RFP# 7554485

TITLE: Inmate Telephone System

Submission Deadline: September 6, 2017 at 2:00 PM (ET)

PRE-BID/ PROPOSAL CONFERENCE: NO
Questions concerning this solicitation must be received by the Division of Purchases at gail.walsh@purchasing.ri.gov no later than August 7, 2017 at 5:00 PM (ET). Questions should be submitted in a Microsoft Word attachment. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: NO
BOND REQUIRED: $500,000.00

IMPORTANT NOTICE TO BIDDERS – PLEASE TAKE NOTE

In accordance with Rhode Island General Law 5-70, Telecommunications, all respondents to this solicitation must be properly licensed by the State of Rhode Island to provide such services at the time of proposal submission. A copy of this law is provided as an attachment to this solicitation.

GAIL WALSH
CHIEF BUYER

Applicants must register on line at the State Purchasing Website at www.purchasing.ri.gov.

Note to Applicants:

Offers received without the entire completed three-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM
Section 1: Introduction

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Corrections (RIDOC) requests qualified Bidders to submit responses to this Request for Proposal (RFP) for furnishing, installing and maintaining a Secure Inmate Calling System (ICS) for use in the Department’s correctional institutions. The goal of this procurement by the RIDOC is to provide effective communications tools for inmates, controlling inmate telephone usage and limiting the use of the telephone system for fraudulent activity.

The contract term is for three (3) years with the option to renew for two additional one-year periods at the sole discretion of the State.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

Instructions and Notifications to Offerors:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.

3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.

4. Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor’s proposal and the subcontractor(s) to be used is identified in the proposal.

8. All proposals should include the vendor’s FEIN or Social Security number as evidenced by a W9, downloadable from the Division’s website at www.purchasing.ri.gov.

9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.

10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.

11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.

12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090 or via e-mail at Krystal.Waters@doa.ri.gov.

13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. In accordance with R. I. Gen. Laws §§ 37-14.1-1 and 37-2.2-1 it is the policy of the State to support the fullest possible participation of firms owned and controlled by minorities (MBEs) and women (WBEs) and to support the fullest possible participation of small disadvantaged businesses owned and controlled by persons with disabilities (Disability Business Enterprises a/k/a “DisBE”)(collectively, MBEs, WBEs, and DisBEs are referred to herein as ISBEs) in the performance of State procurements and projects. As part of the evaluation process, vendors will be scored and receive points based upon their proposed ISBE utilization rate in accordance with 150-RICR-90-10-1, “Regulations Governing Participation by Small Business Enterprises in State Purchases of Goods and Services and Public Works Projects”. As a condition of contract award vendors shall agree to meet or exceed their proposed ISBE utilization rate and that the rate shall apply to the total contract price, inclusive of all modifications and amendments. Vendors shall submit their ISBE participation rate on the enclosed form entitled “MBE, WBE and/or DisBE Plan Form”, which shall be submitted in a separate, sealed envelope as part of the proposal. ISBE participation credit will only be granted for ISBEs that are duly certified as MBEs or WBEs by the State of Rhode Island, Department of Administration, Office of Diversity, Equity and Opportunity or firms certified as DisBEs by the Governor’s Commission on Disabilities. The current directory of firms certified as MBEs or WBEs may be accessed at http://odeo.ri.gov/offices/mbeco/mbe-wbe.php. Information regarding DisBEs may be accessed at www.gcd.ri.gov. For further information, visit the Office of Diversity, Equity & Opportunity’s website at: http://odeo.ri.gov/ and see R.I. Gen. Laws Ch. 37-14.1, R.I. Gen. Laws Ch. 37-2.2, and 150-RICR-90-10-1. The Office of Diversity, Equity & Opportunity may be contacted at (401) 574-8670 or via email Dorinda.keene@doa.ri.gov.

15. The successful offeror may be required to certify to the Rhode Island Department of Corrections that it is in compliance with applicable civil rights laws and regulations. These laws and regulations relate to issues concerning Equal Employment Opportunity (EEO), Limited English Proficiency (LEP), and other anti-discrimination laws. The successful offeror may also be required to prepare an Equal Employment Opportunity Plan. A certification of assurances form will be provided to you upon notification of tentative award. Further information regarding these assurances may be obtained upon request from RI Department of Corrections, Office of Financial Resources (phone: 401-462-2555 or by visiting the U.S. Department of Justice, Office of Justice Programs, Civil Rights website at: http://www.ojp.usdoj.gov/aboutocr/eeop.htm
Section 2: Background and Purpose

The Rhode Island Department of Correction (RIDOC), a division of the State of Rhode Island, contributes to public safety and is responsible for managing the operation of six (6) correctional institutions located within the State of Rhode Island. These institutions vary in level of security and house approximately 2,922 inmates (as of March 1, 2017).

Inmates are defined as all persons, male and female, adult and minor, residing in facilities or admitted or committed to the care and custody of the Rhode Island Department of Corrections including, but not limited to, all sentenced prisoners, civil purge commitments, state and federal detainees and any other individual under the jurisdiction of the Rhode Island Department of Corrections.

Additional information regarding the Rhode Island Department of Corrections can be found at the department’s website www.doc.ri.gov

This RFP addresses the needs of the RIDOC in regards to the Secure Inmate Calling System and related services. It is the intention of the RIDOC to have the Secure Inmate Calling System and Related Services provide the following:

- Inmate Telephone Instruments (All Facilities)
- All Station Cabling for Inmate Telephone Instruments
- Site/Location ICS Servers (Each Facility)
- Centralized Bidder Maintained Database
- On-site and Off-site Call Record Storage
- Digital Call Recording Functionality and Storage
- Bidder Provided Site Administrators (Each Facility)
- Local Exchange Service (Collect and Debit)
- Intra and Inter-LATA Long Distance Service (Collect and Debit)
- International Long Distance Service (Collect and Debit)
- System Training (DOC Site Administrators)
- System Training (DOC Investigators)
- Remote Password Protected Access to System
- Interface with Keefe Inmate Accounts
- Interface with INFAC TS inmate records management system.

The RIDOC intends to have RIDOC personnel, located at each of its facilities, monitor and control all inmate calling for that facility. RIDOC staff must have the ability to access the ICS’ data base at any time locally within the facility via a secure, password protected method. The ICS proposed for each location of the RIDOC will be used for ICS system administration, inmate call recording and for reporting capabilities of the inmate call records.
The ICS installed in each RIDOC facility must allow for RIDOC investigative personnel located at 39 and 40 Howard Avenue to remotely access each ICS via a secure, password protected method. Remote access must allow RIDOC investigative personnel to perform all functions available to the on-site RIDOC user including the viewing/printing of reports and the audio review of call recordings.

The Bidder is required to provide a centralized database for the storage of inmate call records and inmate call recordings from all RIDOC facilities. This centralized database must allow authorized RIDOC personnel to access call data, pertaining to an inmate, regardless of which RIDOC facility is presently housing the inmate.

The Bidder must also provide off-site storage of each ICS’s programming to ensure business continuity and system replacement while retaining the unique programming of each RIDOC facility including all inmate PIN and call restriction information.

Authorized and trained RIDOC personnel at each RIDOC facility must have the ability to change or modify any privileges or restrictions pertaining to inmates at their particular institution. Authorized RIDOC staff must have the ability to enter, modify or view the ICS data base for inmates located at their facility.

Currently the RIDOC is under contract with Global Tel Link (GTL) for its present Secure Inmate Calling System. GTL provides all local exchange service, intra and inter-LATA collect and pre-paid debit call services, international call services, all inmate telephone hardware, site/location servers, a centralized database of all locations, as well as all call recording devices.

All inmate calls are currently placed as collect and/or pre-paid debit. All calls are identified to the recipient as a call from an inmate at a Rhode Island Correctional Institution (RICI). Inmates are presently required to use PINs to place all calls (collect or debit) and only to those telephone numbers on their approved list. All calls are recorded by the RIDOC with the exception of telephone calls to attorneys, approved investigative personnel, pre-approved and licensed psychotherapists, physicians, social workers and/or mental health and human service professionals.

Debit based calling is provided by setting up a pre-paid debit phone account prior to making any debit calls. RIDOC is looking for the vendor to electronically interface with the Inmate Account System (Keefe) in place and have monies for the pre-paid debt card posted to their account. Currently, this is done partly electronically, but there is still manual work involved to have this process completed which is time consuming for the unit. The Department is seeking to eliminate the data entry function currently being completed by the Inmate Accounts Unit.

International calling is allowed by the current inmate calling system but all international calls are debit only.

Debit based calling rates (except international calls) are lower than those allowed for collect calling.
<table>
<thead>
<tr>
<th>Facility</th>
<th>Indoor Phones</th>
<th>Outdoor Phones</th>
<th>Miscellaneous</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anthony P. Travisano Intake</td>
<td>92</td>
<td>0 (15 requested w/ new system)</td>
<td></td>
</tr>
<tr>
<td>Service Center</td>
<td></td>
<td></td>
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<tr>
<td>High Security Center</td>
<td>11</td>
<td>0</td>
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<tr>
<td>Maximum Security</td>
<td>26</td>
<td>40</td>
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<tr>
<td>John J. Moran Medium Security</td>
<td>84</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>Facility</td>
<td></td>
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<tr>
<td>Minimum Security</td>
<td>24</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Gloria McDonald Women’s Facility</td>
<td>24</td>
<td>6</td>
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</tr>
<tr>
<td>Bernadette Building-Women’s</td>
<td>15</td>
<td>4</td>
<td>Currently Closed</td>
</tr>
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<td>Minimum</td>
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</tr>
<tr>
<td>Donald Price Bldg</td>
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<td>Currently Closed</td>
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Please refer to Attachments for the type and number of calls with actual revenue generated.

**DESCRIPTION OF THE DOC INMATE MANAGEMENT SYSTEM**

The Department’s current Inmate Records Management System (INFACTS) is used to track various types of inmate data. The information that the RIDOC collects includes inmate movement from institution to institution, block room information, date computation, booking, classification, social history, gang intelligence and medical information.

The system is used to track all inmate movement during their incarceration within the state system. In instances where a state inmate is transferred to a non-Rhode Island state facility (county, federal, out of state) that inmate’s movement is tracked based on institutional movement (one facility to another). The computer system keeps a history of an inmate’s housing assignments within each institution. The Department also keeps a history of an inmate’s movements between and outside of institutions.

The Bidder must provide the proposed ICS including all installation, ongoing support, maintenance and required software upgrades at no cost to the RIDOC at each RIDOC facility. The Bidder is responsible for replacement of the ICS in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the RIDOC and will occur immediately upon notification to the Contractor of the system problem by the RIDOC facility.
The current ICS contract with GTL will expire within the next six (6) months. The selected Contractor will be responsible for implementing the proposed ICS in all RIDOC facilities to coincide with this contract expiration date. The Bidder must address all aspects of Section 7.0 regarding the transition to and the installation of the proposed ICS.

Section 3: General Requirements

3.1 Information Technology (IT): All IT systems and applications developed by, or for Executive department agencies or operating within the Department of Information Technology (D.O.I.T.), must conform to the Enterprise Information Technology Policies, Standards and Procedures promulgated by the D.O.I.T. Manager. Non-conforming IT systems cannot be deployed unless the purchasing agency and their contractor have jointly applied for and received in writing from the Department of Administration/Division of Information Technology CIO or his designee, notice that a specified deviation will be permitted. The Enterprise Information Technology Policies, Standards and Guidance, with the exception of the Enterprise Public Access Policy For e-Government Applications and the Enterprise Public Access.

Please Note: Must comply with the State of RI Division of Information Technologies policies. Click here to see policies https://www.ri.gov/app/doa/policies/

3.2 Pursuant to Indemnification of the State of Rhode Island Terms and Conditions, the term “other damages” shall include, but shall not be limited to, the reasonable costs the State of Rhode Island incurs to repair, return, replace or seek cover (purchase of comparable substitute commodities and services) under a contract. “Other damages” shall not include damages to the State of Rhode Island as a result of third party claims, provided, however, that the foregoing in no way limits the State of Rhode Island’s right of recovery for personal injury or property damages or patent and copyright infringement under the State of Rhode Island’s ability to join the contractor as a third party defendant. Further, the term “other damages” shall not include, and in no event shall the contractor be liable for, damages for the State of Rhode Island’s use of contractor provided products or services, loss of State of Rhode Island records, or data (or other intangible property), loss of use of equipment, lost revenue, lost savings or lost profits of the State of Rhode Island. In no event shall “other damages” exceed the greater of $100,000, or two times the value of the product or service (as defined in the contract scope of work) that is the subject of the claim. Section 11 sets forth the contractor’s entire liability under a contract.

3.3 Subcontracting Policies: Prior approval of the Rhode Island Department of Corrections is required for any subcontracted service of the contract. Contractors are responsible for the satisfactory performance and adequate oversight of its subcontractors. The RIDOC requires a single point of contact for any contract resulting from this RFP. Subcontractors may be used but the Prime Contractor must accept full responsibility for any
subcontractor’s performance. The Bidder, as Prime Contractor, will serve as the single-point-of-contact for the RIDOC during the course of this contract and shall be responsible for meeting all of the terms of any contract resulting from this RFP. The Bidder must provide a list of all subcontractors, as description of each subcontractor’s responsibilities and signed letters of agreement between the Bidder, as Prime Contractor, and its subcontractors identifying their responsibilities and their relationship to the Prime Contractor.

3.4 Guarantee of Purchase: The State of Rhode Island makes no guarantee that any commodities or services will be purchased from any Contract resulting from this RFP. Any estimates or past procurement volumes referenced in this RFP are included only for the convenience of Bidders, and are not to be relied upon as any indication of future purchase levels.

3.5 Costs: Costs which are not specifically identified in the Bidder’s response, and accepted by the RIDOC as part of a contract, will not be compensated under any contract awarded pursuant to this RFP. The RIDOC shall not be responsible for any costs or expenses incurred by Bidders responding to this RFP.

3.6 Brand Name or Equal: Unless otherwise clearly stated in this RFP, any reference to a particular trademark, trade name, patent, design, type, specification, producer, or supplier is not intended to restrict this RFP to any manufacturer or proprietor or to constitute an endorsement of any good or service, and the selection committee may consider clearly identified offers of substantially equivalent goods and services submitted in response to such reference.

3.7 Emergency Standby Commodities and/or Services: Due to a declaration of a state of emergency where the safety and well-being of the Rhode Island citizens are at risk, the State of Rhode Island may request specific commodities and/or services from its Contractors. Contractors may be called upon to supply and/or deliver to the State of Rhode Island on a priority basis such commodities and/or services currently under contract. Such accommodations may also be requested from a Contractor during an actual emergency. To accommodate such requests, Contractors may be requested and must make every effort to service these requests from regular sources of supply at the rates set forth in any standard contract resulting from this RFP.

3.8 Correctional Facility Emergencies: Because this contract will service correctional facilities, the Contractor should be aware that emergency situations within correctional facilities may occur which could prevent scheduled services to be rendered. In such a situation, the Contractor may not be admitted into the applicable correctional facility or on state property, which would not allow the Contractor to perform their service. In these situations, the Contractor will make every effort to return, upon notice by the RIDOC, to perform scheduled service. In no case, shall the RIDOC be charged for any expenses pertaining to these and similar situations.
3.9 **RIDOC Rules/Regulations:** All work is to be completed in a professional manner. The Contractor shall familiarize him/herself and abide by all RIDOC and institution rules and regulations. Convicted felons are not allowed on RIDOC property. Background checks shall be completed for individuals performing any work under this contract and at any time during the term of this contract. The RIDOC shall reserve the right to determine if a contractor is eligible to enter any facility based on a background check.

3.10 **No Rights in Third Parties:** Except as otherwise expressly provided herein, this contract and all rights hereunder are intended for the sole benefit of the Contractor and the RIDOC. This contract shall not imply or create any rights on the part of, or obligations to, any other person.

3.11 **Cooperation on Termination:** The Contractor shall cooperate with the RIDOC in event of termination by either party, whether with or without cause, so as to ensure that the RIDOC can provide continuity of services and products. Such cooperation shall include the provision to the RIDOC of the names, addresses and telephone numbers of Personnel, salaries, organizational charts, certifications, lists of subcontractors with names and addresses and telephone numbers, and inventory lists of products. Said information shall be provided within 60 days prior to the termination of the Contract, or immediately upon issuance of a notice of termination.

The Contractor shall not, by utilization of so-called "non-compete" clauses in contracts with Personnel, or by any other means whatsoever, prevent or restrict in any manner the ability of Personnel to enter into any contractual or employment relationship with any person or organization which may provide services of the nature described in this Contract to the RIDOC at any time following the termination of this Contract or of any part thereof.

3.12 **Cooperation in Litigation:** The State of Rhode Island, including the RIDOC or any other division, agency or office, shall not be responsible for representing or defending, or for any costs incurred by the Contractor or Contractor’s personnel, agents or subcontractors, in connection with any lawsuit or claim, including, but not limited to any claim brought pursuant to the Rhode Island Tort Laws or any other provision of law.

The Contractor agrees to make all reasonable efforts to cooperate with the RIDOC in the defense of any litigation brought by any person not party to this Agreement, including suits that concern Services, the Program or this Contract.

The Contractor shall make all reasonable efforts to cooperate with the RIDOC in litigation or other legal proceedings involving the RIDOC whether or not the Contractor is a party, or where litigation is anticipated but has not commenced. Cooperation in litigation shall include, but not be limited to, the timely and accurate provision of documents and/or information, and other assistance that may be requested from time to time by RIDOC Counsel the Rhode Island Attorney General.

The provisions of this section shall survive the expiration or termination of this contract.
3.13 **Independent Status:** It is expressly understood and agreed by the parties that, in the performance of their obligations hereunder, neither the RIDOC nor the Contractor shall act as an employee or agent of the other. Neither the Contractor nor Personnel shall represent his or herself as an employee, agent or representative of the RIDOC, nor shall the RIDOC or any RIDOC employees represent himself or herself as an employee, agent or representative of the Contractor.

3.14 **Media Releases:** The Contractor shall not issue press or media releases regarding the RIDOC or the contract, except through the approval of the RIDOC’s Public Information Officer.

3.15 **Restriction on the Use of the State of Rhode Island Seal:** Bidders and Contractors are not allowed to display the State of Rhode Island Seal in their bid package or subsequent marketing materials if they are awarded a contract because use of the coat of arms and the Seal of the State of Rhode Island for advertising or commercial purposes is prohibited by law.

3.16 **The Prison Rape Elimination Act (PREA):** The Prison Rape Elimination Act (P.R.E.A.), enacted in 2003, supports the elimination and prevention of sexual assault and rape within corrections systems, mandates national data collection efforts, provides funding for program development and research, creates a national commission to develop standards and accountability measures and applies to all federal, state and local prisons, jails, police lock-ups, private facilities and community settings such as residential facilities.

The RIDOC has zero tolerance towards the sexual abuse of inmates in its custody. All contractors, staff members, volunteers, and vendors are required to comply with the RIDOC policies and procedures pertaining to P.R.E.A. Inmate employers are required to immediately report such behavior to the facility Warden.

3.17 **RFP Textual Interpretation:** Any textual interpretation of this RFP in the event of ambiguity or uncertainty in the meaning of such text shall be made by the RIDOC.

3.18 **Response to RFP Specifications:**

The Bidder should read the RFP in its entirety prior to responding to the individual specifications. This will ensure that the Bidder is not providing extraneous information to one specification that would be required in another. The Bidder is encouraged to address each specification in a **succinct manner** eliminating the presenting of verbose or marketing-related responses when a simple answer or brief explanation is requested.
3.18.1 The Bidder is required to follow the same sectional format of this RFP and provide an individual response to each RFP specification in its Response. All Responses must be presented using the same numbering sequence and order used in this RFP or as otherwise specified by the selection committee. A response to each specification is required whether the specification only provides information or requires information from the Bidder. The Bidder must not provide a “blanket statement” stating compliance to an entire RFP section.

3.18.2 To each mandatory RFP specification, the Bidder must clearly state in the affirmative that the Bidder will “comply” with, “agree” to or “understand” the RFP mandatory requirement. The State of Rhode Island has defined a response of “comply” or “agrees” or “understands” as one in which the Bidder accepts the terms and conditions of the mandatory RFP specification.

3.18.3 To each desirable (optional) specification, the Bidder must clearly state in the affirmative that the Bidder will “comply” with, “agree” to or “understand” the RFP desirable requirement. The State of Rhode Island has defined a response of “comply” or “agrees” or “understands” as one in which the Bidder accepts the terms and conditions of the desirable RFP specification. The Bidder is also required to provide all necessary information requested in the particular desirable specification demonstrating how it will meet this optional specification. Failure to provide this necessary information may result in the award of no evaluation points or a lesser amount of evaluation points to the Bidder’s response.

3.18.4 To each mandatory or desirable RFP specification that requires that the Bidder “list”, “describe”, “state”, “provide” a subject matter, the Bidder must provide the list, description, statement, etc. clearly in that section of its RFP response. The Bidder must not simply reply with “Comply” or other similar response. References, by the Bidder, to review attachments containing brochures, white papers or other standard “boilerplate” material as a response to a particular RFP specification will not be accepted. The Bidder is, however, allowed to provide such attachments in support of its response to the particular specification.

3.18.5 If a Bidder is unable to meet a specification required in this RFP, the Bidder’s Response must include an alternative method for meeting such specification by identifying the specification, the proposed alternative, and thoroughly describing how the alternative achieves substantially equivalent or better performance than the performance required in the RFP specification.

The selection committee will determine if a proposed alternative method of performance achieves substantially equivalent or better performance. The determination of the selection committee on the Bidder’s proposed alternative method will be final.
The goal of this RFP is to provide the best value of commodities and services for the State of Rhode Island. Bidders proposing alternatives which provide substantially better or more cost effective performance than achievable under a stated RFP specification or Bidders that propose discounts, uncharged commodities and services or other benefits in addition to the RFP specifications may receive a preference under this RFP as specified.

3.19 **Performance Bond Requirement:** Simultaneously with the execution of the contract, the Contractor shall provide to the RIDOC a performance bond with a surety company qualified to do business in the State of Rhode Island and in a form satisfactory to the RIDOC to guarantee the faithful performance of the contract. The penal sum of such bond shall be in the amount of $500,000.00. The bond shall remain in effect for the duration of this contract plus two years from the date of contract completion or termination.

**Section 4: Bidder Requirements**

This Section lists all mandatory and desirable specifications of this solicitation for a Secure Inmate Calling System & Related Services. Please refer to Section 2 for instructions and definitions of mandatory and desirable specifications.

4.1 **REQUIRED BIDDER ACCOUNT TEAM**

The Bidder must establish an internal “Account Team” to interface with the RIDOC for the Secure Inmate Calling System (ICS) and Related Services. This Account Team will serve as the single-point-of-contact (SPOC) for the RIDOC and must provide system and network design services, system programming services, system transition and implementation services, post installation programming, updates and maintenance services and commission and rate schedule services.

The Bidder must list, in its response, the names of the Account Team members, their titles and their role/function during this contract.

4.2 **RIDOC ACCESS TO ACCOUNT TEAM**

4.2.1 The Bidder must provide an on-site Account Team where the Department will have access to such members in the following manners:

- In person
- Voice Telephone (Toll Free Number)
- Electronic Mail (E-Mail)
- Video telephone connections
4.2.2 Due to the secure nature of the RIDOC’s daily business, the Bidder must provide access to key Bidder personnel during emergency situations. To ensure this, the Bidder must provide access to the Account Team or specific members of the Account Team 24-hours-a-day, 7-days-a-week by providing home, cellular and other appropriate contact numbers for the specific Account Team members.

4.3 RIDOC SECURITY REQUIREMENTS

4.3.1 The team assigned to serve the inmate calling system requirements for the RIDOC must adhere to all security policies and procedures of the RIDOC. This requirement includes those policies and procedures in place at the time of contract execution as well as when changes are instituted during the term of the contract.

4.3.2 All decisions of the RIDOC relating to a security consideration, policy or procedure of any kind are final and are not subject to arbitration.

4.3.3 The actual security of supplies, tools, systems and equipment in the RIDOC’s designated inmate calling system areas are the responsibility of the Bidder, and the Bidder shall adhere to all RI appropriate written tool security policies and procedures.

4.3.4 Upon contract award and prior to any work being performed by Contractor personnel on-site at any RIDOC facility, the Contractor shall furnish a list of all installation and service employees who will have access to the secure areas of the RIDOC institution. This list of personnel must include:

a) first name, middle initial, and last name;

b) date and place of birth;

c) current residential address;

d) driver’s license state and number; and,

e) social security number.

All Contractor personnel must receive security and background clearance by the RIDOC prior to provision of services. This includes a probation check and FBI background check. The RIDOC will not unreasonably withhold or delay such clearance.

Security clearance by the RIDOC is mandatory before any employee of the Bidder will be allowed to enter the RIDOC institution. Admittance to the RIDOC institution will be denied to any Bidder employee who, in the opinion of the RIDOC Official, compromises the security of the RIDOC institution.

4.3.5 The RIDOC will maintain a current list of the Bidder’s employees with security clearance at the RIDOC Institutions. The Bidder must immediately notify the RIDOC whenever an employee on this list is no longer employed by the Bidder so that the employee’s name shall be removed from the security clearance list.
4.3.6 Should any employee of the Bidder be terminated from his/her position for any reason which may affect the security of the RIDOC institutions (e.g.: stealing, providing contraband to inmates, improper fraternization with inmates, etc.) the RIDOC must be notified in writing immediately. If necessary, the Bidder must cooperate with the RIDOC in investigating the potential effect on RIDOC security.

4.3.7 During the term of this contract, the RIDOC reserves the right of rejection for personnel assigned to the team including personnel from the Prime Bidder and personnel from any subcontractors utilized by the Prime Bidder during the life of the contract. This rejection is at the sole discretion of the RIDOC and is not open to arbitration and not subject to any existing labor agreements between the Bidder and its employees.

4.3.8 The RIDOC reserves the right to request the re-assignment of any Bidder personnel they believe are not performing in a proper or professional manner within the RIDOC’s facilities causing disruption, security issues or embarrassment to RIDOC personnel or visitors. Should such reassignment of personnel be requested by the RIDOC, the Bidder must provide replacement personnel immediately in order to meet assigned installation dates or facilitate necessary repairs or service.

4.3.9 The Bidder must ensure that all installation personnel assigned to the inmate calling system installed at the RIDOC appear at the specific RIDOC site fully equipped to perform the installation duties required. “Fully Equipped” is described as possessing all tools, cable, connectors, ladders, test equipment, termination equipment, etc. needed to complete the required installation or repair without requiring the RIDOC to supply such items.

4.3.10 The Bidder must ensure that all installation and repair personnel assigned to the inmate calling system at the RIDOC be listed on the secure clearance list and appear at the RIDOC site dressed in a professional manner and possessing company photo identification.

4.3.11 RIDOC Policy 3.14-3 Code of Ethics and Conduct. The Bidder must agree, in its response, that all personnel shall comply with the RIDOC Policy 3.14-3.

4.3.12 All RIDOC facilities are considered “tobacco free”. The Bidder must agree to inform its installation and repair personnel of such non-tobacco regulations.

4.3.13 All cellphones and use of such are prohibited at the RIDOC’s premises; however, in specialized circumstances cellphones may be allowed only by the prior written approval of the Assistant Director of Institution/Operations or his designee.
4.4 QUALIFIED PERSONNEL & CERTIFICATION REQUIREMENT

4.4.1 The Bidder must be an authorized distributor of the ICS manufacturer. The Bidder must be certified by the manufacturer to provide installation and maintenance services on all aspects of the ICS including hardware and software.

The Bidder must provide confirmation of this manufacturer authorization by providing, as an attachment to its response, a letter from the system’s manufacturer stating such.

This manufacturer authorization applies to the Prime Bidder as well as any subcontractors utilized during the term of this contract. For example, should the Bidder utilize a subcontractor for the installation and maintenance of the inmate telephone instruments, the subcontractor must also provide confirmation of the telephone instrument manufacturer.

4.4.2 The Bidder must agree to provide only personnel that have been trained by the manufacturer on the installation and use of the ICS proposed for the RIDOC. The Bidder shall provide to the RIDOC upon request written verification from the manufacturer of such training completed by the Bidder’s personnel. This includes training on all aspects of the inmate calling system including hardware and software.

4.4.3 The Bidder must provide, in its proposal, qualifications statements for all personnel assigned to service the ICS proposed for the RIDOC. These qualifications statements may include descriptions of formal technical training, certificates received, formal education or degrees consistent with the inmate calling system or engineering field, membership in technical associations, field experience, etc.

4.5 REGULATORY COMPLIANCE

4.5.1 The Bidder must agree to adhere to any current municipal, state or federal requirements for installation and operation of the inmate calling system. Failure to comply with present municipal, state or federal requirements will result in termination of any contract with the Bidder and the Bidder rendering payment of any applicable fines, etc. incurred by the RIDOC for violation of such requirements.

4.5.2 The Bidder shall be responsible for compliance with all regulatory requirements imposed by local, state and federal regulatory agencies for all systems and services provided throughout the duration of this contract.
4.5.3 The Bidder shall be responsible for complying with and updating the inmate calling system for any regulatory changes and requirements during the life of the contract. These regulatory changes include federal, state or local municipal modifications. These changes must be made in a timely manner and at no cost to the RIDOC. The Bidder is responsible for paying all applicable fines levied should compliance with future regulatory requirements not be performed by required deadlines.

4.5.4 The Bidder must ensure that all of its installation work and materials comply with all local, state and federal laws, ordinances and regulations as well as the direction of any inspectors appointed by proper authorities having jurisdiction over this type of network and equipment installation.

The Bidder is responsible for obtaining all necessary permits. Should violation of codes occur relating to this ICS installation project because necessary permits were not identified and obtained by the Bidder, the Bidder will cease all work at that specific location and correct the situation, immediately, at no cost to the RIDOC prior to continuation of system installation.

4.6 PROGRAMMING AND MAINTENANCE ORDERS

The Bidder’s Account Team must accept system programming and maintenance orders from authorized personnel within the RIDOC only. The Account Team must determine authorized personnel during the initial contracting process and provide “Authorization Forms” for RIDOC personnel signatures. The Bidder will be responsible for all charges associated with “unauthorized” service repairs, additions, or changes performed by the Bidder.

4.7 PREVAILING WAGE COMPLIANCE

The Bidder is required to adhere to all prevailing wage rate specifications and schedules as determined by the State of Rhode Island Department of Labor and Training and the United States Department of Labor when required. Prevailing wage requirements can be found at http://www.dlt.ri.gov/pw/PWlaws.htm.

Section 5: System Requirements

The Secure Inmate Calling System (ICS) and Related Services proposed for the Rhode Island DOC must meet or exceed the technical requirements outlined in this Section of the RFP. The inmate calling system proposed to meet these technical requirements must be provided for all RIDOC facilities at no cost to the RIDOC including system installation, training, operation and ongoing maintenance of the system and its components.
**OVERALL SYSTEM REQUIREMENTS**

5.1 **Call Controllers:** The call servers/controllers of the ICS proposed for the RIDOC may be proposed as on-site, premises based at each RIDOC facility or as a hosted solution whereby the call servers/controllers are centralized at the Bidder’s data center(s). The Bidder must state, in its proposal, which ICS option is being proposed to the RIDOC.

5.2 Regardless of the ICS solution option proposed for the RIDOC (premises-based or hosted), the Bidder’s proposed solution must meet all requirements of this RFP.

5.3 Regardless of the ICS solution option proposed for the RIDOC (premises-based or hosted), the Bidder must propose one type/model of ICS for all RIDOC locations. All system hardware, software, software level and support systems must be the same for each RIDOC facility.

5.4 The Bidder must propose an ICS and all related services at no cost to the RIDOC including hardware, software, network services, full design, programming and installation and all ongoing support.

5.5 Regardless of the ICS solution option proposed for the RIDOC (premises-based or hosted), a Centralized System Database located outside of the RIDOC facilities and maintained by the Bidder shall be provided. The Bidder must state, in its response, the physical location (city/state) where the centralized system database is located.

5.6 The Bidder shall provide a secondary system database located in a secondary Bidder location to ensure security and duplication/redundancy of ICS records and inmate call recordings. The Bidder must state, in its response, the physical location (city/state) where the secondary system database is located.

5.7 The proposed ICS must be proposed with its own unique Local Area Network (LAN). Use of or integration with the existing RIDOC LAN is not permitted unless specified by the RIDOC.

5.8 The proposed ICS must be proposed with all required network services required to provide inmate calling, system operation, database transfers, call recording, remote access by RIDOC staff and ongoing maintenance. Use of or integration with existing RIDOC voice and data services is not permitted.

5.9 The proposed ICS must allow for all RIDOC locations to be able to see all information within the system at any given time. The ICS system must allow authorized RIDOC users with remote access to any specific RIDOC facility.

The proposed ICS must allow for administrator password levels that restrict RIDOC personnel to the ICS within their particular RIDOC facility as well as allow certain RIDOC personnel to access multiple systems, if required.
5.10 The Bidder must propose an ICS for the RIDOC that has the capability of processing inmate calls in a pre-paid debit mode; collect call mode (traditional and pre-paid) or a combination of the two depending on the RIDOC facility and unique needs of the RIDOC.

5.11 The Bidder must propose an ICS that can be shut down quickly and selectively. The RIDOC must be able to shut down the system globally and restrict all PIN access within an entire facility and/or within a particular housing unit.

5.12 Due to the nature of circumstances when all access to the inmate telephones may need to be disabled, the Bidder must propose the ICS with a manner by which simple “kill switches” can be deployed by RIDOC staff to disable all inmate telephones within a particular housing unit or entire facility.

5.13 The Contractor is required to meet with the RIDOC to establish an interface/mechanism between the RIDOC INFECTS and the proposed inmate calling system for daily inmate admissions, inmate transfers, and inmate releases for PIN administration, and to ensure that when an inmate’s commitment number is changed the inmate’s existing PIN will automatically update to the new commitment number on the RIDOC INFECTS system.

5.14 The Contractor is also required to provide an interface for the generation of PIN numbers with inmate identifications or other personal identification system in the INFECTS system. The Bidder shall also be responsible for providing an interface that allows for the automatic transfer of funds from an inmate’s banking account in the Keefe banking system to the inmate’s debit calling account, either through a stand-alone system that may be similar in the manner in which inmates currently pay for their commissary orders, a system of different design acceptable to the RIDOC, or by working with the current commissary vendor and utilizing their process to deposit funds to the inmate’s debit calling account. The vendor will be responsible for any and all costs associated with any programing required of an interface that automates the transfer of monies from an inmate’s personal Keefe banking account to his/her telephone account.

The Contractor is required to demonstrate the ability to ensure that inmate funds are deposited to the correct account and to investigate and resolve discrepancies. In cases where an inmate attempts to post funds and the Contractor is unable to do so, for whatever reason, the Contractor must be able to demonstrate the ability to automatically refund the inmate’s account within three (3) business days.
**SYSTEM CALLING REQUIREMENTS**

All required system calling features must be capable of being implemented whether the inmate call is placed in collect, pre-paid collect or debit mode.

5.15 The Bidder must propose an ICS that allows for all inmate telephones to be in use simultaneously. The Bidder must describe, in its response, how this will be accomplished with the proposed ICS.

5.16 The Bidder must propose an ICS solution that allows the RIDOC to completely restrict inmate access to outside network services/facilities should the ICS control unit or the ICS fail for any reason. The Bidder must describe, in its response, how this restriction is accomplished with the proposed ICS (e.g., toggle “kill” switches, etc.).

5.17 The Bidder must propose an ICS that is restricted to outgoing calls only. The system must not process incoming calls at any time or for any reason. The Bidder must agree, in its response, that no inmate telephone shall be capable of receiving an incoming call.

5.18 The Bidder must agree, in its response, that it will keep all call processing and call rating information current within the ICS. This information includes, but is not limited to, local exchanges, area codes, country codes, vertical & horizontal coordinates and any other information necessary to accurately process and rate calls. The Bidder must provide the RIDOC with any and all rate information for all calls upon request by the RIDOC at any time during the term of this contract.

5.19 The Bidder must propose an ICS that blocks all calls made to any of the following services whether the system is used in direct dial, debit-based or collect call mode. The Bidder is responsible for ensuring that the system is programmed for such blocking.

- 900, 972, 976, 550, telephone numbers incurring excess charges;
- long distance carrier access codes (e.g., 101-XXXX);
- local toll free numbers (e.g., 950-XXXX);
- directory assistance numbers (e.g., 411, 555-1212, etc.);
- toll free numbers (e.g., 800, 888, 877, 866, 855, etc.)

The proposed ICS must allow for specific toll free numbers (e.g., attorney office telephone numbers) to be accessed by the inmate according to the inmate’s particular PIN.

5.20 The proposed ICS must not be capable of providing a second dial tone to an inmate telephone without the inmate hanging up the telephone receiver after the first call is completed and the PIN re-entered to place the second call.

5.21 The Bidder must propose an ICS that allows for the inmate call to have a maximum “ring time” prior to disconnecting the inmate call. This “ring time” parameter must be programmable by the RIDOC but must be consistent among RIDOC facilities.
5.22 The proposed ICS must provide notification to an inmate of the call status (e.g., ringing, busy, etc.). This notification may either be in the form of ringing, busy tones, SIT tones, or appropriate recorded messages.

5.23 The proposed ICS shall not allow the inmate to speak to the called party until the call has been positively accepted.

5.24 The ICS proposed for the RIDOC must not allow the inmate to hear the called party prior to the actual positive acceptance (via touch tone entry) of the call.

5.25 Each call placed whether direct dialed or collect through the proposed ICS must be electronically/audibly identified by the system as being a call originating from an RIDOC facility in 100% of the cases with or without the accompanying inmate PIN.

5.26 If a call is not accepted by the called party, or if no one answers the call, the proposed ICS must inform the inmate of the situation rather than simply disconnecting the call. The Bidder must list the recorded information options available to the inmate.

5.27 The ICS must have the capability to accept the called party’s response via DTMF (Touch Tone Pad) input from the telephone. Calls shall not be billed until positive acceptance by the called party is indicated by the input of a specific Touch Tone digit.

5.28 The proposed ICS must have the capability of “passive acceptance” for rotary telephone users and particular called numbers such as an automated attendant at an attorney’s office, etc. Passive acceptance is defined as the system interpreting the non-entry of digits after the playing of the initial collect call message twice as acceptance of the call by the called party. The Bidder must briefly describe, in its proposal, how the proposed ICS will accomplish this requirement.

5.29 The proposed ICS shall be capable of announcing to the called party the name of the calling inmate. Bidders must provide a mechanism to record an inmate’s name a single time to be used each time this announcement is required. The activation or deactivation of this feature must be controllable by RIDOC facility.

5.30 The proposed ICS must be capable of providing spoken instructions to the called party how to accept calls, reject calls and remove their telephone number from the inmate’s authorized call list.

5.31 The proposed ICS must be capable of announcing to the called party the collect call rate, prior to acceptance, when a collect call is placed. The Bidder must briefly describe how this is accomplished by the called party.

5.32 The proposed ICS must provide a manner for all calls (debit based or collect) to be “branded” with the standard RIDOC message as well as the statement that “All Calls are Recorded and Monitored”.

22
5.33 The Bidder must propose and implement an ICS that provides telephone reception quality meeting all industry standards for service quality as defined by the Rhode Island Public Utilities Commission and by the Federal Communications Commission (FCC). The Bidder must accept the RIDOC's decision regarding such determination.

5.34 The proposed ICS must have the ability to allow for a called party to activate a code (via the touch tone pad of their telephone) that automatically notifies the RIDOC that the number should be deleted from the inmate’s “Authorized Telephone Number List”.

5.35 The proposed ICS must allow the incoming caller ID displayed to the called party to be controlled by the RIDOC. For example, the RIDOC may wish to display a different calling number for each facility or a single calling number for all facilities. The Bidder must briefly describe, in its response, how this is accomplished with the proposed ICS.

5.36 The Bidder shall provide local exchange service for pre-paid debit-based calling and collect calling use at each RIDOC institution.

5.37 The Bidder must provide inmate calling services and rates that are in compliance with all regulations and tariffs overseen by the Rhode Island Public Utilities Commission and the Federal Communications Commission (FCC) for inmate calling.

5.38 The proposed ICS must be capable of processing calls on a selective bi-lingual basis: English and Spanish. The inmate must be able to select the preferred language using no more than a two digit code.

5.39 It is desirable that the ICS be capable of processing calls in additional languages than those required in 5.41. The Bidder must list, in its response, the languages available with the proposed ICS.

**SYSTEM PERSONAL IDENTIFICATION NUMBERS (PIN) REQUIREMENTS**

It is the intention of the RIDOC to implement the proposed ICS with the use of inmate Personal Identification Numbers (PINs) for all inmate calling (debit and collect). Whether in collect call mode or pre-paid debit mode, the proposed ICS must adhere to the following requirements for PIN operation.

5.40 The ICS must restrict use through authorized Personal Identification Numbers (PINs) assigned to each inmate. The length of these PINs must be determined by the RIDOC and remain consistent throughout RIDOC facilities. The Bidder must state, in its response, the maximum number of digits allowed by the proposed ICS for inmate PINs.

5.41 The proposed ICS must allow for the cross-referencing of inmate PINs to the RIDOC inmate commitment number allowing for RIDOC personnel to search by commitment number for call records and call recordings. The Bidder must describe, in its response, how this will be accomplished with the proposed system.
5.42 The Bidder must provide appropriate forms to allow for PIN and allowed telephone number list assignments.

5.43 The Bidder shall be responsible for the administration of all inmate PIN through its Site Administrators.

5.44 The proposed ICS must allow each PIN to have a “class of service” assigned. For example, each PIN shall have a list of allowable telephone numbers, the maximum duration of each call, etc. The proposed system must provide call restrictions by PIN that provide the following restrictions at a minimum:

- **Placing of Calls:** Inmates can be either approved or not approved to make phone calls by PIN;
- **Mode of Calling:** The mode of call to be placed (debit or collect);
- **Use of Specific Telephones:** Inmates, via the PIN, can be restricted to a specific telephone or group of telephones, at the RIDOC’s option;
- **Duration of Call:** Maximum call duration can be set globally (all PIN’s), by site, by facility area, by individual inmate’s PIN, by type of call (Local, Intra-LATA, Inter-LATA) at the DOC’s option;
- **Time of Day Calling:** An allowed calling schedule can be provided for each specific PIN, by facility area, by site and globally (all PIN restrictions) at the DOC’s option.
- **Specific PIN:** Restrict an inmate under disciplinary action from placing all calls assigned to his particular PIN with the exception of privileged numbers (e.g., attorney, approved clergy and social work professionals).
- **Restriction:** Set call duration, set number of calls per day, set only certain numbers per PIN, etc.

5.45 The proposed ICS PIN feature must ensure that the inmate’s pre-recorded name (recorded in either the inmate’s voice and language, or in the voice of an administrator) to announce to the called party from whom the call is originating. Identification of the specific inmate and thus the announcement of the inmate’s name must be performed by the PIN assignment. This feature will be implemented at the discretion of the RIDOC.

5.46 The proposed ICS PIN feature must allow the recording of inmate calls to be discontinued when certain pre-determined telephone numbers (privileged telephone numbers) are called.

5.47 The proposed ICS must provide for telephone lists to be assigned to each particular inmate’s account information. These telephone lists must be restricted and controlled by the inmate’s PIN regardless if the call is placed as a debit based or collect call.

5.48 The proposed ICS must allow for a **minimum** of 30 telephone numbers to be assigned to each particular inmate’s account information. These telephone numbers shall be placed in the particular inmate’s “Approved Number List” assigned to the inmate’s PIN. The Bidder must state, in its response, the maximum number of telephone numbers assignable to each inmate’s account.
5.49 The proposed ICS must allow the RIDOC to restrict an inmate under disciplinary action from placing all calls assigned to his particular PIN with the exception of privileged numbers.

5.50 It is desirable that the proposed ICS provide for an automatic suspension and reactivation (after a set period of time) of the inmate PIN.

5.51 The proposed ICS shall provide RIDOC personnel with the capability to enter, modify, and delete numbers from an inmate’s “Approved Number Lists”.

5.52 The proposed ICS shall provide the capability to flag an individual telephone number in the inmate’s “Approved Number List” as “do not record”. The default setting for each telephone number will be to record until flagged by RIDOC personnel to the contrary.

5.53 The proposed ICS must be capable of assigning an inmate’s account to an individual telephone or group of telephones so that the inmate’s account may only place calls from those designated telephones. These telephones must still be capable of being used by inmate accounts not specifically assigned to them.

5.54 The proposed ICS must allow for the deletion or disabling of the PIN of a released inmate while retaining all call records and call recordings associated with that PIN. The Bidder must describe, in its response, how this will be accomplished with the proposed system.

5.55 The proposed ICS must allow for the inmate PIN to be associated or linked to the inmate’s RIDOC commitment number. The Bidder must describe, in its response, how this will be accomplished with the proposed system for both “active” inmates and “inactive” (released) inmates.

5.56 **PIN Transfer Between RIDOC Sites:** The RIDOC makes transfers of inmates between facilities on a daily basis (Monday through Friday). In addition, unscheduled inmate transfers can occur at any time or on any day. Although the RIDOC recognizes that unusual circumstances may prevent such, the PIN assigned to the transferred inmate shall be active at the new facility within 4 hours after the physical transfer.

5.56.1 The Bidder must agree, in its response, to this 4 hour PIN transfer requirement.

5.56.2 The Bidder must describe, in its response, how it will perform daily scheduled transfers.

5.56.3 The Bidder must describe, in its response, how it will perform unscheduled PIN transfers to ensure that the transferred inmate has access to his/her attorney through the ICS. This description must include how such will occur during weekends and holidays outside of regular work hours for the Bidder’s Site Administrators.
5.57 The Contractor must conduct a semi-annual review of the inmate PIN database to ensure that RIDOC staff, volunteers, consultants, etc. telephone numbers are not part of the system allowable number lists. The DOC will provide a list of these telephone numbers.

5.58 It is desirable that the proposed ICS provide the ability to send an alert when two inmates are calling the same telephone number at approximately the same time. This function would be used to detect when an inmate in one DOC facility is attempting to speak with an inmate at another DOC facility via a called third party. The Bidder must state if this function is available with the proposed system and any limitations to its operation.

5.59 The proposed ICS must provide the capability for verifying that commitment numbers and PINs are not duplicated within the system.

5.60 The proposed ICS must provide the capability to detect and correct situations when a new PIN is assigned to the same commitment number.

5.61 The proposed ICS must provide the capability of linking an old (inactive) PIN with a new PIN. The Bidder must briefly describe, in its proposal, how this is accomplished in order to provide access to past and new recordings and call records.

5.62 **Inmate Funds:** The Bidder must describe how inmate funds assigned to one PIN can automatically change to another PIN without manual intervention by a System Administrator.

5.63 It is desirable that the proposed ICS provide a function whereby the telephone numbers of all RIDOC staff, volunteers, consultants, etc. are maintained in the system and constantly checked against the system’s allowable number list.

**SYSTEM CALL CONTROLS**

5.64 The ICS proposed for the RIDOC must allow for the RIDOC to program times when the overall ICS will be available or unavailable to inmate calling. This function must not be restricted in any manner (e.g., only on the hour, only in the half-hour, etc.). The Bidder must briefly describe, in its response, the options available for this functionality.

5.65 The proposed ICS must allow RIDOC personnel to temporarily restrict or disconnect service to an individual inmate telephone.

5.66 The proposed ICS must allow RIDOC personnel to temporarily restrict or disconnect service to an individual inmate PIN.

5.67 **3-Way Call Detection:** The RIDOC prohibits 3-Way or Conference Calling but inmates and called parties regularly attempt to circumvent this prohibition. Currently, the sensitivity level of the existing ICS causes “false disconnects”. The proposed ICS must
provide technology that deters an inmate’s attempt to initiate a 3-Way or conference call with a third party while offering the DOC options for addressing the inmate’s call. These options must include, at a minimum, the following:

- Allow the call to continue and make a notation on the call record;
- Notify the inmate and the called party and disconnect the call, making a notation on the call record;
- Disconnect the call and make a notation on the call record.

The Bidder must briefly describe, in its response, how this technology operates with regard to the proposed ICS and how its technology will reduce the possibility of “false detections” during inmate calls.

5.68 It is desirable that the proposed ICS, once it detects an attempted 3-way or conference call by the called party, provide the following options in addition to those listed above in Section 5.67:

- Allow the call to continue, making a notation to the call record and sending an alert to a designated RIDOC inspector or investigator;
- Notify the inmate and the called party of the situation and warn of disconnection should the attempt continue.

5.69 **Call Forward Detection:** The RIDOC prohibits the use of call forwarding at the called telephone number but inmates and called parties regularly attempt to circumvent this prohibition. It is desirable that the proposed ICS provide technology that is capable of detecting the use of call forwarding by the called party. The Bidder must briefly describe, in its response, how this technology operates with regard to the proposed ICS and how its technology will reduce the possibility of “false detections” during inmate calls.

To comply with this desirable specification, the Bidder must state, in its response, which of the following options are available to the RIDOC once this call forwarding detection is made:

- Allow the call to continue and make a notation on the call record;
- Allow the call to continue, make a notation on the call record and send an alert to a designated RIDOC staff member;
- Notify the inmate and disconnect the call, making a notation on the call record;
- Disconnect the call and make a notation on the call record.

5.70 The Bidder must briefly describe, in its response, how the proposed ICS detects when an inmate call is placed to a cellular telephone. This description must include how this detection is performed and how the RIDOC is notified when an inmate call is placed to a cellular telephone.
5.71 The proposed ICS must provide a call alert or notification feature. This feature allows designated RIDOC staff to be alerted when a certain inmate places a call, a certain number is called by an inmate or an unauthorized call attempt is made. The Bidder must briefly describe, in its response, the alert feature proposed with the proposed ICS and the options available to the RIDOC.

5.72 In order to limit possible telephone fraud, it is mandatory that a fraud prevention feature be available which will be able to randomly interject pre-recorded announcements throughout the duration of the conversation to the called party indicating the source of the call. The Bidder must briefly describe, in its response, how this is accomplished with the proposed ICS.

5.73 The Bidder must briefly describe, in its response, all detection and prevention capabilities related to fraudulent, illicit or unauthorized call activity available on the proposed ICS.

5.74 It is expected that the Bidder has extensive experience in the corrections industry and therefore, the Bidder must identify, in its response, specific inmate activities –based on past experience - the proposed ICS’ capabilities shall detect and/or prevent. In addition, the Bidder must also identify, in its response, possible methods inmates may use to circumvent these capabilities.

5.75 The Bidder must propose an ICS that is capable of detecting extra dialed digits from either the called party or the inmate’s telephone. The Bidder must describe, in its response, the options available to the RIDOC upon detection of the extra dialed digits (e.g., call termination, system alarm, notation on call record, etc.)

5.76 The Bidder must propose an ICS that is capable of detecting unusual or suspicious number sequences dialed or dialing patterns which the system identifies as possible attempts to commit fraud. The Bidder must briefly describe, in its response, how the ICS performs and/or prevents such fraudulent dialing attempts.

5.77 The proposed ICS must allow the DOC to immediately and remotely turn inmate telephones on and off depending on the situation. This telephone control must be capable of being conducted by individual telephones, groups of telephones, or an entire RIDOC facility by RIDOC personnel with the appropriate authorization level.

5.78 The proposed ICS must allow RIDOC staff to change an inmate’s restriction on the number of calls per week, per hour or per day.
INMATE CALLING SYSTEM MODE OF OPERATION

The RIDOC operates the current ICS in both debit and collect call mode. It is the intention of the RIDOC to implement the proposed ICS utilizing debit and collect call mode to all locations within the North American Dialing Plan while utilizing pre-paid debit mode for calls to international locations outside of the North American Dialing Plan. The proposed ICS must allow the RIDOC to operate in this combined mode.

5.79 The proposed ICS must allow the inmate to select the call mode (debit or collect) at the initiation of the call.

5.80 The Bidder shall provide the collect call services required in the RFP through the use of an “automated operator”. At no time and under no circumstance shall the proposed ICS allow an inmate to be connected to a “live” operator.

5.81 The automated announcement function of the ICS whether operating in debit or collect call mode must be capable of processing calls on a multi-lingual basis: English, Spanish. The inmate must be able to select the preferred language using no more than a two digit code.

5.82 It is desirable that the proposed ICS provide languages other than English and Spanish for system prompts to the inmate as well as instructions to called parties. The Bidder must list these additional language options in its response to comply with this desirable specification.

5.83 Call acceptance by the called party must be accomplished through caller confirmation (positive acceptance). Inmate calls shall not be connected nor shall billing commence until the called party indicates acceptance of the call.

5.84 The Bidder must describe the options available for international calling with the proposed ICS when an inmate is not capable of placing such calls as pre-paid debit.

5.85 The proposed ICS whether operating in debit or collect call mode must provide notification to an inmate of the call status or progress (e.g., ringing, busy, etc.). This notification may either be in the form of ringing, busy tones, SIT tones, or appropriate recorded messages. The Bidder must state, in its response, how the proposed ICS meets this requirement.

5.86 The proposed ICS whether operating in debit or collect call mode must provide notification to the inmate of why a call was not completed and not simply disconnect the call. The Bidder must state, in its response, how the proposed ICS meets this requirement.

5.87 The proposed ICS whether operating in debit or collect call mode must not allow the inmate to hear the called party prior to the actual positive acceptance (via touch tone entry) of the call.
During the call setup process, the ICS whether operating in debit or collect call mode must provide a pre-recorded announcement identifying that the call is coming from a specific inmate at a Rhode Island Correctional Institution and must be heard by the answering party. The announcement must also include: “All telephone calls will be recorded and monitored except attorney calls and other privileged party calls”.

The Bidder must describe, in its response, how the proposed ICS operates when the inmate call is placed to a cellular telephone. This description must include how collect calls are placed to cellular telephones, how billing of the collect call is processed and how the RIDOC is notified when an inmate call is placed to a cellular telephone.

**GENERAL SYSTEM MANAGEMENT REQUIREMENTS**

The Bidder must propose an ICS solution that can be administered on-site by the Bidder’s Site Administrators or authorized RIDOC personnel.

The Bidder must propose an ICS that allows for changes (PIN additions, authorized call list changes, etc.) to be administered in “real time” while the ICS is in use. The proposed system must not require the system to be taken off line to make additions, changes or retrieve reports.

The Bidder must propose an ICS that provides access by the Bidder’s Site Administrators and authorized RIDOC personnel via standard web-browser for both system administration and system reporting functions. The system must support, at a minimum, the current release of the following web-browsers:

- Microsoft Internet Explorer
- Mozilla Firefox
- Google Chrome

It is desirable that the ICS be accessible via the use of other industry standard web-browsers in addition to those listed above in Section 5.96 (e.g. Apple Safari, Opera, etc.). The Bidder must list those web-browsers with which the proposed ICS is compatible in order to be compliant with this desirable specification.

The Bidder must propose an ICS that provides for “permission levels” customized to the RIDOC staff member’s individual log-on password. For example, a staff member authorized to make changes to the ICS at Maximum Security must be restricted to that site only while a staff member at RIDOC Central Office may be authorized to access multiple locations. The Bidder must briefly describe how this is accomplished with the proposed ICS.

The Bidder must propose an ICS that allows for access – for system management and changes – remotely for any RIDOC location by authorized RIDOC personnel.
The Bidder must succinctly list, in its response, what system administration functions are available with the proposed ICS (i.e., new account entry, account/record modification, account deletion, etc.).

The Bidder must propose an ICS that provides system logs/reports of changes made to the system by authorized personnel. These system logs must provide a record of changes made to the system including PIN changes, additions/deletions, etc.

**GENERAL OPERATIONAL REQUIREMENTS**

The Bidder must list, in its response, the network of services required to support the proposed ICS.

The Bidder must provide, in its response, all electrical and environmental requirements of the ICS for each RIDOC facility. Such information must be provided for all components of the ICS including the central processor/equipment, call recording equipment, PCs, printers, etc.

The ICS proposed by the Bidder must be capable of automatically recovering from a power outage (auto-reboot) to full working order capable of processing inmate telephone calls with all programmed restrictions in place. This “auto reboot” must include all system hardware components, all software including RIDOC specific programming and restrictions and all network services (T1 circuits, MPLS access circuits, etc.). The Bidder must describe, in its response, any interaction required by RIDOC personnel for this system “auto reboot” to occur.

The Bidder must provide a sufficient number of uninterruptible power supply (UPS) systems that also have surge protection at each RIDOC facility capable of supporting all ICS components including recording devices, for a minimum of four (4) hours.

The Bidder must provide, install and maintain (according to manufacturer’s specifications) all ICS UPS equipment at each of the RIDOC facilities. The Bidder must replace all UPS equipment upon expiration of the manufacturer’s life cycle of the installed product.

In the case of the loss of commercial power and the failure of the UPS, the ICS must automatically restrict or “shut off” all inmate telephones so that no inmate calls can be made until commercial power is restored and access is once again provided by the RIDOC.

The Bidder must describe, in its response, what component redundancy is provided to limit or virtually eliminate ICS downtime due to hardware component failure. This description must include, at a minimum, the following:
• List of redundant system components on-site at each RIDOC site;
• List of redundant system components off-site at the Bidder’s location(s);
• List of redundant network services serving each RIDOC site;
• List of redundant network services serving the Bidder’s location(s).

5.105 The Bidder must provide, in its response, a succinct written description of the space requirements associated with all components of the proposed ICS. The Bidder must clearly define how much physical space is required by each hardware component and provide a recommended equipment layout configuration.

5.106 The Bidder must provide, in its response, the capacities/limits for the proposed ICS. At a minimum, the Bidder must provide the capacity for the following:

- Individual Inmate Accounts
- Call Records
- Simultaneous Administrative Users
- Workstations/PCs
- Simultaneous Live Call Monitors
- Inmate Telephones

**SYSTEM SECURITY/FRAUD CONTROL**

5.107 The Bidder must *briefly* describe, in its response, all standard and optional security services employed to protect the proposed ICS in terms of:

- unauthorized access through the network of services used for inmate calling;
- unauthorized access through the ICS Local Area Network (LAN);
- unauthorized access to the ICS programming (on-site and remotely)
- unauthorized access through the ICS Wide Area Network (WAN).

5.108 The Bidder must *briefly* describe, in its response, how it will monitor the installed ICS and the ICS WAN network of services for possible security breaches.

5.109 The Bidder must *briefly* describe, in its response, how the DOC will be able to monitor the installed ICS and the ICS WAN network of services for possible security breaches.

5.110 The Bidder must *briefly* describe, in its response, how remote access to the ICS for maintenance and programming by the Bidder is provided. The Bidder must describe, in its response, all security measures, policies and procedures in place to ensure the integrity of this remote access.
**Inmate Calling System Data Back-Up Requirements**

5.111 The Bidder shall perform all ICS database back-ups and archiving including all call records, system programming database and call recordings. All archival hardware, supplies, network and recovery procedures which ensure that no data shall be lost shall be provided by the Bidder at no cost to the RIDOC.

5.112 The Bidder shall provide full ICS **programming back-up** including, but not limited to, all call restrictions, PIN lists, recorded inmate names, system prompts and other system operating database information on a daily basis.

5.113 It is desirable that the Bidder provide full ICS **programming back-up** including, but not limited to, all call restrictions, PIN lists, recorded inmate names, system prompts and other system operating database information in real time. For example, when an Administrator updates an inmate’s authorized call list, the ICS automatically backs up such changes immediately to the Bidder’s off-site location.

5.114 The Bidder shall provide full ICS **inmate call record back-up** from each RIDOC location on a daily basis.

5.115 It is desirable that the Bidder provide full ICS **inmate call record back-up** in real time. For example, when an inmate call completes all information regarding that call (e.g., time started, time ended, length, number dialed, etc.) backs up immediately to the Bidder’s off-site location.

5.116 The Bidder shall provide full ICS **inmate call recording back-up** from each DOC location on a daily basis.

5.117 It is desirable that the Bidder provide full ICS **inmate call recording back-up** in real time. For example, when an inmate call completes, the entire recording of that call backs up immediately to the Bidder’s off-site location.

5.118 The Bidder must **briefly** describe, in its response, how the local ICS databases at all RIDOC facilities will be kept current with the ICS backups at the Contractor site in case of required re-programming or system recovery at an RIDOC facility.

5.119 The Bidder must agree, in its response, that the RIDOC retains ownership of all archived information, call detail, inmate records, call recordings, etc. The Bidder must agree, in its response, that the RIDOC has the right to obtain all archived information, call detail, inmate records, call recordings, etc. associated with the ICS regardless of the location of such information within the Bidder’s organization or site.

5.120 The Bidder must describe, in its response, how it will provide system security for all data stored locally and at its central storage location. Such security description must include system security as well as how access to such sensitive information will be restricted to only authorized personnel within the Bidder’s organization.
**CALL RECORDING REQUIREMENTS**

The RIDOC currently records inmate calls. This recording is conducted on all calls with the exception of privileged calls (e.g., attorneys, etc.). The Bidder must address the following specifications regarding the recording of inmate calls.

5.121 The ICS proposed by the Bidder must be capable of recording all inmate calls simultaneously and at any time that a call is placed. The Bidder must briefly describe, in its response, the call recording system being proposed in conjunction with the ICS.

5.122 The ICS proposed by the Bidder must be capable of allowing call recording to be deactivated for specific telephone numbers assigned to an inmate’s PIN. This capability would be utilized for inmate calls to privileged numbers (e.g., attorneys, etc.).

5.123 The ICS proposed by the Bidder must be a fully digital system allowing for digital storage of call recordings and the use of compact disk and/or electronic mail for the transfer of recordings.

5.124 The ICS proposed by the Bidder must allow for the transfer of call recordings to compact disk in industry standard formats (e.g., wav, mp3, etc.) allowing for playback on standard PC CD drives or industry standard CD players.

5.125 The ICS proposed by the Bidder must be capable of storing all inmate call recordings from each RIDOC facility and respond to departmental requests for such copies.

5.126 The Bidder shall provide backup storage of all recordings of inmate calls from each RIDOC facility off site at the Bidder’s facility for the life of this contract. The Bidder must describe, in its response, how this will be accomplished with the proposed ICS.

5.127 The Contractor must allow access to off-site inmate call recordings by RIDOC personnel providing the ability for RIDOC personnel to download and transfer such recordings to CD when necessary. The Bidder must briefly describe, in its response, how this is accomplished with the proposed ICS for the RIDOC and what security measures are in place to ensure that RIDOC personnel access only those call recordings for which they are authorized.

5.128 The ICS proposed by the Bidder must allow access to inmate call recordings from any PC on the ICS network within each facility as well as by authorized remote users. The Bidder must briefly describe, in its response, how this is accomplished with the proposed ICS.

5.129 The ICS proposed by the Bidder must allow access to inmate call recordings at each RIDOC facility by investigative personnel located within RIDOC. The Bidder must briefly describe, in its response, how this is accomplished with the proposed system including how call quality is maintained for remote users.
Recorded telephone conversations of inmates are frequently used as evidence in criminal or RIDOC violation investigations. The ICS proposed to the RIDOC must include the capability of transferring recorded calls and call segments to Compact Disc (CD-R/CD-RW) to be played on any industry standard CD device. The interface for accessing such recordings must be through standard web browser and allow for a simplified manner for the transferring of recorded calls or call segments to CD or other digital media.

The ICS proposed by the Bidder must allow RIDOC personnel to transfer call recordings to CD in a simplified and efficient manner. The system must allow DOC to transfer a call without having to fully download the file to the PC at which the staff member is working. The Bidder must describe how the transfer of call recordings is performed with the proposed ICS.

The ICS proposed by the Bidder must allow RIDOC personnel to transfer call recordings through electronic mail. The system must allow RIDOC to transfer a call without having to fully download the file to the PC at which the staff member is working. The Bidder must describe how the transfer of call recordings is performed through electronic mail with the proposed ICS.

The ICS proposed by the Bidder must allow RIDOC personnel to locate call recordings in the following manners at a minimum:

- search by inmate PIN;
- search by certain time period (date/time);
- search by certain telephone instruments;
- search by called telephone number.

The system must allow for the search criteria either individually or in combinations.

The Bidder must retain ownership of all proposed recording equipment on-site at the RIDOC or at the Bidder’s location for the duration of this contract. All responsibility for maintenance and upgrades must be provided by the Bidder at no cost to the RIDOC.

The Bidder must ensure that the call recording function of the proposed ICS is maintained at the latest hardware and software level to ensure that RIDOC personnel are utilizing the latest tools available for call recording and call monitoring of inmate calls.

It is desirable that the ICS proposed for the RIDOC provide a search capability that allows RIDOC personnel to search call recordings for certain key words or phrases. The Bidder must provide, in its response, a description of this capability. This feature must be commercially available at the time of response submission in order to be compliant with this desirable specification.
5.137 It is desirable that the ICS proposed for the RIDOC provide an alert capability that will notify designated RIDOC personnel should certain key words or phrases be identified during the recording of the inmate call. The Bidder must provide, in its response, a description of this capability. This feature must be commercially available at the time of response submission in order to be compliant with this desirable specification.

5.138 It is desirable that the ICS proposed for the RIDOC provide a manner in which call recordings are recorded and maintained in such a manner as to maintain their authenticity ensuring that no digital modification of the recording has been made or to note if such modifications have been made. The Bidder must briefly describe, in its response, how this encryption function operates and the features provided by such. This feature must be commercially available at the time of response submission in order to comply with this desirable specification.

**LIVE MONITORING AND ALERTING REQUIREMENTS**

The RIDOC currently monitors select inmate calls while in progress. This “live monitoring” may be conducted on all calls with the exception of privileged calls (e.g., attorneys, etc.). The Bidder must address the following specifications regarding the monitoring of inmate calls.

5.139 The proposed ICS must allow for the monitoring of inmate calls while in process ("real time" or "live") by authorized RIDOC personnel. This monitoring must provide a search function by **specific inmate telephone, specific inmate PIN or by called telephone number** enabling RIDOC staff to activate monitoring when desired. Any and all equipment and software required to perform this function shall be provided with the proposed ICS.

5.140 Monitoring of inmate calls with the proposed ICS must be provide in true “real time”. RIDOC personnel must be capable of monitoring an inmate’s call while the call is in progress with no delay in transmission of the audio. The Bidder must describe, in its response, how this will be accomplished with the proposed system.

5.141 The proposed ICS must allow for RIDOC personnel to monitor inmate calls in progress by entering the specific inmate PIN.

5.142 The proposed ICS must allow for RIDOC personnel to monitor inmate calls in progress by entering a specific telephone number.

5.143 The proposed ICS must allow for RIDOC personnel to monitor inmate calls in progress by entering a specific inmate telephone instrument identifier.

5.144 The proposed ICS must allow for alerts that will notify designated RIDOC personnel when a specific inmate is placing a telephone call thus allowing RIDOC personnel to monitor that call while it is in progress.
The proposed ICS must provide this alert function audibly and visually via the desktop PC connected on-site at the RIDOC facility and visually to specified e-mail address. The Bidder must state any limits to the system alert function (e.g., only one e-mail address per alert, etc.)

It is desirable that the ICS provide the alerts listed above via text message to designated cellphones. The Bidder must list, in its response, the devices to which the ICS can send alerts.

It is desirable that the ICS provide the alerts in a sequential (e.g., desktop PC then e-mail then text) and simultaneous (e.g., desktop PC, e-mail, text all at the same time) to the devices listed in Section 5.149 above.

It is desirable that the ICS call monitoring capability provide a form of speech or word recognition that would alert RIDOC personnel when certain key words or phrases were used by an inmate during an outgoing call. The Bidder must provide, in its response, a brief description of this capability.

The proposed ICS must allow for DOC personnel to remotely monitor inmate calls in progress for a specific DOC facility from which the call is placed. This remote monitoring capability must be in real time and provide a high level of audio quality. The Bidder must briefly state, in its response, how this will be accomplished with the proposed system.

It is desirable that the ICS call monitoring capability allow for remote monitoring of the inmate calls in progress from within the facility. The Bidder must briefly state, in its response, what is required to provide this remote call monitoring within the particular RIDOC facility.

**SYSTEM REPORTING REQUIREMENTS**

The proposed ICS shall provide a system reporting package accessible by authorized RIDOC personnel. This reporting package must allow for the querying of inmate call records via standard web browser for ease of use.

The proposed ICS must allow for the generation of reports by RIDOC facility, a combination of select RIDOC facilities or all RIDOC facilities.

The proposed ICS must allow for the generation of reports by RIDOC personnel based on their user access level.

The proposed ICS must provide for custom reports to be developed by the RIDOC and provide for the following standard reports, at a minimum:

- Chronological List of Calls
- Daily Call Volume Summary
- Daily Call Volume Detail
• Weekly Call Volume Summary  
• Weekly Call Volume Detail  
• Inmate Account Summary  
• Inmate Account Detail  
• Frequently Dialed Numbers  
• Specific Telephone Number Dialed Usage  
• Suspended Inmate Account  
• Alert Notification  
• Telephone Numbers Called by More Than One Inmate  
• Telephone Numbers Assigned to More Than One Inmate Account  
(Differentiated by Personal and Attorney Number)  
• Quantity of Calls per Inmate Account  
• Quantity of Minutes per Inmate Account  
• Blocked Telephone Number List  
• Local Exchange Volume (by Exchange)  
• Area Code Volume (by Area Code)

5.155 The proposed ICS must allow for selected reports to be generated automatically based on RIDOC criteria (e.g., time of day, volume of calls, particular inmate, etc.) at each RIDOC facility, select RIDOC facilities or all RIDOC facilities.

5.156 The proposed ICS reporting function must allow for the exporting of reporting data to industry standard formats. These formats must include, at a minimum, Microsoft Excel®, Microsoft Word® and Adobe Acrobat®.

5.157 The proposed ICS must allow for all reports to be viewed in hard copy format or viewed “on-line” by a user with the proper access level.

5.158 The proposed ICS must allow for access by members of the Division of Investigations & Intelligence to the ICS at each of the RIDOC facilities for inmate call reports, inmate call monitoring and inmate call recording. The Bidder must describe succinctly, in its response, how this is accomplished and what security measures are in place during this access.

5.159 It is desirable that the ICS provide RIDOC personnel that ability to simply click on the called number and be provided with the name and address of the called party. The Bidder must describe, in its response, how this function is provided and how it operates with the proposed ICS in order to be compliant with this desirable specification.

REQUIRED FREE LINES

5.160 The Bidder must provide the ICS with the capability to establish an informant line accessible via the inmate telephone. Calls to the informant line shall be free and shall be routed via the ICS to a destination designated by the RIDOC. This requirement shall be by RIDOC facility. The Bidder must state how this will be accomplished with the proposed ICS.
The Bidder must agree to work with the RIDOC with the implementation of a reporting line which complies with the Prison Rape Elimination Act (PREA) of 2003. Calls to this reporting line shall be at no charge to the inmate placing the call via the ICS.

Section 6: Inmate Telephone Instrument Requirements

The proposed inmate calling system Inmate Telephone Instruments required for the RIDOC shall consist of six (6) types of telephones instruments as listed in this section of the RFP. The Bidder is required to provide all telephone equipment outlined in this section.

Type 1: Wall Mounted Telephone Instruments (Indoor)

The first type, which will be the majority of inmate telephone instruments installed, shall be permanently mounted wall telephones meeting the following specifications:

6.1 All inmate telephone instruments and associated equipment must be of new manufacture and be provided (and installed) with the proposed ICS at no cost to the RIDOC.

6.2 All inmate telephone instruments must be manufactured to withstand a higher degree of use than “normal wear and tear”. The Bidder must briefly explain how the proposed telephone instruments are made to operate in a corrections environment.

6.3 The Bidder must provide all required materials, hardware, software and telephone cabling (where re-use is unavailable or new locations are required) to install the proposed inmate telephone instruments.

6.4 The Bidder is responsible for reimbursing the RIDOC for any construction or construction related costs incurred to facilitate the installation of the inmate telephone instruments.

6.5 All inmate telephone instruments must be powered by the ICS system and require no additional power source at the instrument.

6.6 The inmate telephone instrument must be compact in design. The Bidder must include photographs of the proposed inmate telephones in its response.

6.7 The inmate telephone instrument must include an armored handset cord that can withstand higher than normal tension. This handset cord must be short in length (18 inches maximum) to restrict unauthorized use by the inmate and limit the mobility of the inmate while using the telephone instrument. The Bidder must briefly explain how the proposed inmate telephone instrument accomplishes these goals.

6.8 The inmate telephone instruments must not include coin entry slots or coin return slots regardless of whether these functions are disabled.
6.9 The inmate telephone instruments shall not contain card reader capabilities or slots used to identify inmate telephone accounts for purpose of debiting inmate telephone accounts.

6.10 The Bidder shall provide a unique number, physically imprinted on each inmate telephone instrument so that the number can be seen by RIDOC personnel for the purposes of reporting troubles and troubleshooting problems. As new inmate telephone instruments are added or telephone instruments are replaced they shall be identified in the same manner and all appropriate paper work/databases shall be updated to reflect the addition.

6.11 The inmate telephone instruments must be capable of reducing or eliminating background noise to the inmate using the telephone instrument. The Bidder must describe, in its response, how this will be accomplished with the proposed inmate telephone instruments (e.g., confidencers, phone enclosures, etc.).

6.12 All inmate telephone instruments shall provide volume controls which allow inmates to amplify the called party’s voice via the handset.

6.13 The Bidder shall provide dialing instructions as well as a warning label that states “This Call is Being Monitored and Recorded” to the inmate in English and Spanish on each inmate telephone instrument in a manner which reduces the possibility of being destroyed. Simple labels or other accessible surface instructions will not be acceptable to meet this requirement.

6.14 The Bidder shall maintain the above required telephone dialing instructions and warning statements for legibility and accuracy during the course of this contract. The Bidder must agree, in its response, to accept the RIDOC’s determination for replacement.

6.15 The inmate telephone instrument shall not be capable of being used to program, activate or deactivate any feature or call control function of the proposed ICS by RIDOC staff or the Bidder’s personnel.

6.16 All of the proposed inmate telephones must be compliant with all applicable requirements of the American with Disabilities Act (ADA).

**TYPE 2: RESTRICTIVE HOUSING UNIT TELEPHONES INSTRUMENTS**

6.17 The second type of inmate telephone instrument shall be portable or “movable” inmate telephones that are used mainly in restrictive housing units and must be manufactured to withstand abuse (physical, liquid, etc.) as well as be compact enough to fit through standard food slots. Industry standard 2500 telephone sets will not be acceptable for meeting this requirement. The Bidder must state how it will allow the RIDOC to secure the touch tone pad after the special management unit’s inmate’s initial call has been placed.
6.18 The Bidder must describe, in its response, how these movable or portable telephone instruments will be moved from one cell to another by RIDOC personnel to allow for inmate calling.

6.19 The Bidder must provide a restrictive housing unit telephone instrument that includes all call restrictions of the ICS with regard to inmate PINs, call duration, etc.

6.20 The Bidder must provide a restrictive housing unit telephone instrument that allows RIDOC personnel to provide the handset only to the inmate thus denying access to the dial pad by the inmate. The Bidder must describe, in its response, how this is accomplished with the proposed telephone instrument.

6.21 The Bidder must provide special management unit telephones according to the telephone quantities listed in the attachment.

**TYPE 3: OUTDOOR TELEPHONE INSTRUMENTS**

6.22 The third type of inmate telephone instrument shall be “all weather” inmate telephone instrument to be used in some outdoor conditions as various RIDOC facilities.

6.23 The outdoor inmate telephone instruments must meet all requirements of the Type 1: Wall Mounted Telephones (Indoors) described in this section. The Bidder must state this compliance in its response.

6.24 The outdoor inmate telephone instrument must be weather-proof to ensure durability in outdoor conditions including winter weather.

6.25 The bidder will be required to install fifteen (15) outdoor telephone instruments in the recreation yard at the Anthony P. Travisono Intake Service Center at no cost to the RIDOC. The current number of outdoor instruments are to be replicated in all other facilities.

**TYPE 5: TDD/TTY DEVICES**

6.26 The RIDOC currently has inmates who are deaf or hearing impaired and must place outgoing telephone calls via a TDD/TTY. The Bidder must describe, in its response, how such calls will be conducted in conjunction with the proposed ICS. All inmate call control functions of the proposed ICS must be applicable to the TDD/TTY device being proposed.

6.27 The Bidder must *briefly* describe, in its response, how outgoing inmate calls via the TDD/TTY are conducted in the following circumstances while maintaining all call controls:
• a standard telephone number on the inmate’s call list;
• toll free number for the deaf relay service;
• 711 deaf relay service call;

6.28 The Bidder must succinctly state, in its response, how outgoing call control for TDD/TTY users is maintained with the proposed inmate calling system.

6.29 The Bidder must provide adequate TDD/TTY or suitable devices to each DOC facility, maintain such devices as well as provide additional devices, at no cost, when requested by a specific RIDOC facility.

6.30 The Bidder must succinctly describe, in its response, how the proposed system will “record” the inmate conversation conducted over the TDD/TTY (e.g., hard copy printout, etc.). This description must also include how the conversation can be monitored while in process.

6.31 It is understood that some deaf and hard of hearing inmates may wish to call hearing users that do not use TDD/TTY devices. These calls – outside of the corrections industry – would be placed via the State of Rhode Island Traditional Relay in accordance with Rhode Island General Law 39-1-42. The Bidder must describe, in its response, how inmates will place calls to users without TDD/TTY devices and how call controls will be retained, how calls are recorded and how calls will be invoiced (and to whom).

**Type 6: Devices for Special Circumstances**

6.32 The Bidder is expected to have considerable experience in the inmate call system marketplace and therefore have experience with special inmate conditions/situations within the correctional environment that place unusual demands on the ICS being proposed.

The DOC currently has inmates who for reasons of illness or paralysis cannot use a standard inmate telephone instrument. Such situations include inmates who are not able to grip or hold a standard handset, inmates who are not able to speak with any volume or are confined to a hospital unit bed.

The Bidder must briefly describe, in its response, what means are available with the proposed ICS to address such special circumstances.

**Video Visitation Units**

1. The system must be web-based and allow for RIDOC to administer visitation sessions and visitation operation based on the RIDOC policies.
2. The visitation sessions shall connect automatically without any intervention from RIDOC staff.
3. The inmate interface must have a multi-lingual interface (English and Spanish at a minimum).
4. The system must allow RIDOC Staff to view up to 5 concurrent live video sessions.
5. The system must be able to automatically detect if a remote visitor’s computer system meets minimum requirements for system connectivity.
6. Remote video visitation sessions must be able to be conducted in both Android and Apple formats for smartphones and tablets.
7. The system should send an e-mail to the visitor when a visit is scheduled, modified, or cancelled.
8. The system must assign a unique visitation identification numbers for every visit for reporting and tracking purposes.
9. The system must offer customizable durations (e.g. 20, 30, 40 minutes) for each visit.
10. The system must provide a visual warning message to inform the visitor that the session will be ending in XX minutes or provide a visual countdown timer.
11. The system will provide an audit trial/logs of all activity regarding visits.
12. The system should interface with our INFACTS (Inmate Facility Tracking System) for the following:
   a. The system must use the same inmate identification number or pin number as created within our INFACTS on the video visitation system.
   b. The system should automatically cancel a visit if the inmate moves to a new location other than the current building, loss of privileges due to booking etc.
   c. The system should send an email cancellation notification to the visitor if the visit is cancelled.
13. The system shall record the visitation and store. Recorded visits must be able to be downloaded into a standard video format.
14. The system should be able to interrupt ongoing visits and send email and document why the session was cancelled notification that the session was cancelled due to facility visitation policy violations or inmate movement and can later be rescheduled.

Non-contact Visit Phones:

The bidder will provide phones for non-contact visitation at Maximum and High Security and the Intake Service Center. A minimum number of two per facility shall be provided by the bidder.

Section 7: System Implementation, Transition and Training Requirements

The RIDOC is presently utilizing an ICS provided by GTL. It is critically important that the Bidder address the issue of transition from the existing system to the new ICS at all RIDOC locations. The RIDOC recognizes that some “down time” will occur during this transition but the Bidder must propose an implementation plan that reduces this “down time” and allows for a smooth progression to the new system.

7.1 The Bidder is required to provide the RIDOC a full implementation plan upon award of contract for the inmate calling system. The Bidder’s implementation plan must include a detailed explanation of the following items:

- pre-installation procedures for each RIDOC facility;
- pre-installation procedures for the complete system;
- network circuits/service coordination requirements;
- software programming and preparation;
- equipment delivery schedules;
• equipment security procedures;
• equipment/system installation procedures;
• inmate telephone installation procedures;
• system testing at each RIDOC facility;
• system testing of overall system connectivity;
• training of RIDOC personnel;
• actual system cutover to service;
• list of RIDOC responsibilities.

7.2 The Bidder must work with the RIDOC to determine the exact times when Inmate Telephone Equipment can be replaced to reduce “down time”.

7.3 The Bidder is required to conduct a site visit to each RIDOC facility prior to installation of the ICS in order to gain familiarity with the physical location of the ICS and the inmate telephones as well as to gain familiarity with the installation requirements of each facility.

7.4 The Bidder shall coordinate the removal of the existing inmate telephones in all RIDOC facilities. The Bidder is required to coordinate with the RIDOC at each facility so that the existing telephones may be used during the transition to the new inmate telephones provided under this contract.

7.5 The Bidder shall be responsible for providing cabling on campus for their ICS system. The Bidder shall install new telephone cabling at no cost to the RIDOC. Any new cabling must include required wall plate, cross connection, patch cords, etc. as required by the Bidder and the RIDOC to ensure proper operation of the inmate telephones. The Bidder must use a State MPA vendor to provide the cabling on campus since the John Pastore Complex encompasses many agencies not just the RIDOC and the cabling underground is very complex. The State MPA vendors are very familiar with the campus and RIDOCs’ facilities.

7.6 Although the RIDOC does not anticipate that such work will be required, the Bidder must agree in its response to obtain RIDOC permission in writing before proceeding with any work that requires cutting into or through girders, beams, concrete or tile floors, partitions or ceilings, or any work that may impair fireproofing or moisture proofing, or potentially cause any structural damage or a possible breach of security.

7.7 The Bidder will be responsible for all programming of the ICS including the generation and creation of the system database(s) required to provide a fully operational ICS.

7.8 The Bidder must transfer the current ICS database information including inmate profiles (PINs) and call records to the new system. The Bidder must state, in its response, how this will be accomplished and what is required of the RIDOC to facilitate this transfer of information.

7.9 The Bidder must clean up and remove any and all debris and packaging material resulting from its work at the RIDOC facility on a daily basis.

7.10 Upon completion of installation, the Bidder must leave the RIDOC facility clean, orderly and ready for immediate use.
7.11 The Bidder shall be completely responsible for replacing, restoring or bringing to former condition any damage caused by the Bidder’s installation personnel to floors, ceilings, walls, furniture, grounds, pavement, etc. Any damage or disfigurements shall be restored to its former condition by the Bidder at no cost to the RIDOC.

7.12 The Bidder must ensure that all of its work and materials comply with all local, state and federal laws, ordinances and regulations as well as the direction of any inspectors appointed by proper authorities having jurisdiction over this type of network and equipment installation.

The Bidder is responsible for obtaining all necessary permits. Should violation of codes occur relating to this ICS project because necessary permits were not identified and obtained by the Bidder, the Bidder will cease all work at that specific location and correct the situation, immediately, at no cost to the RIDOC prior to continuation of system installation.

7.13 The Bidder is required to adhere to all prevailing wage rate specifications and schedules as determined by the Rhode Island Department of Labor and Training, Department of Labor Standards (DLS) and the United States Department of Labor when required. Additional information regarding prevailing wage requirements in Rhode Island can be found at: www.dlt.state.ri.us/

IMPLEMENTATION TEAM

7.14 The Bidder must provide a Project Manager for the implementation of the proposed inmate calling system for the RIDOC. The Project Manager must serve as the Single Point of Contact (SPOC) for the RIDOC during the initial ICS implementation period regardless of the length of this implementation period. The Project Manager must be available to the RIDOC for on-site project meetings as well as via telephone, cellular telephone, and e-mail at a minimum during the course of this project.

The Project Manager for the implementation of the ICS must have experience with the implementation of an inmate calling system on a scale equal to the RIDOC. The Project Manager for the implementation of the ICS may not be the Account Manager required in Section 4.1.

The Bidder must provide, in its response, the name of the Implementation Project Manager to serve the RIDOC during the implementation of the ICS. A professional résumé detailing this Project Manager’s qualifications and experience on projects of similar size and complexity as the RIDOC project must be provided as an attachment to the Bidder’s response.

7.15 The Bidder must provide, in its response, the names of the implementation project team members, their location, and qualifications statements for each member assigned to the implementation of the ICS at the RIDOC.
7.16 The Bidder must warrant in its response that all installation personnel who will implement the proposed ICS have been fully trained and certified by the manufacturer as qualified to install and service the proposed ICS. The Bidder must provide proof of manufacturer certification for its implementation team members as an attachment to its response.

7.17 All personnel assigned to the Bidder’s implementation team who will work on-site at the RIDOC facility at any time must comply with all RIDOC requirements for facility access including tool control, background checks and dress code as required in this RFP.

7.18 Should individual personnel changes be necessary within the implementation team during the implementation of the ICS, the Bidder must provide personnel replacements whose experience and expertise is equal or superior to the personnel member being replaced.

7.19 All personnel replacements to the implementation team must be completely familiar with the Bidder’s ICS offering to the RIDOC as well as the requirements of this RFP as they pertain to the implementation of the ICS as the RIDOC.

7.20 The Bidder must state the implementation requirements and responsibilities of RIDOC personnel at each RIDOC facility. These requirements and responsibilities must be kept to a minimum. The Bidder is responsible for performing all installation tasks to provide a fully functional ICS at each RIDOC facility.

**SYSTEM TESTING**

7.21 The Bidder must describe, in its response, how it performs standard system testing to ensure that the proposed ICS, its programming, its databases and its network services are fully implemented and ready to accept inmate traffic and RIDOC use.

This description must include the Bidder’s and industry standard methodologies, procedures and protocols consistent with the ICS proposed for the RIDOC.

7.22 The Bidder must describe what is required of RIDOC personnel during this system testing.

7.23 Any hardware, software, software licensing, etc. required to perform this testing must be provided by the Bidder to the RIDOC at no cost.

7.24 The Bidder is required to provide system testing which simulates normal operating conditions of the installed ICS to ensure proper performance after hardware and software configuration is complete. This simulation must include full traffic load representing high traffic situations for inmate calling traffic.

7.25 The Bidder must agree, in its response, to the RIDOC’s right to require the replacement of any ICS network service or system component whose failure to meet required performance levels during testing has risen to chronic problem level.
**SYSTEM INSTALLATION ACCEPTANCE**

7.26 The Bidder must agree, in its response, that acceptance of the ICS installation will occur upon 30 days of uninterrupted operation of the ICS, its telephones, its call controls, its databases (including call records, recordings and reporting) and its network services.

Failure of any component (hardware and/or software) of the installed ICS during the 30 day period will result in replacement of that component within 12 hours of notification by the RIDOC.

**SYSTEM DOCUMENTATION**

7.27 At the completion of the project, the Bidder must provide a complete set of system reference manuals at each RIDOC facility which must include information specific to the installation at each RIDOC facility. These manuals may be provided in electronic format on CD. All Help Files must be native to the system and allow access by RIDOC staff while logged onto the system.

7.28 The Bidder must provide RIDOC facility specific “checklists” allowing trained RIDOC personnel to become acquainted with the specific programming of the ICS installed at that particular RIDOC facility.

7.29 The Bidder must provide written procedures at each RIDOC facility that instruct RIDOC personnel on how to report system troubles, escalate system troubles within the Bidder’s organization, contract Bidder personnel during weekend shifts, etc. The Bidder must update such written procedures on a quarterly basis during the term of this contract.

**SYSTEM TRAINING REQUIREMENTS**

It is instrumental to the success of the installation of the ICS that RIDOC personnel be trained in various aspects of the ICS operation. Therefore, the Bidder shall provide a complete training schedule based on the following requirements.

7.30 The Bidder shall provide RIDOC investigative staff training to the RIDOC at no cost.

7.31 The Bidder shall provide RIDOC investigative staff training on site at each RIDOC facility.

7.32 The Bidder shall provide full training on all components of the ICS.

7.33 The Bidder shall provide training for various levels of RIDOC personnel including full-time system administrators, part-time system administrators, special investigators and data entry specialists, etc.

7.34 The Bidder shall provide full training for all assigned RIDOC staff on how to create, delete and modify inmate programming and profiles.
7.35 The Bidder shall provide full training for all assigned RIDOC staff on how to generate appropriate system reports.

7.36 The Bidder shall provide full training for all assigned RIDOC staff on how to maintain inmate alert levels and respond accordingly when these levels are exceeded or activated.

7.37 The Bidder shall provide full training on the provided call recording function including the live monitoring of inmate calls, playback of archived calls and the transfer of calls to other media for playback at off-site locations.

7.38 The Bidder shall provide full training for all assigned RIDOC staff on how to change inmate restriction levels (authorized call lists, suspension of PINs, etc.).

7.39 The Bidder shall provide full training for all assigned RIDOC staff on how to initiate system restrictions including the shutting down of individual inmate telephones, groups of inmate telephones or the entire facilities systems.

7.40 The Bidder shall provide ongoing system training for existing and new RIDOC staff when required by the RIDOC during the term of this contract at no cost to the RIDOC.

7.41 The Bidder must describe, in its response, any advanced system training that may be available to RIDOC personnel whether provided on-site at the RIDOC facility or off-site at the Bidder’s training facilities.

7.42 The Bidder must include, in its response, the name, title and qualifications of the Bidder staff member who will have the overall responsibility for training.

7.43 The proposed ICS shall provide for an integrated help function for system operation, administration, reporting and management functions.

7.44 The Bidder shall provide a “live” Help Desk support function to RIDOC at no cost to the RIDOC during the term of this contract. This Help Desk function must be capable of providing support via telephone to the RIDOC ICS staff for the functions of the ICS. This Help Desk function must be available Monday through Friday, 8:00 am to 6:00 pm Eastern Time.

7.45 The “live” Help Desk support function provided by the Contractor must be located within the continental United States.
Section 8: System Maintenance and Ongoing Support Requirements

EQUIPMENT/SYSTEM MAINTENANCE

8.1 The Bidder is responsible for replacement of the ICS in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the RIDOC and will occur immediately upon notification to the Bidder of the system problem by the RIDOC facility.

8.2 The Bidder shall provide an ICS at all required RIDOC facilities that is fully functional with regard to all labor, materials, programming, system hardware and software.

8.3 The Bidder must warrant that the ICS installed for the RIDOC facilities shall be free of defects, irregularities, unprofessional installation, code violations and shall operate as designed and proposed. Should the system not operate as designed and proposed or violate any local, state or federal code, the Bidder shall immediately correct the defect or irregularity or bring the system within code and performance specifications at no cost to the RIDOC.

8.4 The Bidder shall provide all post installation system programming and maintenance services at no cost to the RIDOC.

8.5 The Bidder must agree in its response that maintenance service is available on its ICS seven days per week, twenty-four (24) hours a day.

8.6 The Bidder must propose an ICS that provides for the Bidder to initiate system maintenance with remote diagnostics and remote system access.

8.7 The Contractor is responsible for replacement of the ICS in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the RIDOC and will occur immediately upon notification to the Bidder of the system problem by the RIDOC facility.

8.8 The Contractor is responsible for replacing inmate telephones in their entirety regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. The Contractor must replace inmate telephones requiring repair and not repair components of the inmate telephone on site at the RIDOC.
RESPONSE TO MAINTENANCE CALLS

Should any critical component of the ICS provided by the Bidder fail, the Bidder must respond to ICS maintenance/repair calls from the RIDOC in the manner outlined in this section.

8.9 The Bidder must respond to an ICS maintenance call from the specific RIDOC facility under the following conditions (regardless of cause) and in the following manner:

<table>
<thead>
<tr>
<th>Condition</th>
<th>Response Time (Remote/On-site)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICS is unable to process inmate calls.</td>
<td>30 Minutes/4 Hours</td>
</tr>
<tr>
<td>ICS call recording function is disabled</td>
<td>30 Minutes/4 Hours</td>
</tr>
<tr>
<td>ICS PIN function is disabled</td>
<td>30 Minutes/4 Hours</td>
</tr>
<tr>
<td>Failure of any call control functions</td>
<td>30 Minutes/4 Hours</td>
</tr>
<tr>
<td>Failure of any network services affecting more than 50% of the ICS functionality</td>
<td>30 Minutes/4 Hours</td>
</tr>
<tr>
<td>Remote access to system is not operational</td>
<td>2 Hours/6 Hours</td>
</tr>
<tr>
<td>Failure of any system “kill switches” or similar ICS disabling functionality</td>
<td>30 Minutes/4 Hours</td>
</tr>
<tr>
<td>Failure of 50% or more of inmate telephones at any one area within a RIDOC facility</td>
<td>2 Hours/6 Hours</td>
</tr>
<tr>
<td>Failure of a single network service affecting less than 20% of the ICS functionality</td>
<td>2 Hours/6 Hours</td>
</tr>
<tr>
<td>Failure of 2 to 4 inmate telephones</td>
<td>8 hours/24 hours</td>
</tr>
<tr>
<td>Failure of desktop PC workstation</td>
<td>8 hours/24 hours</td>
</tr>
<tr>
<td>Failure of a single network service affecting less than 20% of the ICS functionality</td>
<td>2 Hours/6 Hours</td>
</tr>
</tbody>
</table>

The above conditions are provided as an example of possible system affecting maintenance issues. The Bidder must respond accordingly to similar conditions that affect the system in similar manners.

Should the problem not be resolved via remote access, the Bidder must have a qualified technician, suitably equipped for the installed system, on site at the RIDOC institution within the required timeframe listed above.

Response to “Major Emergency” conditions must be performed on a 24 Hours-a-Day/Seven Days-a-Week/365 Days-a-Year basis throughout the term of this contract.
**Answering of Maintenance Calls**

8.10 The Bidder must ensure and state, in its response, that all maintenance calls from the RIDOC shall be answered by a “live” operator/service representative at all times.

8.11 It is desirable that that all maintenance calls from the RIDOC be answered by a “live” operator or service representative who is local (preferably within Rhode Island) at all times.

**Critical Component Availability**

8.12 The Bidder must guarantee to the RIDOC that all parts and materials necessary to repair the proposed ICS are *readily available* to on-site service personnel 24 hours per day, seven days per week, 365 days per year. This includes components of the installed ICS, its workstations as well as inmate telephone instruments.

The DOC will not accept the delay of any ICS repair based on the fact that service personnel do not have components or telephones available or cannot access a system parts warehouse, office or similar Bidder facility because the facility not being opened “after hours”, or on weekends or holidays.

8.13 It is desirable that the Bidder provide “spare” critical components (“crash kit”) on site at each RIDOC facility enabling the timely repair of the ICS. This “crash kit” must include all critical components associated with the hardware installed at each site (e.g., servers, gateways, etc.). The Bidder must state its agreement, in its response, to this requirement in order to be compliant with this desirable specification.

8.14 It is desirable that the Bidder provide “spare” inmate telephone equipment at each RIDOC facility to allow for timely replacement of telephones that are not operating for any reason. The Bidder must provide on-site a minimum number of spare sets equal to five percent (5%) of the total number of inmate telephones installed at each RIDOC facility. The Bidder must state its agreement, in its response, to this requirement in order to be compliant with this desirable specification.

**Escalation Procedures During Service Maintenance**

8.15 The Bidder must provide, in its response, escalation procedures to address inadequate maintenance service by the Bidder for the installed ICS. These escalation procedures must include multiple levels of management personnel. Access to additional management personnel must be made available to the RIDOC upon request.

The Bidder shall provide, in its response, a **complete list** of its maintenance service escalation procedures including:

- a list of personnel at each level of escalation;
- contact telephone, e-mail and cellular numbers;
- methods by which escalation is initiated; and
- criteria for escalation at each level.
The Bidder must agree, in its response, that the RIDOC has the right to initiate these escalation procedures at its discretion based on diminished service or non-performance of the Bidder.

**Maintenance Records**

8.16 The Bidder shall provide to the RIDOC, upon request during the term of this contract, maintenance records that include a listing of all repair notices including the date and time of the service trouble report, the nature of the problem reported, and date/time of problem resolution.

8.17 The Bidder shall provide historical maintenance records for 24 months from the current date of the RIDOC request.

8.18 It is desirable that the Bidder provide historical maintenance records from the initial contract date of this contract with the RIDOC.

**System Performance**

The RIDOC is responsible for promoting public safety by incarcerating offenders while providing opportunities for participation in effective programming. Therefore, the RIDOC requires that the ICS and the Bidder perform at the highest levels of operation and service.

8.19 The Bidder must *succinctly* describe, in its response, how it will maintain maximum “up time” for the ICS installed at each RIDOC location. This description must be specific to the ICS hardware and software installed for the RIDOC location.

8.20 The Bidder must *succinctly* describe, in its response, how it will maintain maximum “up time” for the network services installed for the ICS at each RIDOC location. This description must be specific to the ICS network of services installed for the RIDOC location.

8.21 The Bidder must *succinctly* describe, in its response, how it will maintain maximum “up time” for the systems and networks installed to support the Bidder’s ICS backup, redundancy and operations. This description must be specific to the Bidder’s backbone network, systems and operations.

8.22 The Bidder must *succinctly* describe, in its response, the business continuity plans it has in place within its own organization and its network of services to ensure that the ICS systems and network services installed to serve the RIDOC are immune to catastrophic failure (e.g., technical hardware or software failure, acts of vandalism, force majeure, etc.).

**Penalty for Non-Performance and Network Downtime**

8.23 The operation of the Bidder’s ICS at each RIDOC facility must be of the highest priority for the Bidder. Therefore, the Bidder must provide a credit of $100 to $500 (depending on the occurrence) per hour for each hour the Bidder exceeds the response times listed in Section 8.9.
8.24 The Bidder must provide standard hardware and software enhancements/upgrades to the proposed ICS at no cost to the RIDOC during the term of this contract. The installed ICS at each RIDOC facility must always be at the latest general release of the system’s available hardware and software including operating systems for the system administration and system reporting function. Beta and field tested hardware and software must not be provided unless specifically approved by the RIDOC. Prior to any hardware and/or software upgrades or enhancements, the Bidder shall discuss the software benefits with the RIDOC and proceed only after RIDOC approval.

8.25 The RIDOC may require the addition of equipment at its facilities after the original installation of the proposed ICS. The Bidder must install additional equipment within 30 days upon notification from RIDOC authorized personnel. The installation of this equipment shall be at no cost to the RIDOC.

8.26 When a new RIDOC facility is opened by the RIDOC, the Bidder shall determine (in conjunction with the RIDOC) a schedule for installation of an ICS at that facility to ensure inmate calling service at the new site as soon as practical. The ICS shall be installed at the new facility at no cost to the RIDOC.

8.27 The Bidder shall be responsible for making all system modifications necessary to allow inmates to place calls as industry dialing requirements change including the introduction of new area codes and new exchanges. These system modifications shall be provided at no additional cost to the RIDOC. The update of the ICS with new area codes and exchanges will be performed within 30 days of the area code and/or exchanges introduction to the general public.

8.28 The Bidder shall be responsible for complying with and updating the ICS for any regulatory changes and requirements during the life of the contract. These regulatory changes include federal, state, county and municipal modifications. These changes shall be made at no additional cost to the RIDOC.

8.29 All call processing and call rating information shall be kept current by the Bidder to ensure inmates can place calls to all approved numbers. This information includes but is not limited to local exchanges, area codes, country codes, vertical & horizontal coordinates, and any other information necessary to accurately process and rate calls. The Bidder shall provide the RIDOC with rating information within 24 hours when requested by the RIDOC.

8.30 The Bidder shall subscribe to the LEC Line Information Screening Database (LIDB). The Vendor shall query this database for each inmate call and process only those calls which do not have Billed Number Screening (BNS). The Vendor must assume all responsibilities for the cost and the accuracy of validation.
8.31 The Bidder must describe, in its response, the transition plan for all call records and call recordings to be transferred to the RIDOC at the completion of the contract resulting from this procurement.

8.32 The Bidder shall provide, in its response, a full explanation of how it will handle a phase-out situation at the end of the contract period should the Bidder not be selected for the next contract to provide an ICS to the RIDOC.

This plan shall indicate any commission adjustment that will take effect should the next provider not be able to phase-in its service for ninety (90) days.

The Bidder shall identify any equipment which will be owned by the RIDOC and any equipment not owned by the RIDOC at the end of this contract.

SITE ADMINISTRATORS

The Bidder shall provide on-site Site Administrators for the RIDOC facilities during the term of this contract.

The Site Administrators must be fully trained on the proposed ICS with regards to system programming, entering of inmate information, manipulation of call recordings and the treatment of call records for required reports.

8.33 The Contractor shall provide a full time (40 hours per week minimum) supervisor dedicated to the DOC for the term of this contract. The Bidder must provide, in its response, the qualifications of the supervisor by means of a professional résumé.

8.34 The Contractor provided supervisor must be located locally within Rhode Island.

8.35 The Contractor provided supervisor must have full responsibility for the performance of the all site administrators provided by the Contractor to the RIDOC.

8.36 The Contractor provided supervisor must be familiar with the RIDOC and visit each RIDOC facility a minimum of once per week to meet with the site administrator at that particular RIDOC facility.

8.37 The Contractor provided supervisor must not be one of the site administrators provided by the Contractor to meet the requirements of this RFP.

8.38 The Contractor provided supervisor must be capable of fulfilling the duties of a site administrator due to unexpected absence of the site administrator at any RIDOC facility.

8.39 The Bidder must provide a minimum of two site administrators proposed for 80 hours assignment at the RIDOC. It must also be specified if the personnel will be employees or independent contractors of the Contractor.
8.40 The Bidder must describe, in its response, how it will keep the turnover of site administrators at a minimum during the term of this contract (e.g., competitive salary, paid holidays, reasonable health benefits, vacation packages, etc.).

8.41 It is desirable that the Contractor make all reasonable efforts to hire bi-lingual site administrators.

8.42 The site administrators provided by the Contractor must adhere to all background and security checks required by the RIDOC as well as attend the RIDOC’s new employee orientation.

8.43 The Contractor shall provide site administrators that are fully trained in the operation of the ICS proposed for the RIDOC. The Bidder must describe, in its response, the training that each site administrator will undergo prior to deployment at the RIDOC facilities.

8.44 It is important to the success of this contract that the site administrator positions are filled at all times by the Contractor. The Contractor shall fill any site administrator position vacancy within 45 days.

8.45 The Contractor must provide site administrators that will perform the following functions, at a minimum, for the RIDOC with regard to the ICS installed at each facility:

- Test the ICS to ensure functionality each day;
- PIN database initial entry (at committing sites);
- PIN changes, moves, transfers, discipline sanctions, etc.;
- Production of standard administrative and investigative reports;
- Production of customized reports as required;
- Conducting of quarterly inmate PIN list updates;
- Conducting of semi-annual scans of inmate PIN lists for RIDOC personnel telephone numbers, etc.
- Initiate or facilitate maintenance and repair of the proposed ICS, as required;
- Primary Bidder point of contact for the RIDOC facility;
- Resolve all complaints and inquiries regarding the ICS in a timely manner;
- Transfer call recordings to portable media as directed by the RIDOC;
- Transfer of inmate PINs between RIDOC facilities when required;
- Other related duties as determined by the RIDOC.

**Section 9: Rate and Billing Requirements**

The Bidder shall provide all local exchange, intra-LATA, inter-LATA and – when necessary – International network services at all RIDOC facilities where the ICS is installed. The Bidder shall be responsible for installing and maintaining all telephone circuits necessary to provide the required ICS operation at no cost to the RIDOC.
9.1 The Bidder shall comply with the current Federal Communication Commission (FCC) regulations regarding inmate calling rates for all local, intra-LATA and inter-LATA calling within the continental United States.

### Calls within Rhode Island

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Per Call Charge</th>
<th>Cost Per Minute</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collect</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pre-Paid Collect</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pre-Paid Debit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Video Call Collect</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Video Call Pre-Paid Collect</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Video Call Pre-Paid Debit</td>
<td></td>
<td></td>
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</tbody>
</table>

### Calls Outside of Rhode Island

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Per Call Charge</th>
<th>Cost Per Minute</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collect</td>
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<td></td>
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</tr>
<tr>
<td>Video Call Collect</td>
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</tr>
<tr>
<td>Video Call Pre-Paid Collect</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Video Call Pre-Paid Debit</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
9.2 The Bidder must describe, in its response, how the pre-paid debit function of the ICS will operate with regard to international calls. The Bidder must provide a list of international locations to which inmates may place pre-paid debit calls and the per minute rate for such calls in the Cost Tables in Attachment D.

9.3 The Contractor may not make any changes to the proposed per minute rates and per call surcharges during the life of this contract without the written approval of the DOC.

**BILLING AND PAYMENT OF COMMISSIONS**

9.4 The Bidder shall assume sole responsibility for billing called parties receiving collect calls from the ICS and for the collection of payments for these calls.

9.5 The Bidder shall provide a toll free number which will be clearly shown on the called party’s bill for assistance in billing matters.

9.6 The Bidder must describe and list, in its response, how it will process inmate collect calls to LEC owned telephone numbers with which it does not have billing arrangements. This process must ensure that the inmate is fully aware of the reason for the call not being completed and the options available to ensure call completion in the future.

9.7 The Bidder must state, in its response, all charges associated with the inmate initiated collect call that will appear on the called party’s telephone bill and provide the actual charges in the Cost Tables in outlined above in Section 9.1.

9.8 The Contractor shall not place any charges on the inmate’s account or the called party’s telephone bill that are not directly related to providing the debit or collect call. This includes charges for “property taxes”, “construction fees”, and other like charges that are not dictated by regulatory bodies or related to account set-up or funding. The Bidder must provide a list of these possible charges and fees in response to Section 9.15 and provide the associated costs in the appropriate Cost Table.

9.9 It is desirable that the pre-paid collect call option available to inmate families and other authorized called parties provide the following:

- Free initial call period offered to the inmate’s called party;
- Automatic transfer of the called party to the Bidder’s billing customer service department for payment arrangement;
- Funds tied entirely to a specific called party telephone number (of the depositor);
- Balance of pre-paid account and the cost of the call be provided to the called party for each call;
- Payment via credit card;
- Payment via debit card;
- Payment via money transfer organization (e.g., Western Union, etc.).
9.10 It is desirable that the pre-paid collect call option allow for RIDOC investigators to access reports of the sources for funding of the pre-paid account.

**TELEPHONE NUMBER IDENTIFICATION**

9.11 It is desirable that the Bidder provide access, at no cost, to appropriate databases that allow RIDOC staff to obtain billing and user information based on the telephone number entered. This access must be provided to investigative staff in all locations of the RIDOC.

**Section 10: Bidder History & References**

**COMPANY BACKGROUND**

10.1 The Bidder must be in the business of providing Secure Inmate Calling Systems and Related Services (as specified in this RFP) for a period of at least five (5) years prior to the due date of this RFP. The Bidder must state the number of years it has been providing ICS and provide documentation in its response.

10.2 It is desirable that the Bidder be in the business of providing Secure Inmate Calling Systems and Related Services (as specified in this RFP) for a period of ten (10) years prior to the due date of this RFP. The Bidder must state the number of years it has been providing ICS and provide documentation in its response.

10.3 The Bidder must include, in its response, a summary which describes, briefly, the following:

- Number of Offices;
- Number of Offices within Rhode Island (if any);
- Nearest office location if outside Rhode Island;
- Organizational Structure;
- Total Staff
- Number of Years in Business;
- Number of Years Providing Secure Inmate Calling Systems and Related Services;

10.4 **BIDDER/PRODUCT REFERENCES**

The Bidder shall provide end user references with its response. These references will be contacted either by telephone, mail or facsimile transmission to verify the Bidder’s experience and “real world” installation procedures. All reference reviews are done in a professional and timely manner to minimize the demands on Bidder reference contacts.

**A minimum of three (3) references shall be provided and included with your response. (See Attachments)** At least one (1) of these references must be for a correctional organization with in excess of 2,500 inmates.
Failure to provide references as required in this RFP may lead to disqualification of the Bidder’s response.

It is the Bidder’s responsibility to ensure that any reference provided in its response be aware that they may be contacted by the RIDOC regarding the services provided by the Bidder. All reference reviews are done in a professional and timely manner to minimize the demands on Bidder reference contacts. However, reference contacts which refuse to discuss the Bidder or the services provided by the Bidder will result in a “0” rating for the Bidder for that reference. The DOC is not responsible for “negotiating” a response from a reference provided by a Bidder and will not tolerate such reference responses as “we are not allowed to discuss that”, “we do not have time to discuss this”, etc. Such responses will result in a “0” rating for the Bidder for that reference.

The Bidder must provide an authorized primary and secondary contact name for each reference submitted. This will allow the RIDOC to complete any reference reviews in a timely manner.

**BIDDER EXPERIENCE**

**10.5** The Bidder shall further demonstrate its experience in the inmate calling system and correctional industries by providing a list of all correctional institutions in which the Bidder has installed the proposed ICS. This list must include the institution, its location, and the total number of inmate telephones installed.

If the Bidder has not installed the proposed ICS in any other correctional institutions, the Bidder must state that fact.

**10.6** It is desirable that the Bidder have at least one reference of the same size as the RIDOC with regard to facilities and inmates. The Bidder must provide, in its response, a description of this reference including the number of facilities and number of inmates.

**Section 11: Evaluation and Selection**

**Evaluation of Responses:** Bidders must submit responses that meet all the submission requirements of the RFP as defined in the section herein. Only responsive proposals that meet the submission requirements will be evaluated, scored and ranked by the committee according to the evaluation criteria. Additional information may be requested from the Bidder by the selection committee for evaluation purposes.

Proposals will be reviewed and scored by a Technical Review Committee comprised of departmental staff. To advance to the cost evaluation phase, the Submission must score a minimum of 55 technical points out of a maximum of 70. Any proposals scoring less than this
threshold will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Any submission which fails to meet the submission requirements of the RFP will be found non-responsive without further evaluation unless the DOC Technical Review Committee, at its discretion, determines that the non-compliance is insubstantial and can be corrected. In these cases, the evaluation team may allow the Bidder to make minor corrections to the submission. Below are the criteria and maximum points available:

The Department of Corrections reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Possible Points</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minority Representation:</strong> The State of RI’s goal is to reach a 10%</td>
<td>5 Points</td>
</tr>
<tr>
<td>minority representation on the value of the projected gross sales. What</td>
<td></td>
</tr>
<tr>
<td>is the dollar value of work and anticipated percentage that work</td>
<td></td>
</tr>
<tr>
<td>represents to be completed by a registered M/WBE under this agreement?</td>
<td></td>
</tr>
<tr>
<td><strong>Staff Qualifications:</strong> individual(s) must be able to demonstrate</td>
<td>15 Points</td>
</tr>
<tr>
<td>evidence of prior, successful project management and implementation in</td>
<td></td>
</tr>
<tr>
<td>this type of work through a bio, resume, or references. Vendor must</td>
<td></td>
</tr>
<tr>
<td>be able to demonstrate or provide information about successful</td>
<td></td>
</tr>
<tr>
<td>implementation of Inmate Telephone Systems in other jurisdictions, and</td>
<td></td>
</tr>
<tr>
<td>demonstrate how the system is user-friendly for all stakeholders:</td>
<td></td>
</tr>
<tr>
<td>investigators, offenders, administrators.</td>
<td></td>
</tr>
<tr>
<td><strong>Capability, Capacity, and Qualifications of the Offeror:</strong> System</td>
<td>25 Points</td>
</tr>
<tr>
<td>security features, protections against fraudulent usage, and system</td>
<td></td>
</tr>
<tr>
<td>enhancements to the investigative process will all be factored into</td>
<td></td>
</tr>
<tr>
<td>scoring for this section. Does the proposal meet all of the requirements</td>
<td></td>
</tr>
<tr>
<td>outlined in Section 2.</td>
<td></td>
</tr>
<tr>
<td><strong>Quality of the Work plan:</strong> Is the plan reasonable within a</td>
<td>15 Points</td>
</tr>
<tr>
<td>Correctional environment? Is the timetable clearly identified and is</td>
<td></td>
</tr>
<tr>
<td>implementation concise. What is the level of staffing assigned to the</td>
<td></td>
</tr>
<tr>
<td>project? When will staff be present during the project or is it</td>
<td></td>
</tr>
<tr>
<td>assumed that staff will only be present during implementation/cut over?</td>
<td></td>
</tr>
<tr>
<td><strong>Suitability of Approach/Methodology:</strong> Are all the elements</td>
<td>10 Points</td>
</tr>
<tr>
<td>well thought out and presented in a logical fashion? What is the</td>
<td></td>
</tr>
<tr>
<td>timeline for installation and start up? What training hours are being</td>
<td></td>
</tr>
<tr>
<td>provided for departmental staff and the inmate population?</td>
<td></td>
</tr>
<tr>
<td><strong>Total Possible Technical Points</strong></td>
<td>70 Points</td>
</tr>
</tbody>
</table>

Cost [calculated as (lowest responsive cost proposal) divided by (this cost proposal) times 30 points] 30 Points
Points will be assigned based on the offeror’s clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

**Presentation/Demonstrations:** If requested, Bidders will be required to provide the RIDOC with a functional demonstration of the proposed inmate calling system exhibiting the required and desired features. Such requests will be made prior to the award of the contract. All expenses related to this demonstration including any required travel expenses for the RIDOC selection committee members will be borne by the Bidder according to State of Rhode Island policies and regulations.

**Best Value Selection and Negotiation:** The selection committee may select the proposal which demonstrates the “Best Value” overall, including proposed alternatives, that will achieve the procurement goals of the RIDOC. The selection committee and a Selected Bidder, or a Contractor, may negotiate a change in any element of Contract performance or cost identified in the original RFP or the Selected Bidder’s or Contractor’s response which results in lower costs or in a more cost effective or better value than was presented in the Selected Bidder’s or Contractor’s original response.

The Department of Corrections reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

**Definitions:** For the purposes of this RFP, the following definitions shall be used. These definitions are based on industry standard terminology as well as internal RIDOC terms. These definitions are not meant to indicate a preference to any manufacturer or provider but to provide clarification and continuity with regard to terms used in this RFP.

**Bidder:** An individual, corporation or other entity engaged in the business of supplying Secure Inmate Calling Systems and Related Services who is submitting a proposal to this RFP solicitation.

**Contractor:** An individual, corporation or other entity that is awarded a contract as a result of this procurement.

**Contract:** The word “contract” refers to any contract resulting from this RFP.

**Department:** The Rhode Island Department of Corrections.
**RIDOC Facility/Facilities:** The institutions of the Department of Corrections including all state correctional facilities.

**RIDOC Personnel/Staff:** Employees of the Rhode Island Department of Corrections.

**Fiscal Year:** The year beginning with July 1st and ending with the following June 30th. This may also be referred to as the "State Fiscal Year."

**Inmates:** All persons, male and female, adult and minor, residing in facilities or admitted or committed to the care and custody of the Rhode Island Department of Correction.

**R.I.G.L.:** Rhode Island General Laws

**Program:** The goods and services provided by the Contractor under this contract.

**S.C.:** Selection Committee. Personnel assigned to this specific procurement including development of the RFP document and evaluation of Bidder responses to the RFP.

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**Section 12: Proposal Submission**

Questions concerning this solicitation may be e-mailed to the Division of Purchases at gail.walsh@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP # 7554485** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 222-3766 or lynda.moore@doit.ri.gov.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses **(an original plus seven (7) copies)** should be mailed or hand-delivered in a sealed envelope marked “RFP# 7554485 Inmate Telephone System” to:
NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses shall include the following:

1. A completed and signed three-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.

2. A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.

3. A separate Technical Proposal describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. Please include business references using forms provided in Attachments.

4. A separate, signed and sealed Cost Proposal reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project.

5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CD-Rom, disc, or flash drive). Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked “original”.

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.
The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State’s General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State’s General Conditions of Purchases/General Terms and Conditions can be found at the following URL: https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf
<table>
<thead>
<tr>
<th>Call Type</th>
<th>Calls</th>
<th>% of Total Calls</th>
<th>Minutes</th>
<th>% of Total Minutes</th>
<th>Revenue</th>
<th>% of Total Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debit US Territories</td>
<td>1,659</td>
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<td>15,571</td>
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<td>0.18%</td>
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<td>Debit Non-US Caribbean</td>
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<td>0.01%</td>
<td>$1,128</td>
<td>0.12%</td>
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<td>$371</td>
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<td>1,021</td>
<td>0.01%</td>
<td>$208</td>
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<td>218</td>
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<td>$89</td>
<td>0.01%</td>
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<td>3,626</td>
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<td>0.00%</td>
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<td>Collect2Card Local</td>
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<td>0.00%</td>
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<td>0.00%</td>
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<td>0.00%</td>
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<td>Advance Pay One Call Intrastate Intralata</td>
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<td>0.00%</td>
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<td>Advance Pay Local</td>
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<td><strong>Sum:</strong></td>
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<td><strong>19,778,974</strong></td>
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<td><strong>$977,030</strong></td>
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<tr>
<td>Call Type</td>
<td>Calls</td>
<td>% of Total Calls</td>
<td>Minutes</td>
<td>% of Total Minutes</td>
<td>Revenue</td>
<td>% of Total Revenue</td>
</tr>
<tr>
<td>---------------------------</td>
<td>---------</td>
<td>------------------</td>
<td>------------</td>
<td>--------------------</td>
<td>-----------</td>
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<tr>
<td>Debit US Territories</td>
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<td>Debit Local</td>
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<td>Debit Intrastate Intralata</td>
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<td>308</td>
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<tr>
<td>Collect US Territories</td>
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<td>313</td>
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<td>15</td>
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<td>Collect Local</td>
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<td>Collect2Phone Local</td>
<td>1,700</td>
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<td>16,097</td>
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<tr>
<td>Collect2Card Local</td>
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<td>0.0%</td>
<td>1</td>
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<td>0.0%</td>
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<tr>
<td>Advance Pay US Territories</td>
<td>63</td>
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<td>609</td>
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<td><strong>Total</strong></td>
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<td><strong>$530,374.93</strong></td>
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## Required Number of Inmate Telephone Instruments

<table>
<thead>
<tr>
<th>Facility</th>
<th>Indoor Phones</th>
<th>Outdoor Phones</th>
<th>Miscellaneous</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anthony P. Travisano Intake Service Center</td>
<td>92</td>
<td>0</td>
<td>(15 requested w/ new system)</td>
</tr>
<tr>
<td>High Security Center</td>
<td>11</td>
<td>0</td>
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</tr>
<tr>
<td>Maximum Security</td>
<td>26</td>
<td>40</td>
<td></td>
</tr>
<tr>
<td>John J. Moran Medium Security Facility</td>
<td>84</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>Minimum Security</td>
<td>24</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Gloria McDonald Women’s Facility</td>
<td>24</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Bernadette Building Women’s Minimum</td>
<td>15</td>
<td>4</td>
<td>Currently Closed</td>
</tr>
<tr>
<td>Donald Price Bldg</td>
<td></td>
<td></td>
<td>Currently Closed</td>
</tr>
</tbody>
</table>
RHODE ISLAND DEPARTMENT OF CORRECTIONS
INMATE TELEPHONE SYSTEM
CHANGE FORM

(FORM MUST BE PRINTED AND LEGIBLE)

THIS FORM MUST CONTAIN COMPLETE INFORMATION, BE LEGIBLE, AND MUST BE COMPLETED IN BLUE OR BLACK BALLPOINT PEN. FORMS WHICH DO NOT MEET THESE REQUIREMENTS WILL BE RETURNED WITHOUT ACTION.

Inmate's Name: ___________________________  RIDOC Inmate ID #: _______________________

Date of Birth: ____________________________  Inmate PIN #: ___________________________

Facility: _________________________________  Cell Assignment: _________________________

Inmate Signature: _________________________  Date: _________________________________

ALL INMATE TELEPHONE CONVERSATIONS, EXCEPT THOSE BETWEEN INMATES AND ATTORNEYS, ARE SUBJECT TO MONITORING AND/OR RECORDING.

<table>
<thead>
<tr>
<th>CIRCLE</th>
<th>Name of Called Party</th>
<th>Relationship</th>
<th>Area Code</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
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</tr>
<tr>
<td>4.</td>
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<td></td>
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<tr>
<td>5.</td>
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<td></td>
</tr>
<tr>
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<td>7.</td>
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</tr>
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<td>9.</td>
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</tr>
<tr>
<td>10.</td>
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</tr>
</tbody>
</table>

THE FOLLOWING (APPROVED) ATTORNEY NUMBERS WILL NOT BE RECORDED. ATTORNEY NUMBERS MUST BE BUSINESS (OFFICE) NUMBERS AND MUST BE INCLUDED IN THE R.I. JURIDICAL SYSTEMS AND SCIENCES ATTORNEY INDEX

<table>
<thead>
<tr>
<th>CIRCLE</th>
<th>Name</th>
<th>Area Code</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>2.</td>
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<td></td>
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<tr>
<td>3.</td>
<td></td>
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</tr>
<tr>
<td>4.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Reviewed By: _____________________________  Date: _________________________________

Approved By: _____________________________  Date: _________________________________

☐ Emergency Change (Requires Warden's Signature)  ☐ Quarterly Change
# Business Reference Forms

## Bidder Business Reference #1

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bidder Name</td>
<td></td>
</tr>
<tr>
<td>Customer Name</td>
<td></td>
</tr>
<tr>
<td>Primary Contact</td>
<td></td>
</tr>
<tr>
<td>Telephone Number</td>
<td></td>
</tr>
<tr>
<td>Fax Number</td>
<td></td>
</tr>
<tr>
<td>E-Mail Address</td>
<td></td>
</tr>
<tr>
<td>Month/Year Installed</td>
<td></td>
</tr>
<tr>
<td>Number of Inmates</td>
<td></td>
</tr>
<tr>
<td>Number of ICS Installed</td>
<td></td>
</tr>
<tr>
<td>Additional Description Of Services Installed</td>
<td></td>
</tr>
</tbody>
</table>
## Bidder Business Reference #2

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bidder Name:</td>
<td></td>
</tr>
<tr>
<td>Customer Name:</td>
<td></td>
</tr>
<tr>
<td>Primary Contact:</td>
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<tr>
<td>Telephone Number:</td>
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<td>Fax Number:</td>
<td></td>
</tr>
<tr>
<td>E-Mail Address:</td>
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</tr>
<tr>
<td>Month/Year Installed:</td>
<td></td>
</tr>
<tr>
<td>Number of Inmates:</td>
<td></td>
</tr>
<tr>
<td>Number of ICS Installed:</td>
<td></td>
</tr>
<tr>
<td>Additional Description Of Services</td>
<td></td>
</tr>
<tr>
<td>Installed:</td>
<td></td>
</tr>
<tr>
<td>Field</td>
<td>Details</td>
</tr>
<tr>
<td>------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Bidder Name:</td>
<td></td>
</tr>
<tr>
<td>Customer Name:</td>
<td></td>
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<tr>
<td>Primary Contact:</td>
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<td>Telephone Number:</td>
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<td>Fax Number:</td>
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</tr>
<tr>
<td>E-Mail Address:</td>
<td></td>
</tr>
<tr>
<td>Month/Year Installed:</td>
<td></td>
</tr>
<tr>
<td>Number of Inmates:</td>
<td></td>
</tr>
<tr>
<td>Number of ICS Installed:</td>
<td></td>
</tr>
<tr>
<td>Additional Description Of Services Installed:</td>
<td></td>
</tr>
</tbody>
</table>
§ 5-70-6 Unauthorized practice prohibited – Criminal penalties – Injunctions. – (a) Except as provided in this chapter, no individual, firm, or corporation shall provide or offer to provide telecommunications services in this state or use any title, sign, card, or device implying that the individual, firm, or corporation is qualified to provide telecommunication services unless that individual, firm, or corporation is the beneficial holder of a currently valid license issued pursuant to this chapter.

(b) Any individual, partnership, or corporation which is found to have violated subsection (a) of this section, after notice and a hearing before the board of examination and licensing of telecommunication systems contractors, technicians, and installers, and approved by the director of labor and training shall be obligated to pay a fine of not more than five hundred dollars ($500) for the first offense, and a fine of not less than five hundred dollars ($500) nor more than one thousand dollars ($1,000) for each subsequent offense.

(c) The director of labor and training has the power to institute injunction proceedings in superior court to prevent violations of subsection (a) of this section.

History of Section.
(P.L. 1994, ch. 346, § 1; P.L. 1997, ch. 340, § 1; P.L. 1999, ch. 175, § 1.)