

REQUEST FOR PROPOSAL NOTICE ISSUED: 7-14-2009

JEFFERSON COUNTY, MISSOURI

Department of Administrative Services
729 Maple Street
PO Box 100
Hillsboro, MO 63050
www.jeffcomo.org
636-797-5380

SPECIFICATION CONTACT

RALPH BROWN
Department of the Sheriff
Jefferson County, Missouri
636-797-5588

REQUEST FOR PROPOSAL

INMATE TELEPHONES

PROPOSALS SHALL BE ACCEPTED UNTIL:

TUESDAY, AUGUST 11, 2009, at 2:00 p.m. local time.

Thereafter, proposals shall be opened in the Assembly Room of the Jefferson County Administration Center.

THREE (3) COMPLETE COPIES OF SEALED PROPOSALS MUST BE DELIVERED TO:

Department of the County Clerk
Wes Wagner (636) 797-5478
Jefferson County, Missouri
729 Maple Street
Hillsboro, MO 63050

The outside of the envelope must contain the vendor's name, address and the following language:

SEALED PROPOSAL FOR: INMATE TELEPHONES

**SUBMITTED PROPOSALS ARE SUBJECT TO THE TERMS AND CONDITIONS OF THIS
PROPOSAL INVITATION AND SPECIFICATIONS.**

The Agreement/Contract term is from:

09-08-2009 through 09-07-2010.

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

Company Name

Authorized Agent (Print)

Address

Signature

City/State/Zip Code

Title

Telephone #

Date

Tax ID #

E-mail

Fax #

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A. PROPOSAL SUBMISSION:

Submit proposal form in triplicate (three copies) with specification pages, if applicable. No facsimile proposals shall be accepted and shall be rejected. A fully executed Affidavit is required by Section 285.530 RSMo and shall be submitted with the proposal form. A copy of the Affidavit is attached hereto. Failure to execute the Affidavit shall result in the proposal being rejected.

B. BASIS OF PROPOSAL AWARD:

Award may be made on an item-by-item basis to the lowest and best proposals or award may be made to the lowest and best proposal total, whichever is in the best interest of the County. County may reject any or all proposals for any reason and may waive any informality. Proposals submitted from a Missouri State Contract shall include a copy of the State Contract with the proposal.

It is further agreed that the Contract shall not be valid and binding upon the County until approved by the County Counselor, as to legal form and is subject to the Ordinances, Resolutions and Orders of Jefferson County, Missouri, and State and Federal Law. If no proposal or proposals have been awarded by the County Council within thirty (30) days following the opening of the proposal then all proposals will be deemed rejected.

C. PROPOSAL PREPARATION:

1. Vendors are responsible for examination of drawings, specifications, schedules and instructions.
2. Each Vendor shall furnish the information required by the invitation. The vendor shall sign all required documents. All deletions and erasures shall be initialed
3. Alternate proposals for supplies or services other than specified shall not be considered unless authorized by invitation.
4. Vendor shall state a definite time for delivery of goods or for performance of services unless otherwise specified in the Request for Proposal.
5. When specified, samples must be timely submitted and at no expense to the County.
6. Failure to adhere to all requirements may result in the response being disqualified as non-responsive.

D. MODIFICATION OR WITHDRAWAL OF PROPOSALS:

Proposals may be modified or withdrawn prior to the exact hour and date specified for receipt of proposals, provided the modification or withdrawal is in writing and is delivered in the same manner as a proposal submission.

E. LATE PROPOSALS:

It is the responsibility of the vendor to deliver his proposal or proposal modification on or before the date and time of the proposal closing to the Department of the County Clerk of Jefferson County. Proposals received late will be rejected and returned unopened to the vendor.

F. PROPOSAL DEPOSITS:

Proposal Deposits are not required unless specified in the Specifications.

G. MATERIAL AVAILABILITY:

Vendors must accept responsibility for verification of material availability, product schedules and other pertinent data prior to submission of proposal and delivery time. It is the responsibility of the vendor to notify the County immediately if the materials specified are discontinued, replaced, or not available for an extended period of time. All materials ordered by the County, shall be as needed. A sample of materials may be requested.

H. ALTERNATE PROPOSALS:

Where required, vendors must submit complete specifications on all alternate proposals with the proposal form. Alternate proposals without complete specifications may be rejected. Alternate proposals and exceptions to proposal clauses must be clearly noted on the proposal form. The County may accept or reject alternate proposals; whatever is most advantageous to the County.

I. INCORPORATION OF DOCUMENTS:

The terms of the proposal invitation, proposal specifications, proposal form are incorporated into the contract as if fully setout therein.

J. ADDENDA:

Addenda to proposal specifications are incorporated by reference as if fully setout herein. It is the responsibility of the vendor to insure and verify that they are in receipt of and completed all attached addenda's prior to submission of proposal forms. Verification is made by contacting the Department of Administrative Services or by reviewing the County Web Site. (www.jeffcomo.org).

K. INSURANCE:

Request for Proposal and Proposal Form

The Vendor/Contractor shall purchase and maintain in force, with an insurance company licensed to do business in the State of Missouri, at it's own expense, such insurance as will protect the Vendor/Contractor from claims which may arise out of or result from the Vendor/Contractor's execution of the work, whether such execution be by himself, his employees, agents, or by anyone for whose acts any of them may be liable. If any such work covered by the Contract is to be performed on County owned or leased premises, the Vendor agrees to carry liability and workman's compensation insurance, satisfactory to the County, and to indemnify the County against all liability, loss, and damage arising out of any injuries to persons and property caused by the Vendor, his sub-contractors, employees or agents. The insurance coverage shall be such as to fully protect the County and the general public from any and all claims for injury and damage resulting by any actions on the part of the Vendor/Contractor or its' forces as enumerated above. All policies must name the County as an additional insured and provide for thirty (30) days written prior to any material changes or cancellation.

THE COUNTY REQUIRES ORIGINAL CERTIFICATES OF INSURANCE BEFORE THE CONTRACT IS AWARDED.

A. (XX) Required () Not Required **Comprehensive General Liability Insurance**

The Vendor/Contractor shall maintain and keep in force of this Contract such comprehensive general liability insurance as shall protect them from claims which may arise from operations under this Contract, whether such operations be by themselves or by anyone directly or indirectly employed by them. The amounts of insurance shall be not less than \$1,000,000.00 combined single limit for any one occurrence covering both bodily injury and property damage, including accidental death.

B. (XX) Required () Not Required **Professional Liability Insurance**

The Vendor/Contractor shall provide the County with proof of Professional Liability Insurance, which shall protect the County against any and all claims, which might arise as a result of the operation of the Vendor/Contractor in fulfilling the terms of this Contract during the life of the Contract. The minimum amounts of such insurance will be \$1,000,000.00. Should any work be subcontracted, these limits will also apply.

C. (XX) Required () Not Required **Worker's Compensation Insurance:
per Missouri Revised Statutes Chapter 287**

The Vendor/Contractor shall maintain and keep in force of this Contract such worker's compensation insurance limits as required by the statutes of the State of Missouri and Employer's Liability with limits no less than \$500,000.00.

L. PROPOSAL OPENINGS:

Proposals will be publicly opened and read aloud at the time indicated on page 1. The vendors and the public are invited but not required to attend the formal opening of the proposals. No decisions relating to the award of a contract or agreement will be made at the opening.

M. PROPOSAL TABULATIONS:

Proposal Tabulations will be available 5 to 7 business days following the proposal opening. Proposal submissions are open for public review at the time of the proposal opening. Proposal tabulations are posted on the County's web-site address, www.jeffcomo.org, under the services tab, Invitation for Bid/Request for Proposal link. **NO COPIES** of proposal tabulations are sent to vendors.

PROPOSAL FORM AND CONTRACT

A. PROPOSAL REPRESENTATIONS:

The vendor, by executing the proposal form certifies that:

1. The proposal complies with Request for Proposal, Form and Proposal Specifications.
2. The vendor is not debarred or suspended from participation in Federal Assistance programs.

B. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION:

1. The prices in the proposal shall be independently determined, without consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to price with any Vendor or other person.
2. Unless otherwise required by law, the prices shall not have been knowingly disclosed by the Vendor prior to opening; or
3. No attempt has been made or will be made by the vendor to induce any other person or firm to submit or not to submit a proposal.

C. PRICE:

The price(s) specified in this proposal shall be firm and not subject to contingency or reservation. The vendor represents prices specified in the proposal do not exceed current selling price for the same or substantially similar good or service, and are the same as or lower than other prices charged to the vendor's most favored customer. In the event the stated prices are determined to be higher than the prices for which Supplier has sold the items, or services, to others, this contract price shall be reduced accordingly. **Proposal prices are ALL INCLUSIVE: (Shipping, Handling, Delivery, and Assembly to locations specified by the County). Prices shall be firm for ALL County departments and locations for term of the agreement.**

D. MISSOURI DOMESTIC PRODUCT PROCUREMENT ACT:

Vendor represents that the goods provided comply with Sections 34.350 to 34.359, RSMo, known as the Domestic Product Procurement Act. The act encourages the purchase of products manufactured or produced in the United States, State of Missouri, and Jefferson County, Missouri. Vendor shall include proof of compliance with the Act with the proposal.

E. DEFINITIONS:

1. The term "County" means the Jefferson County, Missouri and its designated representatives.
2. The term "Vendor" means Supplier, Contractor, and Seller and includes designated representatives.
3. The term "RFP" means Request for Proposal.
4. The term "Agreement/Contract" means Binding Agreement, Contract, Request for Purchase, Order.

F. INSPECTION, ACCEPTANCE AND APPROVALS:

Goods shall at all times and places, including the period of manufacture, are subject to inspection and test by County. County will accept or give notice of rejection of goods delivered within a reasonable time after receipt. Acceptance shall not waive any warranty. All goods supplied are subject to final inspection and acceptance by County notwithstanding payment, prior inspections or approvals. County may require prompt replacement or correction of rejected goods at Supplier's expense, including a reduction in price for rejected goods. Supplier shall not resubmit rejected goods to County without prior written approval and instructions from County. In addition, Supplier shall identify resubmitted goods as previously rejected. Supplier shall provide and maintain a quality assurance and control system acceptable to County.

G. WARRANTY:

Unless otherwise agreed to in writing by the parties, Supplier warrants that items ordered to specifications will conform thereto and to any drawings, samples or other descriptions furnished or adopted by County, or, if not ordered to specifications will be fit and sufficient for the purpose intended, and that all items will be new, merchantable, of good material and workmanship, and free from defect. Such warranties, together with Supplier's service warranties and guarantees, if any, shall survive inspection, test, acceptance of, and payment for the items and shall run to County and its assigns. Except for latent defects, the County shall give notice of any nonconformity to the Supplier within one (1) year after acceptance. County may return for credit or require prompt correction or replacement of the defective or non-conforming goods or have the defective good corrected or replaced at Supplier's expense. Return to Supplier of any defective or non-conforming goods and delivery to County of any corrected or replaced goods shall be at Supplier's expense. Defective or non-conforming items shall not be corrected or replaced without written authorization by County. Goods required to be corrected or replaced shall be subject to the provisions of this clause and the clause hereof entitled "Inspection, Acceptance and Approvals" in the same manner and to the same extent as goods originally delivered under this contract.

H. PAYMENT:

County will pay Supplier for goods upon delivery to, submission of certified invoices and acceptance. The County will not be responsible for articles or services furnished without a purchase order. Price is tax-exempt.

I. CHANGE ORDER:

Request for Proposal and Proposal Form

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Bidder's Initials: _____

County may make changes within the general scope of this contract. If any such changes cause an increase or decrease in the cost of or the time required for the performance of any part of the work, whether changed or not changed by any such order, an equitable adjustment shall be made in the price or delivery schedule or both, and any change order shall be in writing.

Any claim by a Supplier for adjustment under this clause shall be asserted within fifteen (15) days from the date of receipt of this written order directing the change, provided, however, County, if it decides that the facts justify such action, may receive and act upon such claim asserted at any time prior to final payment.

J. DELIVERIES:

Deliveries shall be made in strict accordance with any delivery schedule contained in the proposal specification or contract and in the exact quantity ordered. Failure to adhere to delivery schedule is reason for termination in accordance with the "termination" clause. Deliveries are to be made at locations specified by the County at time of Order.

K. RESPONSIBILITY FOR SUPPLIES:

Pursuant to Section 290.560 RSMo, Supplier/Contractor shall employ only Missouri laborers and laborers from nonrestrictive states except that other laborers may be used when Missouri laborers or laborers from nonrestrictive states are not available, or are incapable of performing the particular type of work involved, if so certified by the contractor and approved by the County. Except as otherwise provided, Supplier shall be responsible and bear all risks for loss and damage to goods until delivery at County's facilities, regardless of F.O.B. point, point of inspection or acceptance; and if the goods are rejected.

L. SUBCONTRACTS:

Supplier shall not enter into any subcontract(s) in excess of \$25,000 or 20% of this contract price; whichever is less, for any goods without County's prior written approval.

M. CHOICE OF LAW:

This proposal and contract shall be governed and interpreted according to the laws of the State of Missouri. Venue for any court action shall be in Jefferson County, Missouri.

N. TERMINATION:

1. General: Performance of work may be terminated by the County in whole, or from time to time in part, whenever County shall determine that such termination is in the best interests of County. Termination shall be affected by delivery to Supplier of a Notice of Termination specifying the extent to which performance of work is terminated and the date upon which such termination becomes effective. If such notice does not state termination is pursuant to subparagraph 2, 3, or 4 of this paragraph, County shall have the right to so indicate within thirty (30) days. If no notice is delivered within the thirty (30) day period, or such longer periods as is mutually agreed to by the parties, the original Notice of Termination shall be deemed to be issued pursuant to subparagraph 1 of this paragraph.
2. Bankruptcy or Insolvency: In the event bankruptcy proceedings are commenced by or against Supplier or under any provisions of the United States Bankruptcy Act or for the appointment of a receiver or trustee or a general assignment for the benefit of creditors of either party, County shall be entitled to terminate without further cost or liability.
3. Default: County may terminate the whole Contract or any part in either of the following circumstances:
 - a. If supplier fails to deliver the items required by the contract within the time specified; or
 - b. If supplier fails to perform any of the other provisions of the contract, or so fails to make progress as to endanger performance of the contract in accordance with its terms, and in either of these two circumstances does not cure such failure within a period of ten (10) days after notice from County specifying such failure. In the event of termination under subparagraph 1, County shall have the right to procure, on such terms and in such manner as it may deem appropriate, items similar to those terminated, and to recover from Supplier the excess cost for such similar items provided, however, Supplier shall not be liable for such excess costs where the failure upon which the termination is based has arisen out of causes beyond the control of Supplier and without the fault or negligence of Supplier. Such causes shall be deemed to include fires, floods, earthquakes, strikes, and acts of the public enemy. The rights of County provided in subparagraph 1 shall be in addition to any other rights provided by law or the contract.
 - c. In the event of the Supplier's non-compliance with the provisions as set forth. This Contract may be cancelled, terminated or suspended in whole or in part and the supplier may be declared ineligible for further County contracts. The rights and remedies of the County provided in this paragraph shall not be exclusive but are in addition to any remedies provided in this Contract or as provided for by law.

O. NOTICE AND SERVICE THEREOF:

Any notice from the County shall be in writing and considered delivered and the service thereof completed when said notice is posted, by certified or regular mail, to the Supplier, at the address stated on the proposal form.

P. CONTRACT TERM:

Performance shall be governed solely by the terms and conditions as set forth in the Request for Proposal, Proposal Specifications, Proposal Form and the Contract notwithstanding any language contained on any invoice, shipping order, bill of lading or other document furnished the Seller at any time and the acceptance by the County for any goods furnished.

Q. COMPLIANCE WITH APPLICABLE LAWS:

Supplier warrants it has complied with all applicable laws, rules and ordinances of the United States, Missouri or any other Governmental authority or agency in the manufacture or sale of the goods, including but not limited to all provisions of the Fair Labor Standards Act of 1938, as amended.

R. ACTS OF GOD:

No party shall be liable for delays, nor defaults due to Acts of God or the public enemy, riots, strikes, fires, explosions, accidents, governmental actions of any kind or any other causes of a similar character beyond its control and without its fault or negligence.

S. SELLER'S INVOICES:

Invoices shall contain the following information. Contract number (if any), Purchase Order Number, Item number, contract description of goods or services, sizes, quantities, unit prices and extended totals. Invoices for and inquiries regarding payment should be addressed to the County Accounts Payable Clerk.

T. APPROVAL:

It is agreed the acceptance of a proposal shall not be valid and binding upon the County until approved by the County Purchasing Agent, County Council and County Counselor.

U. INDIVIDUAL, PARTNERSHIPS, CORPORATIONS:

Indicate: [] Individual: [] Partnership: [] Corporation.

Incorporated in the State of _____.

THE INVITATION FOR BID / REQUEST FOR PROPOSAL NOTICES ARE POSTED ON THE JEFFERSON COUNTY, MISSOURI WEBSITE AT WWW.JEFFCOMO.ORG LOCATED UNDER THE SERVICES TAB, INVITATION FOR BID / REQUEST FOR PROPOSAL LINK.

**SPECIFICATION
CONTACT**

RALPH BROWN – SHERIFF'S OFFICE - 636 797 5588

AFFIDAVIT
(as required by Section 285.530, Revised Statutes of Missouri)

STATE OF _____)
) ss
COUNTY OF _____)

BEFORE ME, the undersigned Notary Public, _____

personally appeared who is _____ (Title) of _____

_____(Company Name), and after being sworn did depose and say:

1. that said company is enrolled in and participates in a federal work authorization program with respect to the employees working in connection with the following services contracted between Contractor and Jefferson County, Missouri for the _____ Project.
2. that said company does not knowingly employ any person who is an unauthorized alien in connection with the contracted services set forth above.

The terms used in this affidavit shall have meaning set for in Section 285.525 RSMo, Et seq.

Signature (Person with Authority)

Printed Name

Title

Date

Subscribed and sworn to before me this _____ day of _____, 2009

My Commission Expires: _____

Signature of Notary

Date

Bid Specifications

- The system will provide all of the functions necessary to operate and control all features and related accessories. The contractor will make every effort to provide a system that will be sufficiently flexible to meet the requirements of the user. All equipment will be of the highest professional quality and reliability. Any item not specifically mentioned but necessary for the delivery and operation of the proposed system shall be included in the proposal response. All materials installed subsequent to this contract will be new and will be the best of their respective types, free of corrosion, scratches and other defects. The offering will only include items which are currently in design and production. Prototype hardware or systems will not be acceptable under this specification. Design and construction will be consistent with good engineering practice and will be performed in a neat, professional, and craftsman-like manner.
- The inmate telephone system will consist of minimum of 38 inmate telephone units and 18 visitation telephone units. Each inmate telephone will be connected through individual on/off switches located on the jail's main control board and must be able to be controlled by any specified computer. Bidder will be responsible for maintenance on all equipment installed for the length of the contract at no cost to the County. Maintenance for next seven (7) years must be outlined in proposal response.
- The contractor shall supply one TTY phone to the facility. This TTY phone must be compatible with billing, recording, and monitoring the same as the regular inmate phone system.
- The system shall allow outgoing calls only.
- The system will be able to provide toll free calls to local area law firms and bonding companies as specified by the Sheriff.
- The system will be able to block access to an unlimited number of specific telephone numbers.
- The system will provide the capability to track and identify specific telephone numbers called by each individual inmate telephone, as may be required. The system will provide the capability of monitoring and recording all calls, from both the inmate phones and visitation phones, made by each inmate.
- The recording system will have the ability to fast forward and rewind recordings as necessary during the playback process. In addition, the recording system will also have the ability to burn recordings to CDROM and/or DVD.
- The live monitoring system will have the ability to notify designated parties via email, pager, and/or cell phone of calls made to specific telephone numbers that are under watch status. For watched calls that are forwarded to another telephone, the receiving party must have the ability to listen to the call from the beginning of the conversation and/or in real-time. The notified party must be able to monitor the specific call from a remote location via the internet.
- The system will generate reports that state, as a minimum, the date and time each call is placed, the source of the call, the telephone number called, the date and time the call ends, duration of the call, and a voice recording of all parties involved in the conversation. The system will have the capability to store calls in memory for a period of time sufficient to comply with any requirements of the Public Information (Open Records) Act.
- The system will provide a web-based interface for administering the inmate phone system. Such interface will include but not be limited to administrative rights control for adding, deleting, and Request for Proposal and Proposal Form

reporting on user activity, blocking numbers, PIN administration, call detail listings, and recording and playback of telephone calls. The interface will also have the ability for the administrator of the system to monitor and report on user activities within the interface.

- The system will have the ability to detect and block any instances of three-way calling except to attorneys or other approved numbers. On detection of a three-way call event, the system will optionally be able to either disconnect the call and/or play a voice over message to each of the called parties.
- The system will have the ability to complete outgoing collect, prepaid debit, calling card, and called party credit card calls. For prepaid debit transactions, the end-users funds must be made available for use within five (5) minutes after the funds have been received by the contractor. If prepaid service if offered, the Bidder should explain how it works in detail including how commissions are to be paid on each type of cal from the facility.
- The users- inmate and called party- shall be notified of limit in advance of the system terminating the call.
- The system shall include user prompts in English and Spanish in addition to other languages that may be requested by the County.
- The contractor should have a program that will proactively attempt to set-up an account for individuals who are not able to accept collect calls, enabling families to quickly communicate with incarcerated individuals. Please describe your program.
- The bidders system must have the capability to assign PIN numbers at the time of booking. Describe your systems use of PINs.
- The system shall detect the difference between an accepted call, and an answering machine, busy signal, or other telephone activity. Please describe.
- The system shall permit the called party to block all future calls from a correctional facility.
- The system shall be equipped with a remote call-forwarding feature to those numbers that are under surveillance by the investigative unit. The feature shall allow authorized personnel to monitor a call, from any designated remote location, while the call is in progress. The call shall be automatically rerouted once the call is accepted by the called party and is in progress. There cannot be any distance barriers to the retrieval process so the remote telephone number can be located within the facility or across the county.
- Please provide any other additional investigative tools, features, or creative solutions that might be available to the county.
- The system shall alert the called party of the per-minute cost of the call prior to acceptance. The called party must actively accept the call.
- The system must be programmed for auto shut-off at times designated by the county.
- The inmate phone system must be able to inform the user how much time is remaining on a pre-paid or debit card call upon request.

- Installation will be performed by the Contractor, at no cost to the County. The Contractor will arrange and be responsible for all facilities and systems necessary to interface the inmate telephone system with all necessary telephone carriers and the equipment and systems.
- All applicable manuals will be provided.
- The system will include a warranty consistent with industry standards. The Contractor will certify that this warranty will apply to the end user of the system.
- The contractor/manufacturer will maintain a complete stock of component parts for the system, both for repair and future expansion, as required. Such parts will include all electronic, electrical, and mechanical components, circuit boards, control modules and standard cabinet modules used as part of the standard system.
- Parts and labor support for repair and system expansion and upgrades will be continued for the duration of the time that the system is in use. Repair parts will be available for shipment on an expedited handling basis within 24 hours, 365 days per year, including weekends and holidays. The contractor will provide a 24 hour telephone number for the handling of such orders.
- The contractor and/or manufacturer will provide engineering and technical support to the County and/or its service agency to help resolve any operational or service problems that may occur. The contractor should provide a 24 hour telephone number for emergency technical support. The contractor will certify that this support will be available to the end user of the system and to its chosen servicing agency.
- The contractor will offer complete hardware and software on-site contract maintenance through an approved facility. The maintenance facility will provide prompt repair service should a failure occur, parts support as needed, and a direct route of access to the contractor should further assistance be required. System upgrades, including software upgrades should be provided free of charge to the County for the life of the contract.
- Contractor will implement a proactive service schedule that at a minimum will provide for on-site service visits twice monthly. The service schedule will be reviewed and approved by the Sheriff's Office.
- The system must generate maximum financial return to the County, In the event of a revenue dispute that cannot be resolved within 30 days, Bidder agrees to pay the cost of any necessary audit.
- Real-time commission reports must be made available through the internet detailing total commissions earned for all types of calls completed through the system on a daily basis. Real-time revenue reports must be made available through the internet outlining all calls made from the facility. Such reports should, at a minimum, break out calls by specific call type for collect, prepaid, and calling cards.
- The system must incorporate an on-line service reporting system whereby the County can submit service request as well as monitor service ticket status and history.
- Bidders will provide a rate-table for all calls. The rate table listing costs for all different types of calls must be included in Bid Proposal.
- A minimum of Eight (8) free phones to be placed into the holdover area to facilitate required telephone contact with attorneys, bonds people, and families of newly arrested individuals.

- Bidder must guarantee inmate rates and percentage to be paid to the Sheriff's Office and guarantee inmate per month signing bonus. No surcharges shall be applied.