

Inmate Phone System Scope of Services

- The Contractor shall provide a fully operational, local and long distance, secure and reliable statewide Inmate Phone Service (IPS). The Contractor-provided IPS system shall be inclusive of all equipment, installation, infrastructure and network, training, operation, and ongoing repairs and maintenance of the entire system and its components.
- Contractor will provide to the Alachua County Sheriff's Office (ACSO) Visitation Phone Monitoring and Recording ("VPM") services. VPM employs digital sensor processor technology to allow voice recording and monitoring of the single-line telephones used in the visitation area. Contractor will provide the VPM services in accordance with the service level agreements stated in this contract.
- The Contractor shall be responsible for making all IPS modifications necessary to allow inmates to place calls in compliance with any industry dialing requirement change(s) at no cost to the COUNTY and within a time frame agreed to by the COUNTY, to ensure proper use of the IPS by inmates and the ACSO personnel.
- A comprehensive inmate telephone service that will allow for collect and prepaid calls for local, intralata, intrastate, interstate and international calls and local telephone exchange service.
- A technology system, which includes, but is not limited to, system infrastructure, network, database, servers, new call processors, digital and analog communications circuits, telecommunications capabilities, monitoring, and other required system functionality.
- Installation of new telephone instruments (equipment) at all included facilities including the required number of instruments and any required station cabling as determined necessary. Currently there are 110 pay phones and 128 video phones operating at the Alachua County jail for inmate use.
- At a minimum, systems and equipment that support the ACSO's security needs, including terminals, and digital recording equipment as determined necessary.
- Contractor personnel to include IPS System Administrator, Field Repair/Site Technicians and Service Representatives to perform oversight, operational assistance and maintenance and repair to the IPS system and equipment.
- Ongoing maintenance, repair, and/or replacement and/or upgrades of all equipment and systems as determined necessary to ensure service delivery.
- Provision of all required training and instructional materials required for use of the telephone services as applicable to inmates, families, and/or the ACSO staff.

- All required materials, equipment, hardware, software and station cabling (where re-use is unavailable or new locations are required) for installation and maintenance of the IPS shall be provided by the Contractor. Wherever possible, the Contractor shall re-use existing station cabling installed for the telephone instruments. In cases where existing station cabling cannot be used, the Contractor shall install new station cabling (Category 5 minimum) at no cost to the COUNTY. Any new cabling shall include wall plate, cross connection, patch cords, etc. as required. The Contractor shall comply with all applicable electrical codes.
- The Contractor shall warrant that all members of the Contractor's staff or subcontractors providing installation of the IPS have been fully trained and certified by the manufacturer as qualified to install the system, equipment and related services as required for service delivery.
- The Contractor shall comply with the ACSO security requirements and security policies including background screenings. Violations of these rules could result in termination of the Contract.
- The Contractor shall provide all coordination required with Local Exchange Carriers ("LEC") and other carriers during installation and for the duration of the Contract.
- The Contractor shall provide and install required surge protection for the IPS and its components. The use of traditional "power strips" for surge protection is not acceptable.
- The Contractor shall provide and install required lightning protection equipment on all network services supplied for the IPS. The Contractor shall provide all electrical and environmental requirements of the IPS.
- The system shall be restricted to outgoing calls only. The system shall not process incoming calls at any time. The system shall allow for the ACSO to program times when the system will be operational, i.e., available or unavailable for inmate calls.
- The system shall contain an automated announcement function capable of processing calls on a selective bi-lingual basis: English and Spanish. The inmate shall be able to select the preferred language using no more than a two-digit code.
- The system shall have the capability to be deactivated (shut down), by the ACSO staff, quickly and selectively, at an individual facility, partial facility (single dorm) or on a global basis and to restrict all PIN access. The system shall be capable of de-activating the PIN feature by individual inmate telephone or groups of telephones at the ACSO's option. Regardless of this deactivation, the system shall restrict inmate calls to prepaid collect and normal collect calls. At no time shall the inmate telephones be unrestricted due to the deactivation of the PIN feature.

- The system shall provide the capability to flag any 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 the ACSO personnel to the contrary.
- The system shall provide capability for assigning an inmate's phone access to an individual telephone or group of telephones so that the inmate's account may only place calls from those designated telephones. These telephones shall still be capable of being used by an inmate whose phone access is not specifically assigned to an individual phone.
- The Contractor shall provide a complete and comprehensive acceptance plan for the system. System acceptance shall be determined by a consecutive thirty (30) day period during which the system must function "error free" after installation.
- At the completion of the implementation/installation, the Contractor shall provide to the ACSO, a complete set of service reference manuals that shall include information specific to the installation at the respective facility. In addition, after installation, the Contractor shall supply documentation containing service request contact numbers, instructions on reporting and escalation procedures to the ACSO.
- The Contractor shall have a written Disaster Recovery Plan and Continuity of Operations Plan and associated internal system equipment that shall be capable of providing for support in case of failures in power, telephone system, data networking, and Contractor's equipment at its host site through the user-level equipment provided by the Contractor, and for all natural or man-made disasters including flood or fire at the host facility. The system shall be capable of recovering from a power outage automatically or remotely once commercial power is restored.
- The Contractor shall provide remote diagnostic support and trouble-shooting technical assistance for system and equipment twenty-four (24) hours a day, seven (7) days a week, including holidays. The Contractor shall provide the authorized users a toll free contact number, answered, twenty-four (24) hours a day, seven (7) days a week for the purpose of reporting problems that might be experienced. In addition, the Contractor shall provide a centralized Customer Service Center located in the Continental United States (preferably within the State of Florida) which is operational twenty-four (24) hours a day, seven (7) days a week, including holidays for the purposes of handling customer complaints regarding the inmate telephone system and billing processes.
- Throughout the term of the Contract, the Contractor shall own all systems and equipment (Monitoring/Recording Terminals, Inmate Telephone Stations, TDD/TTY devices, Coin-Operated Telephone Stations, etc.) and shall conduct all maintenance, repairs, upgrades and replacement to systems and equipment at no cost to the County.

- The number of required inmate telephone stations, coin operated telephones TDD/TTY devices and monitoring/recording stations may be increased or decreased during the term of the Contract upon the request of the ACSO, at no additional cost to the County.
- The IPS shall allow the ACSO to generate the following "canned" reports directly through an interface accessible through a secure internet site or via dedicated monitoring terminals. The Contractor shall provide reporting capability on all information contained in the inmate telephone system database, including recording of telephone calls. To ensure that reports are accurate and timely, the database shall be updated in real time so that all report data is current when viewed and/or downloaded by authorized the ACSO personnel. The database shall be capable of maintaining a record of all reports that are downloaded, with the date and time of the download, and the name of the person who performed the download. All reports shall have the capability of being queried, sorted or filtered by any field contained in the report or by data parameters, as applicable, and reports shall be readable on screen, printable and shall be downloadable.
- Contractor will provide to the ACSO the option of deploying free basic community tablets to Facility. In addition to the free basic community tablets, Contractor will offer personal rental tablets with premium content.
- Investigator Pro™ or equivalent video/telephone system must be provided to cover Video Visitation Calls. Investigator Pro is a telephone safety, security, and investigative feature of SCP. Investigator Pro™ uses continuous voice identification technology to determine what inmate(s) are speaking on the call, detect certain three-way call violations, and help investigators find correlations between calls that might otherwise go undetected. Inmates will participate in a covert voice print enrollment process.
- Contractor will provide a cost proposal that fully explains all costs and fees associated with installing and operating this system.
- Alachua County has moved to an Agency Paid inmate phone system where the County will be charged monthly for inmate calls either on a per minute basis, fixed monthly cost per inmate based on the average daily inmate population, or an annual yearly cost as a lump sum for all services.
- The Contractor shall ensure that the ITS provides telephone reception quality meeting all industry standards for service quality as defined by the Florida Public Service Commission ("FPSC") and by the Federal Communications Commission ("FCC")- The Contractor shall accept the COUNTY'S decision regarding determination of quality.