129.5

Nov-09 Coastal Pre-Release	2793	34759	1396.5
Nov-09 Cross Anchor	7173	90194	3586.5
Nov-09 Dutchman	3372	39568	1686
Nov-09 Evans	2079	25953	1039.5
Nov-09 Goodman	1640	20703	820
Nov-09 Kershaw	4675	56537	2337.5
Nov-09 Kirkland	20	235	10
Nov-09 Leath	332	3828	166
Nov-09 Lee	1299	14719	649.5
Nov-09 Lieber	4453	57475	2226.5
Nov-09 Livesay Pre-Release	884	10158	442
Nov-09 Lower Savannah Pre-Release	6588	85409	3294
Nov-09 MacDougall	283	3473	141.5
Nov-09 Manning	943	12017	471.5
Nov-09 McCormick	58	748	29
Nov-09 Northside	5751	73914	2875.5
Nov-09 Palmer Pre-Release	2464	27771	1232
Nov-09 Perry	5490	68795	2745
Nov-09 Ridgeland	3952	46835	1976
Nov-09 Stevenson	4583	55915	2291.5
Nov-09 Trenton	824	10570	412
Nov-09 Turbeville	672	8342	336
Nov-09 Walden	4850	63222	2425
Nov-09 Wateree	1167	14336	583.5
Nov-09 Watkins Pre-Release	1890	23684	945
Dec-09 Allendale	2662	36540	1331
Dec-09 Broad River	7797	95645	3898.5
Dec-09 Camille Graham	2983	35861	1491.5
Dec-09 Campbell Pre-Release	849	10307	424.5
Dec-09 Catawba Pre-Release	2266	25151	1133
Dec-09 Coastal Pre-Release	2890	35341	1445
Dec-09 Cross Anchor	7716	96108	3858
Dec-09 Dutchman	4003	47422	2001.5
Dec-09 Evans	1641	20745	820.5
Dec-09 Goodman	933	12188	466.5
Dec-09 Kershaw	4716	57034	2358
Dec-09 Kirkland	139	1869	69.5
Dec-09 Leath	321	3488	160.5
Dec-09 Lee	1867	21127	933.5
Dec-09 Lieber	4836	62331	2418
Dec-09 Livesay Pre-Release	1547	16709	773.5
Dec-09 Lower Savannah Pre-Release	6425	83850	3212.5
Dec-09 MacDougall	364	4688	182
Dec-09 Manning	1471	19616	735.5
Dec-09 McCormick	76	915	38
Dec-09 Northside	5767	73884	2883.5
Dec-09 Palmer Pre-Release	2430	25009	1215
Dec-09 Perry	6115	76670	3057.5
Dec-09 Ridgeland	3518	43018	1759
Dec-09 Stevenson	3953	47513	1976.5
Dec-09 Trenton	557	6954	278.5

Dec-09 Turbeville	793	9980	396.5
Dec-09 Walden	5259	69244	2629.5
Dec-09 Wateree	1262	15644	631
Dec-09 Watkins Pre-Release	2099	26733	1049.5
Jan-10 Allendale	1830	24750	915
Jan-10 Broad River	6897	86560	3448.5
Jan-10 Camille Graham	1678	21218	839
Jan-10 Campbell Pre-Release	2562	31415	1281
Jan-10 Catawba Pre-Release	2401	27485	1200.5
Jan-10 Coastal Pre-Release	3006	37356	1503
Jan-10 Cross Anchor	6156	77299	3078
Jan-10 Dutchman	3810	45225	1905
Jan-10 Evans	1662	21092	831
Jan-10 Goodman	732	8801	366
Jan-10 Kershaw	1002	12572	501
Jan-10 Kirkland	4663	56814	2331.5
Jan-10 Leath	409	4711	204.5
Jan-10 Lee	337	4626	168.5
Jan-10 Lieber	4210	54082	2105
Jan-10 Livesay Pre-Release	1612	17369	806
Jan-10 Lower Savannah Pre-Release	2209	25204	1104.5
Jan-10 MacDougall	203	2537	101.5
Jan-10 Manning	5925	74657	2962.5
Jan-10 McCormick	32	396	16
Jan-10 Northside	4569	59566	2284.5
Jan-10 Palmer Pre-Release	2609	29203	1304.5
Jan-10 Perry	5701	72357	2850.5
Jan-10 Ridgeland	3783	44848	1891.5
Jan-10 Stevenson	1425	18603	712.5
Jan-10 Trenton	772	10089	386
Jan-10 Turbeville	859	10924	429.5
Jan-10 Walden	3759	46684	1879.5
Jan-10 Wateree	3746	49029	1873
Jan-10 Watkins Pre-Release	1363	17086	681.5

INTRALATA CALLS	INTRA MINUTES	INTRALATA REV	INTERLATA CALLS	INTERLATA MINUTES
2470	29283	4163.3	3642	43339
1746	19945	2867.5	8251	95242
843	9613	1382.8	2889	35590
592	6000	896	522	6567
519	6067	866.2	619	7658
539	5413	810.8	109	1190
3901	45113	6461.8	1182	14135
4074	47845	6821.5	2135	26426
2681	29622	4302.7	3968	45833
629	7267	1041.2	2505	27266
1086	13133	1856.3	5625	65412
1261	13163	1946.8	5041	52912
3699	41697	6019.2	2641	31055
3231	34627	5078.2	5212	56809
494	4779	724.9	3363	37298
1428	15197	2233.7	5	35
14	122	19.2	1403	15905
4039	48793	6898.8	2156	24840
1893	21880	3134.5	4189	47634
2977	33617	4850.2	1189	13306
2294	25641	3711.1	252	2654
1830	19526	2867.6	603	6432
2935	33945	4862	1936	23537
3162	39046	5485.6	5067	58939
413	4241	630.6	731	7813
296	3201	468.1	7284	85787
2678	27763	4115.3	6850	76156
804	8450	1247	2456	28338
2835	32511	4668.6	6349	71716
328	3633	527.3	1138	13545
2043	24472	3468.7	3349	39961
2008	22771	3281.1	8761	101163
815	9583	1365.8	2606	31959
513	5174	773.9	473	6184
372	4008	586.8	692	8747
630	6781	993.1	222	2156
3741	43207	6191.2	1075	12902
4033	45868	6603.3	1329	15736
3136	35938	5161.8	4085	48066
491	5639	809.4	2263	25750
1217	15347	2143.2	5626	64672
1468	15737	2307.7	5183	53285
3793	41994	6095.9	2933	34212
3777	41357	6024.2	5652	63181
626	5991	912.1	3601	39806
1076	11664	1704.4	24	230
21	222	32.7	1511	17744
4924	51945	7656.5	2284	21699
1674	18716	2708.6	4379	52015
2535	27064	3973.9	1196	13000

2000	22975	3297.5	260	2879
2047	21121	3135.6	615	6654
3154	36876	5264.6	2132	25484
3578	42463	6035.3	5673	66951
512	5527	808.7	883	9861
410	4422	647.2	6278	74783
2514	26906	3947.6	6838	75298
778	8353	1224.3	2811	32324
3180	37311	5321.1	6745	78311
340	3962	566.2	1164	14117
2812	34100	4816	5172	62642
2479	28797	4119.2	9687	111023
1130	12512	1816.2	3266	39551
508	5297	783.7	631	7745
512	5630	819	576	6772
578	6960	985	160	1445
4946	56341	8107.1	1483	18506
5486	61452	8888.2	1249	14330
4638	54406	7759.6	5626	66523
451	5130	738.5	2939	33513
1919	23911	3350.6	6455	74726
1854	19757	2902.7	6085	61007
4162	47353	6816.3	3230	37289
4043	43869	6408.4	6860	77587
892	9724	1418.4	4171	46432
1411	16192	2324.7	23	277
30	328	47.8	2158	25081
5464	65624	9294.4	3102	35105
1796	20425	2940.5	5391	63440
3701	39970	5847.5	1740	19424
2814	32380	4645	248	2811
1741	19287	2799.2	524	6012
3655	42774	6104.9	2922	34811
4406	53432	7546.2	6181	73201
800	8215	1221.5	994	10802
834	9699	1386.9	7589	89160
3089	33049	4849.4	7643	84010
890	8982	1343.2	3033	33828
3319	39303	5589.8	7222	85351
472	5943	830.3	1214	14691
2712	33016	4657.6	3813	45441
1912	20747	3030.7	8512	96911
774	8566	1243.6	2636	31317
611	6916	997.1	662	7750
335	3351	502.6	559	6455
386	4672	660.2	215	2296
4429	50491	7263.6	1231	14896
4177	49422	7030.7	1541	17387
3624	41199	5931.9	4593	52519
388	4166	610.6	2964	32991
1411	17480	2453.5	5660	65574

1973	22398	3226.3	5936	62053
4093	46741	6720.6	3172	36500
4023	44210	6432.5	6007	66585
900	9033	1353.3	3867	44108
1419	15900	2299.5	12	89
77	774	115.9	1784	20759
4504	54044	7656.4	2862	32454
1481	16743	2414.8	5241	59881
3568	38187	5602.7	1740	18661
2601	29897	4290.2	207	2383
1341	14544	2124.9	501	5681
3998	47156	6714.6	2839	32640
3808	47057	6609.7	6674	76624
742	7431	1114.1	837	9046
650	7671	1092.1	6202	71236
2331	23949	3560.4	5701	62011
885	8234	1265.9	2980	33230
3508	40590	5813	6805	81354
498	6173	866.3	1474	17126
2695	32391	4586.6	4145	49255
1331	14174	2082.9	7183	80887
682	7508	1091.8	3107	35936
771	7477	1133.2	684	7780
367	4058	589.3	568	6560
473	5761	812.6	390	4378
4109	47258	6780.3	1004	12360
4079	47494	6788.9	1786	19655
4044	45152	6537.2	4969	57787
445	4156	638.1	2496	28311
1392	16902	2386.2	5095	59270
1921	21378	3098.3	6133	62419
4264	48878	7019.8	2973	33217
4490	49539	7198.9	5810	63812
790	7680	1163	3753	41792
1432	15228	2238.8	59	555
62	542	85.2	1336	15014
4392	51702	7366.2	3409	39666
1438	15779	2296.9	4769	54000
3559	38588	5638.3	1596	16652
2392	27278	3923.8	274	3092
1270	14058	2040.8	313	3333
4097	45862	6634.7	2065	23268
3803	45722	6473.7	5462	61350
730	8513	1216.3	1017	11212
502	5646	815.6	5164	59634
2381	24153	3605.8	5154	53904
1062	10555	1586.5	3141	34821
3196	36501	5248.1	6545	75786
718	8744	1233.4	1141	13205
2943	35100	4981.5	4278	50779
1686	18554	2698.4	8661	99136

700	7689	1118.9	3678	42864
720	7184	1078.4	981	10238
352	3377	513.7	535	5700
477	5498	788.3	245	2610
3998	45197	6518.7	1012	12458
3130	35603	5125.3	1383	15277
3927	44434	6406.9	5388	62490
406	4347	637.7	2741	31167
1188	14070	2001	5143	60350
2522	26043	3865.3	6711	67883
4452	49628	7188.8	2999	34139
2731	29790	4344.5	4254	45696
715	6700	1027.5	3822	42661
1553	16797	2456.2	36	402
45	365	59	1534	17318
3879	44275	6367	3266	39121
1185	13285	1921	4455	50235
3931	41009	6066.4	1802	19465
2726	31045	4467.5	257	3112
1818	19545	2863.5	505	5541
3752	42950	6171	2329	27918
3586	41748	5967.8	5663	63576
689	7361	1080.6	1063	11691
541	5916	862.1	5753	67910
2153	21831	3259.6	6017	63404
1013	10020	1508.5	2907	31612
3591	41015	5897	7682	88994
943	11791	1650.6	1151	12933
2802	32733	4674.3	4033	48879
2202	24744	3575.4	8011	91469
827	8032	1216.7	972	10669
656	6369	964.9	3052	34617
3521	40266	5787.1	1137	14213
489	5138	758.3	360	3664
276	2804	418.4	632	6768
4140	48388	6908.8	1744	19366
3771	41736	6059.1	5632	65579
1475	17543	2491.8	5141	59116
2485	25291	3771.6	6996	71421
4407	46903	6893.8	6259	68837
4494	49565	7203.5	2945	34359
59	580	87.5	1439	15439
723	7299	1091.4	3565	39413
1415	15134	2220.9	32	357
1423	15680	2279.5	4307	48128
4176	47821	6870.1	3449	41466
407	4072	610.7	1144	13082
3399	36771	5376.6	1580	16331
3185	36707	5263.2	383	4478
1763	19094	2790.9	463	5612
3060	34778	5007.8	2280	27872

3273	37299	5366.4	5801	66790
838	8668	1285.8	2803	30307
488	5095	753.5	5359	63079
2140	22351	3305.1	7048	76821
718	7796	1138.6	3761	44536
418	4303	639.3	1455	16493
3553	39690	5745.5	7100	79450
3091	36979	5243.4	4089	48900
2268	24787	3612.7	6854	77983
594	6860	983	3749	43313
1098	11353	1684.3	1018	10550
235	2451	362.6	537	5831
551	5426	818.1	440	4754
3206	36441	5247.1	1094	12198
3546	40989	5871.9	1223	13584
3721	40315	5892	5386	64168
707	6642	1017.7	3478	35337
1336	15119	2179.9	5196	57682
2161	19893	3069.8	7747	78235
4461	49816	7212.1	2981	33656
3908	41424	6096.4	6852	75983
660	7318	1061.8	3478	37762
1541	16636	2434.1	21	219
34	392	56.2	1277	13597
4392	50474	7243.4	2920	35296
1977	22165	3205	4749	53884
3583	38194	5610.9	1761	18188
3541	39528	5723.3	312	3668
2231	23804	3495.9	699	7271
3314	37370	5394	2104	26151
2828	32462	4660.2	5910	67679
550	5478	822.8	1069	12521
468	5216	755.6	6254	74953
2092	22254	3271.4	7211	78785
1058	11114	1640.4	2796	29561
4438	52065	7425.5	7168	81045
220	1967	306.7	1739	20194
2818	33721	4781.1	4067	47983
2086	23012	3344.2	7314	83383
1240	13540	1974	856	8533
542	5190	790	3018	34706
241	2598	380.3	483	4966
340	3083	478.3	301	3487
3628	42629	6076.9	1228	14767
2598	28760	4175	1075	11621
3350	37499	5424.9	5368	63710
1250	15147	2139.7	4793	53892
1820	17092	2619.2	7728	79095
3589	37325	5527	6238	69309
4164	44622	6544.2	2923	33912
47	574	80.9	1179	12646

690	7736	1118.6	3237	34970
1241	13093	1929.8	39	325
1519	17322	2491.7	4528	51803
4486	51222	7365.2	2335	27019
564	5881	870.1	1140	13230
3012	32356	4741.6	1392	14104
3087	33448	4888.3	272	3373
1844	20093	2931.3	523	5433
3697	41042	5952.7	2217	25840
2974	32930	4780	5280	60479
1069	11134	1647.9	2578	28146
507	5225	776	6589	78183
1734	17755	2642.5	5931	64718
3315	37613	5418.8	7344	85772
456	4712	699.2	1591	18263
817	9402	1348.7	3578	42288
2552	30238	4299.8	4004	47517
2389	25132	3707.7	7847	90171
552	6309	906.9	3452	41015
1208	14439	2047.9	751	7754
247	2752	398.7	750	7863
484	4631	705.1	432	4704
3326	39545	5617.5	987	11799
2722	30308	4391.8	1206	13266
3672	40835	5919.5	4903	57070
513	5074	763.9	2796	32285
1797	20824	2980.9	4855	55479
2230	21762	3291.2	8543	86519
3885	42474	6189.9	2494	28578
3115	33179	4875.4	5517	61035
733	8436	1210.1	3287	37094
932	9845	1450.5	11	96
60	513	81.3	1336	14682
4804	54615	7863.5	2305	27047
1516	16732	2431.2	3822	43368
2758	30659	4444.9	1134	12414
2966	32213	4704.3	316	3921
2214	24601	3567.1	330	3668
4313	49769	7133.4	2069	23816
2703	31640	4515.5	5767	66082
474	4841	721.1	1160	13321
488	5156	759.6	6860	80240
1779	19477	2837.2	6646	73453
1086	11780	1721	2646	29861
3420	39970	5707	7540	87782
542	6261	897.1	1209	13990
2550	30032	4278.2	4316	51077
2647	28139	4137.4	8957	104605
1238	12726	1891.6	1018	10431
581	5680	858.5	2676	29537
343	3982	569.7	767	8779

455	4363	663.8	487	5501
3435	41520	5869.5	940	11249
3490	40136	5758.6	1451	15902
3079	35699	5109.4	5067	58612
1114	12484	1805.4	4593	53658
1983	19801	2971.6	7719	78414
3908	40239	5977.9	6959	78718
4036	45032	6521.2	2943	33618
206	2158	318.8	1980	20900
646	7350	1058	3047	33400
970	9985	1483.5	15	124
1659	18429	2672.4	4210	47168
4992	56327	8128.7	2492	29430
499	5232	772.7	1154	13475
2139	23305	3400	929	9991
3010	32296	4734.6	267	3409
3242	36167	5237.7	601	6538
4656	53406	7668.6	2255	25441
2820	33314	4741.4	5723	64733
1080	12087	1748.7	3062	33544
704	8457	1197.7	7921	92748
1647	17844	2607.9	7394	80579
4536	52373	7505.3	8099	96260
512	5969	852.9	1380	15443
564	6423	924.3	3730	45113
2763	31370	4518.5	4765	56906
2020	21533	3163.3	7836	88484
1637	16960	2514.5	1119	12087
638	6383	957.3	2682	30054
316	3750	533	649	7466
408	3986	602.6	366	3998
3231	38744	5489.9	1164	13860
4206	48396	6942.6	1734	18636
3832	44484	6364.4	5063	58892
1527	19156	2679.1	5776	68184
1981	19493	2939.8	8144	84431
4312	46619	6817.9	6473	70867
4492	50004	7246.4	3068	33754
222	2360	347	1650	17758
492	5406	786.6	3153	34677
1028	10512	1565.2	7	60
1517	16338	2392.3	4050	45056
4854	54745	7901.5	3018	34638
545	5450	817.5	1213	14531
3218	35673	5176.3	1958	21013
2899	31162	4565.7	286	3477
3365	36434	5325.9	668	7021
4089	47324	6776.9	2893	32456
3240	37277	5347.7	5202	55724
1176	12300	1818	3269	36668
548	5944	868.4	7815	91375

1852	19246	2850.6	8258	90077
4480	51193	7359.3	7622	88821
442	5686	789.6	1421	16208
578	7114	1000.4	3856	47076
2565	30577	4340.2	4171	50098
2332	25051	3671.1	7263	85092
529	6526	917.1	2945	36256
1151	11235	1699	933	9871
259	3053	434.8	474	5244
485	5331	775.6	270	3030
2891	33644	4809.9	890	10392
3876	45354	6473.4	1563	16925
3260	37289	5358.9	4136	46803
779	8079	1197.4	2597	29570
1417	17536	2462.1	5181	61054
1696	17169	2564.9	6262	66854
4109	45962	6650.7	2686	30435
4502	49404	7191.4	5957	66372
755	8311	1208.6	2952	34038
781	7710	1161.5	4	16
240	2517	371.7	1513	15858
4537	51212	7389.7	2696	31384
1157	12715	1850	3487	40153
2443	27654	3986.9	1301	13475
2711	29892	4344.7	146	1730
2829	30046	4419.1	576	5693
3478	41327	5871.7	2037	22973
3731	43068	6172.3	4960	56167
392	3938	589.8	1153	13769
657	8320	1160.5	6582	77557
1820	19621	2872.1	7738	86383
906	9752	1428.2	2315	25279
3954	46021	6579.1	6583	78754
597	7166	1015.1	813	8934

INTERLATA REV	INTERSTATE CALLS	INTERSTATE MINUTES	INTERSTATE REV
10142.85	1510	19102	4752.8
22537.3	1023	12792	3197.55
8227.5	584	7653	1877.95
1507.05	147	1713	440.7
1767.7	167	1976	505.15
287.5	85	1154	279.35
3302.25	768	9736	2420.4
6098.9	820	10380	2582
10842.95	1535	18846	4745.65
6594.9	658	8336	2072.9
15436.8	1243	15389	3862.1
12977.8	931	11169	2839.1
7299.25	931	11975	2960
13733.35	1019	11459	2992.6
8957.7	789	9649	2433.6
10.25	68	798	204.7
3788.75	114	1467	362.55
5882	787	9475	2405
11334.1	499	5973	1519.7
3184.9	677	8963	2190.7
650.1	445	5567	1391.3
1567.8	300	3902	960.3
5466.55	833	10722	2649.55
13907.85	937	11663	2920.7
1902.95	146	1849	459.85
20152.05	1018	12819	3195.35
18273.4	899	10567	2708.8
6706.7	151	1873	469.7
17106.4	629	7587	1924.3
3169.75	96	1171	295.65
9343.15	1333	16560	4150.25
23935.45	1199	14002	3599.05
7399.85	626	8097	1997.05
1400.6	171	2080	525.75
2004.05	93	1064	275.85
545.4	134	1802	437.8
3010.3	637	7885	1979
3689.4	652	8287	2058.05
11294.9	1714	21349	5344.85
6125.5	369	4704	1166.85
15326.8	1303	15981	4025.9
13175.75	655	7420	1931.75
8064.8	926	11862	2936.8
15129.15	1221	14146	3648.15
9571.9	914	11300	2837.5
58.5	81	843	227.7
4172.6	129	1618	403.95
5538.85	708	7409	1996.35
12181.25	633	7724	1949.85
3146	669	8614	2128.35

691.85	427	5572	1369.55
1613.1	488	6078	1521.7
5954.6	716	9122	2263.3
15715.65	1063	13507	3354.8
2362.15	146	1800	452.5
17495.45	932	11595	2904.25
18132.7	800	9239	2385.85
7659.6	206	2592	646.3
18491.65	671	8306	2084.65
3281.55	112	1311	336.65
14568.3	1872	23630	5884.5
26340.45	1282	15619	3945.35
9198.65	796	10084	2507.6
1792.75	133	1679	418.1
1591.8	191	2036	544.15
376.75	75	798	213.45
4258.9	701	8479	2148.1
3398.5	818	10776	2638.9
15604.45	2458	31062	7731.8
7965.95	523	6475	1625
17663.9	1719	21619	5391.6
15236.05	1046	11307	3003.55
8823.35	1147	14268	3573.95
18498.05	1455	17060	4377.75
11135.8	1189	15061	3745.4
64.55	69	791	204.9
5920.15	149	1910	472.75
8367.75	641	8246	2038.15
14907	856	10266	2609.9
4653.6	1132	13893	3498.95
669.65	495	6338	1569.45
1425.8	319	4222	1032.05
8143.65	697	8595	2160.5
17161.15	1399	17063	4308.2
2614.3	92	1062	274.3
20963	1094	12751	3280.15
20244.5	899	10617	2716.3
8107.2	331	4060	1022.75
20024.65	773	9691	2419.9
3417.65	204	2588	643.2
10629.15	1632	20170	5065.5
23048.65	1336	15525	3998.75
7333.55	688	8782	2177.3
1824.5	87	1141	279.9
1527.25	136	1599	409.85
559.4	56	650	167.5
3465.4	611	7272	1854.55
4149.05	774	9830	2442
12470.85	1829	22345	5638
7912.65	548	6670	1685.5
15496.1	1700	20734	5235.1

15243.95	1101	12478	3247.95
8647	1142	14607	3618.55
15994.75	1298	14711	3829.15
10483.2	1142	13820	3500.5
25.35	46	611	149.15
4897.85	122	1578	389.2
7730.1	603	7368	1858.95
14223.15	828	10202	2565.3
4539.15	1203	14859	3732.6
564.45	326	3944	999.1
1353.15	185	2270	571.75
7735	691	8525	2142.5
18167.6	1091	13069	3324.1
2193.9	51	604	154.35
16887.4	715	8006	2094.65
15002.65	627	7273	1874.7
7964.5	444	5146	1326.9
19008.1	875	10517	2671.3
4042.9	164	2091	518.65
11533.25	1405	17883	4438.7
19316.05	1164	13981	3552.15
8497.4	870	10804	2708.1
1851	68	827	209.05
1552	186	2048	539.7
1046.7	75	857	222.3
2858	982	12370	3083
4734.25	1021	13251	3263.9
13637.05	2015	24617	6211.3
6742.65	488	5887	1493.05
13985.5	1606	20043	5013.95
15495.85	1030	11512	3014.3
7955.55	1034	12672	3193.3
15381.8	1283	14736	3814.15
10021.8	977	12266	3061.15
142.25	52	601	155.15
3588.1	106	1383	339.95
9358.9	622	7620	1920.5
12869	863	10622	2672.05
4093.8	864	10870	2710.5
737.8	221	2651	673.9
812.95	121	1493	375.2
5555.2	821	10337	2576.8
14664.5	856	10007	2571.05
2698.8	112	1424	353.6
14109.1	845	9968	2551.45
13239.6	777	8824	2294.85
8364.15	430	4719	1245.35
17912.9	571	7340	1814.75
3121.75	155	1741	454.9
11894.85	1260	16220	4008
23531.4	1177	13700	3526.25

10107.6	921	11433	2866.2
2516.7	94	1298	312.2
1390	164	1779	471.85
636.5	65	727	190.3
2880.7	1261	15307	3872.3
3674.55	999	12794	3167.85
14761.5	2284	28443	7121.45
7416.05	649	7116	1878.65
14195.5	1359	16534	4178.85
16893.45	882	9249	2489.85
8119.85	1315	16253	4081.7
11108.4	1124	13161	3379.15
10221.15	1311	16351	4091.4
96.3	45	489	129.6
4131.7	113	1475	362.5
9134.15	740	8610	2216.5
11990.25	792	9383	2397.45
4721.75	841	10324	2599.85
723.8	291	3441	879.9
1336.15	133	1590	404.75
6516.7	916	11655	2893.25
15199.4	1073	12432	3206.05
2816.65	99	1270	314.25
15939.5	783	9013	2330.7
15527.6	567	6494	1682.85
7648.8	594	6660	1741.5
21031.1	954	11998	2992.2
3090.95	100	1005	275.75
11364.85	1055	13508	3344.95
21731.35	1150	13915	3524.75
2572.35	162	1993	501.45
8244.55	636	6679	1796.85
3268.95	1139	14374	3579.85
909.6	68	767	200.05
1647.2	107	1207	314.8
4648.9	1013	12981	3213.4
15468.85	2077	25280	6388.25
14008.4	1094	13323	3365.95
17709.15	1451	15909	4200.1
16584.55	1284	14823	3828.45
8098.85	1257	15787	3939.3
3754.85	89	1226	295.15
9476.95	1411	17766	4428.65
85.55	38	449	114.85
11526.2	639	7553	1931.7
9668.9	749	8508	2212.45
3106.3	107	1310	330.25
4029.65	764	9581	2392.15
1054.7	266	3258	821.2
1304.8	107	1241	319.9
6460.8	788	9982	2482.3

15819.5	920	11156	2823.4
7349.05	676	7250	1932.5
14820.85	980	12109	3041.35
18571.15	718	8409	2158.85
10441.4	783	9996	2478.15
3928.95	205	2267	596.3
19017.5	969	12066	3021.15
11424	1064	13429	3344.35
18551.45	1011	12066	3073.65
10245.95	684	8715	2162.25
2600.5	133	1698	420.95
1411.65	90	940	253.5
1153.1	116	1506	370.9
2923.7	1000	12644	3146.6
3260.6	766	9759	2421.35
15011.2	1717	20527	5225.3
8778.55	701	7600	2016.25
13848.3	1129	13913	3498.2
19482.25	1693	19132	4986.05
8029.4	1256	15379	3876.85
18249.45	1127	13304	3404.35
9142.3	1167	14498	3633.45
53.85	40	480	122
3316.55	121	1566	386.15
8214.4	638	7517	1925.05
12831.6	736	8860	2249
4489.2	709	8729	2195.6
862.2	231	3047	745.8
1789.65	220	2912	711.8
6026.65	914	11013	2794.45
16061.85	1092	13590	3403.5
2947.15	160	2021	503.15
17496.95	1157	13492	3470.05
19028.75	768	8815	2282.25
7230.15	881	9891	2584.9
19324.75	663	8319	2076.6
4768.1	216	2608	661.2
11264.45	1042	12814	3224.6
19821.45	1074	12551	3225.15
2135.95	211	2820	686.75
8223.9	417	5468	1341.45
1233.65	45	518	133.95
824.05	91	1103	279.2
3443.8	910	11439	2853.35
2825.15	645	8337	2056.8
14924.5	1671	20074	5099.85
12929.3	727	8860	2237.75
19592.25	1655	18796	4888.15
16634.35	937	10804	2791.85
8011.3	1279	15912	3985.55
3076.65	104	1389	338.35

8482.5	832	10696	2644.4
87.75	15	181	45.9
12298.45	524	6348	1607.2
6387.85	661	7850	2003.75
3124.5	94	1231	302.15
3514.85	538	6732	1682.3
777.95	208	2563	644.45
1337.95	223	2849	706.1
6093	849	10223	2594.7
14351.85	1288	15915	3997.25
6799.9	548	6249	1622.35
18342.7	1087	13200	3338.75
15638.7	671	8017	2041.3
20209.8	690	8524	2141.1
4330.45	176	1973	515.95
9921.2	813	10443	2582.7
11131.55	1118	13980	3494.5
21372.65	1020	12400	3135
9604.25	995	13120	3211.75
1914.1	157	2106	512.15
1941.95	74	999	242.35
1137.6	86	988	255.7
2757.6	1071	13549	3371.1
3202.15	730	9053	2270.45
13463.5	1710	20232	5172.3
7638.75	525	6318	1603.95
13243.6	798	9930	2487
21520.85	1857	21643	5567.7
6782.7	1366	17148	4279.7
14672.25	885	10468	2676.45
8851.1	933	11945	2958
25.4	15	192	47.55
3538.8	184	2389	588.35
6362.05	677	8070	2056.75
10327.2	727	9095	2273
3000.1	517	6353	1599.2
904.15	214	2686	670.4
880.2	235	2945	735.5
5641.4	887	11217	2791.3
15679.3	1438	17552	4430.3
3158.15	97	1329	320.6
18960.25	819	10328	2572.95
17663.95	733	8667	2216.3
7125.15	533	5963	1560.7
20707.3	736	8714	2227.1
3307.5	102	1170	303
11977.55	1310	16724	4146.1
24647.75	1429	17466	4406.15
2582.65	158	1901	482.65
7106.55	414	4939	1258.35
2103.6	155	2096	508.15

1312.15	76	893	228.95
2627.85	1106	13998	3482.2
3845.55	771	9558	2397.45
13858.8	1592	19484	4912.6
12707.7	579	7078	1785.45
19481.1	2032	23768	6105.2
18766.7	1097	13111	3337.9
7988.45	1383	17019	4281.6
5116	92	1026	268.9
8057	725	9474	2327.35
33.6	29	319	84.1
11285.2	699	8904	2209.35
6906.5	715	8551	2176.4
3175.25	121	1538	381.95
2433.15	378	4716	1179.9
778.35	300	3947	967.05
1581.7	412	4628	1209.2
6071.15	890	11037	2768.05
15432.95	1562	19135	4822.75
8093.6	595	6740	1754.75
21897.7	1223	15355	3832
19480.85	922	10740	2763.5
22538	801	9879	2483.1
3696.45	148	1606	425.9
10496.95	810	10720	2620.5
13300.9	1284	16637	4100.55
21108.6	1368	15780	4077
2932.05	128	1532	389.8
7190.1	351	4355	1092
1781.4	145	2061	490.4
965.7	72	903	225.45
3243.25	935	11911	2955.4
4535.65	876	10422	2658.3
13896.8	1789	21301	5431.4
16069.35	763	9563	2388.2
20808.65	1543	18059	4637.6
17103.05	1210	14134	3632.6
8137.85	1366	16984	4255.1
4317.45	136	1741	431.15
8354.55	656	8227	2054.05
16	27	270	74.25
10808.4	556	7161	1769.15
8213.7	837	9735	2506.5
3392.65	108	1170	310.5
5113.7	729	8932	2251.05
808.55	191	2334	588.85
1721.15	184	2139	550.85
7761.4	1201	14352	3654.05
13560.6	1744	21108	5346.2
8769.2	578	6626	1716.4
21654	1070	13707	3393.55

21769.55	1115	13083	3356.2
20945.15	827	10121	2551.9
3852.2	259	2897	758.3
10917.4	859	10794	2692.85
11685.7	1386	18197	4462.05
20026.8	992	11474	2961.1
8383.4	727	9346	2310.65
2413.65	63	805	199.5
1260.6	247	3309	805.1
724.5	52	634	160.1
2448.8	958	12268	3037.7
4101.75	723	9227	2287.8
11156.45	1608	19171	4885.65
7032.5	361	4570	1136.75
14339.1	1018	12764	3187.1
16290.1	1276	15202	3875.3
7251.25	1038	12532	3177.3
15912.8	1266	15314	3879.6
8057.7	575	7548	1850.95
6.4	27	298	78.45
3891.7	146	1834	457.6
7403.6	767	8890	2292.25
9509.95	542	6952	1720.3
3322.25	522	6403	1612.95
405.5	145	1794	450.35
1429.95	230	2687	690.55
5482.95	979	12031	3028.4
13385.05	1656	20794	5189.1
3218.35	148	1906	470.9
18215.55	1093	13892	3450.05
20695.45	1048	12495	3184.25
6106.85	438	4717	1255.05
18396.1	684	8788	2173.2
2153.1	239	2593	687.7

TOTAL CALLS	TOTAL MINUTES	TOTAL REV
8751	106735	19623.45
15072	176888	30628.35
5728	69735	12194.25
4276	51421	4351.25
2276	26878	3624.55
3930	45582	2976.15
10834	135429	14675.95
9822	118141	16898.9
8950	103650	20274.3
5239	60362	10432.5
9577	114117	21966.7
11179	125942	19736.7
7896	92130	16590.95
9659	105588	21902.65
8050	94839	13818.2
3087	34788	3241.65
2690	31129	4750
7201	85542	15295.3
11648	138831	18521.8
4856	56061	10232.3
6179	74678	7346.5
4536	51139	6297.2
10958	133499	15605.1
10160	121653	22811.15
3409	40611	4052.9
8940	105588	23986.5
11173	123782	25470.5
6554	78747	9994.9
11553	133938	24569.3
2348	28067	4385.7
7649	93183	17,424.10
16163	188109	32,913.10
5447	66592	11,462.70
4008	48115	4,125.75
2516	29455	3,546.20
3858	46353	3,412.30
10555	131210	13,731.50
8456	97823	13,571.75
9853	116654	22,260.55
4628	53633	8,854.25
9856	118018	22,350.90
10953	121771	19,238.70
8467	97761	17,505.00
10981	122922	24,967.00
8776	102808	15,139.00
2645	28949	2,722.60
3153	37588	5,355.25
8251	85010	15,359.20
11009	132063	19,001.20
4415	48892	9,255.75

5758	70874	6,894.40
4749	53036	7,069.90
11608	141812	16,285.50
11690	140173	25,793.75
4006	48623	4,855.85
7898	93792	21,185.90
10732	118692	24,756.15
6793	81546	11,029.20
12771	151238	26,984.90
2312	27387	4,532.40
11119	136935	25,900.30
18336	213271	36,849.00
7421	89399	14,636.95
4800	58711	4,758.55
3129	35196	3,879.95
4478	54287	3,407.70
14404	177971	18,151.10
12101	140390	17,199.60
13761	164180	31,615.35
5507	64437	11,126.45
12215	147632	27,467.10
13922	151501	23,610.80
9470	109716	19,679.10
12746	143336	29,478.20
10279	121688	18,313.10
3199	36337	3,442.15
3969	47009	7,256.70
9860	116977	20,026.80
13583	164584	23,227.40
6588	73488	14,007.55
7295	89808	8,753.10
3947	45090	5,938.55
12592	152916	19,068.05
14217	171890	30,131.05
4657	55316	5,495.60
9848	115039	25,795.55
12193	134369	28,091.20
7239	84681	11,965.65
14653	176273	29,703.85
2981	35841	5,436.65
9464	115498	21,005.75
16554	190748	32,475.10
6286	73074	11,848.45
4264	51851	4,553.50
2808	31208	3,328.70
3751	45691	2,934.10
12806	154709	15,851.05
10395	123987	15,573.25
10947	126166	24,491.25
5703	66220	11,110.25
10319	123299	23,958.70

13612	152258	24,019.20
9102	104828	19,333.65
11651	129614	26,417.90
10069	120142	17,417.00
2747	30699	3,109.00
3155	38446	5,988.95
8488	100297	17,504.95
13542	163223	22,199.25
6525	71884	13,881.45
6836	83508	7,704.75
3324	38266	4,698.30
13576	164859	19,616.10
13814	164578	29,221.90
3481	39766	4,387.85
8269	95387	20,425.15
9124	98664	20,670.25
7691	88749	12,248.30
14692	177294	29,244.40
3155	37473	5,937.35
9316	112952	21,094.05
14385	165241	27,304.60
6747	79214	13,341.30
3660	41935	4,261.75
3132	34199	3,686.50
3709	44271	3,467.10
11620	141176	15,483.80
10433	124538	16,560.55
12145	140663	26,944.05
5027	58540	9,672.80
9467	113427	22,072.65
13504	148708	23,818.45
8612	98578	18,339.15
11835	131399	26,520.85
10446	123376	16,708.95
3041	33131	3,285.20
2633	31361	4,577.75
8895	104641	18,881.60
12855	155042	20,730.45
6029	66252	12,447.60
6356	77524	7,070.00
3241	37815	3,997.45
13043	155216	17,796.70
12273	143320	24,785.25
3993	47907	5,335.70
7021	82007	17,731.15
8751	91859	19,359.75
8540	99424	13,149.50
13123	155208	26,381.25
3248	37760	5,427.05
9474	114330	21,380.85
17600	202033	32,794.05

7864	93433	15,375.20
4277	48124	5,148.30
2855	30291	3,277.55
4542	54805	3,492.60
12224	146725	16,248.20
8541	102016	13,482.20
14342	169203	29,661.35
5547	64023	10,807.90
9827	117721	21,443.85
16102	173658	26,242.10
9405	107412	19,709.85
8123	88827	18,839.05
10933	129685	17,882.55
3589	39640	3,659.60
3050	35987	5,232.20
8405	98073	17,977.65
12097	144937	19,141.20
6598	71141	13,400.00
6856	84399	7,862.20
4654	51053	5,703.40
12869	154540	18,516.95
13363	154571	25,893.75
3814	44447	5,193.00
7535	89078	19,361.30
9318	98439	20,760.55
9151	105181	13,217.30
15513	184128	31,563.30
3942	46255	5,891.30
8922	108449	19,900.10
17784	205142	32,042.00
4689	53652	5,654.50
5884	65847	11,776.30
11832	144504	15,653.40
3873	45474	3,345.95
2712	29389	3,228.90
11626	140200	17,135.60
13796	161787	29,074.20
9512	112639	20,767.15
16402	177350	28,415.85
11963	130646	27,313.30
9378	108141	19,582.65
2583	30042	4,635.50
10664	127737	17,479.50
2883	31403	3,120.30
10740	127045	17,922.90
8596	100198	18,862.45
3545	42455	4,990.75
5776	63042	11,814.90
8081	99875	9,262.60
3877	43323	5,187.60
11141	134885	16,457.40

13493	157359	25,758.80
8449	95442	12,633.35
7301	86531	18,852.70
10473	114472	24,318.60
8043	96450	15,448.65
3006	34042	5,628.55
15144	175538	29,545.15
10067	122891	20,923.25
16700	192032	28,521.30
7757	92635	14,756.20
5396	63402	6,279.25
2398	25330	2,795.75
3798	42888	3,687.60
11515	140414	14,424.90
10360	125320	13,966.35
13219	155514	27,326.00
6059	62194	12,399.00
9094	103932	20,242.90
16549	174683	30,012.10
9260	104803	19,399.35
11958	131377	27,785.70
9828	117409	16,099.05
2959	32537	3,288.45
2528	29335	4,306.90
8151	95252	17,483.35
11965	142893	20,537.10
6102	65719	12,320.20
8757	107467	9,667.80
4862	52830	6,853.35
12363	148802	17,230.60
14194	165096	26,307.55
3724	44907	5,245.60
8554	102542	22,060.10
10610	116738	24,851.90
9444	107113	13,809.95
16458	195748	30,921.35
2790	31571	6,043.50
10758	131920	20,685.65
17368	203553	29,837.80
5265	62041	6,275.70
5004	58210	10,868.85
2190	22806	2,458.40
3597	43358	3,014.05
12061	148246	15,521.55
8055	94315	10,925.45
12404	147215	26,456.75
8021	93517	17,932.25
15852	170710	29,424.10
10887	118640	25,014.70
8820	99648	18,768.05
2628	31063	4,144.90

7744	91585	13,738.00
2393	26421	2,612.45
11461	139026	18,842.35
7641	87765	15,836.30
3285	39028	5,040.25
4995	53939	9,965.25
8108	99822	8,581.20
4419	48516	5,889.85
12445	147525	17,481.40
13494	155843	25,105.10
8375	96081	12,160.15
8961	107177	22,846.45
8644	94236	20,476.50
16054	193629	30,122.20
2702	30254	5,785.10
7551	91124	15,024.10
10491	129797	20,334.35
18553	216848	31,863.85
7119	86661	14,782.90
5058	60333	5,945.15
2659	28799	3,377.00
3508	40231	3,351.40
12587	156792	15,347.70
7617	87910	11,343.90
12195	142690	25,510.30
4945	57181	10,562.10
9564	113208	19,768.50
17478	188355	32,803.75
8137	92602	17,448.30
9711	106813	22,321.10
9187	111510	15,136.20
2019	22264	2,053.95
2537	29291	4,686.95
7942	91832	16,360.30
11883	147069	17,940.40
4477	50312	9,078.20
8835	108203	8,948.35
4524	51030	6,055.30
12972	156995	18,417.60
13741	159148	26,541.60
2867	33450	4,767.85
9090	107722	22,754.30
9518	105859	22,897.45
8369	97458	12,458.85
15991	193839	30,788.90
2393	27810	4,777.60
10895	135089	21,761.35
19744	233185	36,546.80
5797	66290	6,648.40
4745	52582	9,760.40
3524	40414	4,310.95

8362.28

3811	45516	3,601.40	
12654	156961	15,566.05	
9084	105164	13,687.60	
11817	139748	24,920.30	
7926	93923	17,118.55	
16409	178520	30,895.40	
11984	132303	28,092.50	
8694	99497	18,957.25	
3577	38803	6,353.20	
8871	107699	13,668.85	
1898	20586	2,043.20	
13156	159910	19,460.95	
8482	97781	17,353.10	
2717	32262	4,801.40	
3504	38760	7,042.05	
9328	113566	9,355.50	
6719	75104	9,260.60	
13291	158679	19,252.80	
14057	164017	26,973.10	0
9320	108286	13,888.55	0
10672	127130	27,339.40	0
10635	117505	25,188.25	0
18286	221734	34,951.40	0
3207	37354	5,558.75	0
6994	85940	14,986.75	0
11474	141453	23,250.95	
19021	221442	32,247.40	
5867	66440	7,327.85	
4520	51099	9,663.90	
3376	38428	3,937.80	
3736	44228	3,238.75	
13046	160623	15,546.55	
10819	124876	16,138.05	
12325	145422	26,513.10	
8999	109091	21,603.15	
16384	179017	30,744.05	
12134	133489	27,623.05	
9247	104230	19,799.85	
3875	42986	6,029.10	
9137	110641	13,613.20	
2609	27551	2,428.95	
12548	152405	18,182.35	
9073	103806	18,803.70	
3337	40767	5,256.15	
5981	66533	12,579.05	
9143	110857	8,846.60	
6647	70603	8,812.90	
14298	170802	21,249.85	
13704	157127	26,013.50	
8976	103107	14,280.10	
9990	117980	26,194.45	

12018	132386	28,372.85
18188	219379	33,485.85
3384	40435	6,031.10
7392	91717	15,660.15
9952	123622	21,402.95
17484	208177	30,107.50
5879	73346	12,450.15
4709	53326	5,593.15
3381	39091	3,701.00
3813	46351	3,163.20
10895	133603	13,374.40
9972	116731	14,767.95
10666	124355	22,232.00
4469	51020	9,732.65
8618	103926	20,489.30
13897	156039	25,061.80
8242	93640	17,283.75
12062	135716	27,152.30
8492	103979	13,222.25
2424	25393	2,052.35
4108	45413	5,825.50
8203	94023	17,187.05
11111	134477	16,042.75
4298	47928	8,938.10
7571	92982	7,485.05
6244	67629	7,844.10
12195	148688	17,233.55
14130	164877	26,637.95
3118	38216	4,991.55
9104	109858	23,212.10
11465	129423	27,181.30
7418	86432	10,669.60
14967	182592	29,021.40
3012	35779	4,537.40

MONTH	SITE NAME	LOCAL CA	LOCAL MII	LOCAL RE	INTRALAT	INTRA MIN	INTRALAT	INTERLAT
Mar-09	Camille Graham	125	1246	50	152	1253	161.04	185
Mar-09	Goodman	68	828	27.2	15	152	18.16	225
Mar-09	Leath	23	217	9.2	237	1974	252.72	338
Apr-09	Camille Graham	159	1647	102.44	139	1457	172.16	328
Apr-09	Goodman	293	3144	160.88	280	2545	529.4	34
Apr-09	Leath	141	1395	132.16	658	5776	725.28	654
May-09	Camille Graham	256	3181	176.36	91	957	112.96	0
May-09	Goodman	796	8238	793.36	39	344	43.12	0
May-09	Leath	910	10435	1565.88	771	7292	891.76	0
Jun-09	Camille Graham	420	4861	310.6	141	1438	171.44	0
Jun-09	Goodman	759	7767	818.72	60	474	61.92	0
Jun-09	Leath	650	7564	1269.16	904	9251	1101.68	0
Jul-09	Camille Graham	277	2975	245.2	80	929	106.32	0
Jul-09	Goodman	1000	10097	1570.4	25	265	31.2	0
Jul-09	Leath	1001	10107	1738.4	776	7425	904.4	0
Aug-09	Camille Graham	136	1707	54.4	74	795	93.2	138
Aug-09	Goodman	581	5869	232.4	211	1419	197.92	631
Aug-09	Leath	190	2128	76	1187	11549	1398.72	726
Sep-09	Camille Graham	260	3289	104	117	1197	142.56	225
Sep-09	Goodman	337	3610	134.8	88	942	110.56	592
Sep-09	Leath	64	891	25.6	1352	13210	1597.6	677
Oct-09	Camille Graham	349	4435	139.6	104	1132	132.16	284
Oct-09	Goodman	373	4156	149.2	159	1549	187.52	764
Oct-09	Leath	42	618	16.8	1372	12600	1556.8	522
Nov-09	Camille Graham	383	4604	153.2	110	1252	144.16	235
Nov-09	Goodman	583	6630	233.2	149	1488	178.64	754
Nov-09	Leath	46	667	18.4	1142	10980	1335.2	670
Dec-09	Camille Graham	464	5478	185.6	140	1509	176.72	369
Dec-09	Goodman	774	9056	309.6	182	1575	198.8	763
Dec-09	Leath	9	62	3.6	1279	12162	1484.56	637
Jan-10	Camille Graham	683	8102	273.2	102	1090	128	402
Jan-10	Goodman	809	9826	323.6	191	1733	215.04	696
Jan-10	Leath	114	1384	45.6	1347	13516	1620.08	913

INTERLAT INTERLAT INTERSTA INTERSTA INTERSTA TOTAL CA TOTAL MII TOTAL REV

1420	318.4	93	896	200.52	555	4815	729.96
2018	422.16	41	413	90.56	349	3411	558.08
3038	634.96	140	1361	303.32	738	6590	1200.2
2941	615.32	74	764	165.68	700	6809	1055.6
265	34.8	52	553	118.36	659	6507	843.44
5514	1184.88	274	2584	584.08	1727	15269	2626.4
0	0	32	636	108.32	379	4774	397.64
0	0	37	506	97.72	872	9088	934.2
0	0	242	3451	656.12	1923	21178	3113.76
0	0	54	1026	177.12	615	7325	659.16
0	0	48	479	105.48	867	8720	986.12
0	0	237	2890	583.8	1791	19705	2954.64
0	0	44	665	123.8	401	4569	475.32
0	0	129	1271	281.52	1154	11633	1883.12
0	0	354	3984	832.08	2131	21516	3474.88
1419	280.68	77	992	196.04	425	4913	624.32
5846	1218.32	86	930	197.6	1509	14064	1846.24
7318	1458.96	387	4330	906.6	2490	25325	3840.28
2678	501.36	97	1235	245.2	699	8399	993.12
6179	1215.08	61	666	140.92	1078	11397	1601.36
6064	1269.28	383	4496	922.52	2476	24661	3815
3250	617.2	93	1201	237.12	830	10018	1126.08
7542	1516.24	94	1115	227.8	1390	14362	2080.76
6201	1266.12	677	6745	1351	2613	26164	4190.72
2694	511.28	84	1084	214.08	812	9634	1022.72
7393	1490.36	86	983	203.96	1572	16494	2106.16
6950	1370	451	5227	1078.24	2309	23824	3801.84
4297	810.84	123	1433	294.96	1096	12717	1468.12
7392	1497.44	54	658	132.96	1773	18681	2138.8
6775	1322.6	467	5505	1127.6	2392	24504	3938.36
4474	858.48	110	1257	260.84	1297	14923	1520.52
6808	1373.76	88	1029	211.48	1784	19396	2123.88
9922	1921.04	481	5418	1131.16	2855	30240	4717.88

Amendment # 1 for RFP #5400001449

1. The Bidders shall ensure their proposal is submitted as follows:
 - There will be (14) fourteen hard copies of the Technical Proposal and (14) fourteen hard copies of the Pricing Proposal and they shall be in separate binders.
 - There will be 1 electronic copy of the Technical Proposal, on its own CD.
 - There will be 1 electronic copy of the Pricing Proposal, on its own CD.

2. After receiving a request to extend the due date for proposals, the State has reviewed the RFP schedule and has made the following modifications:

- The opening date has been changed to: 5 April, 2010 at 14:30. The response to the RFP must be submitted online before 5 April, 2010 at 2:30pm.

Amendment # 2 Solicitation # 5400001449 page 1 of 2

EMBARQ Payphone Systems, INC. submits the following questions for Solicitation Number 5400001449. Inmate Calling System for the SCDOC.

1. In order for bidders to have adequate time to complete a comprehensive proposal, will the state consider granting a two week extension of the March 15 submission date?

The closing date for this solicitation has been extended (amendment 1) –the new closing date is 5 April 2010 at 14:30. All responses must be submitted online via the SAP system.

2. Section III Scope of Work/Specifications Page 30 - Recording and Monitoring Workstations
Will vendors be required to replace all workstations if they are in good condition and can be purchased from the incumbent vendor?

Answer: The Vendor may purchase the workstations from the incumbent vendor providing that the incumbent will sell them. The awarding vendor does have the responsibility that the workstations are in good working order and have up to date software releases as needed to operate with the systems that they propose.

3. Section II Instructions to Offerer- General Instructions 13 Tax Credit for Subcontracting w/ Disadvantaged Small Business

With reference to the Disadvantaged Small Business section on Page 13. Is this to be considered a requirement for bidding this proposal as it seems to apply only to sales of merchandise to the state and would not apply to the inmate telephone contract as described in this RFP?

Answer: Vendor must state if they are a registered Vendor with the Office of Small and Minority Businesses in South Carolina, however, no points are added or are taken away from the evaluation of the RFP.

4. Section II Instructions to Offerer- Special Instructions Page 15 Installation and Support
Will the State please advise when the install should be complete?

Answer: This is solutions based procurement. The vendor should submit a time line of the projected dates that the installations would be complete. If they are the winning Vendor, the state reserves the right to discuss any deviations or changes to the time line.

5. Section II Instructions to Offerer- Special Instructions Page 17 Inmate Calling Systems
Could SCDC please define what is meant by "International"? Is it every country and territory except for the 50 United States? Does the SCDC want collect calling to any or all North American Number Plan (NANP) areas, and if so which ones (Alberta, Anguilla, Barbuda, British Columbia, British Virgin Islands, Caribbean Islands, Cayman Islands, Dominica, Grenada, Guam, Jamaica, New Brunswick, Newfoundland, Nova Scotia, Ontario, Puerto Rico, Quebec, Saskatchewan, St Kitts & Nevis, St. Vincent, Trinidad, Tobago, Turks & Caicos Islands, US Virgin Islands, Yukon & NW Territories, etc.)? Does SCDC want prepaid or debit calling to any or all NANP areas, and if so which ones? Does SCDC want collect calling to any other countries besides those in the NANP (Mexico, for example)? Could SCDC please list all countries outside of the NANP it desires collect calling to? Could SCDC please list all countries outside of the NANP it desires prepaid and debit calling to?

Answer: For the purpose of this request, "international" would be defined as anywhere outside of the 50 United States. This is solutions based procurement. Vendors should describe their capabilities to provide international calling anywhere they can provide services and billing arrangements while meeting the security requirements of the Inmate Calling System and providing SCDC with appropriate security, call information, and recordings.

6. Section II Instructions to Offerer- Special Instructions Page 17 Calls within the United States

Will the State please advise if the flat rate for calls implies what we would call a surcharge (independent of call length) as opposed to a flat per minute rate.

Answer: The flat rate is the total cost of a call of up to 15 minutes. There will be no per minute rates on calls within the US.

7. Section III Scope of Work/Specifications Page 42 Security

With respect to installing power and/or connectivity to kiosks, will the State require use of a previously approved electrical contractor? If so, would the State provide names and labor rates for previously approved contractor(s)?

Answer: The state does not require use of a previously approved electrical contractor. The state can provide names of approved contractors the state has previously used.

8. Section I Scope of Solicitation & Section VII Terms and Conditions Special Pages 5 & 69 Term of Contract.

Could the State provide additional clarity on the length of the initial contract as well as potential option periods? Specifically:

(1) We read the base contract period to end 5 years from the date of award, not the date of contract signature or system install. Is this correct? Given that contract finalization and system installation could take a significant amount of time after award, this could significantly impact the successful bidder's "payback period".

Answer: The date of the Contract will begin when the Award becomes final. Contract will be for 1 (One) year with the option to renew for 4 (four) additional one year periods. There will be no additional contracts signed; the response to the RFP is the Contract.

(2) Will the contract term allow for extension periods beyond the 5 year term?

Answer: No, 5 (Five) years is the maximum contract length for an agency procurement.

Amendment #2 Solicitation # 5400001449 page 2 of 2

Syscon Justice Systems - We have the following questions on your RFP for Inmate Telephone, Email, Banking, and Related Services.

1. In the Inmate Banking / Trust Accounting System section, the opening paragraph, you state: "The system must also manage employee accounts in order to support "cashless" canteen purchases by SCDC staff".

Please clarify what is meant by cashless purchases and how SCDC plans to handle them.

Answer: Purchases are currently made by transfer of funds from inmate and staff trust fund accounts (EH Cooper), using a magnetic stripe identification card as the debit instrument.

2. Distribution of Funds: "The system must also interface with micr check printing software for the printing of trust fund checks. The system must have the capability of tracking the distribution of inmate funds."

Please clarify the need of the printing software. Is this built into the application or provided via a 3rd party tool?

Answer: SCDC currently uses PrinTech micr check printing software and Troy / HP micr printers. Since this is a solutions based procurement, vendors may propose to include the micr check printing function in their application software, so long as it is compatible with the existing micr printers.

Also, please clarify what is meant by "interfacing with the main frame for payment authorization".

Answer: Trust fund checks will be issued to SCDC authorized payees only. The file of SCDC authorized payees is maintained on the mainframe system.

3. General Ledger Integration: "The system must interface with existing and future SCDC automated systems for the purpose of posting inmate pay, interest accrued, private sector PI pay, etc."

Is the interest accrued referring to inmate or SCDC interest accrued?

Answer: Interest may be posted to both inmate and other types of subsidiary accounts.

4. Special Fund and Mail Room Sales: Please provide more information on how the mag strip cards are used.

Answer: Purchases are currently made by transfer of funds from inmate and staff trust fund accounts (EH Cooper), using a magnetic stripe identification card as the debit instrument.

5. In the Canteen Point of Sale / Ordering System section, please clarify exactly what inventory needs to be tracked. Is this commissary inventory or non-commissary inventory?

Answer: Canteen inventory items are goods that are for sale to inmates and staff via the institutional canteen. This is the inventory that needs to be tracked. In SCDC, commissary items are issued, such as uniforms, mattresses, etc. Tracking of commissary items is not part of this solicitation.

6. Where/who does the SCDC buy goods for the commissary? Will this require and interface?

Answer: In SCDC, commissary items are issued, such as uniforms, mattresses, etc. Tracking of commissary items is not part of this solicitation. The SCDC canteen branch buys goods for resale in the institutional canteens. There will be interfaces required for institutional canteen inventory as specified on page 42-43 of the RFP.

7. Personal Equipment: Does this personal equipment include clothing?

Answer: Yes, shoes.

Amendment # 3 Solicitation # 5400001449
Revised answer

8. Section I Scope of Solicitation & Section VII Terms and Conditions Special Pages 5 & 69 Term of Contract.

Could the State provide additional clarity on the length of the initial contract as well as potential option periods? Specifically:

(1) We read the base contract period to end 5 years from the date of award, not the date of contract signature or system install. Is this correct? Given that contract finalization and system installation could take a significant amount of time after award, this could significantly impact the successful bidder's "payback period".

Original Answer: The date of the Contract will begin when the Award becomes final. Contract will be for 1 (One) year with the option to renew for 4 (four) additional one year periods. There will be no additional contracts signed; the response to the RFP is the Contract.

Revised Answer: The contract is for 5 years.

See page 69

TERM OF CONTRACT -- EFFECTIVE DATE / INITIAL CONTRACT PERIOD (JAN 2006)

The effective date of this contract day award is final. Maximum Contract Period as specified on the final statement of award. The initial term of this agreement is 5 years from the effective date. Regardless, this contract expires no later than the last date stated on the final statement of award. [07-7B240-1]

TERM OF CONTRACT -- OPTION TO RENEW (JAN 2006)

At the end of the initial term, and at the end of each renewal term, this contract must automatically renew, unless contractor receives notice that the state elects not to renew the contract at least thirty (30) days prior to the date of renewal. Regardless, this contract expires no later than the last date stated on the final statement of award. [07-7B245-

Amendment # 4 for RFP #5400001449

The State has reviewed the RFP schedule and has made the following modifications:

- 1. The opening date has been changed to: 30 June, 2010 at 14:30. The response to the RFP must be submitted online before 30 June, 2010 at 2:30pm.
- 2. The Bidders shall also ensure their proposal is submitted as follows:
 - There will be (14) fourteen hard copies of the Technical Proposal and (14) fourteen hard copies of the Pricing Proposal and they shall be in separate binders.
 - There will be 1 electronic copy of the Technical Proposal, on its own CD.
 - There will be 1 electronic copy of the Pricing Proposal, on its own CD.
-

Amendment # 6
Solicitation # 5400001449

Page 51 Customer Service -SCDC Access To Customer Services Needs to read as follows:

The vendor must provide to the SCDS secure on-line real time access to all inmate and customer information, allowed by law, without a subpoena, regarding account status and history. Describe how you will provide this function and explain its capabilities, include details as to what level of visibility and access SCDC staff will have.

Amendment # 7

RFP # 5400001449 DOC Inmate Calling System

Clarification: ***No dollar amount is required to be submitted in the line item area due to this contract being a self-funding contract. In addition to sending the required: (14) fourteen hard copies of the Technical Proposal and (14) fourteen hard copies of the Pricing Proposal (they shall be in separate binders.) And the required; 1 (one) electronic copy of the Technical Proposal, on its own CD. And 1 (one) electronic copy of the Pricing Proposal, on its own CD.**

Also , Please upload the business and technical proposals with your online response to the rfp.

DSIT: DOC Inmate Calling System RFP

Solicitation #5400001449

Amendment #8

- 1. This solicitation is amended to clarify the answer to GTL question #20 on Amendment # 5 and incorporate the following:**

TELECOMMUNICATION AUTHORITY & EXEMPTION: All BIDDERS are advised that the services requested under this RFP are being acquired using then Division of the State Chief Information Officer's (CIO) Telecommunications Authority as set forth in Section 1-11-430 of the South Carolina Code of Laws and the South Carolina Consolidated Procurement Code Exemption #114 (7/14/93). After reviewing this solicitation document, PROPOSERS should advise the State of any problems they perceive where this may bear upon their ability to comply. Such questions and/or concerns must be presented in writing to the CIO Official listed above by the date and time specified in the Schedule of Key Events for "Questions."

- 2. The following paragraph contained in the RFP is hereby deleted in its entirety:**

PROTESTS (JUNE 2006)

Any prospective bidder, offeror, contractor, or subcontractor who is aggrieved in connection with the solicitation of a contract shall protest within fifteen days of the date of issuance of the applicable solicitation document at issue. Any actual bidder, offeror, contractor, or subcontractor who is aggrieved in connection with the intended award or award of a contract shall protest within ten days of the date notification of award is posted in accordance with this code. A protest shall be in writing, shall set forth the grounds of the protest and the relief requested with enough particularity to give notice of the issues to be decided, and must be received by the appropriate Chief Procurement Officer within the time provided. See clause entitled "Protest-CPO". [Section 11-35-4210] [02-2A085-1]

- 3. The State has reviewed the RFP schedule and made the following modification:**
 - **The award date has been amended to 1 October 2010.**

