

STATE OF ALABAMA
DEPARTMENT OF FINANCE
MONTGOMERY, ALABAMA

PRE-BID CONFERENCE IN RE:
TELEPHONE SERVICES - PAY AND INMATE

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PROCEEDINGS taken in the above-styled
cause held in the Purchasing Division, Alabama
Department of Finance, RSA Union Building Suite
192, 100 North Union Street, Montgomery, Alabama,
on Thursday, September 21, 2006, commencing at
approximately 1:59 p.m., and reported by Heather
Barnett, Court Reporter and Commissioner for the
State of Alabama at Large.

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Page 2

1 APPEARANCES
 2 FOR THE INFORMATION SERVICES DIVISION:
 3 Ms. Julie Robertson, Assistant Director
 Applications Development & Support
 4 64 North Union Street
 Folsom Administrative Building
 5 Suite 758
 Montgomery, Alabama 36130
 6
 ALSO PRESENT:
 7
 Ms. Rachel Lee, Department of Corrections
 8 Mr. Randy Yarbrough, Department of Corrections
 Mr. Art Bess, ISD
 9 Ms. Priscilla Coker, ISD
 Ms. Jennifer Sigler, Purchasing Division
 10

 11 MS. ROBERTSON: My name is Julie
 12 Robertson, and I'm assistant director for
 13 Finance ISD, which is our Information
 14 Services Division in the Finance Department.
 15 And I want to thank you all for coming and
 16 let you know, if you don't already, that this
 17 is a mandatory pre-bidders conference for the
 18 inmate and public coin pay phones. It's
 19 mandatory; so, you know, anyone who's not
 20 here can't bid. It's important that you sign
 21 in on the sheet.
 22 First a few housekeeping items before
 23

Page 3

1 we get started. Make sure that your pagers
 2 and cell phones are off or on vibrate,
 3 please. And we won't be taking any breaks
 4 this afternoon. So if you need to leave, get
 5 an emergency call, you can step outside,
 6 don't take any papers with you, and then you
 7 can come back in; but I hope that we'll be
 8 through within an hour to an hour and a half
 9 depending on how many questions you have at
 10 the end. And as I said, make sure you signed
 11 in on the form.
 12 I want to encourage you to ask
 13 questions today, any of the questions that
 14 you need answered. This will be your last
 15 opportunity do so. Verbal responses that we
 16 give you today are preliminary, tentative.
 17 To the best of our ability, we will answer
 18 them; however, they do not become official
 19 until we send out the addendum next week.
 20 As I mentioned, the companies in
 21 attendance today will be the only companies
 22 from which the State will accept bid
 23 responses. Before I talk about the written

Page 4

1 questions that you-all submitted, let me go
 2 over a few general statements about this bid
 3 and the bid process.
 4 This bid, including the writing of the
 5 bid and the evaluation of the bid, has been
 6 coordinated by ISD. However, other state
 7 agencies and divisions, such as the
 8 Department of Corrections and Finance
 9 Purchasing Division, will be involved in the
 10 evaluation of your bid responses.
 11 Please note -- if you don't have a copy
 12 of the bid with you, write this down. Please
 13 note that in section 5.1, it says that you
 14 must submit with your bid response one
 15 original -- one original and three copies.
 16 That's a total of four. Your bid will not be
 17 accepted if you don't submit a total of four
 18 bid responses.
 19 The addendum that we're going to submit
 20 next week in addition to the questions and
 21 answers from today may also include
 22 clarifications or modifications to some of
 23 your -- to some of the specs that were in the

Page 5

1 original bid. So make sure you read through
 2 those thoroughly.
 3 And the last thing I'd like to mention
 4 is please do not call me or e-mail me with
 5 the discrepancies that you have found in
 6 other vendors' ITBs. If I need a
 7 clarification concerning your company's bid
 8 response, I will call you. Before we get
 9 started on the written questions, I'd like to
 10 introduce you to some of the other members of
 11 this committee: Rachel Lee with the
 12 Department of Corrections; Randy Yarbrough
 13 with the Department of Corrections; Art Bess
 14 with Finance ISD; Priscilla Coker, Finance
 15 ISD; and Jennifer Sigler with Finance
 16 Purchasing Division.
 17 So what I'm going to do now is read the
 18 written questions that you-all submitted and
 19 provide our initial responses. We received
 20 many, many questions. And in some cases,
 21 multiple vendors asked the same questions; so
 22 what I have done is summarize and combined
 23 those. If, however, I do not answer the

1 question you submitted, please bring it up
2 when we get to the portion of this conference
3 where you can ask questions in the open
4 floor.

5 Okay. Question 1: Who is the current
6 contract vendor, what is the awarded amount,
7 and what is the contract expiration date and
8 the duration of contract, including
9 renewals? Answer: The current contract was
10 awarded to T-Netix, now Securus, effective
11 October 15th, 2001. The awarded amount was
12 an annual 56 percent commission amount based
13 on an estimated annual revenue amount of
14 \$9 million. The total revenue amount for the
15 entire contract duration is estimated to be
16 \$45 million. The contract was for five
17 years.

18 Question 2: How many workstations are
19 required for the inmate telephone system?
20 Answer: Currently, there is one
21 administrative workstation at each
22 correctional facility and one at the
23 Department of Corrections in Montgomery.

1 Question 9: What kind of coin phones
2 are currently deployed and who is the vendor?
3 Answer: This information will be provided
4 in the addendum.

5 Question 10: Inmate -- specification
6 11.3.3.1. states, In these limited instances,
7 the vendor will be required to provide local
8 coin calling in addition to collect-only
9 calling. Is the State requiring the vendors
10 to provide coin phones for inmate use? If
11 so, please answer the following questions.

12 A, Will these coin phones be required
13 upon installation or in limited instances by
14 request at a later date? These phones are
15 not for inmate use. Any phones that are
16 located at correctional facilities for other
17 use will be required to be installed at the
18 time.

19 Question B, Please provide quantity and
20 location for coin inmate phones by site.
21 Answer, See Attachment A.

22 C, Will these coin phones be used by
23 both the public and inmates or inmates only?

1 This minimum requirement will remain.

2 Question 3: How many of each type of
3 telephone enclosures are required? Answer:
4 This information will be provided in the
5 addendum.

6 Question 4: How many portable phones
7 are required? Answer: None. The State is
8 not aware of any portable pay phones deployed
9 at this time.

10 Question 5: What are the current
11 calling rates? Answer: This information
12 will be provided in the addendum.

13 Question 6: Are specific rates desired
14 or can we charge the caps? Answer: You may
15 charge up to the cap.

16 Question 7: What is the current
17 commission percentage? Answer: 56 percent
18 for inmate and public coin telephones.

19 Question 8: How many, if any, on-site
20 systems administrators and/or on-site
21 technicians are currently being provided by
22 the incumbent vendor? Answer: None
23 dedicated.

1 Answer, Public.

2 Question 11: Concerning specification
3 11.3.7.6, Requires a toll-free communications
4 line/link to each institution. Would the
5 State provide a more specific description of
6 what is required? Answer: This line/link is
7 for access to each facility's database and
8 information from the central office in
9 Montgomery and/or central database,
10 communications link.

11 Question 12: Can the State provide a
12 complete breakdown of traffic by facility?
13 Answer: This will be provided in the
14 addendum.

15 Question 13: Concerning specification
16 10.7, Unprofitable phones can be removed with
17 the State's approval. Can the phones that
18 are currently unprofitable be removed before
19 the installation of phones by the new
20 provider, or does the new provider have to
21 provide a one-to-one phone swap? Answer:
22 One-to-one in most cases; however, the State
23 is open to discussion on a case-by-case

1 basis.

2 Question 14: Concerning specification

3 11.1, Phones are to be accessible for the

4 hard of hearing. Can the bidder install

5 Internet kiosks that will satisfy the TDD

6 requirement and also allow access to the

7 Internet and make regular coin and non-coin

8 phone calls? Answer: The State would need

9 to better understand how these would work in

10 regards to placing and receiving calls.

11 However, we are open to deploying alternate

12 phones that provide the same features.

13 Question 15: Concerning specification

14 11.2.14.2, According to the RFP, the new pay

15 phone provider can purchase the existing

16 phones and enclosures. Has there been a set

17 price for each phone or enclosure?

18 Answer: No. That negotiation will be

19 between the current vendor and the new

20 vendor.

21 Question 16: Specification 10.8.5,

22 regarding a coin collection schedule -- what

23 kind of schedule is being requested?

1 Answer: A description of the timing of

2 collections and what it will be based on; for

3 example, routine stops, almost full coin box

4 alert, coin history, activity history, et

5 cetera.

6 Question 17: Concerning specification

7 11.1.7, Are there any universal pay phones in

8 service? Answer: This will be provided in

9 the addendum.

10 Question 18: Are there any non-inmate

11 coinless pay phones in service? Answer:

12 This will be provided in the addendum.

13 Question 19: Concerning specifications

14 11.2.2 and 11.2.3, Does the State give any

15 extra consideration for charging rates below

16 LEC, IntraLATA and InterLATA tariffed rates?

17 Answer: No. Award is based on the estimated

18 projected commission entered in the vendor's

19 bid response on the pricing sheet.

20 Question 20: Concerning specification

21 11.2.7.1, Are there any TDDs in service at

22 present? Answer: Yes. A listing of these

23 will be provided in the addendum.

1 Question 21: Concerning specification

2 11.2.14.3, Has existing vendor ever provided

3 a mobile/temporary trailer, such as for

4 Katrina? Answer: Not that the State is

5 aware of.

6 Question 22: Concerning specification

7 11.2.14.2, The State has a number of pay

8 phones in office buildings where the

9 enclosures seem to be a part of the building

10 structure. Removal of the existing

11 enclosures may cause damage to the walls.

12 How will situations like this be handled?

13 Answer: The awarded vendor will be required

14 to repair damage.

15 Question 23: Can the existing vendor be

16 required by the State to cooperate with the

17 new vendor by the transfer of lines instead

18 of the new vendor putting in new lines? This

19 process is faster and easier on the

20 transition. Answer: The State will request

21 this of the current vendor; however, the

22 previous contract does not require this

23 cooperation.

1 Question 24: Does the State require any

2 of the work release or work centers to have

3 the inmate calls monitored and/or recorded?

4 Answer: Yes. All facilities must be

5 recorded.

6 Question 25: Are the state work release

7 and work centers to be networked with the

8 other prison facilities? Answer: Yes.

9 Question 26: How many minutes per

10 inmate are contained on the approved call

11 list? Who approves the numbers? Who will be

12 required to maintain these numbers? The

13 facility? Vendor? Who is the DOC's -- what

14 is the DOC's approved number policy?

15 Answer: Currently, the list can hold ten

16 numbers. The facility approves and maintains

17 the numbers.

18 Question 27: What are the specific

19 requirements for archiving the recordings

20 beyond the 90 days of online capacity?

21 Answer: There are no requirements for

22 archiving beyond 90 days.

23 Question 28: How many vendor-provided

1 workstations will the State require to be
 2 provided? How many investigators and/or
 3 other users will need to access the inmate
 4 phone system via state-owned workstations or
 5 remotely off-site via the Internet?
 6 Answer: A minimum of one workstation for
 7 administrative purposes at each correctional
 8 facility.

9 Question 29: What are the specific IT
 10 requirements regarding networking of the
 11 correctional facilities? Will the State be
 12 providing any part of the networking
 13 transport, such as T-1, Frame, or will the
 14 vendor be required to provide their own
 15 transport circuits? Answer: The vendor is
 16 solely responsible for providing the network
 17 and network transport. Any workstations,
 18 other than the required ones at the
 19 correctional facilities and at the central
 20 DOC, will access the system and its features
 21 via a browser. The system must be web-based.

22 Question 30: What are the specific
 23 requirements regarding inmate prepaid call

1 investigators will need to monitor inmate
 2 calls at one location -- from the same
 3 location? I'm sorry.

4 How many remote investigators will need
 5 to monitor inmate calls at one time from the
 6 same location? Answer: The State needs
 7 clarification of this question. Is the
 8 location the vendor is referring to a
 9 facility location or an investigator
 10 location? If that's your question, you may
 11 ask it when we get to the next part of this
 12 session.

13 Question 35: How many visitation phones
 14 does the State currently have for inmate
 15 family visits? Answer: DOC does not have
 16 any visitation telephones for inmates to
 17 visit with families.

18 Question 36: Please provide updated
 19 monthly ADP inmate population averages and
 20 the number of phone stations for the
 21 following two facilities, Montgomery Work
 22 Release and Tutwiler Work Release.

23 Answer: The work release that was located at

1 services; i.e., debit card only, paperless
 2 debit accounting, or a combination of both?
 3 What is in place today?

4 The current vendor has a prepaid
 5 arrangement that DOC has no part of.

6 Question 31: Please outline any
 7 specific jail management software interfacing
 8 requirements with the inmate phone service
 9 platform. Answer: There are no requirements
 10 to interface the inmate telephone system with
 11 the DOC's inmate management system.

12 Question 32: Please outline any
 13 specific commissary interfacing requirements
 14 with inmate phone services platform.

15 Answer: There are no requirements,
 16 commissary or otherwise, to interface the
 17 inmate telephone system with Corrections'
 18 inmate management system.

19 Question 33: What is the current
 20 version of Windows that the State is using
 21 for their computers? Answer: It varies from
 22 XP on down.

23 Question 34: How many remote

1 Tutwiler closed two or three years ago. It
 2 is now the Tutwiler Annex, but is considered
 3 a part of Tutwiler. The average population
 4 is 243. Montgomery Work Release was
 5 converted to the Montgomery Pre-Release in
 6 July 2006. The average population for July
 7 2006 was 194. The average population for
 8 August 2006 was 210. There are 296 beds in
 9 the facility.

10 Question 37: Can the support or system
 11 administration be done remotely? Please
 12 clarify and explain. Answer: Software
 13 support and/or system administration by the
 14 vendor can be performed remotely if there is
 15 access.

16 Question 38: Please define what is most
 17 important to the DOC, lower cost for inmate
 18 calls or higher call commission?

19 Answer: The bid award will be based on
 20 highest projected commission. However,
 21 charges for inmate calls must be capped in an
 22 effort to keep cost low for inmate families.

23 Question 39: What specific criteria

1 will the bid be reviewed/scored on? What
 2 entities will be represented on the review
 3 panel? Answer, The highest projected
 4 commission as entered in the bid response
 5 which meets all requirements will be awarded
 6 the contract. Bid responses are reviewed by
 7 DOC, Purchasing, and ISD.

8 Question 40: Please provide the current
 9 average revenue for public and inmate
 10 telephone broken down by call type, such as
 11 local IntraLATA, InterLATA, international,
 12 and payment type, such as collect, coin,
 13 prepaid debit. Answer: This information
 14 will be provided in the addendum.

15 Question 41: Concerning specification
 16 10.7, Address unprofitable pay telephones and
 17 provide a method to analyze/request removal.
 18 Does the State wish the vendor to consider
 19 these expenses as a rollup in the total
 20 vendor cost for both inmate and public pay
 21 phones? This is especially important if the
 22 State expects a commission on the public pay
 23 phone. Answer: Please note that the vendor

1 can enter a commission percentage of zero for
 2 public pay phones and a separate commission
 3 percentage for inmate phones. The State
 4 intends for the resulting contract to provide
 5 a vehicle for inmate phones as well as public
 6 pay phones required in locations throughout
 7 the state. The State believes that this
 8 format best addresses these multiple concerns
 9 as a whole.

10 Question 42: How many public and inmate
 11 TDD units are in service today? Answer:
 12 This information will be provided in the
 13 addendum.

14 Question 43: How many data-port type
 15 pay telephones are in service today? Does
 16 the State have any data regarding the actual
 17 usage? Answer: This information will be
 18 provided in the addendum, including any data
 19 usage, if available.

20 Question 44: What commission rate is
 21 the State receiving today for inmate and pay
 22 telephones? Is this pay at the gross revenue
 23 level with no deductions? Can the State

1 provide a recent commission report?
 2 Answer: The current commission, as I stated
 3 before, is 56 percent for pay and inmate
 4 phones. This is applied to gross revenue.

5 Question 45: Contract Length. Please
 6 provide the existing contract end date and/or
 7 the anticipated contract award date, start
 8 date, and required implementation time frame
 9 from start date. Answer: The current
 10 contract was for an original three-year term
 11 plus two renewal years. It is due to expire
 12 mid October 2006. The new contract will be
 13 awarded as soon as possible after the bid
 14 opening and bid evaluation. The State will
 15 work with the vendor on an implementation
 16 schedule, but hopes to have the inmate
 17 cutover completed within two to three months
 18 and public pay phones within roughly the same
 19 time frame.

20 Question 46: Item 8.1, Required
 21 Services. Please confirm if commissions are
 22 required to be paid on public pay telephone
 23 services. Answer: The vendor can choose to

1 enter zero as a commission percentage for
 2 public pay phones.

3 Question 47: Item 10.7 states that the
 4 vendor may submit unprofitable phones to the
 5 State on an annual basis for review to be
 6 placed in higher traffic areas. It is
 7 understood, however, that for public safety
 8 purposes, some phones will be required to be
 9 placed in remote areas. Please consider
 10 allowing the vendor to place emergency phones
 11 in these locations. These phones allow for
 12 the dialing of 911 or toll-free calls only
 13 and will dramatically reduce the cost to
 14 provide. If acceptable, please provide
 15 locations where these emergency phones can be
 16 placed. Answer: Although the State is
 17 agreeable to working with the awarded vendor
 18 on sites where emergency phones may work, for
 19 purposes of this bid, the vendor is to plan
 20 on installing traditional pay phones at all
 21 current locations.

22 Question 48: Concerning specification
 23 8.5.2, please clarify the following regarding

1 the statement of the section that the State
2 will not allow any special surcharges of any
3 kind.

4 Part A, Will the State allow vendors to
5 charge customary taxing authority mandated
6 surcharges, such as FUSF and SUSF? Answer:
7 Mandated charges may be billed.

8 Part B, Industry standard inmate rates
9 allow for a per call charge, commonly called
10 a surcharge, and a rate per minute. Please
11 clarify that the State will allow for this
12 standard per call charge. Answer: This fee
13 is allowed as long as the vendor as a company
14 charges similar type fees for collect calls
15 from non-inmate phones.

16 Question 49: Specification 8.5.3, Rate
17 Caps. With regard to the Local, IntraLATA,
18 InterLATA, and InterState inmate calling
19 rates, please consider a Local and IntraLATA
20 inmate rate schedule to be used by all
21 vendors in establishing the proposed
22 commission percentage. Answer: The State is
23 considering this approach and will have an

1 taxes, tax-like surcharges, any amount the
2 vendor collects or otherwise pays to third
3 parties in support of programs mandated by
4 governmental or quasi-governmental
5 authorities, such as USF and PIC-C, mandated
6 by governmental or quasi-governmental
7 authorities, including without limitation
8 those in section 276, be excluded from gross
9 revenues and that the State will not expect
10 commission to be paid on revenue generated by
11 these items. Answer: The State agrees that
12 any mandated charges collected will not be
13 included in gross revenue on which commission
14 is paid.

15 Question 52: Item 8.12.4, please
16 consider lowering the amount of requested
17 bond from \$5 million to an amount that is
18 more in line with overall contract value,
19 such as one to two million. Answer:
20 Currently, the State collects six million
21 annually in commissions, so the amount of
22 bond request stands.

23 Question 53: Please provide a listing

1 answer in the addendum.

2 Y'all need me to repeat that? This is
3 Question 49 as it concerns specification
4 8.5.3, Rate Caps. With regard to the Local,
5 IntraLATA, InterLATA and InterState inmate
6 calling rates, please consider providing a
7 Local and IntraLATA inmate rate schedule to
8 be used by all vendors in establishing the
9 proposed commission percentage. Answer: The
10 State is considering this approach and will
11 have an answer in the addendum.

12 Question 50: Concerning the
13 specification 8.5.3, Rate Caps, please
14 consider providing an InterLATA and
15 InterState inmate rate schedule to be used by
16 all vendors in establishing the proposed
17 commission percentage. Similar answer: The
18 State is considering this approach and will
19 have an answer in the addendum.

20 Question 51: Concerning specification
21 8.12.2, Vendor's Gross Inmate Revenue, please
22 clarify that the State understands and
23 accepts that it is the industry standard that

1 of the existing charged inmate collect and,
2 if applicable, prepaid call surcharges and
3 rates per minute. Answer: This information
4 will be provided in the addendum.

5 Question 54: Please provide a listing
6 of the existing charged public pay telephone
7 rates. Answer: This information will be
8 provided in the addendum.

9 Question 55: Item 10.2.3, Warranties.
10 The contractor would like the State to add
11 the following language to this section, which
12 will be consistent with the State's
13 requirement under 12.2: The warranty under
14 this section excludes any warranty, express
15 or implied, as to the merchantability,
16 fitness for any particular purpose or
17 otherwise with respect to the contractor
18 services provided under the agreement.
19 Answer: Upon legal advice, the State will
20 leave the specification as written.

21 Question 56: Item 10.4, Management
22 Information Reports. Please specify which
23 reports are related to inmate services and

1 which reports are specific to pay phone
 2 services. Also please clarify that such
 3 reports for pay phone services will not be
 4 required if vendors propose a zero percent
 5 commission on pay telephone services.
 6 Answer: All reports in 10.2 will be required
 7 for inmate and public coin pay telephones.
 8 If a commission percentage of zero is bid for
 9 public pay phones, then the vendor will not
 10 have to provide commission reports as
 11 described in 10.4.1.2 for those phones.
 12 Please note that there is a requirement for
 13 Call Cost Detail Reports as described in
 14 10.4.6 to be included in the vendor's bid
 15 response. Each report in 10.4.2 must be
 16 prepared for inmate and public phones.
 17 Question 57: Item 10.4.6, Call Detail
 18 Cost. Please clarify the level of itemized
 19 detail of all charges, such as taxes, et
 20 cetera. In addition, if any taxes are to be
 21 calculated and based on the fact that the RFP
 22 contemplates both mileage bands and time of
 23 day banding of rates, please provide NPA-NXX

1 Contractor requests that the State add the
 2 following language to this section: Neither
 3 party shall be liable for any indirect,
 4 incidental, punitive, or consequential
 5 damages sustained or incurred in connection
 6 with each party's performance under this
 7 agreement, regardless of the form of action,
 8 whether in contract, tort, including
 9 negligence, strict liability, or otherwise,
 10 whether or not such damages are foreseen or
 11 unforeseen. Answer: Upon legal advice, the
 12 State will leave the specification as
 13 written.
 14 Question 60: Item 11.2.7.1, Please
 15 provide information as to the number of TDDs
 16 currently located within the pay telephone
 17 base in Attachment A by location. Answer:
 18 This information will be provided in the
 19 addendum.
 20 Question 61: Item 11.2.7.2, Please
 21 clarify the term "hearing aid compatible," as
 22 it differs from the requirement of Section
 23 11.2.7.3 for volume control capabilities.

1 for each subsection and time of day and day
 2 of week the call is placed. Is it really the
 3 intent of Section 10.4 to have all of the
 4 calculations contained in the 10.4.6
 5 maintained on-line? Answer: Taxes will not
 6 have to be itemized in this report. NPA and
 7 NXXs will be provided in the addendum for
 8 each origination and destination listed.
 9 Additionally, time of day will be provided.
 10 On-line rates and calculations are not a
 11 requirement of this bid.
 12 Question 58: Item 10.6.1, Answer
 13 Supervision. If the billing cannot begin
 14 until the call completes, then there would be
 15 no bill for any calls. Does the State intend
 16 for this to read that billing will not begin
 17 until the call is answered by the called
 18 party? Answer: Yes. The State intends that
 19 billing will not take place for incomplete
 20 calls including no answers and that charges
 21 for the call do not begin until the call is
 22 answered.
 23 Question 59: Item 10.9, Indemnity.

1 Answer: When a person wearing a hearing aid
 2 attempts to use a telephone that is not
 3 hearing aid compatible, they may hear a very
 4 loud, high-pitched squeal. The Hearing Aid
 5 Compatibility Act requires that all essential
 6 telephones provide internal means for
 7 effective use with hearing aids that are
 8 designed to be compatible with telephones
 9 which meet established technical standards
 10 for hearing aid compatibility. It's a
 11 separate issue from volume control.
 12 Question 62: Item 11.2.9, Please
 13 clarify if alternative means to provide
 14 directory assistance services, such as free
 15 411, would be acceptable versus publishing
 16 and maintaining paper directories at each
 17 location. Answer: This is acceptable to the
 18 State as long as instructions are provided on
 19 the site equipment.
 20 Question 63: Can the State please
 21 indicate on a revised ITB Attachment A those
 22 phones which are indoor, outdoor, coin,
 23 non-coin, universal, and have TDDs? In

1 addition, include those that have enclosures,
2 booths, shelves, pedestals, or other mounting
3 requirements. Answer: This information is
4 being collected and will be provided in the
5 addendum if available at that time.

6 Question 64: Item 11.3.4, please
7 provide the minimum number of investigative
8 and administrative workstations required by
9 facility in order to meet the State's needs
10 as it relates to this ITB. Answer: As
11 previously stated, currently, there is one
12 administrative workstation at each
13 correctional facility and one at DOC in
14 Montgomery. This minimum requirement will
15 remain. Any other workstations for
16 investigative purposes should be able to
17 access the system via a browser. The system
18 must be web-based.

19 Question 65: At Attachment B in this
20 section, please provide information as to the
21 number of inmate phones that are indoor,
22 outdoor, have enclosures, pedestals, or other
23 mounting requirements. Answer: This

1 rendering fees, such as fees to called
2 parties from a vendor to generate an invoice
3 on a LEC bill to the called party for inmate
4 services. Answer: This answer to the
5 question will be provided in the addendum.

6 Question 69: Please provide revenue by
7 pay telephone broken out by the previous 12
8 months. In addition, this revenue should be
9 broken out by coin, non-coin, and dial
10 around. Answer: This information will be
11 provided in the addendum.

12 Question 70: Please provide revenue by
13 facility for inmate calling broken out by the
14 previous 12 months. Answer: This
15 information will be provided in the addendum.

16 Question 71: Please provide additional
17 information as to the structure of inmate
18 PINs, number of PAN numbers allowed, and the
19 administrative process currently used for
20 issuing and changing PINs and adding and
21 deleting PAN numbers. Answer: The current
22 PIN is six digits in length. The PAN list
23 can contain up to ten numbers. PIN and PAN

1 information is being collected and will be
2 provided in the addendum if available at the
3 time.

4 Question 66: The vendor requests that
5 the State require the installation of all new
6 equipment for all inmate telephone services.
7 Answer: The addendum will require that all
8 equipment for inmate telephone systems be
9 new.

10 Question 67: Please clarify if Per Call
11 Comp, PCC, fees, which are currently between
12 40 and 60 cents per call, are allowed to be
13 charged to called parties for inmate
14 telephone calls even though they are not
15 applicable. Answer: Item 6.5.2 states that
16 services for inmate calls must be provided at
17 reasonable and customary rates and charges
18 without any special surcharge of any kind.
19 If the PCC fee is charged for all collect
20 calls carried by the vendor, it can be
21 charged to inmate families receiving calls.

22 Question 68: Please clarify vendors are
23 able to charge the called parties a bill

1 administration is performed using a
2 workstation at the correctional facility.

3 And that is the end of the written
4 questions. What we're going to do now is
5 take oral questions from the floor. We have
6 a court reporter here today. And she will
7 need you, every time you ask a question, to
8 stand up, state your name and your company's
9 name, and speak loudly so that she can hear
10 you. As I mentioned, we hope to have some
11 preliminary answers for you today; but
12 there's a chance that some of your questions
13 we may not be able to answer; and those will
14 provided in the addendum.

15 So y'all asked all your questions, the
16 written questions.

17 MR. HOOPER: My name is Conwell Hooper
18 with Inmate Telephone, Incorporated. On page
19 26 under Section 11.3.2, the following is
20 indicated: Web Access, access to the system
21 from any remote computer with Internet
22 access. Could you please describe more
23 specifically what the DOC means by this

1 statement? In other words, is the DOC
 2 interested in certain modules of the phone
 3 platform being accessed via the Internet?
 4 And if so, list the desired functionality.
 5 Would the DOC ideally like to access every
 6 single administrative function, call
 7 recording, monitoring PIN, administration, et
 8 cetera, via a secure Internet connection?
 9 MS. ROBERTSON: Conwell, what page is
 10 that on?
 11 MR. HOOPER: Pardon?
 12 MS. ROBERTSON: What page is that on?
 13 MR. HOOPER: It is 26, Section 11.3.2.
 14 MS. ROBERTSON: As a tentative answer,
 15 the DOC is very interested in investigators
 16 being able to access telephone recordings,
 17 monitoring via the web. At this point, I'm
 18 not sure that they're interested in being
 19 able to change PIN numbers and that type of
 20 thing, but we will try to confirm that and
 21 give you the --
 22 Do you have anything to add, Rachel?
 23 MS. LEE: I don't think so.

1 facility?
 2 MS. ROBERTSON: At no additional cost?
 3 MS. DOSS: At no additional cost.
 4 MS. ROBERTSON: I'm certain they would
 5 be open to it.
 6 MS. LEE: The current system may not
 7 allow it.
 8 MS. ROBERTSON: The current system may
 9 not allow it.
 10 MS. DOSS: One more question. On
 11 8.12.2, when it talks about total gross
 12 revenue, earlier you had mentioned that the
 13 State was getting paid on collect calls but
 14 was not receiving -- or I understood it to be
 15 that the State is not receiving any payment
 16 on prepaid -- any commission on prepaid
 17 calls. If the State puts out a rate schedule
 18 for everyone, we agree that that would
 19 provide a fair -- a level playing field for
 20 everyone. In regards to your total gross
 21 revenue that's listed on there, we just want
 22 to make sure that the State is aware that
 23 total gross revenue would include commissions

1 MR. MOSLEY: Tillman Mosley from
 2 ShawnTech Communications. Will the attendee
 3 list be published with the addendum coming
 4 out?
 5 MS. ROBERTSON: Yes. Yes, it will. And
 6 I'd like to add to that, that because we
 7 really have a short time frame here between
 8 probably when we receive the addendum and
 9 when your bid is due, make sure that we have
 10 your e-mail address. And I'll be glad to
 11 e-mail you the entire addendum on the day
 12 that it's sent out.
 13 MS. DOSS: I'm Karen Doss with Internet
 14 Calling Solutions. And you stated that
 15 presently each site enters their PIN numbers
 16 manually and prepares the PIN list or the
 17 allowed number list manually and that it's
 18 not a requirement to interface with the jail
 19 management or commissary system. Would the
 20 State allow the vendors to interface as long
 21 as it's like in an XML format, to interface
 22 back so that it wouldn't remove the manual
 23 entries from the State's -- or from each

1 back to you guys for collect, prepaid, and
 2 debit.
 3 MS. ROBERTSON: Let me clarify that.
 4 Are we receiving commissions on them? Yes.
 5 What I actually meant by that was the way the
 6 question was phrased -- Rachel and I had had
 7 some discussions about it -- is that there is
 8 no interface. No part of the process at all
 9 has to do with DOC's commissary system or
 10 their accounting or anything. It's all done
 11 on the back end by the vendor. But we do --
 12 I've seen those commissions. We do get
 13 commissions on those. And we'll provide
 14 those to y'all as well.
 15 MS. DOSS: I have one more question
 16 because it would help with interfacing. Do
 17 you presently -- does the State presently
 18 interface through the VINE system or with the
 19 Victim Notification System?
 20 MS. ROBERTSON: In what way?
 21 MS. DOSS: How it relates with inmate
 22 information, inmate name information and PIN
 23 information. Is there already an interfacing

1 in between the systems that you have now and
2 with the VINE system? Because in some cases,
3 that interface can be used to interface back
4 with the PIN numbers.

5 MS. ROBERTSON: Vine, V-I-N?

6 MS. DOSS: V-I-N-E.

7 MS. ROBERTSON: We'll provide that
8 answer in the addendum.

9 MR. FORMANEK: James Formanek, FSH
10 Communications. As a point of clarification,
11 going back to the remote investigators, when
12 I asked the question in there concerning that
13 from a monitoring standpoint, how many -- as
14 far as location, that could be at the
15 facility or wherever the investigators are
16 located? So that is not at the facility from
17 some other remote location?

18 MS. ROBERTSON: You're just wanting to
19 know in total how many investigators might
20 be --

21 MR. FORMANEK: Correct.

22 MS. ROBERTSON: -- looking at monitoring
23 calls? For any facility?

1 REPORTER'S CERTIFICATE

2 STATE OF ALABAMA

3 AUTAUGA COUNTY

4 I, Heather Barnett, Court Reporter and
5 Commissioner for the State of Alabama at Large,
6 hereby certify that on Thursday, September 21,
7 2006, I reported the PROCEEDINGS in the matter of
8 the foregoing cause, and that pages 2 through 39
9 contain a true and accurate transcription of said
10 proceedings.

11 I further certify that I am neither kin
12 nor of counsel to the parties to said cause, nor
13 in any manner interested in the results thereof.

14 This 22nd day of September, 2006.
15
16

17 HEATHER BARNETT, Court Reporter
18 and Commissioner for the
19 State of Alabama at Large

20 MY COMMISSION EXPIRES: 3/24/07
21
22
23

1 MR. FORMANEK: For any facility and/or
2 some other off-site location.

3 MS. ROBERTSON: I would think maybe we
4 could think about that and give you a very
5 general estimate in the addendum.

6 Do y'all need any more time to look
7 through your notes at all?

8 (No response)

9 MS. ROBERTSON: Okay. Well, we will
10 close.

11 This concludes the pre-bidders
12 conference. I really appreciate all y'all
13 coming in today. Again, make sure you sign
14 the sheet. It's the only way you'll be
15 getting the addendum and that we will accept
16 your bid response. And good luck to you.

17 (The proceedings concluded at
18 2:44 p.m.)

19 * * * * *

20 END OF PROCEEDINGS

21 * * * * *
22
23



<p style="text-align: center;">A</p> <p>ability 3:17</p> <p>able 30:16 31:23 33:13 34:16,19</p> <p>above-styled 1:14</p> <p>accept 3:22 39:15</p> <p>acceptable 21:14 29:15,17</p> <p>accepted 4:17</p> <p>accepts 23:23</p> <p>access 9:7 10:6 14:3,20 17:15 30:17 33:20,20 33:22 34:5,16</p> <p>accessed 34:3</p> <p>accessible 10:3</p> <p>accounting 15:2 37:10</p> <p>accurate 40:9</p> <p>Act 29:5</p> <p>action 28:7</p> <p>activity 11:4</p> <p>actual 19:16</p> <p>add 25:10 28:1 34:22 35:6</p> <p>addendum 3:19 4:19 7:5,12 8:4 9:14 11:9,12,23 18:14 19:13,18 23:1,11,19 25:4,8 27:7 28:19 30:5 31:2,7 32:5,11,15 33:14 35:3,8,11 38:8 39:5,15</p> <p>adding 32:20</p> <p>addition 4:20 8:8 26:20 30:1 32:8</p> <p>additional 32:16 36:2,3</p> <p>Additionally 27:9</p> <p>address 18:16 35:10</p> <p>addresses 19:8</p> <p>administration 17:11,13 33:1 34:7</p> <p>administrative 2:4</p>	<p>6:21 14:7 30:8,12 32:19 34:6</p> <p>administrators 7:20</p> <p>ADP 16:19</p> <p>advice 25:19 28:11</p> <p>afternoon 3:4</p> <p>agencies 4:7</p> <p>ago 17:1</p> <p>agree 36:18</p> <p>agreeable 21:17</p> <p>agreement 25:18 28:7</p> <p>agrees 24:11</p> <p>aid 28:21 29:1,3,4 29:10</p> <p>aids 29:7</p> <p>Alabama 1:1,3,15 1:17,21 2:5 40:2 40:5,17</p> <p>alert 11:4</p> <p>allow 10:6 21:11 22:2,4,9,11 35:20 36:7,9</p> <p>allowed 22:13 31:12 32:18 35:17</p> <p>allowing 21:10</p> <p>alternate 10:11</p> <p>alternative 29:13</p> <p>amount 6:6,11,12 6:13,14 24:1,16 24:17,21</p> <p>analyze/request 18:17</p> <p>and/or 7:20 9:9 13:3 14:2 17:13 20:6 39:1</p> <p>Annex 17:2</p> <p>annual 6:12,13 21:5</p> <p>annually 24:21</p> <p>answer 3:17 5:23 6:9,20 7:3,7,11 7:14,17,22 8:3,11 8:21 9:1,6,13,21 10:8,18 11:1,8,11</p>	<p>11:17,22 12:4,13 12:20 13:4,8,15 13:21 14:6,15 15:9,15,21 16:6 16:15,23 17:12 17:19 18:3,13,23 19:11,17 20:2,9 20:23 21:16 22:6 22:12,22 23:1,9 23:11,17,19 24:11,19 25:3,7 25:19 26:6 27:5 27:12,18 28:11 28:17 29:1,17 30:3,10,23 31:7 31:15 32:4,4,10 32:14,21 33:13 34:14 38:8</p> <p>answered 3:14 27:17,22</p> <p>answers 4:21 27:20 33:11</p> <p>anticipated 20:7</p> <p>APPEARANCES 2:1</p> <p>applicable 25:2 31:15</p> <p>Applications 2:3</p> <p>applied 20:4</p> <p>appreciate 39:12</p> <p>approach 22:23 23:10,18</p> <p>approval 9:17</p> <p>approved 13:10,14</p> <p>approves 13:11,16</p> <p>approximately 1:19</p> <p>archiving 13:19,22</p> <p>areas 21:6,9</p> <p>arrangement 15:5</p> <p>Art 2:8 5:13</p> <p>asked 5:21 33:15 38:12</p> <p>assistance 29:14</p> <p>assistant 2:3,13</p> <p>Attachment 8:21 28:17 29:21</p>	<p>30:19</p> <p>attempts 29:2</p> <p>attendance 3:21</p> <p>attendee 35:2</p> <p>August 17:8</p> <p>AUTAUGA 40:3</p> <p>authorities 24:5,7</p> <p>authority 22:5</p> <p>available 19:19 30:5 31:2</p> <p>average 17:3,6,7 18:9</p> <p>averages 16:19</p> <p>award 11:17 17:19 20:7</p> <p>awarded 6:6,10,11 12:13 18:5 20:13 21:17</p> <p>aware 7:8 12:5 36:22</p> <hr/> <p style="text-align: center;">B</p> <hr/> <p>B 8:19 22:8 30:19</p> <p>back 3:7 35:22 37:1,11 38:3,11</p> <p>banding 26:23</p> <p>bands 26:22</p> <p>Barnett 1:20 40:4 40:16</p> <p>base 28:17</p> <p>based 6:12 11:2,17 17:19 26:21</p> <p>basis 10:1 21:5</p> <p>beds 17:8</p> <p>believes 19:7</p> <p>Bess 2:8 5:13</p> <p>best 3:17 19:8</p> <p>better 10:9</p> <p>beyond 13:20,22</p> <p>bid 2:21 3:22 4:2,3 4:4,5,5,10,12,14 4:16,18 5:1,7 11:19 17:19 18:1 18:4,6 20:13,14 21:19 26:8,14 27:11 35:9 39:16</p> <p>bidder 10:4</p>	<p>bill 27:15 31:23 32:3</p> <p>billed 22:7</p> <p>billing 27:13,16,19</p> <p>bond 24:17,22</p> <p>booths 30:2</p> <p>box 11:3</p> <p>breakdown 9:12</p> <p>breaks 3:3</p> <p>bring 6:1</p> <p>broken 18:10 32:7 32:9,13</p> <p>browser 14:21 30:17</p> <p>building 1:16 2:4 12:9</p> <p>buildings 12:8</p> <hr/> <p style="text-align: center;">C</p> <hr/> <p>C 8:22</p> <p>calculated 26:21</p> <p>calculations 27:4 27:10</p> <p>call 3:5 5:4,8 13:10 14:23 17:18 18:10 22:9,12 25:2 26:13,17 27:2,14,17,21,21 31:10,12 34:6</p> <p>called 22:9 27:17 31:13,23 32:1,3</p> <p>calling 7:11 8:8,9 22:18 23:6 32:13 35:14</p> <p>calls 10:8,10 13:3 16:2,5 17:18,21 21:12 22:14 27:15,20 31:14 31:16,20,21 36:13,17 38:23</p> <p>cap 7:15</p> <p>capabilities 28:23</p> <p>capacity 13:20</p> <p>capped 17:21</p> <p>caps 7:14 22:17 23:4,13</p> <p>card 15:1</p>
--	---	---	--	---

<p>carried 31:20 cases 5:20 9:22 38:2 case-by-case 9:23 cause 1:15 12:11 40:8,12 cell 3:2 centers 13:2,7 central 9:8,9 14:19 cents 31:12 certain 34:2 36:4 CERTIFICATE 40:1 certify 40:6,11 cetera 11:5 26:20 34:8 chance 33:12 change 34:19 changing 32:20 charge 7:14,15 22:5,9,12 31:23 charged 25:1,6 31:13,19,21 charges 17:21 22:7 22:14 24:12 26:19 27:20 31:17 charging 11:15 choose 20:23 circuits 14:15 clarification 5:7 16:7 38:10 clarifications 4:22 clarify 17:12 21:23 22:11 23:22 26:2 26:18 28:21 29:13 31:10,22 37:3 close 39:10 closed 17:1 coin 2:19 7:18 8:1 8:8,10,12,20,22 10:7,22 11:3,4 18:12 26:7 29:22 32:9 coinless 11:11 Coker 2:9 5:14</p>	<p>collect 18:12 22:14 25:1 31:19 36:13 37:1 collected 24:12 30:4 31:1 collection 10:22 collections 11:2 collects 24:2,20 collect-only 8:8 combination 15:2 combined 5:22 come 3:7 coming 2:16 35:3 39:13 commencing 1:18 commissary 15:13 15:16 35:19 37:9 commission 6:12 7:17 11:18 17:18 17:20 18:4,22 19:1,2,20 20:1,2 21:1 22:22 23:9 23:17 24:10,13 26:5,8,10 36:16 40:18 Commissioner 1:20 40:5,17 commissions 20:21 24:21 36:23 37:4 37:12,13 committee 5:11 commonly 22:9 communications 9:3,10 35:2 38:10 Comp 31:11 companies 3:20,21 company 22:13 company's 5:7 33:8 compatibility 29:5 29:10 compatible 28:21 29:3,8 complete 9:12 completed 20:17 completes 27:14 computer 33:21</p>	<p>computers 15:21 concerning 5:7 9:2 9:15 10:2,13 11:6 11:13,20 12:1,6 18:15 21:22 23:12,20 38:12 concerns 19:8 23:3 concluded 39:17 concludes 39:11 conference 1:6 2:18 6:2 39:12 confirm 20:21 34:20 connection 28:5 34:8 consequential 28:4 consider 18:18 21:9 22:19 23:6 23:14 24:16 consideration 11:15 considered 17:2 considering 22:23 23:10,18 consistent 25:12 contain 32:23 40:9 contained 13:10 27:4 contemplates 26:22 contract 6:6,7,8,9 6:15,16 12:22 18:6 19:4 20:5,6 20:7,10,12 24:18 28:8 contractor 25:10 25:17 28:1 control 28:23 29:11 converted 17:5 Conwell 33:17 34:9 cooperate 12:16 cooperation 12:23 coordinated 4:6 copies 4:15 copy 4:11</p>	<p>Correct 38:21 correctional 6:22 8:16 14:7,11,19 30:13 33:2 Corrections 2:7,8 4:8 5:12,13 6:23 15:17 cost 17:17,22 18:20 21:13 26:13,18 36:2,3 counsel 40:12 COUNTY 40:3 court 1:20 33:6 40:4,16 criteria 17:23 current 6:5,9 7:10 7:16 10:19 12:21 15:4,19 18:8 20:2 20:9 21:21 32:21 36:6,8 currently 6:20 7:21 8:2 9:18 13:15 16:14 24:20 28:16 30:11 31:11 32:19 customary 22:5 31:17 cutover 20:17</p> <hr/> <p style="text-align: center;">D</p> <hr/> <p>damage 12:11,14 damages 28:5,10 data 19:16,18 database 9:7,9 data-port 19:14 date 6:7 8:14 20:6 20:7,8,9 day 26:23 27:1,1,9 35:11 40:14 days 13:20,22 debit 15:1,2 18:13 37:2 dedicated 7:23 deductions 19:23 define 17:16 deleting 32:21</p>	<p>Department 1:2,16 2:7,8,15 4:8 5:12 5:13 6:23 depending 3:9 deployed 7:8 8:2 deploying 10:11 describe 33:22 described 26:11,13 description 9:5 11:1 designed 29:8 desired 7:13 34:4 destination 27:8 detail 26:13,17,19 Development 2:3 dial 32:9 dialing 21:12 differs 28:22 digits 32:22 director 2:3,13 directories 29:16 directory 29:14 discrepancies 5:5 discussion 9:23 discussions 37:7 Division 1:15 2:2,9 2:15 4:9 5:16 divisions 4:7 DOC 14:20 15:5 16:15 17:17 18:7 30:13 33:23 34:1 34:5,15 DOC's 13:13,14 15:11 37:9 Doss 35:13,13 36:3 36:10 37:15,21 38:6 dramatically 21:13 due 20:11 35:9 duration 6:8,15</p> <hr/> <p style="text-align: center;">E</p> <hr/> <p>earlier 36:12 easier 12:19 effective 6:10 29:7 effort 17:22 emergency 3:5</p>
--	--	--	--	---

21:10,15,18
enclosure 10:17
enclosures 7:3
 10:16 12:9,11
 30:1,22
encourage 3:12
enter 19:1 21:1
entered 11:18 18:4
enters 35:15
entire 6:15 35:11
entities 18:2
entries 35:23
equipment 29:19
 31:6,8
especially 18:21
essential 29:5
established 29:9
establishing 22:21
 23:8,16
estimate 39:5
estimated 6:13,15
 11:17
et 11:4 26:19 34:7
evaluation 4:5,10
 20:14
example 11:3
excluded 24:8
excludes 25:14
existing 10:15 12:2
 12:10,15 20:6
 25:1,6
expect 24:9
expects 18:22
expenses 18:19
expiration 6:7
expire 20:11
EXPIRES 40:18
explain 17:12
express 25:14
extra 11:15
e-mail 5:4 35:10,11

F

facilities 8:16 13:4
 13:8 14:11,19
 16:21
facility 6:22 9:12

13:13,16 14:8
 16:9 17:9 30:9,13
 32:13 33:2 36:1
 38:15,16,23 39:1
facility's 9:7
fact 26:21
fair 36:19
families 16:17
fact 26:21
fair 36:19
families 16:17
 17:22 31:21
family 16:15
far 38:14
faster 12:19
features 10:12
 14:20
fee 22:12 31:19
fees 22:14 31:11
 32:1,1
field 36:19
Finance 1:2,16
 2:14,15 4:8 5:14
 5:14,15
First 2:23
fitness 25:16
five 6:16
floor 6:4 33:5
following 8:11
 16:21 21:23
 25:11 28:2 33:19
Folsom 2:4
foregoing 40:8
foreseen 28:10
form 3:11 28:7
Formanek 38:9,9
 38:21 39:1
format 19:8 35:21
found 5:5
four 4:16,17
frame 14:13 20:8
 20:19 35:7
free 29:14
FSH 38:9
full 11:3
function 34:6
functionality 34:4
further 40:11
FUSF 22:6

G

general 4:2 39:5
generate 32:2
generated 24:10
getting 36:13
 39:15
give 3:16 11:14
 34:21 39:4
glad 35:10
go 4:1
going 4:19 5:17
 33:4 38:11
good 39:16
governmental 24:4
 24:6
gross 19:22 20:4
 23:21 24:8,13
 36:11,20,23
guys 37:1

H

half 3:8
handled 12:12
hard 10:4
hear 29:3 33:9
hearing 10:4 28:21
 29:1,3,4,7,10
Heather 1:19 40:4
 40:16
held 1:15
help 37:16
higher 17:18 21:6
highest 17:20 18:3
high-pitched 29:4
history 11:4,4
hold 13:15
Hooper 33:17,17
 34:11,13
hope 3:7 33:10
hopes 20:16
hour 3:8,8
housekeeping 2:23

I

ideally 34:5
implementation
 20:8,15

implied 25:15
important 2:21
 17:17 18:21
incidental 28:4
include 4:21 30:1
 36:23
included 24:13
 26:14
including 4:4 6:8
 19:18 24:7 27:20
 28:8
incomplete 27:19
Incorporated
 33:18
incumbent 7:22
incurred 28:5
Indemnity 27:23
indicate 29:21
indicated 33:20
indirect 28:3
indoor 29:22 30:21
industry 22:8
 23:23
information 2:2,14
 7:4,11 8:3 9:8
 18:13 19:12,17
 25:3,7,22 28:15
 28:18 30:3,20
 31:1 32:10,15,17
 37:22,22,23
initial 5:19
inmate 1:6 2:19
 6:19 7:18 8:5,10
 8:15,20 13:3,10
 14:3,23 15:8,10
 15:11,14,17,18
 16:1,5,14,19
 17:17,21,22 18:9
 18:20 19:3,5,10
 19:21 20:3,16
 22:8,18,20 23:5,7
 23:15,21 25:1,23
 26:7,16 30:21
 31:6,8,13,16,21
 32:3,13,17 33:18
 37:21,22
inmates 8:23,23

16:16
install 10:4
installation 8:13
 9:19 31:5
installed 8:17
installing 21:20
instances 8:6,13
institution 9:4
instructions 29:18
intend 27:15
intends 19:4 27:18
intent 27:3
interested 34:2,15
 34:18 40:13
interface 15:10,16
 35:18,20,21 37:8
 37:18 38:3,3
interfacing 15:7,13
 37:16,23
InterLATA 11:16
 18:11 22:18 23:5
 23:14
internal 29:6
international
 18:11
Internet 10:5,7
 14:5 33:21 34:3,8
 35:13
InterState 22:18
 23:5,15
IntraLATA 11:16
 18:11 22:17,19
 23:5,7
introduce 5:10
investigative 30:7
 30:16
investigator 16:9
investigators 14:2
 16:1,4 34:15
 38:11,15,19
invoice 32:2
involved 4:9
ISD 2:8,9,14 4:6
 5:14,15 18:7
issue 29:11
issuing 32:20
ITB 29:21 30:10

ITBs 5:6
Item 20:20 21:3
 24:15 25:9,21
 26:17 27:12,23
 28:14,20 29:12
 30:6 31:15
itemized 26:18
 27:6
items 2:23 24:11
i.e 15:1

J

jail 15:7 35:18
James 38:9
Jennifer 2:9 5:15
Julie 2:3,12
July 17:6,6

K

Karen 35:13
Katrina 12:4
keep 17:22
kin 40:11
kind 8:1 10:23
 22:3 31:18
kiosks 10:5
know 2:17,20
 38:19

L

language 25:11
 28:2
Large 1:21 40:5,17
leave 3:4 25:20
 28:12
LEC 11:16 32:3
Lee 2:7 5:11 34:23
 36:6
legal 25:19 28:11
length 20:5 32:22
level 19:23 26:18
 36:19
liability 28:9
liable 28:3
limitation 24:7
limited 8:6,13
line 24:18
lines 12:17,18

line/link 9:4,6
link 9:10
list 13:11,15 32:22
 34:4 35:3,16,17
listed 27:8 36:21
listing 11:22 24:23
 25:5
local 8:7 18:11
 22:17,19 23:4,7
located 8:16 16:23
 28:16 38:16
location 8:20 16:2
 16:3,6,8,9,10
 28:17 29:17
 38:14,17 39:2
locations 19:6
 21:11,15,21
long 22:13 29:18
 35:20
look 39:6
looking 38:22
loud 29:4
loudly 33:9
low 17:22
lower 17:17
lowering 24:16
luck 39:16

M

maintain 13:12
maintained 27:5
maintaining 29:16
maintains 13:16
management 15:7
 15:11,18 25:21
 35:19
mandated 22:5,7
 24:3,5,12
mandatory 2:18
 2:20
manner 40:13
manual 35:22
manually 35:16,17
matter 40:7
means 29:6,13
 33:23
meant 37:5

meet 29:9 30:9
meets 18:5
members 5:10
mention 5:3
mentioned 3:20
 33:10 36:12
merchantability
 25:15
method 18:17
mid 20:12
mileage 26:22
million 6:14,16
 24:17,19,20
minimum 7:1 14:6
 30:7,14
minute 22:10 25:3
minutes 13:9
mobile/temporary
 12:3
modifications 4:22
modules 34:2
monitor 16:1,5
monitored 13:3
monitoring 34:7
 34:17 38:13,22
Montgomery 1:3
 1:17 2:5 6:23 9:9
 16:21 17:4,5
 30:14
monthly 16:19
months 20:17 32:8
 32:14
Mosley 35:1,1
mounting 30:2,23
multiple 5:21 19:8

N

name 2:12 33:8,9
 33:17 37:22
need 3:4,14 5:6
 10:8 14:3 16:1,4
 23:2 33:7 39:6
needs 16:6 30:9
negligence 28:9
negotiation 10:18
neither 28:2 40:11
network 14:16,17

networked 13:7
networking 14:10
 14:12
new 9:19,20 10:14
 10:19 12:17,18
 12:18 20:12 31:5
 31:9
non-coin 10:7
 29:23 32:9
non-inmate 11:10
 22:15
North 1:17 2:4
note 4:11,13 18:23
 26:12
notes 39:7
Notification 37:19
NPA 27:6
NPA-NXX 26:23
number 12:7 13:14
 16:20 28:15 30:7
 30:21 32:18
 35:17
numbers 13:11,12
 13:16,17 32:18
 32:21,23 34:19
 35:15 38:4
NXXs 27:7

O

October 6:11
 20:12
office 9:8 12:8
official 3:18
off-site 14:5 39:2
Okay 6:5 39:9
ones 14:18
one-to-one 9:21,22
online 13:20
on-line 27:5,10
on-site 7:19,20
open 6:3 9:23
 10:11 36:5
opening 20:14
opportunity 3:15
oral 33:5
order 30:9
original 4:15,15

5:1 20:10
origination 27:8
outdoor 29:22
 30:22
outline 15:6,12
outside 3:5
overall 24:18

P

page 33:18 34:9,12
paggers 3:1
pages 40:8
paid 20:22 24:10
 24:14 36:13
PAN 32:18,21,22
 32:23
panel 18:3
paper 29:16
paperless 15:1
papers 3:6
Pardon 34:11
part 12:9 14:12
 15:5 16:11 17:3
 22:4,8 37:8
particular 25:16
parties 24:3 31:13
 31:23 32:2 40:12
party 27:18 28:3
 32:3
party's 28:6
pay 1:6 2:19 7:8
 10:14 11:7,11
 12:7 18:16,20,22
 19:2,6,15,21,22
 20:3,18,22 21:2
 21:20 25:6 26:1,3
 26:5,7,9 28:16
 32:7
payment 18:12
 36:15
pays 24:2
PCC 31:11,19
pedestals 30:2,22
percent 6:12 7:17
 20:3 26:4
percentage 7:17
 19:1,3 21:1 22:22

<p>23:9,17 26:8 performance 28:6 performed 17:14 33:1 person 29:1 phone 9:21 10:8,15 10:17 14:4 15:8 15:14 16:20 18:23 26:1,3 34:2 phones 2:19 3:2 7:6,8 8:1,10,12 8:14,15,20,22 9:16,17,19 10:3 10:12,16 11:7,11 12:8 16:13 18:21 19:2,3,5,6 20:4 20:18 21:2,4,8,10 21:11,15,18,20 22:15 26:9,11,16 29:22 30:21 phrased 37:6 PIC-C 24:5 PIN 32:22,23 34:7 34:19 35:15,16 37:22 38:4 PINs 32:18,20 place 15:3 21:10 27:19 placed 21:6,9,16 27:2 placing 10:10 plan 21:19 platform 15:9,14 34:3 playing 36:19 please 3:3 4:11,12 5:4 6:1 8:11,19 15:6,12 16:18 17:11,16 18:8,23 20:5,21 21:9,14 21:23 22:10,19 23:6,13,21 24:15 24:23 25:5,22 26:2,12,18,23 28:14,20 29:12 29:20 30:6,20 31:10,22 32:6,12</p>	<p>32:16 33:22 plus 20:11 point 34:17 38:10 policy 13:14 population 16:19 17:3,6,7 portable 7:6,8 portion 6:2 possible 20:13 preliminary 3:16 33:11 prepaid 14:23 15:4 18:13 25:2 36:16 36:16 37:1 prepared 26:16 prepares 35:16 present 2:6 11:22 presently 35:15 37:17,17 previous 12:22 32:7,14 previously 30:11 PRE-BID 1:6 pre-bidders 2:18 39:11 Pre-Release 17:5 price 10:17 pricing 11:19 Priscilla 2:9 5:14 prison 13:8 probably 35:8 proceedings 1:14 39:17,20 40:7,10 process 4:3 12:19 32:19 37:8 programs 24:3 projected 11:18 17:20 18:3 propose 26:4 proposed 22:21 23:9,16 provide 5:19 8:7 8:10,19 9:5,11,21 10:12 14:14 16:18 18:8,17 19:4 20:1,6 21:14 21:14 24:23 25:5</p>	<p>26:10,23 28:15 29:6,13 30:7,20 32:6,12,16 36:19 37:13 38:7 provided 7:4,12,21 8:3 9:13 11:8,12 11:23 12:2 14:2 18:14 19:12,18 25:4,8,18 27:7,9 28:18 29:18 30:4 31:2,16 32:5,11 32:15 33:14 provider 9:20,20 10:15 providing 14:12,16 23:6,14 public 2:19 7:18 8:23 9:1 18:9,20 18:22 19:2,5,10 20:18,22 21:2,7 25:6 26:7,9,16 published 35:3 publishing 29:15 punitive 28:4 purchase 10:15 Purchasing 1:15 2:9 4:9 5:16 18:7 purpose 25:16 purposes 14:7 21:8 21:19 30:16 puts 36:17 putting 12:18 p.m 1:19 39:18</p>	<p>16:18 17:10,16 17:23 18:8,15 19:10,14,20 20:5 20:20 21:3,22 22:16 23:3,12,20 24:15,23 25:5,9 25:21 26:17 27:12,23 28:14 28:20 29:12,20 30:6,19 31:4,10 31:22 32:5,6,12 32:16 33:7 36:10 37:6,15 38:12 questions 3:9,13 3:13 4:1,20 5:9 5:18,20,21 6:3 8:11 33:4,5,12,15 33:16</p>	<p>14:10,23 19:16 21:23 regardless 28:7 regards 10:10 36:20 regular 10:7 related 25:23 relates 30:10 37:21 release 13:2,6 16:22,22,23 17:4 remain 7:1 30:15 remote 15:23 16:4 21:9 33:21 38:11 38:17 remotely 14:5 17:11,14 removal 12:10 18:17 remove 35:22 removed 9:16,18 rendering 32:1 renewal 20:11 renewals 6:9 repair 12:14 repeat 23:2 report 20:1 26:15 27:6 reported 1:19 40:7 reporter 1:20 33:6 40:4,16 REPORTER'S 40:1 reports 25:22,23 26:1,3,6,10,13 represented 18:2 request 8:14 12:20 24:22 requested 10:23 24:16 requests 28:1 31:4 require 12:22 13:1 14:1 31:5,7 required 6:19 7:3 7:7 8:7,12,17 9:6 12:13,16 13:12 14:14,18 19:6 20:8,20,22 21:8</p>
			<p>R</p>	
			<p>Rachel 2:7 5:11 34:22 37:6 Randy 2:8 5:12 rate 19:20 22:10 22:16,20 23:4,7 23:13,15 36:17 rates 7:11,13 11:15 11:16 22:8,19 23:6 25:3,7 26:23 27:10 31:17 read 5:1,17 27:16 really 27:2 35:7 39:12 reasonable 31:17 receive 35:8 received 5:19 receiving 10:10 19:21 31:21 36:14,15 37:4 recorded 13:3,5 recording 34:7 recordings 13:19 34:16 reduce 21:13 referring 16:8 regard 22:17 23:4 regarding 10:22</p>	
		<p>Q</p>		
		<p>quantity 8:19 quasi-governme... 24:4,6 question 6:1,5,18 7:2,6,10,13,16,19 8:1,5,19 9:2,11 9:15 10:2,13,21 11:6,10,13,20 12:1,6,15 13:1,6 13:9,18,23 14:9 14:22 15:6,12,19 15:23 16:7,10,13</p>		

26:4,6 30:8
requirement 7:1
 10:6 25:13 26:12
 27:11 28:22
 30:14 35:18
requirements
 13:19,21 14:10
 14:23 15:8,9,13
 15:15 18:5 30:3
 30:23
requires 9:3 29:5
requiring 8:9
respect 25:17
response 4:14 5:8
 11:19 18:4 26:15
 39:8,16
responses 3:15,23
 4:10,18 5:19 18:6
responsible 14:16
resulting 19:4
results 40:13
revenue 6:13,14
 18:9 19:22 20:4
 23:21 24:10,13
 32:6,8,12 36:12
 36:21,23
revenues 24:9
review 18:2 21:5
reviewed 18:6
reviewed/scored
 18:1
revised 29:21
RFP 10:14 26:21
Robertson 2:3,12
 2:13 34:9,12,14
 35:5 36:2,4,8
 37:3,20 38:5,7,18
 38:22 39:3,9
rollup 18:19
roughly 20:18
routine 11:3
RSA 1:16

S

safety 21:7
satisfy 10:5
says 4:13

schedule 10:22,23
 20:16 22:20 23:7
 23:15 36:17
section 4:13 22:1
 24:8 25:11,14
 27:3 28:2,22
 30:20 33:19
 34:13
secure 34:8
Securus 6:10
See 8:21
seen 37:12
send 3:19
sent 35:12
separate 19:2
 29:11
September 1:18
 40:6,14
service 11:8,11,21
 15:8 19:11,15
services 1:6 2:2,15
 15:1,14 20:21,23
 25:18,23 26:2,3,5
 29:14 31:6,16
 32:4
session 16:12
set 10:16
ShawnTech 35:2
sheet 2:22 11:19
 39:14
shelves 30:2
short 35:7
Sigler 2:9 5:15
sign 2:21 39:13
signed 3:10
similar 22:14
 23:17
single 34:6
site 8:20 29:19
 35:15
sites 21:18
situations 12:12
six 24:20 32:22
software 15:7
 17:12
solely 14:16
Solutions 35:14

soon 20:13
sorry 16:3
speak 33:9
special 22:2 31:18
specific 7:13 9:5
 13:18 14:9,22
 15:7,13 17:23
 26:1
specifically 33:23
specification 8:5
 9:2,15 10:2,13,21
 11:6,20 12:1,6
 18:15 21:22
 22:16 23:3,13,20
 25:20 28:12
specifications
 11:13
specify 25:22
specs 4:23
squeal 29:4
stand 33:8
standard 22:8,12
 23:23
standards 29:9
standpoint 38:13
stands 24:22
start 20:7,9
started 3:1 5:9
state 1:1,21 3:22
 4:6 7:7 8:9 9:5,11
 9:22 10:8 11:14
 12:4,7,16,20 13:1
 13:6 14:1,11
 15:20 16:6,14
 18:18,22 19:3,7,7
 19:16,21,23
 20:14 21:5,16
 22:1,4,11,22
 23:10,18,22 24:9
 24:11,20 25:10
 25:19 27:15,18
 28:1,12 29:18,20
 31:5 33:8 35:20
 36:13,15,17,22
 37:17 40:2,5,17
stated 20:2 30:11
 35:14

statement 22:1
 34:1
statements 4:2
states 8:6 21:3
 31:15
State's 9:17 25:12
 30:9 35:23
state-owned 14:4
stations 16:20
step 3:5
stops 11:3
Street 1:17 2:4
strict 28:9
structure 12:10
 32:17
submit 4:14,17,19
 21:4
submitted 4:1 5:18
 6:1
subsection 27:1
Suite 1:16 2:5
summarize 5:22
Supervision 27:13
support 2:3 17:10
 17:13 24:3
surcharge 22:10
 31:18
surcharges 22:2,6
 24:1 25:2
sure 3:1,10 5:1
 34:18 35:9 36:22
 39:13
SUSF 22:6
sustained 28:5
swap 9:21
system 6:19 14:4
 14:20,21 15:10
 15:11,17,18
 17:10,13 30:17
 30:17 33:20
 35:19 36:6,8 37:9
 37:18,19 38:2
systems 7:20 31:8
 38:1

T

take 3:6 27:19 33:5

taken 1:14
talk 3:23
talks 36:11
tariffed 11:16
taxes 24:1 26:19,20
 27:5
taxing 22:5
tax-like 24:1
TDD 10:5 19:11
TDDs 11:21 28:15
 29:23
technical 29:9
technicians 7:21
telephone 1:6 6:19
 7:3 15:10,17
 18:10 20:22 25:6
 26:5 28:16 29:2
 31:6,8,14 32:7
 33:18 34:16
telephones 7:18
 16:16 18:16
 19:15,22 26:7
 29:6,8
ten 13:15 32:23
tentative 3:16
 34:14
term 20:10 28:21
thank 2:16
thereof 40:13
thing 5:3 34:20
think 34:23 39:3,4
third 24:2
thoroughly 5:2
three 4:15 17:1
 20:17
three-year 20:10
Thursday 1:18
 40:6
Tillman 35:1
time 7:9 8:18 16:5
 20:8,19 26:22
 27:1,9 30:5 31:3
 33:7 35:7 39:6
timing 11:1
today 3:13,16,21
 4:21 15:3 19:11
 19:15,21 33:6,11

39:13	varies 15:21	27:2	10.2 26:6	2001 6:11
toll-free 9:3 21:12	vehicle 19:5	we'll 3:7 37:13	10.2.3 25:9	2006 1:18 17:6,7,8
tort 28:8	vendor 6:6 7:22	38:7	10.4 25:21 27:3	20:12 40:7,14
total 4:16,17 6:14	8:2,7 10:19,20	we're 4:19 33:4	10.4.1.2 26:11	21 1:18 12:1 40:6
18:19 36:11,20	12:2,13,15,17,18	Windows 15:20	10.4.2 26:15	210 17:8
36:23 38:19	12:21 13:13	wish 18:18	10.4.6 26:14,17	22 12:6
traditional 21:20	14:14,15 15:4	words 34:1	27:4	22nd 40:14
traffic 9:12 21:6	16:8 17:14 18:18	work 10:9 13:2,2,6	10.6.1 27:12	23 12:15
trailer 12:3	18:20,23 20:15	13:7 16:21,22,23	10.7 9:16 18:16	24 13:1
transcription 40:9	20:23 21:4,10,17	17:4 20:15 21:18	21:3	243 17:4
transfer 12:17	21:19 22:13 24:2	working 21:17	10.8.5 10:21	25 13:6
transition 12:20	26:9 31:4,20 32:2	workstation 6:21	10.9 27:23	26 13:9 33:19
transport 14:13,15	37:11	14:6 30:12 33:2	100 1:17	34:13
14:17	vendors 5:6,21 8:9	workstations 6:18	11 9:2	27 13:18
true 40:9	22:4,21 23:8,16	14:1,4,17 30:8,15	11.1 10:3	276 24:8
try 34:20	26:4 31:22 35:20	wouldn't 35:22	11.1.7 11:7	28 13:23
Tutwiler 16:22	vendor's 11:18	write 4:12	11.2.14.2 10:14	29 14:9
17:1,2,3	23:21 26:14	writing 4:4	12:7	296 17:8
two 16:21 17:1	vendor-provided	written 3:23 5:9,18	11.2.14.3 12:2	
20:11,17 24:19	13:23	25:20 28:13 33:3	11.2.2 11:14	<hr/> 3 <hr/>
type 7:2 18:10,12	Verbal 3:15	33:16	11.2.3 11:14	3 7:2
19:14 22:14	version 15:20		11.2.7.1 11:21	3/24/07 40:18
34:19	versus 29:15	<hr/> X <hr/>	28:14	30 14:22
T-Netix 6:10	vibrate 3:2	XML 35:21	11.2.7.2 28:20	31 15:6
T-1 14:13	Victim 37:19	XP 15:22	11.2.7.3 28:23	32 15:12
	Vine 37:18 38:2,5		11.2.9 29:12	33 15:19
<hr/> U <hr/>	visit 16:17	<hr/> Y <hr/>	11.3.2 33:19 34:13	34 15:23
understand 10:9	visitation 16:13,16	Yarbrough 2:8	11.3.3.1 8:6	35 16:13
understands 23:22	visits 16:15	5:12	11.3.4 30:6	36 16:18
understood 21:7	volume 28:23	years 6:17 17:1	11.3.7.6 9:3	36130 2:5
36:14	29:11	20:11	12 9:11 32:7,14	37 17:10
unforeseen 28:11	V-I-N 38:5	you-all 4:1 5:18	12.2 25:13	38 17:16
Union 1:16,17 2:4	V-I-N-E 38:6	y'all 23:2 33:15	13 9:15	39 17:23 40:8
units 19:11		37:14 39:6,12	14 10:2	<hr/> 4 <hr/>
universal 11:7	<hr/> W <hr/>		15 10:13	4 7:6
29:23	walls 12:11	<hr/> Z <hr/>	15th 6:11	40 18:8 31:12
unprofitable 9:16	want 2:16 3:12	zero 19:1 21:1 26:4	16 10:21	41 18:15
9:18 18:16 21:4	36:21	26:8	17 11:6	411 29:15
updated 16:18	wanting 38:18		18 11:10	42 19:10
usage 19:17,19	Warranties 25:9	<hr/> \$ <hr/>	19 11:13	43 19:14
use 8:10,15,17 29:2	warranty 25:13,14	\$45 6:16	192 1:17	44 19:20
29:7	way 37:5,20 39:14	\$5 24:17	194 17:7	45 20:5
users 14:3	wearing 29:1	\$9 6:14		46 20:20
USF 24:5	web 33:20 34:17		<hr/> 2 <hr/>	47 21:3
	web-based 14:21	<hr/> 1 <hr/>	2 6:18 40:8	48 21:22
<hr/> V <hr/>	30:18	1 6:5	2:44 39:18	49 22:16 23:3
value 24:18	week 3:19 4:20	1:59 1:19	20 11:20	
		10 8:5		

5

57:10
5.1 4:13
50 23:12
51 23:20
52 24:15
53 24:23
54 25:5
55 25:9
56 6:12 7:17 20:3
25:21
57 26:17
58 27:12
59 27:23

6

6 7:13
6.5.2 31:15
60 28:14 31:12
61 28:20
62 29:12
63 29:20
64 2:4 30:6
65 30:19
66 31:4
67 31:10
68 31:22
69 32:6

7

7 7:16
70 32:12
71 32:16
75 8 2:5

8

8 7:19
8.1 20:20
8.12.2 23:21 36:11
8.12.4 24:15
8.5.2 21:23
8.5.3 22:16 23:4,13

9

9 8:1
90 13:20,22
91 21:12