



**Consolidated Telecom, Inc**  
and  
**Combined Public  
Communications, LLC**

**Presents this Proposal to:**  
**Klamath County Sheriff's Office**

**Request for Proposals**  
**Inmate Telephone and**  
**Video Visitation Services**

Submitted:  
February 15, 2021



**Klamath County Sheriff's Office**

Lt. Brian Bryson  
3300 Vanderberg Rd.  
Klamath Falls, OR 97603

*SUBJECT: Klamath County Inmate Telephone Proposal*

Dear Lt. Brian Bryson,

Thank you for this opportunity to be a part of the Klamath County inmate telephone proposal process. I am particularly pleased to tell you about the company. We specialize in personalized secure correctional inmate telephone systems. Using a unique blend of correctional and technical expertise, we will create a telephone system based solely on your needs and desires.

We currently have installed our state-of-the-art Fusion system as our telephone switching platform. Additionally, we have installed our Visitel video visitation system. This phone switching platform routes calls through voice-over IP (VoIP) to one of the secure data centers. This new system will allow your staff to view call detail reports, retrieve records, restrict, or allow phone numbers, record conversations, and monitor calls live from any PC with an Internet connection. It is the desire to provide you with the best system available. We have selected Fusion as that system; it gives you reliable security, added control over the inmates' phone usage, and the ability to closely monitor your inmates' communications. The technical infrastructure is closed, and the Web-based software applications are installed on durable servers at the data center. We would be able to monitor the performance of your new system remotely, ensuring it is operating properly.

Our Visitel Video Visitation system allows family and friends to visit the inmate using their smart phone, tablet, or desktop computer. The system supports on site visits, remote visits, live monitoring, inmate trust accounts, and scheduling. Our custom-built video terminal is made tough and durable for the jail environment. Our web-based system can be customized to the jails workflow and can be designed to meet any requirement.

At CTEL and CPC the response time to any faulty equipment is exceptional. We will have technicians on site within a few hours, at most, to solve any issues that may arise with the telephone equipment.

Because of the personalized approach to your facility and staff needs, you will see immediate results in saving both time and money. Your staff members will be more productive and will spend less time dealing with unnecessary telephone tasks.



At CTEL/CPC, call quality is Job 1. CTEL/CPC uses proprietary technology to deliver best in class call quality and is constantly working to improve the user's experience. CPC has been providing inmate telephone service for over 20 years and has continuously improved call quality during this time by developing the best inmate telephone in the industry; by employing an automated Network Monitoring Platform that monitors network conditions 24-hours a day that provides alerts when certain thresholds are met regarding network quality. CTEL/CPC is happy to discuss these and other aspects of our next generation technology with Klamath County Oregon in a confidential call.

Using the latest technology, we provide the controls and reporting capabilities necessary for correctional facilities. The inmate telephone systems are designed to meet you and your staffs' needs for today and for the future.

The list of references provided in this document includes all relevant facility and contract information. The company has no conflict of interests related to this project, nor are we party to any litigation.

Here at CTEL and CPC we take pride in the fact that we listen to the customers. We propose the following bonus and commission rates to Klamath County:

**Option 1 –**

- ✓ \$0.05/min on ITS usage
- ✓ 60% on remote video visitation
- ✓ 60% on tablet usage
- ✓ \$0.02/chirp on chirping usage

**Option 2 –**

- ✓ Guarantee: \$45.00 / Inmate / Month = \$5,670.00 at 126 ADP
- ✓ Our Revenue Share Offer is based on a Guarantee Per Inmate "GPI". This amount is calculated based on two components: \$0.05 per minute ITS commission to county plus additional proposed revenue share generated by video visitation usage, chirping usage, and inmate tablet usage. This GPI will not violate the commission restrictions stated in Senate Bill 498.

All of the commissions are based on true gross or usage. There will be no deductions for bad debit transactions or unbillables.

All of CTEls and CPCs key players, including myself, will be readily available and easily accessible to Klamath County. The response to concerns and problems are immediate. The problem resolution and decision-making processes are efficient and prompt.

We are dedicated to providing you with the best possible service and expertise the industry has to offer. Thank you for your consideration. We look forward to working with you and hope to add you to the growing number of satisfied customers.

Sincerely,

Jerome E. Jacobs

Executive Vice President



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## Section 1: Executive Summary

CTEL and CPC have formed a technology partnership to provide a complete correction communication solution to the Klamath County Sheriff's Office. Our mission is to provide the Klamath County Sheriff's Office with excellent customer service, additional revenue opportunities for the County and affordable, innovative communication solutions to AICs, their friends, and families. After evaluating the needs of Klamath County, we can provide the following:

- ✓ **Fusion© Secure Web Portal** - a state of the art, web-based solution, built with the flexibility of expansion & tiered security access, allowing authorized users with appropriate privileges to access inmate communications. Fusion is the one-stop portal to access inmate phone calls, chirping data, investigative voice prints, transcription & translation of PIN calling, phone call detail records, and integrated monitoring and recording.
- ✓ **Call Quality** - At CTCL/CPC, call quality is Job 1. CTCL/CPC uses proprietary technology to deliver best in class call quality and is constantly working to improve the user's experience. CPC has been providing inmate telephone service for over 20 years and has continuously improved call quality during this time by developing the best inmate telephone in the industry; by employing an automated Network Monitoring Platform that monitors network conditions 24-hours a day that provides alerts when certain thresholds are met regarding network quality. CTCL/CPC is happy to discuss these and other aspects of our next generation technology with Klamath County Oregon in a confidential call.
- ✓ **Chirping©** - a security-controlled messaging solution for correctional facilities provided at no cost to the facility. Chirping increases real-time communication with family & friends. The patented technology is created for the correctional environment and includes investigative tools such as transcription, translation, and key word search of all chirps.
- ✓ **View© In-Pod Kiosks** – The View system features onsite and remote video visitation. They also feature a variety of optional functions such as inmates' services, paperless features (grievances, medical, maintenance, general, etc.), email, PREA awareness notification, law library, commissary ordering, limited video arraignment, and informational home page.
- ✓ **Investigator's Toolbox© (ITB)** – ITB is an optional advanced suite of investigative tools that include Visual Link Analysis data mining software and covert enrollment technology – Identify pin sharing, multi speaker events, & advanced reporting. Transcribe All is an optional additional service that features Translation and Transcription in over 100 languages.
- ✓ **AIC AXXS Tablet** – The AXXS Tablet provides AICs with a tool for Education and Entertainment at a reasonable per-minute rental rate. The multi-function tablet can also be used for access to the facility's Inmate Handbook, Orientation Video, and PREA Video needs.
- ✓ **Required Bandwidth & Maintenance** – CTCL and CPC provides the bandwidth and maintains all the equipment throughout the term of the agreement, at no cost to the Customer.



## Section 2: Offer Overview

Included Technology - NO COST TO CUSTOMER	
Product/Technology	Equipment
Inmate Telephone System	15 phones & 1 ITS deposit kiosk
The Chirper© System	126 chirpers, required access points, charging stations
CPC View© In-Pod Kiosk Solution	9 units, 9 stools, 1 server
Inmate Tablet System	126 tablets + 10% spare inventory, required access points & charging stations

Proposed Rates	
Product/Technology	Rate
Prepaid calling rate	\$0.21 / min
Chirping rate	\$0.10 / chirp sent & received
Remote video visitation rate	\$0.21 / min
Inmate tablet usage rate	\$0.05 / min or \$3.00 / hour

### Commission Option 1

Proposed Commission Rates	
Service	Commission
Prepaid ITS Talk Time Usage	\$.05/min
Remote Video Visitation Usage	60% on usage
Inmate Tablet Usage	60% on usage
Inmate Chirping Usage	\$.02/chirp

### Commission Option 2

**Guarantee: \$45.00 / Inmate / Month**

**\$5,670.00 at 126 ADP**

Our Revenue Share Offer is based on a Guarantee Per Inmate “GPI”. This amount is calculated based on two components: \$0.05 per minute ITS commission to county plus additional proposed revenue share generated by video visitation usage, chirping usage, and inmate tablet usage. This GPI will not violate the commission restrictions stated in Senate Bill 498.



## Section 3: Introduction

### 1.1. Overview, Objectives, and Background

**Overview:** The Klamath County Sheriff's Office seeks proposals from qualified experienced Vendors who can provide a comprehensive, reliable Corrections Communications Solution (CCS) including Adult in Custody (AIC) telephone, video visitation and optional correctional grade tablet services to the Klamath County Jail. For the purpose of this RFP, the term "Vendor" refers to the provider of equipment and services. The word "County" will refer to Klamath County. The "System" will be referred to as the AIC telephone and/or video visitation system. The purpose of this document is to define the processes and procedures to be followed by the selected Vendor.

**Background:** The maximum population of the Klamath County Jail is 152 AIC's. Securus is currently providing Corrections Communications Service to the County. Facility information and equipment currently utilized below:

#### Klamath County Jail

3201 Vandenberg Rd Klamath Falls, OR 97603

Average Daily Population: 126

- Total AIC Phones: 15
- Telephone cord length: 18"
- Portable/Cordless Phones: 00
- Tablets: 00
- Kiosks: 00
- Jail Management System: Executive Information Services (EIS)
- Commissary: Trinity Services
- Current Provider: Securus Technologies
- Visitation rooms: 08
- Objective: The County intends to enter into an agreement with a Vendor who can provide a total CCS solution, and address the specific functionality described in this RFP. The CCS must minimally have the capabilities and functionality as listed in the Scope of Work. The Corrections Communication Services platform services must include:
  - Software: IP-based & Mobile-friendly (Android and Apple)



**Applications of AIC Telephone Service, Video Visitation and correctional grade tablet services:**

- **Automated Information Services**
- **AIC Electronic Mail**
- **Commissary Ordering application**
- **Custom web-based applications(s)**
- **AIC Forms & Grievance application**
- **Law library**
- **MP4 video application**
- **Video Relay System**
- **Wi-Fi**
- **Hardware, as described herein**

**1.1.1 This Request for Proposal (“RFP”) is being issued by the Klamath County Sheriff’s Office. Proposals must be submitted to Leslie Barlow-Hunter, Contracting and Risk Manager, 305 Main Street Suite 216, Klamath Falls, OR 97601, no later than 2:00 p.m., February 15, 2020.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**1.1.2 The objective of the RFP is to identify a qualified vendor that can offer the highest quality service in as efficient and timely manner possible at the best value to Klamath County.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**1.1.3 In order to ensure consideration, proper identification and handling, the proposal must be clearly marked:**



**Corrections Communication Service**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**1.1.4 Klamath County will not be responsible for identifying and handling any proposal that is not submitted this way. Failure to label may result in disqualification of your proposal.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

## **1.2. Purpose**

**1.2.1 The Klamath County Sheriff's Office invites written sealed proposals to enter into contract with the County for the Jail Communications Services outlined in these Sections.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**1.2.2 All qualified Proposers are invited to respond to this RFP by submitting a proposal consistent with the terms, conditions, and specifications stated herein.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

## 1.3 Schedule

### Event

Date of Issuance: January 14, 2021

Optional Site Evaluation: February 1, 2021

Written Questions: February 7, 2021

RFP Closing: February 15, 2021 @ 2:00 p.m.

Proposal Opening: February 15, 2021

Review and scoring (approx.): February 22, 2021

Issuance of Notice of Intent to Award (approx.): March 1, 2021

Award Protests (approx.): March 2, 2021

Contract Award (approx.): March 9, 2021

  CTEL/CPC Response:

CTEL/CPC has read and understands.

## 1.4 Optional Site Evaluation

1.4.1 The Vendors may attend the site evaluation on the date and time specified in the Schedule of Events at the location provided in the RFP document.

  CTEL/CPC Response:

CTEL/CPC has read and understands.

1.4.2 To attend the site evaluation, the Vendor must email the RFP contact specified on the front page of this RFP document and [ibarlow-hunter@co.klamath.or.us](mailto:ibarlow-hunter@co.klamath.or.us). This email must be received on or before the date specified in the Schedule of Events. The email must list each attendee. Each Vendor will be



limited to 2 representatives at the site evaluation. This will be the only time available for Vendors to visit the Facilities during the RFP process.

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**1.4.3 Oral responses to questions during the site evaluation shall be considered nonbinding on the County. Vendor’s questions regarding the site evaluation and/or this RFP must be submitted by the Vendor in writing as specified in the schedule of events.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

## **1.5 Definitions**

**1.5.1 For general definitions, see OAR 125-246-0110, which are incorporated by reference herein.**

**1.5.1.1. “County” means Klamath County.**

**1.5.1.2. “RFP” means this Request for Proposals.**

**1.5.1.3. “Scope of Work” means the general character of the Supplies and Services, the work’s purpose and objectives, and County’s expectations. Examples of expectations include, if applicable, a description of the purchase, specifications, tasks (obligations), deliverables, delivery or performance schedule, and acceptance requirements. The Scope of Work helps the prospective Proposers develop the proposals.**

**1.5.1.4. “Statement of Work” means the specific provision in the final Contract that sets forth and defines in detail the agreed-upon objectives, expectations, performance standards, and other obligations.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

## Section 4: Scope of Work

### Section A – Vendor Qualifications and Experience

#### A1. Experience

**a. Due to the complex nature and security concerns of correctional facilities, Vendors must be well experienced in providing this type of service. The Vendor shall demonstrate at least five years of experience providing Corrections Communication Services to counties of similar size.**

  **CTEL/CPC Response:**

Since 2000, CPC has been providing specialized inmate communication solutions to the corrections and law enforcement industries. CPC is founded with the mission of providing excellent customer service, providing technology to law enforcement by offering more communication solutions, with lower costs for inmates, their friends, and families. This “Customer First” commitment has allowed CPC to grow from a small start-up to serving hundreds of customers across the U.S. with a retention rate that is unmatched in the industry.

CTEL has been providing inmate telephone services since 1996, which is over 25 years and has over 100 facilities nationwide, ranging from a 20-bed jail to over a 500-bed jail.

With a combined team of over 150 dedicated employees, CTEL and CPC are responsible for our own solution engineering, project management, installation, customer care and ongoing support and service. Each day, our proprietary solutions provide secure communications to more than 40,000 inmates and their friends and families. Our Leadership Team has more than 100 years of collective experience in the telecommunications, technology services and financial management industries, bringing a wealth of technical, services and financial experience to each customer.

**b. The Vendor should provide an overview of their firm, including years and nature of experience in AIC communication business.**

  **CTEL/CPC Response:**

Together, CTEL and CPC have over 45 years of experience serving more than 400 facilities across the US. As partners, we operate with the mission of providing excellent customer service. This “Customer First” commitment has allowed us to maintain a customer retention rate that is unmatched in the industry. We



provide our Customers with a specific toll-free support number and email that allows them to quickly get in contact with a representative 365 days per year.

Consolidated Telecom, Inc. (CTEL) is a 25-year-old Integrated Communications Provider (ICP) formed to provide VOIP/voice and data communication services to private and public correctional institutions. CTEL currently handles inmate telecommunication services for more than 100 correctional facilities in 25 states. The company is certified by each Public Utility Commission (PUC) to do business specifically in their state. CTEL receives its primary income from inmate collect, pre-paid collect, debit, and calling card revenue calls to outside private individuals. The company has its own proprietary inmate video visitation solution in a subsidiary company, named Visitel.

**c. The Vendor shall provide information describing its client base and the proposed system's position in the counties of Oregon.**



The CTEL/CPC Technology Partnership guarantees Klamath County a corrections communications system provider with a proven track record in Oregon coupled with a commitment to provide unsurpassed customer service provider for Lake, Lincoln, and Union and Harney Counties. Lake County is a 20-bed facility, where we provide phone and installing video visitation services. Lincoln County is a 165-bed facility, where we provide phone services. Union is a 36-bed facility, where we provide phone and video visitation services. Harney County is a 23-bed facility, where we provide phone services.

**d. The Vendor must demonstrate a commitment to technology upgrades, including consistent new technology deployment over the last three years or more.**



Timely upgrades and enhancements are provided at no cost as they become available. We generally provide updates and upgrades quarterly. All upgrades are tested on our development servers before going to production. After completion, upgrades are rolled out to a single facility with which CTEL has an 24-year working relationship. Upgrades are then tested live for 72 hours to confirm the update is performing as expected. After CTEL is satisfied the updates have been thoroughly tested and approved, they are activated and implemented into full production.

Updates will be performed and scheduled at times of low activity periods and done without any interruption of service. The systems are redundant, so AICs can continue calling even during system updates or resets.



If an update fails to perform as expected, any software changes can easily be rolled back to the previous version.

## **A2. Financial Stability**

**a. Vendor shall provide the County with financial statements, including statements of operations, balance sheets, and statements of cash flows, for the last two fiscal years.**

 **CTEL/CPC Response:**

CTEL/CPC has read and understands.

### A3. References

a. The Vendor will provide three customer references of accounts similar in size and scope to Klamath County.

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

Reference: Dawson NE	
Facility Name	Dawson County Jail
Installation Date	2013 - Present
ADP	125
Address	709 N. Grant Street Lexington, NE
Contact Name	Jail Administrator Shane Tilson
Phone	(308) 324-3011
Services	Phones, video visitation, tablets, and Chirping

Reference: Kittitas WA	
Facility Name	Kittitas County Jail
Installation Date	2020 - Present
ADP	115
Address	205 W. 5 <sup>th</sup> Ave. Suite 1 Ellensburg, WA 98926
Contact Name	Fusion Steve Pannatoni
Phone	(509) 962-7527
Services	Phones, video visitation, and Chirping

Reference: Clallam WA	
Facility Name	Clallam County Jail
Installation Date	2019 - Present
ADP	120
Address	223 E. 4 <sup>th</sup> St. Ste. 12 Port Angeles, WA 98362
Contact Name	Fusion Wendy Patterson
Phone	(306) 417-2458
Services	Phone, video visitation, and Chirping

## A4. New Technology

**1. The Vendor will identify the number of currently held patents.**

  **CTEL/CPC Response:**

CTEL/CPC does not currently have patents.

**2. The Vendor further asserts that to the Vendor's knowledge the equipment and software proposed does not infringe on any U.S. patent or copyright.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**3. The Vendor will hold harmless the County, its officer, and employees against all claims that hardware or software supplied infringe a U.S. patent or copyright.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**4. The Vendor will demonstrate technology leadership in the industry. State the amount of money reinvested each year in developing and deploying new technology.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.



## Section B - Technical Requirements

### B1. General Requirements

**1. The system shall be a hosted and Internet based application that is securely accessible anywhere at any time, including from mobile devices such as mobile phones and tablets.**

  **CTEL/CPC Response:**

The ITS is a centralized VoIP based solution that will allow authorized users, with appropriate security privilege access, to the system from anywhere, with internet access.

**2. The system shall allow outgoing calls only.**

  **CTEL/CPC Response:**

The system allows outgoing calls only.

**3. The system shall allow user to buy minutes in one-minute increments.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**4. The system shall limit AIC calls to configurable minute increments. Configurations can apply to call duration, location, AIC Account, PIN, or by telephones.**

  **CTEL/CPC Response:**

The ITS provides call duration programming by AIC PIN, phone number dialed, housing unit and facility and County as a whole. The ITS supports automatic on/off scheduling and can be varied by the day in



additional to other parameters previously listed. To make changes to the automatic on/off schedule CTEL/CPC requires that authorized personnel contact CTEL/CPC via email or our toll-free number to have changes made.

**5. The system will notify the AIC and called party of any limits in advance of the system terminating the call.**

  **CTEL/CPC Response:**

The AIC and called party will receive a two-minute warning when their call is set to end.

**6. The system shall include voice prompts in English and Spanish. Please identify other language capabilities of the system.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands. The ITS includes user prompts in English and Spanish as a standard feature. When an AIC picks up the telephone to make a phone call, he/she will first hear an option to select either English or Spanish before dialing the number. Each AIC telephone includes a dialing instruction card written in both English and Spanish.

**7. The system must have the ability to integrate with third party Vendors to provide the ability to automate the commissary ordering process via kiosk.**

  **CTEL/CPC Response:**

CTEL/CPC integrates with many JMS and commissary companies, either by direct interface or telephone ordering. CTEL/CPC is willing to work with commissary provider to create necessary interface for commissary ordering.

**8. The system must provide active acceptance by the called party.**

  **CTEL/CPC Response:**

All calls require positive acceptance; the called party must dial the '1' digit to accept the call. Billing for the call starts when the called party presses the '1' digit to accept the call; incomplete call attempts such as network intercept recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. are not billed. The handset is muted, and the AIC cannot communicate with the called party until the call has been accepted by the called party.

**9. The system must provide proactive account set-up for called parties who are not able to accept collect calls. Please describe how this works.**

  **CTEL/CPC Response:**

CTEL/CPC's proposed payment platform allows friends and family to fund an AIC's phone account via the user-friendly website: inmatesales.com, over the phone with a live representative, through the automated operator system (IVR), or via the CTEL/CPC AIC Telephone Lobby Deposit Kiosk located in the facility's lobby. The CTEL/CPC Lobby deposit kiosk accepts cash, credit cards and debit cards. The customer service toll free number will be provided to kiosk customers.

**10. The system must notify the called party when they have reached a set balance of its site or personal credit limit. Describe how this works.**

  **CTEL/CPC Response:**

The called party has the option to hear charges prior to the acceptance of the call; the ITS gives the called party prompts to access the call rates.

**11. The system shall provide capability for Collect, Prepaid, and Debit calls.**

  **CTEL/CPC Response:**

CTEL/CPC offers multiple prepaid calling options. A direct pay account is family/friend owned prepaid account. The account is linked to one specific phone number. This allows loved ones to receive calls from AICs, and have the charges deducted automatically from their prepaid account. A Pin Debit account is an AIC-owned prepaid calling account that allows them to call any phone number. Friends and family have



the ability to deposit funds into this account. Funds placed in this account will be considered the property of the AIC.

**12. The stored call recordings should be maintained at the Vendors central depository and remain uncompressed until the County's authorized personnel requests them to be downloaded.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands. All recordings and call detail are stored off-site with redundant backups; keeping records secure for the duration of the agreement, plus a minimum period of one year following the expiration of the agreement. The ITS works with the Integrated Voice Recording Server (IVRS). IVRS records all calls within the ITS and stores these recordings on a SAS RAID system; all recordings stored on the IVRS are available for recall and playback.

The ITS provides authorized users with the ability to access calling activity, look at Call Detail Reports and listen to AIC call recordings from the ITS via the internet/web portal.

**13. All call recordings shall be stored online and available through the online user interface for 1 year.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**14. The Vendor shall provide non-coin, AIC telephones composed of durable equipment suitable for jail environments.**

  **CTEL/CPC Response:**

CTEL/CPC will provide AIC telephones that are suitable for a detention center environment. The specifics of the telephone instrument are:

- › 14-gauge steel housing
- › Armored telephone cable with internal steel lanyard
- › 1-3/4" H by 4" wide instruction card with English and Spanish instructions
- › Line powered - no external power source required
- › Adjustable Volume Control



- › No external removable parts
- › A wall mounted backplate
- › The telephone mounts to the backplate with one tamper resistant security screw
- › The telephone is available with 12-inch, 18-inch or 32-inch length handset cords.
- › The length can vary between different security levels in the facility.

**15. The system must be able to utilize current PCs that are available at the County without the need for additional PCs.**

  **CTEL/CPC Response:**

CTEL/CPC's system is compatible with PCs that are already available to the County.

**16. All Vendor equipment shall comply with FCC regulations.**

  **CTEL/CPC Response:**

CTEL/CPC's equipment will comply with FCC rules and regulations.

**17. The proposed equipment and system shall be scalable to meet the County's growing needs.**

  **CTEL/CPC Response:**

CTEL/CPC will install a state-of-the-art Web Based VOIP platform, scalable to meet the requirements of the Jail today and throughout the term of the agreement. The ITS is built with the customer in mind offering ease of use, flexible software, timely upgrades, and enhancements with complete interface capabilities.

**18. The system shall allow free calls to attorneys, public defenders and others deemed appropriate by the County.**

  **CTEL/CPC Response:**



The ITS has the capability for non-paid allowed calls by the AIC; a confirmed public defender phone number can be added to the ITS as a non-paid allowed call.

**19. The system must have the capability to provide a Video Relay System and other telephone devices for the deaf. The system must comply with the Americans with Disabilities Act (ADA) requirements.**

 **CTEL/CPC Response:**

CTEL/CPC will comply with any accommodation necessary for Americans with Disabilities Act requirements. All AIC telephones are equipped with volume control buttons. CTCL/CPC can also provide and install one (1) TDD phone. These phones operate on a dial tone and are separate from the AIC phone system. If requested, additional TDD phones can be negotiated into the agreement.

**20. Vendor must submit a monthly report to the County containing the following information for the previous month:**

- **All revenue earned;**
- **Any fees charged;**
- **Any moneys paid to the correctional facility, city or county;**
- **The number of completed calls;**
- **The number of dropped calls; and**
- **The number of complaints concerning call quality.**

 **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**21. Vendor must comply with ORS 169.681 and ORS 169.683.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**22. The potential Vendor shall detail its Back-Up or Redundancy Plan, as well as its Disaster Recovery Plan and provide its processes, policies, and procedures relating to the preparation of recovery or continuation of the requirements in the RFP preceding and/or following a natural or human-induced disaster. Contractor's would have to understand that jail operations could impact their movement and time spent in the facility in the event unexpected events take place.**

  **CTEL/CPC Response:**

CTEL/CPC has ITS equipment distributed among several data centers at its headquarters location. These data centers are in physically separate buildings. The ITS servers are a mixture of physical and virtual servers. The physical servers subscribe to the N+1 concept so that individual server failures are transparent to the AICs. Virtual servers have automatic failover to backup servers limiting downtime due to hardware component failure.

Multiple internet service providers are used at both headquarters and each correctional center further limiting the possibility of downtime.

Hardware installed at each correctional facility remains the most exposed to an equipment component failure; an AIC telephone cannot be connected to two separate Analog Telephone Adaptors (ATAs). CTEL/CPC provides a Service Level Agreement of 4-hour response time on major failures to limit the downtime due to a site related issue.

**B2. Personal Identification Number (PIN)**

**1. The system will utilize PINs. Describe your system's use of PINs, including Open PIN, Restricted PIN, and Closed PIN.**

  **CTEL/CPC Response:**



The ITS system allows the facility to have a unique personal identification number (PIN) for each AIC. The PIN assignment can integrate with the Jail Management System. The ITS brands each call as originating from the Jail and provides the name of the facility and the name of the AIC caller; branding will state “you are receiving a call from (AICs name) an AIC at the County Jail, calls are subject to monitor and recording. If you wish to accept the call now, press one.”

The ITS facility manager application allows authorized users the ability to create, modify (open pin) and deactivate user accounts whether it is PIN account and/or PIN Debit account or a PAN list (closed pin). The interface between the JMS or commissary and ITS will automatically update the status of the PIN in the ITS based on the AIC’s status in the JMS (e.g. newly booked, transferred, released, etc.).

**2. The system will have the capability to automatically create PINs.**



The interface between the JMS or commissary and ITS will automatically update the status of the PIN in the ITS based on the AIC’s status in the JMS (e.g. newly booked, transferred, released, etc.). The ITS has the capability to move an AIC or group of AICs from one facility to another without the need to re-enter information, this is done with an interface between the JMS or commissary software. The interface between the JMS or commissary and ITS will automatically update the status of the PIN in the ITS based on the AIC’s status in the JMS (e.g. newly booked, transferred, released, etc.).

**3. The system will prevent assigning duplicate PINs and not allow a PIN to be used by two AICs at the same time.**



The ITS is programmed to prevent duplicate PIN’s; if an authorized user attempts to enter a duplicate PIN, the system will disallow the entry.

**4. The system will allow for PIN digits to be at least 4 and not greater than 16.**



The system allows for pins to be at least 4 digits and not greater than 16.





**5. Vendor must Develop and implement necessary interface with the County’s Jail Management System (EIS) for automatic creation and activation of account at booking and automatic deactivation at release.**

  **CTEL/CPC Response:**

The system is capable of interfacing with the facility’s JMS and Commissary vendor for the activation and deactivation of pin numbers. CTEL/CPC products and services require an interface with Customer’s software that stores AIC data (commonly called JMS). The required AIC data varies based on the products and services being installed. To implement services included with this Agreement, CTEL/CPC requires one of the following options:

Customer or Customer’s JMS provider must complete a cost-free interface written to CTEL/CPC specifications developed, tested, configured, and completely functional 7 days prior to CTEL/CPC turning on any products or services requiring AIC data.

Customer must provide a cost-free, direct connection to Customer’s system’s database to pull the required AIC data. CTEL/CPC can install program to extract the required data, on a server on the same network where Customer’s data is stored for the life of the Agreement. The installation of this program would require assistance by a person familiar with the network and server. The installation of this program requires remote access by CTEL/CPC. The program and installation are provided free of charge to Customer for the life of the Agreement. CTEL/CPC and Customer will discuss method no later than 30 days prior to implementation and complete it 7 days prior to the installation of CTEL/CPC services.

### **B3. Fraud Management**

**1. The system shall be to able detect, notify, and prevent three-way or conference calls, except for those calls to attorneys or other approved numbers. Please provide a description of the process you have deployed on your platform and why you feel the technical approach provides the best 3-way detection solution.**

  **CTEL/CPC Response:**

The ITS uses a 3-way call detection method that measures electronic noise on the during the initial stages of a call. If that noise level changes, then there is a possibility that additional parties have been added to the call. The call can be marked as a potential fraud event, disconnect the call or provide an audible warning that all is from an AIC at a correctional center. If termination of the call is chosen, a message is played to the AIC and the called party that the call was disconnected due to fraudulent activity.

**2. The proposed system shall prevent the AIC from receiving a second dial tone, or “chain-dialing”.**

  **CTEL/CPC Response:**

The ITS is programmed to detect the difference between an accepted call, an answering machine, busy signal, music ring tones or other telephone activity and prevent attempts by the AIC to place a 3-way call, or chain-dialing; once the call is complete, the connection is terminated. The ITS must have a hang up signal before a new number can be dialed.

**3. The system shall prevent the AIC or called party from dialing extra digits after the call is accepted unless to authorized destinations.**

  **CTEL/CPC Response:**

The ITS is programmed to detect the difference between an accepted call, an answering machine, busy signal, music ring tones or other telephone activity and prevent attempts by the AIC to place a 3-way call, or chain-dialing; once the call is complete, the connection is terminated. The ITS must have a hang up signal before a new number can be dialed. The ITS is programmed to disconnect the call upon hook-switch flashing or extra digits dialed, preventing the AIC from receiving a second dial tone.

**4. The system must be able to allow extra digits to specified dialed numbers by the facility. Please describe process.**

  **CTEL/CPC Response:**

CTEL/CPC can program specific dialed numbers through the speed dial option, at the facility’s request. The Facility provides a telephone number to an organic source that the Facility owns (such as a number on the County PBX).

**5. The system shall be able to remotely monitor AIC calls and be able to transfer calls in progress to investigators.**

  **CTEL/CPC Response:**



Remote Live Monitoring provides off-site investigators the ability to have predesignated calls streamed to a telephone number of their choice. Upon answering the call, the investigator will enter a four to six-digit password and then be able to hear the call real time.

**6. The system shall identify the name of the facility and the AIC placing the call to the called party.**



The ITS brands each call as originating from the Jail and provides the name of the facility and the name of the AIC caller; branding will state “you are receiving a call from (AICs name) an AIC at the County Jail, calls are subject to monitor and recording. If you wish to accept the call now, press one.”

**7. The system shall be able to play prompts randomly or at configurable timed intervals throughout the call.**



ITS can be programmed to play the brand recording at random intervals throughout the call or just one time at the beginning of the call.

**8. The proposed system shall guard against “hook-switch-dialing” and other fraudulent activities. Please describe.**



The ITS is programmed to detect the difference between an accepted call, an answering machine, busy signal, music ring tones or other telephone activity and prevent attempts by the AIC to place a 3-way call, or chain-dialing; once the call is complete, the connection is terminated. The ITS must have a hang up signal before a new number can be dialed. The ITS is programmed to disconnect the call upon hook-switch flashing or extra digits dialed, preventing the AIC from receiving a second dial tone.

**9. The system shall allow call blocking of specific numbers for the entire agency and/ or configurable by each site.**

**CTEL/CPC Response:**

Authorized system users can see all blocked telephone numbers via the administrative software. The Facility always has the option of blocking numbers directly or having CTEL/CPC block numbers in question.

CPC provides email and toll-free telephone access for Facility service requests. Numbers can be blocked by authorized users of the ITS globally, so no AIC can call the number, or the number can be blocked for an individual PIN so only a specific AIC is restricted from calling the blocked number. Authorized users can block numbers in the system; the system provides a note field to explain why the number was blocked and an entry is created to annotate who blocked the number and when.

**10. The system shall provide ability to approve and disapprove specific phone numbers by telephone.**

**CTEL/CPC Response:**

Numbers can be blocked by authorized users of the ITS globally, so no AIC can call the number, or the number can be blocked for an individual PIN so only a specific AIC is restricted from calling the blocked number.

**11. The system shall permit the called party to block future calls from the facility.**

 **CTEL/CPC Response:**

CTEL/CPC will provide a voice message which instructs the recipient on how to block future calls. The called party will need to contact the Customer Service Center and request a block on their telephone number. Call Blocks are processed in real time and will prevent future calls from the AIC. A password can be set up on the account at the customer's request. To remove the block, the customer will need to contact the Customer Service Center and request that the block be removed. If a password was set up when the blocked was applied, the password will need to be provided to unblock the call.

**12. The system shall have the capability to suspend an AIC privileges from placing a call and set a beginning and end date without the need to manually re-enable privileges.**

 **CTEL/CPC Response:**

The system can suspend an AIC privileges from placing a call and set a beginning and end date without the need to manually re-enable privileges.

**13. The system shall allow the AIC to record their name one time and store this recorded name for all future calls.**

 **CTEL/CPC Response:**

The AIC is required to record his/her name prior to call connection and that recorded name is the announced name to the called party for all future calls to not pass messages prior to the call acceptance.

**14. The system shall be able to provide a real time validation of calls that are forwarded.**

 **CTEL/CPC Response:**

The ITS is programmed to detect the difference between an accepted call, an answering machine, busy signal, music ring tones or other telephone activity and prevent attempts by the AIC to place a 3-way call, or chain-dialing; once the call is complete, the connection is terminated. The ITS must have a hang up signal before a new number can be dialed. The ITS is programmed to disconnect the call upon hook-switch flashing or extra digits dialed, preventing the AIC from receiving a second dial tone.



**15. The system must allow department personnel to assign surveillance alerts by individual AIC PIN or dialed number. These alerts should include, but not be limited to, the following features:**

- **Alert to an investigators cell phone or any direct dialed number.**
- **Allow real time listening of conversation in progress.**
- **Allow the ability to disconnect the call-in progress.**
- **Allow investigators to assign and enter a PIN when alert call is received.**
- **Allow the ability to hide the alert from other authorized users that have access to the system.**
- **Allow investigators to enter optional e-mail address to receive notification of calls by AICs and to dialed numbers that are under surveillance.**
- **Allow investigators to enter optional cell phone number to receive text notification of calls by AICs and to dialed numbers that are under surveillance.**



**CTEL/CPC Response:**

The ITS has an integrated monitor and recording application known as Live Monitoring. Within the application, authorized staff can customize the views and functions to meet their individual need. The toolbar buttons and menus have been designed to obtain information easily and quickly.

The administrator will have the ability to add secure level, password protected access for investigators to utilize the Live Monitoring application. With access, investigators have the ability to set “call watches” to specific numbers remotely. When a watched number is dialed, the ITS calls the investigators phone and at that time the investigator enters their four-to-six-digit password to authenticate the call. The ITS also provides the capability to rewind a remote Live Monitor call using the digits on the telephone keypad. Installation and configuration of the software takes less than 10 minutes. All calls are monitored and recorded for playback at any time.

Live Monitoring provides the following functionality:

- › Real-time view of system activity on all telephones
- › Define watches based on called numbers, PINs, and origination stations/telephones
- › Set alert options for notification of triggered watches
- › Audible – beeping tone
- › Visual – pop-up window activation and/or blinking window title
- › Email – a central administrator or investigator
- › Remote Live Monitoring by telephone
- › Ability to listen to active calls
- › Listen or park on a single telephone line
- › Turn off audible monitoring, while continuing to view system activity
- › View reports on call alert history

**16. The System should allow for temporary username and passwords to allow investigators access to AIC recordings. Describe your systems ability to allow authorized user access to system User Utilities from any Windows 10 based PC that has access to the internet.**

  **CTEL/CPC Response:**

The system can allow for temporary usernames and passwords that will allow investigators to access recordings. The system is web based and can be accessed remotely from any Windows 10 based PC with access to the internet.

## **B4. Call Monitoring & Recording**

**1. Vendor shall provide detailed information on its data storage locations, data redundancy practices, and the processes used when copying and storing all data for phone and video systems.**

  **CTEL/CPC Response:**

All recordings and call detail are stored off-site with redundant backups; keeping records secure for the duration of the agreement, plus a minimum period of one year following the expiration of the agreement. The ITS works with the Integrated Voice Recording Server (IVRS). IVRS records all calls within the ITS and stores these recordings on a SAS RAID system; all recordings stored on the IVRS are available for recall and playback.

The ITS provides authorized users with the ability to access calling activity, look at Call Detail Reports and listen to AIC call recordings from the ITS via the internet/web portal.

**2. The stored call recordings should be maintained at the Vendors central depository and remain uncompressed until the County's authorized personnel requests them to be downloaded.**

  **CTEL/CPC Response:**

All recordings and call detail are stored off-site with redundant backups; keeping records secure for the duration of the agreement, plus a minimum period of one year following the expiration of the agreement. The ITS works with the Integrated Voice Recording Server (IVRS). IVRS records all calls within the ITS and



stores these recordings on a SAS RAID system; all recordings stored on the IVRS are available for recall and playback.

The ITS provides authorized users with the ability to access calling activity, look at Call Detail Reports and listen to AIC call recordings from the ITS via the internet/web portal.

**3. All call recordings shall be stored online and available through the online user interface for 1 year.**



The ITS provides authorized users with the ability to access calling activity, look at Call Detail Reports and listen to AIC call recordings from the ITS via the internet/web portal.

**4. Facility personnel must be able to search call recordings by dialed number, date, time, AIC account, or site name.**



The ITS provides the following features for call searching:

- › Search for calls by the AIC PIN, the Permanent Booking Number, the AIC's name, or using a Prepaid Calling Card number
- › The call search can be performed using Date and Time frames
- › Searches can be conducted by individual or groups of telephones
- › Call type (Prepaid Calling Card, PIN Debit, Prepaid Collect, etc.)
- › Facility and housing locations
- › The called number
- › Termination Codes that distinguish between complete and incomplete calls
- › Best Known Name and Address (BKNA) that can provide who the phone is listed to, the address, the service provider, and the telephone type



**5. Facility personnel must be able to simultaneously live monitor conversations while the system is recording the conversations.**

**CTEL/CPC Response:**

The ITS provides the ability to record call channels simultaneously while Live Monitoring or Remote Live Monitoring is in use, with no degradation in quality.

**6. Facility personnel must be able to monitor, disconnect, and/or barge into a live call.**

**CTEL/CPC Response:**

The Live Monitoring application allows facility personnel to monitor, disconnect, or barge in to live call.

**7. The system must provide a call history through live monitoring to allow personnel to see recent activity for phone numbers and phones without navigating away from live monitoring.**

**CTEL/CPC Response:**

Authorized users can run a call history report in the Fusion Web Portal.

## 8. Please describe additional tools available.

### CTEL/CPC Response:

Live Monitoring provides the following functionality:

- Real-time view of system activity on all telephones
- Define watches based on called numbers, PINs, and origination stations/telephones
- Set alert options for notification of triggered watches
- Audible – beeping tone
- Visual – pop-up window activation and/or blinking window title
- Email – a central administrator or investigator
- Remote Live Monitoring by telephone
- Ability to listen to active calls
- Listen or park on a single telephone line
- Turn off audible monitoring, while continuing to view system activity
- View reports on call alert history
- Disconnect the call-in progress with a single mouse click.

## B5. Call Acceptance

### 1. The system will not allow communication until the called party until the call has been accepted.

### CTEL/CPC Response:

All calls require positive acceptance; the called party must dial the '1' digit to accept the call. Billing for the call starts when the called party presses the '1' digit to accept the call; incomplete call attempts such as network intercept recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. are not billed. The handset is muted, and the AIC cannot communicate with the called party until the call has been accepted by the called party.

**2. The system shall detect the difference between an accepted call, and an answering machine, busy signal, and other telephone activity. Please describe.**

  **CTEL/CPC Response:**

The ITS is programmed to detect the difference between an accepted call, an answering machine, busy signal, music ring tones or other telephone activity and prevent attempts by the AIC to place a 3-way call, or chain-dialing; once the call is complete, the connection is terminated. The ITS must have a hang up signal before a new number can be dialed.

**3. The proposed system shall provide an option for the called party to request rate of the call prior to acceptance.**

  **CTEL/CPC Response:**

The called party has the option to hear charges prior to the acceptance of the call; the ITS gives the called party prompts to access the call rates.

**4. The called party must actively accept the call with the option to enable auto accept of designated telephone numbers.**

  **CTEL/CPC Response:**

All calls require positive acceptance; the called party must dial the '1' digit to accept the call. Billing for the call starts when the called party presses the '1' digit to accept the call; incomplete call attempts such as network intercept recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. are not billed. The handset is muted, and the AIC cannot communicate with the called party until the call has been accepted by the called party.

**5. Billing does not begin until the call is accepted by the called party.**

  **CTEL/CPC Response:**

Billing of a call begins at the time of positive acceptance of the call. The called party must dial 1 to accept the call. Incomplete calls such as network intercept recordings; busy signals, no answers, refusals of calls, answering machine pick-ups, etc. are not billed.

## B6. System Security

1. The system must be able to be programmed for auto shut-off at times designated by the County.

CTEL/CPC Response:

The ITS can be programmed for auto shut-off at times designated by the facility authorized users. The ITS supports automatic on/off scheduling and can be varied by the day in additional to other parameters, such as AIC PIN, phone number dialed, housing unit and facility and County as a whole.

The screenshot displays the 'Circuit Settings - CPC Stack 14 Test Site' interface. On the left, there is a table of 'Assigned Circuits' with columns for ANI and Circuit Name. The main area contains a form for configuring a circuit. Key fields include:

- ANI: 8594411001
- Description: Test #1
- Phone Schedule: 2: 7AM - 12AM (highlighted in yellow)
- Timing Class: A: Timing Class A
- Line Code: 10 Digit Prio
- Line Treatment: STANDARD INMATE
- Call Treatment: Treatment 2
- Local NPA: 859
- Collect Rate Center: 987
- Pin Debit Rate Center: 1587
- Enable Voice Mail:
- Speed Dial Service Override:
- Private Pin Digits: 4
- Use Recorded Name:
- Active:
- PFE Mode (3 way): Flag CDR Only
- Recording: Record Always

Buttons for 'Delete Circuit', 'Save as Default', 'Update Multiple', and 'Update Circuit' are located at the bottom of the form.

2. County personnel must be able to manually shut down the system in case of emergency and must be capable of being enabled by customer, site, phone group and/or telephone.

 **CTEL/CPC Response:**

The personnel will be able to manually shut down the system with manual cut-off keys.

**3. The system shall be password protected to permit only authorized facility personnel access to the system.**

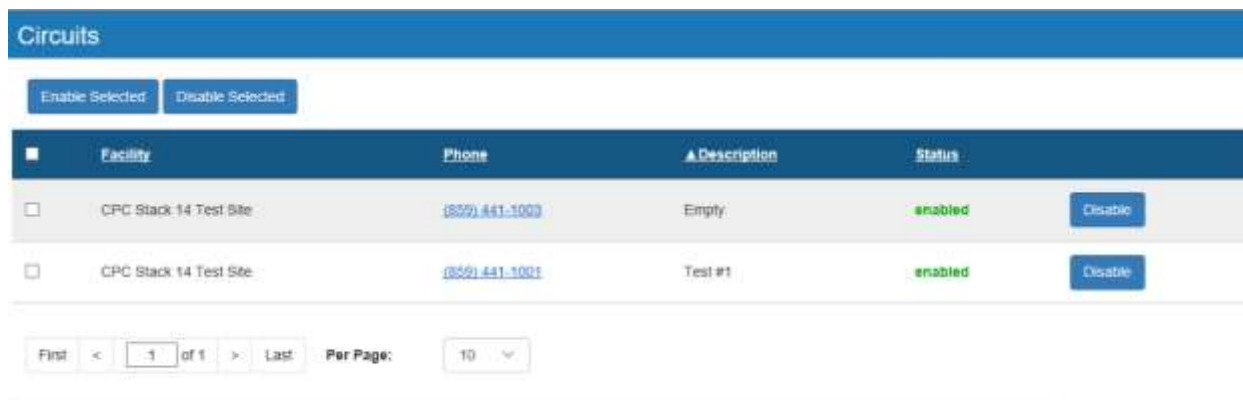
 **CTEL/CPC Response:**

The ITS is built on a Flexible Tiered Security Access. The System Administrator can provide access to system functions based on a user's needs. Some users can be provided full access while others may be limited to just running reports or searching call detail when building cases. The ITS provides for secure password protected access for investigators to utilize the software. The system uses modern web site development protocols that allow multiple users to access the system at the same time and maintain security. The Facility Administrator or their designee will receive training and have access to setting up access levels for designated personnel.

**4. The system must have the capability to enable and disable any phone at the facility from any secured internet capable computer.**

 **CTEL/CPC Response:**

Authorized users shall be able to shut down, individual telephones, blocks of telephones or the entire telephone system in real-time through the administrative software.



Facility	Phone	Description	Status	
<input type="checkbox"/>	CPC Stack 14 Test Site	(559) 441-1000	Empty	enabled <input type="button" value="Disable"/>
<input type="checkbox"/>	CPC Stack 14 Test Site	(559) 441-1001	Test #1	enabled <input type="button" value="Disable"/>

First < 1 of 1 > Last Per Page: 10



**5. The system's user security must provide restrictive access by public and private IP address. Personnel logging in from an IP address not assigned will not be allowed to access the system remotely.**

  **CTEL/CPC Response:**

The ITS is a centralized VoIP based solution that will allow authorized users, with appropriate security privilege access, to the system from anywhere, with internet access.

## **B7. Automated Information Services**

### **1. The systems must be successfully deployed and operating in more than 20 sites.**

  **CTEL/CPC Response:**

If requested, as part of this bid, CTEL/CPC will provide the Automated Public Information System (APIS). APIS is used at multiple facilities across the United States. Friends and family can call the specific number and reach the automated service that relays AIC specific and general facility information. The automated system will instruct friends and family to dial specific numbers on the phone keypad to select various options, the system does not utilize voice recognition.

### **2. The systems must be bilingual for non-English speaking Constituents.**

  **CTEL/CPC Response:**

The system can be set up to allow the public to choose from English or Spanish.

### **3. Systems must use Voice Recognition and Response for interactions.**

  **CTEL/CPC Response:**

The automated system will instruct friends and family to dial specific numbers on the phone keypad to select various options, the system does not utilize voice recognition.

### **4. Systems must have the ability to customize settings based on Facility and Constituent needs.**

  **CTEL/CPC Response:**

Friends and family can call the specific number and reach the automated service that relays AIC specific and general facility information. The information is customizable.

## B8. Reports

**1. The reports to the County will contain a variety of call information to suit the County's needs.**

  **CTEL/CPC Response:**

The system shall create and save a detailed record for every call or call attempt, whether the call is accepted or rejected, and the rate of the call shall be noted in the call record. The reason a call is not completed must be explained, examples: Call completed, no answer, caller hung up, called party hung up, called party did not accept, number restricted, pan restricted, voice biometrics failed, funds not available, incorrect pin number.

At a minimum the record for each call shall contain information that identifies the location and ID of the AIC phone used, the destination number called, the date and time of the call, the duration and cost of the call, type of call (local, IntraLATA, et cetera), the first and last name of the AIC, the MCDF AIC ID number, and AIC PIN number used.

**2. The system must be capable of providing web accessible real-time and historical reports with include but are not limited to:**

- **Call activity Reports**
- **Frequently Dialed Number Reports**
- **3-Way Call Attempt Report**
- **Dialed Number by More Than One AIC Report**
- **Call Volume by Phone Report**

  **CTEL/CPC Response:**

The system can provide call activity reports, frequently dialed number reports, 3-way call reports, dialed number reports, and call summary reports. Authorized users can log in to the Fusion Web portal to access the Frequently dialed Numbers report. The report must allow the user to specify a time frame and at a minimum include the destination number and the total number of calls to that destination number.



# Frequently Dialed Numbers Report

Show Filters

Results						
County Sheriffs Office - 08/01/2020 - 08/05/2020 - Threshold: 10						
Called Number	Minutes	Attempts	Connected	Accepted	Denied	
	66	34	30	12	18	
	55	24	23	3	20	
	13	17	17	6	11	
	86	16	16	12	4	
	68	16	15	15	0	
	10	11	10	3	7	
	12	10	10	6	4	
	36	10	9	9	0	

Results						
Time Stamp	Entry	Activity Name	User	Domain	Table	
08/27/2020 10:14:06 AM	Viewed PPC Statement Report	View	Richard Pryor	Backoffice	cdns	
08/27/2020 10:13:57 AM	Searched Call Detail Records	View			cdns	
08/27/2020 10:13:37 AM	Searched Call Detail Records	View			cdns	
08/27/2020 10:13:11 AM	Searched Call Detail Records	View			cdns	
08/27/2020 10:12:51 AM	Searched Call Detail Records	View			cdns	
08/27/2020 10:12:33 AM	Viewed Pin Statement Report	View	Richard Pryor	Backoffice	PNID	
08/27/2020 10:12:30 AM	Listened to Call Recording	View			cdns	
08/27/2020 10:12:21 AM	Searched Call Detail Records	View			cdns	
08/27/2020 10:12:14 AM	Listened to Call Recording	View			cdns	
08/27/2020 10:12:12 AM	Searched Call Detail Records	View			cdns	

Search Parameters: Start Date = 07/06/2020; Start Time = 000000; End Date = 08/28/2020; End Time = 235959; CalledNum = ; Cardid = ; PIn = ; CallTypes = 7, 4, 1, 9, 8, 10; TerminateCodes = 06, 07, 02, 43, 35, 01, 03, 82, 19, 04; BlockCodes = ; Site Ids =

First < 3 of 15391 > Last Per Page: 10



**3. The system must be capable of providing other detailed reports which include but are not limited to:**

- **Phone Location of originating call**
- **Time of call**
- **Telephone number called**
- **Most frequently called numbers**
- **Length of call**
- **Identify numbers called from a specific telephone**
- **Identify telephone numbers called by a specific AIC**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands. Printable call detail reports must be pre-configured to display the name of the facility and at a minimum the following fields of information for each record in the report: AIC Phone Station; Location (of the affiliate phone), Destination number, Date and Time of the call, duration of the call, MCCDF AIC ID number, AIC PIN number, AIC first and last name, cost of the call, whether or not the call was accepted, the reason a call was not completed must be explained. Examples: no answer, caller hung up, called party hung up, called party did not accept, number restricted, plan restricted, voice biometrics failed, funds not available, incorrect pin number. The printed report must print out on 8 ½ x 11-inch sheets of paper and must not be smaller than a size 10 Arial font.

**4. Vendor shall attach samples of their reports.**

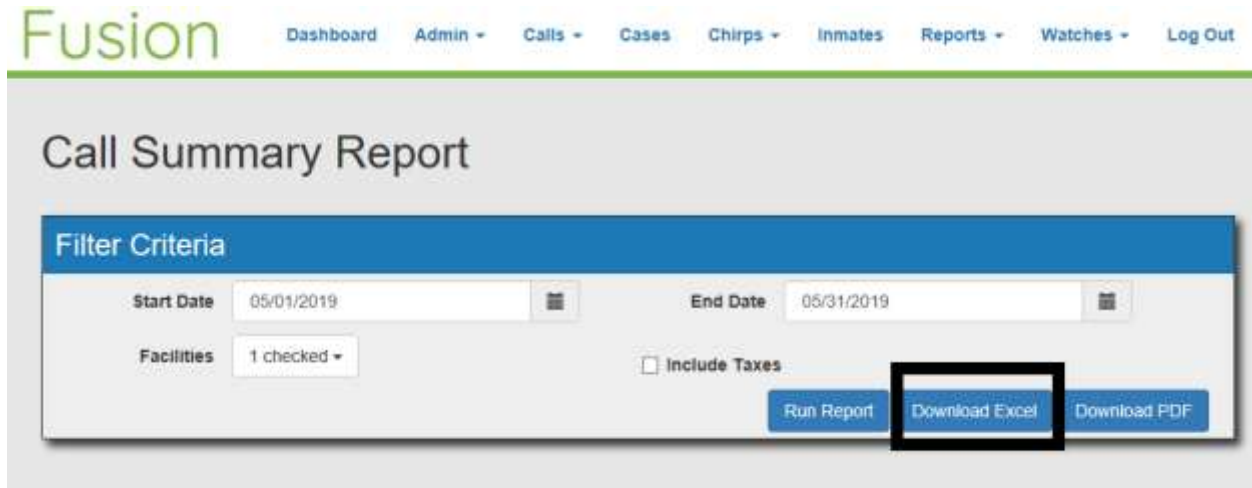
  **CTEL/CPC Response:**

See Section: Additional Attachments for Sample Reports.

5. The system shall have the ability to export reports in Excel, Adobe, and comma separated formats.

  CTEL/CPC Response:

The system must provide an Export function that allows call detail reports to be exported in various file formats.





**6. Vendor shall provide a secure access to all reports and calling activity within the facility via the internet/web.**

  **CTEL/CPC Response:**

All recordings and call detail are stored off-site with redundant backups; keeping records secure for the duration of the agreement, plus a minimum period of one year following the expiration of the agreement. The ITS works with the Integrated Voice Recording Server (IVRS). IVRS records all calls within the ITS and stores these recordings on a SAS RAID system; all recordings stored on the IVRS are available for recall and playback. The ITS provides authorized users with the ability to access calling activity, look at Call Detail Reports and listen to AIC call recordings from the ITS via the internet/web portal. The ITS provides the following features for call searching:

- › Search for calls by the AIC PIN, the Permanent Booking Number, the AIC's name, or using a Prepaid Calling Card number
- › The call search can be performed using Date and Time frames
- › Searches can be conducted by individual or groups of telephones
- › Call type (Prepaid Calling Card, PIN Debit, Prepaid Collect, etc)
- › Facility and housing locations
- › The called number
- › Termination Codes that distinguish between complete and incomplete calls
- › Best Known Name and Address (BKNA) that can provide who the phone is listed to, the address, the service provider, and the telephone type

7. Please list and describe additional investigative tools available with the system.

CTEL/CPC Response:

CTEL/CPC has read and understands.

**Fusion**

**SECURE WEB PORTAL**

The ITS is a centralized VoIP based solution that will allow authorized users, with appropriate security privilege access, to the system from anywhere, with internet access.

The ITS is built on a Flexible Tiered Security Access. The System Administrator can provide access to system functions based on a user's needs. Some users can be provided full access while others may be limited to just running reports.

**EASILY ACCESS & MANAGE CALL RECORDINGS**

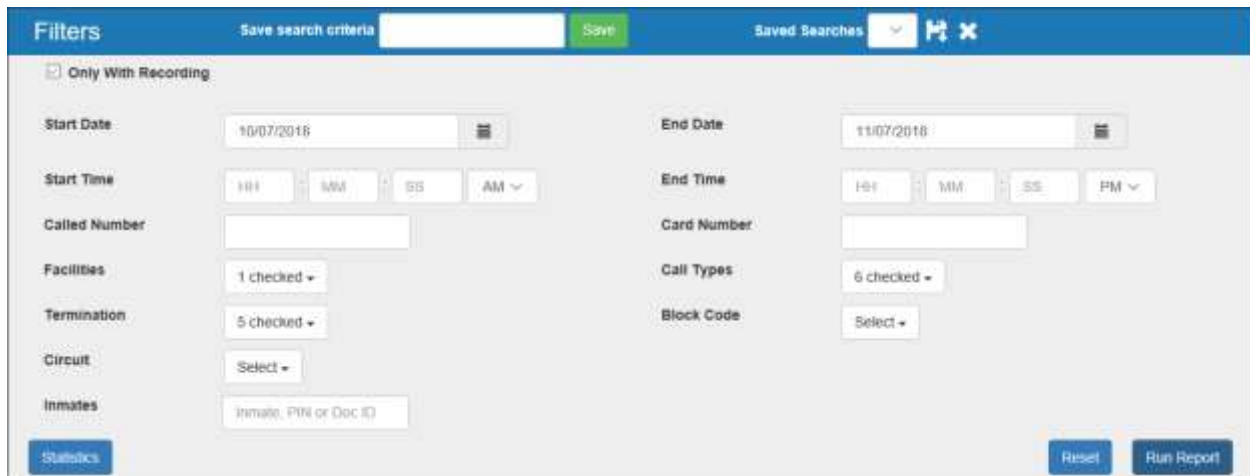
The CPC Inmate Telephone System (ITS) provides authorized users with the ability to access calling activity, look at Call Detail Reports and listen to inmate call recordings from the ITS via the internet/web portal. Authorized users can easily download a single call or multiple calls via the "Create Batch" function in the user-friendly web portal. Users can also email call recordings directly from the system.

When	Duration	Destination	Station	Call Type	Charge	Inmate	Termination	DN	Card Id	Actions
01/04/2019 07:56:07 All	00:02:27	(531) 305-	County Jail - 220 R BOOKIN 2706671002	Prepaid	\$0.84		Normal Call			

00:43 / 04:03

**Detailed Call Search** - Authorized users will be able to access detailed information on call detail records. The ITS provides the following features for call searching:

- › Search for calls by the Inmate PIN, the Permanent Booking Number, the inmate's name, or using a Prepaid Calling Card number
- › The call search can be performed using Date and Time frames
- › Searches can be conducted by individual or groups of telephones
- › Call type (Prepaid Calling Card, PIN Debit, Prepaid Collect, etc.)
- › Facility and housing locations
- › The called number
- › Termination Codes that distinguish between complete and incomplete calls
- › Best Known Name and Address (BKNA) that can provide who the phone is listed to, the address, the service provider, and the telephone type



**Download & Retrieve Recordings:** The ITS provides authorized users with the ability to access calling activity, look at Call Detail Reports and listen to inmate call recordings from the ITS via the internet/web portal. Authorized users can easily download a single call or multiple calls via the “Create Batch” function in the user-friendly web portal. Users can also email call recordings directly from the system.

**Off-site storage of recorded calls:** All call recordings and call details are recorded, stored and backed-up off-site at a secured location. Call details and recordings are retained for future investigative purposes.

**Best Known Address** - Investigators can determine the location of a call made to a land line. Once the call is located in the system the investigator will be able to bring up the name and address based on a reverse number lookup. A map of the location can be displayed by simply clicking on the Location icon during a call search.

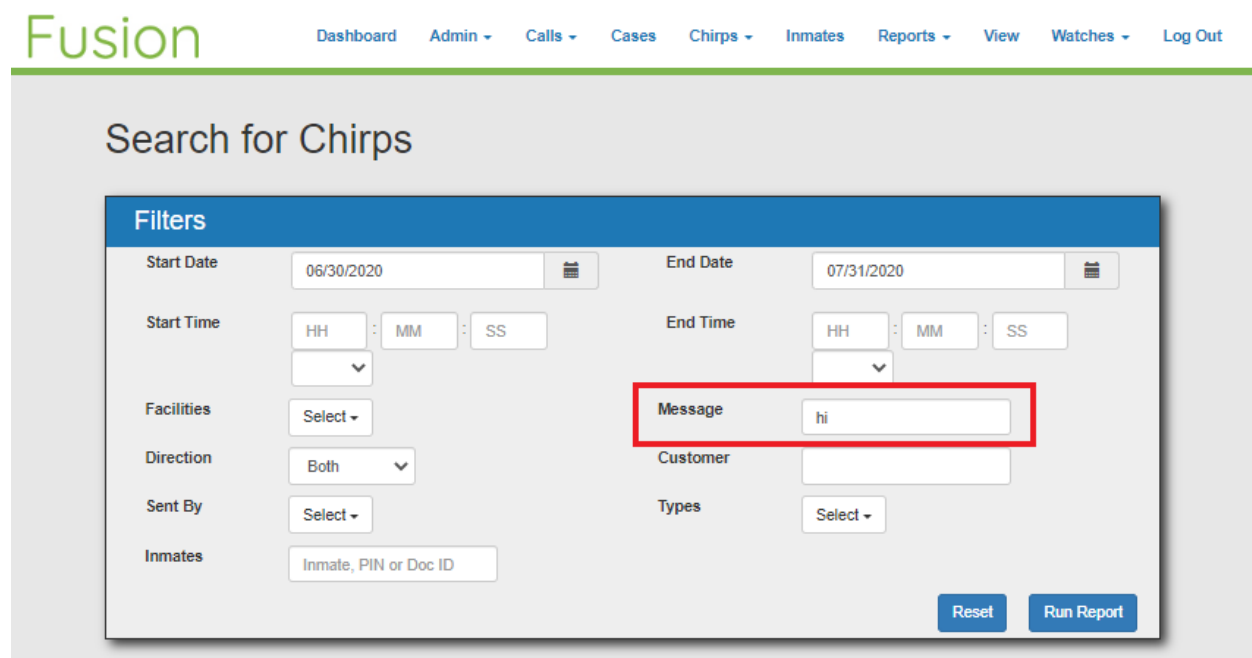
Name	Address	City	State	Zip	Carrier	Phone Type
Jane Doe			MO	653812130	AT&T	Wireless / Cellular Phone
Jim Jones			IN	463474539	AT&T	Wireless / Cellular Phone
Jason Adams			IN	469510543	AT&T	Wireless / Cellular Phone
Sue Jones			IN	469510543	AT&T	Wireless / Cellular Phone

**Call Watches** -The ITS provides a Call Watch feature that can email investigators when calling is made to predesignated targets. The system trigger can be the inmate making the call, the telephone number the inmate is calling, or all calls made from an inmate telephone.

**Live Monitoring** - The ITS has an integrated monitor and recording application known as Live Monitoring. Within the application, authorized staff is able to customize the views and functions to meet their individual need. The toolbar buttons and menus have been designed to obtain information easily and quickly. Live Monitoring provides the following functionality:

- › Real-time view of system activity on all telephones
- › Define watches based on called numbers, PINs, and origination stations/telephones
- › Set alert options for notification of triggered watches
- › Audible – beeping tone
- › Visual – pop-up window activation and/or blinking window title
- › Email – a central administrator or investigator
- › Remote Live Monitoring by telephone
- › Ability to listen to active calls
- › Listen or park on a single telephone line
- › Turn off audible monitoring, while continuing to view system activity
- › View reports on call alert history

**Inmate Chirping Key Word Search** - Authorized Users can log into the Fusion Web Portal and search for specific phrases or words used by detainees in the inmate chirps.



**Fusion**    Dashboard   Admin ▾   Calls ▾   Cases   Chirps ▾   Inmates   Reports ▾   View   Watches ▾   Log Out

### Search for Chirps

**Filters**

Start Date	<input type="text" value="06/30/2020"/>	End Date	<input type="text" value="07/31/2020"/>
Start Time	HH : MM : SS	End Time	HH : MM : SS
Facilities	Select ▾	Message	<input type="text" value="hi"/>
Direction	Both ▾	Customer	<input type="text"/>
Sent By	Select ▾	Types	Select ▾
Inmates	<input type="text" value="Inmate, PIN or Doc ID"/>		



## **B9. Visitation room Phone Monitoring and Recording (8 visitation rooms)**

**1. Vendor will detail the proposed visitation phone recording & monitoring system. This detail shall include but not be limited to the name of the manufacturer/Vendor used, if service and equipment are not provided directly by Vendor, scheduling software, user interface, control/administrator interface, integration requirements and remote network capabilities.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**2. System should be integrated with AIC calling system.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**3. System should include anti-tamper screws on a stainless-steel wall plate, spiral-sound stainless-steel armored cable, and anti-tamper transmitter/receiver installed in a small encasement.**

  **CTEL/CPC Response:**

CTEL/CPC will provide non-coin, prepaid AIC telephones composed of durable, tamper free equipment suitable for a detention environment.



**4. System must have the ability to record all visitation conversations, or if PINs are applied be able to record specific conversations.**

  **CTEL/CPC Response:**

All visits are recorded with the exception of privileged and confidential sessions between attorneys and their clients.

**5. System must have the ability to monitor live conversations.**

  **CTEL/CPC Response:**

Authorized users have the ability to listen to live conversations while the system is recording in real-time. During playback of the recorded conversation, authorized users can mark specific portions of the recordings, add notations to the record, and burn them to a CD or save for later listening.

**6. System must be scalable and easily upgraded remotely.**

  **CTEL/CPC Response:**

CTEL/CPC has a network monitoring platform which monitors all devices located both at CTEL/CPC's data centers and at each facility. If a device stops responding all together or there is an error detected in the operation of the device, CTEL/CPC's IT Department and technicians are immediately notified via wireless service. In many cases, problems can be resolved remotely.

CTEL/CPC's AIC phone switch has an in-depth alarm system that monitors individual switch services and notifies CTEL/CPC's IT Department immediately via email. In the event of a service outage, CTEL/CPC will notify the facility within 15 minutes.

**7. Call details records must be stored of each visitation conversation.**

  **CTEL/CPC Response:**

All recordings and call detail are stored off-site with redundant backups; keeping records secure for the duration of the agreement, plus a minimum period of one year following the expiration of the agreement. The ITS works with the Integrated Voice Recording Server (IVRS). IVRS records all calls within the ITS and stores these recordings on a SAS RAID system; all recordings stored on the IVRS are available for recall and playback; access to recordings is possible using the Facility Manager application. Facility Manager is a Web based software application that provides access to calling data searchable by date, time, called number, PIN and various other search criteria. Any recording with proper user permissions can be downloaded to a local computer.

Facility Manager provides access to calling data and recordings searchable by date, time, called number, PIN and various other search criteria. Any recording with proper user permissions can be downloaded to a local computer.

**8. System must have the ability to specify a phone as private attorney visitation, which conversations will not be recorded.**

  **CTEL/CPC Response:**

All visits are recorded with the exception of privileged and confidential sessions between attorneys and their clients. The Klamath County Sheriff's Office can require that certain phones only be used for private attorney visits. Admins with the Klamath County Sheriff's Office will have the ability to switch recordings on and off, through our centralized platform.

**9. System must provide the capability to disable and enable visitation recording by PIN, on demand, and in real time.**

  **CTEL/CPC Response:**

The system allows visitation calls even in the event that the call platform goes down.

**10. System must continue to allow visitation calls even in the event the call platform goes down.**

  **CTEL/CPC Response:**

System will allow visitation communication to continue in the event that the main AIC telephone system is shut down.

**11. System must allow multiple visitors to visit with a single AIC.**

  **CTEL/CPC Response:**

System can allow multiple visitors to visit with a single AIC.

**12. System should allow visitation communication to continue in the event the main AIC telephone system is shut down.**

  **CTEL/CPC Response:**

System will allow visitation communication to continue in the event that the main AIC telephone system is shut down.

## **B10. Voice Biometrics**

**a. Please describe what is available.**

  **CTEL/CPC Response:**



## CPC Investigator's Toolbox



**Covert Enrollment** - The voice print is created without the inmate's knowledge, requiring no voice verification enrollment process.



**Identify Multi-Speaker Events** - The system will recognize when more than one inmate is speaking on a call.



**Detailed Call Searching** - Allows investigators to search calls based on a wide variety of criteria.



**Visual Link Analysis** - Shows a visual representation of an inmate's connections.



**Identify PIN Sharing Events** - The system recognizes when an inmate is making a call by using a different inmate's PIN number.



**Best Known Name and Address Tool** - When available, the system will show the contact information associated with the called phone number.

## Voice Print Technology

The system uses voice print technology to continuously identify the voices of all inmates on a call. The system is able to analyze speech from any source, in multiple languages.

## Visual Link Analysis

The system features a Visual Link Analysis that shows a visual web representation of an inmate's connections. Inmate relationships with other inmates, along with called phone numbers are depicted in this visual tool.



-  **Positive ID:** All calls from inmate pin to destination number are the target inmate
-  **Pin Sharing:** At least one call from inmate pin to destination number is not the target inmate
-  **Multi Speaker:** At least one call from inmate PIN to destination number contains target inmate and at least one other inmate
-  **PIN sharing / Multi Speaker:** Calls from inmate PIN to destination number contain bot, calls without target inmate and calls where the target inmate plus at least 1 more inmate appear

## Best Known Name and Address Tool (BKNA)

The Best-Known Name and Address (BKNA) Tool that identifies (when possible) the owner of the called telephone number.

Dialed Number: (888)-697-4736

Contact Information

John Doe  
 100 Aqua Drive  
 Cold Spring KY, 41076  
 United States



## B11. Email

### 1. Please describe what is available.



CTEL/CPC can provide an email solution. Friends and family can fund an email account via the user-friendly website. Inmates can send and receive email via the View inPod Kiosk solution.

In addition to email, CTEL/CPC is also proposing another messaging solution called The Chirper. This solution can be provided to all inmates for real-time chirping (texting). Two-way communication with immediate transmission helps foster a better and safer environment all around. Real time texting is the most popular form of communications in the counties we serve.

## B12. Video Visitation System

### Hosted Video Visitation - Software Requirements

**1. Vendor must demonstrate software that has been provided consistently over the past 12 months. Software must be updated on a regularly scheduled plan at a minimum of three times per year.**



The proposed Video Visitation System has been installed in over 150 county jails across the United States. Software is regularly updated.

**2. The system, which includes visitation scheduling, user management, and policy management software, must be web-based, and allow for Klamath County to administer visitation sessions and visitation operations based on Klamath County policies.**



The system is a single web-based scheduling application allowing public and professional visitors to register and schedule visits using a standard internet browser and an internet connection. Friends and

family can register online based on the facility's rules and procedures. The system, which includes visitation scheduling, user management, and policy management software, is web-based and will allow for Klamath County to administer visitation sessions and visitation operations based on Klamath County policies.

**3. Visitation sessions shall connect automatically, without any intervention from Klamath County.**

  **CTEL/CPC Response:**

Visitation sessions shall connect automatically, without any intervention from Klamath County.

**4. The system must assign a unique identification number to each AIC and user.**

  **CTEL/CPC Response:**

The system will assign a unique identification number to each AIC and user.

**5. The AIC interface must have a multi-lingual interface (English and Spanish at a minimum)**

  **CTEL/CPC Response:**

Before the start of a video visitation session, both the AIC and visitor are notified that the visit is being monitored and recorded. This message can be displayed in English and Spanish.

**6. The system should provide web-based visitation scheduling for authorized users (Agency staff, attorneys, the public) utilizing any standard web browser.**

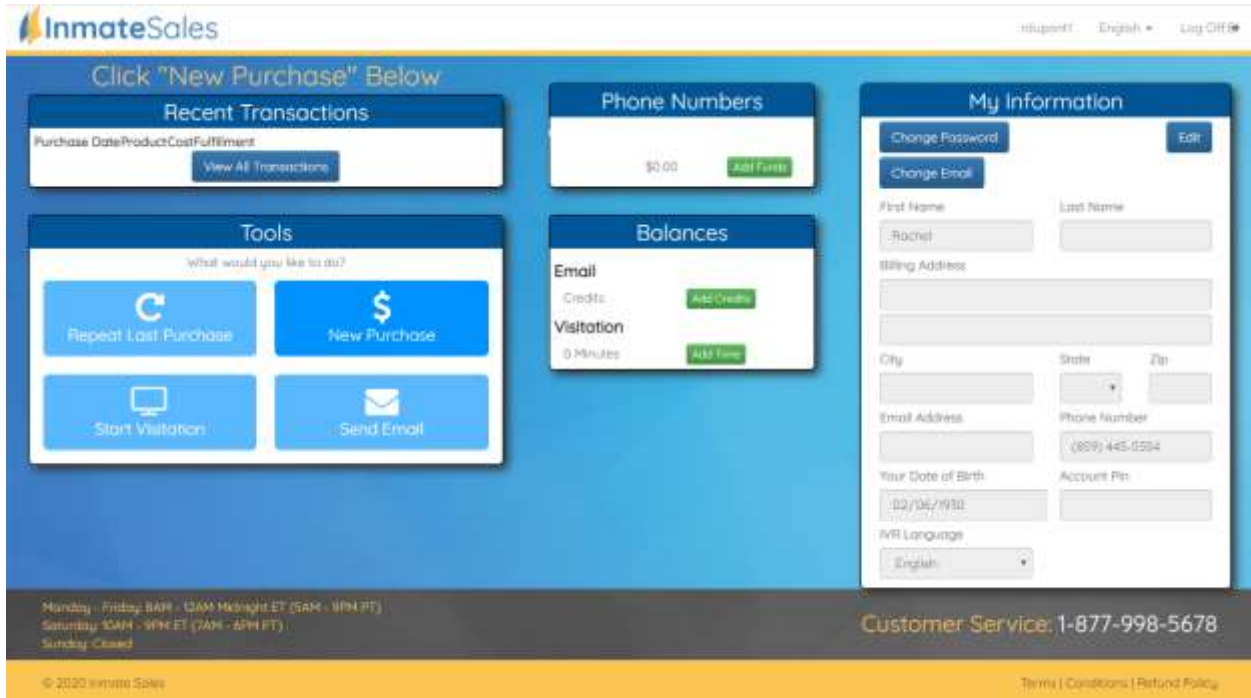
  **CTEL/CPC Response:**

The proposed system allows for onsite and remote video visitation. Friends and family can purchase minutes and schedule visits online. The public can easily register and schedule an onsite or remote video visitation session via a computer or internet enabled mobile device. Friends and family to schedule a





visitation by selecting the facility, inmate, and visitation date. The system can be set up in accordance with the County’s visitation policies.



7. The system must display pending visits to Klamath County staff and to those incarcerated.

 CTEL/CPC Response:

The proposed system will display pending visits to Klamath County staff and to those incarcerated.

8. The system must be able to automatically detect if remote visitor’s computer system meets minimum requirements for system connectivity.

 CTEL/CPC Response:

Public visitors will easily be able to schedule on-site and remote AIC visitations online through the user-friendly website using Internet browsing programs, such as Internet Explorer, Mozilla Firefox, Google Chrome, etc., and without requiring the download and/or installation or configuration of special software.

**9. The system must allow users to schedule visitation sessions easily and simply.**

  **CTEL/CPC Response:**

The System allows for onsite and remote video visitation. Public visitors will easily be able to schedule on-site and remote AIC visitations online through the user-friendly website using Internet browsing programs, such as Internet Explorer, Mozilla Firefox, Google Chrome, etc., and without requiring the download and/or installation or configuration of special software. The Customer Service Center can assist with setting up prepaid accounts, taking payments, troubleshooting technical issues, setting up call blocks, and multiple other inquiries. Friends and family have access to multiple methods of support including our user-friendly website, automated IVR, and live customer service representatives.

**10. Remote video visitation sessions must be able to be conducted in both Android and Apple formats for smartphones and tablets.**

  **CTEL/CPC Response:**

Remote video visitation sessions can be conducted in both Android and Apple formats for smartphones and tablets.

**11. The system must require visitors to provide both a photo of themselves and photo of identification (e.g. driver's license) during registration for Agency staff approval prior to a visitation session.**

  **CTEL/CPC Response:**

The system can require the public to upload a picture of their government issued ID during the registration process. The system can be set up to require approval by facility on all visitors prior to visiting with an AIC.

Home	Control Panel	Reports	Commissary	Live Monitoring	Accounts
Facility: <input type="text"/>					
<a href="#">Subjects</a> <a href="#">Visitation</a> <a href="#">Mail</a> <a href="#">Facility</a> <a href="#">Security</a>					
<a href="#">Approvals</a> <a href="#">Schedules</a> <a href="#">Content</a> <a href="#">Stations</a> <a href="#">Groups</a> <a href="#">Time Schedules</a> <a href="#">Usage Limits</a> <a href="#">New Visitation Schedule</a>					
<b>Video Visitation Approvals</b>					
Inmate: <input type="text"/> ALL <input type="text"/>					
Visitor: <input type="text"/>					
Date Start: <input type="text"/> End: <input type="text"/>					
Status: <input checked="" type="checkbox"/> PendingApproval <input checked="" type="checkbox"/> Processed					
<input type="button" value="Search"/>					
	Visitor	SubjectId	Inmate	Status	Date
<input type="button" value="select"/>		907444		Processed	9/5/2019 11:10:27 AM
<input type="button" value="select"/>		8110		Processed	9/5/2019 12:23:40 PM
<input type="button" value="select"/>		912733		Processed	9/6/2019 4:49:50 PM

**12. Visitors must be able to pay for the video visitation session using either a credit card or debit card.**

**CTEL/CPC Response:**

Friends and family can go to the user-friendly website to deposit funds in their account with either a credit or debit card.

**13. The system must only display timeslots that meet Klamath County policies.**

**CTEL/CPC Response:**

The system allows the facility to manage and schedule remote video visitation and onsite video visitation. The system blocks out access to stations that are already scheduled. Facility can review visitation requests, view the list of scheduled visits, cancel visitations, and move visits. If a visit is cancelled, the system will notify the visitors via an email if the visitation session has been cancelled.

**14. The system must conduct conflict checking and only display times which are available when visits are being scheduled.**



  **CTEL/CPC Response:**

The system allows the facility to manage and schedule remote video visitation and onsite video visitation. The system blocks out access to stations that are already scheduled. Facility can review visitation requests, view the list of scheduled visits, cancel visitations, and move visits. If a visit is cancelled, the system will notify the visitors via an email if the visitation session has been cancelled.

**15. The system must allow users to easily change their personal information (i.e., password, address, phone number, etc.).**

  **CTEL/CPC Response:**

Friends and family members will be able to easily set up and modify their account information via the user-friendly website. They can also reach out to our Customer Service Center for assistance on modifying their account information.

16. The system must send an email to a visitor when a visit is scheduled, modified, or cancelled.

CTEL/CPC Response:

The system shall automatically attempt to reschedule all visits associated with the AIC if the AIC has changed housing locations. If an AIC is released the video visitation will no longer show up in the system, this is not the same as a canceled visit. If a visit is cancelled, the system will notify the visitors via an email if the visitation session has been cancelled.

	Facility	CallType	TermCode	Duration	Station	Inmate	Visitor	Date
<a href="#">details</a> <a href="#">inmate</a> ★		VideoVisitation_Remote	Normal	11:31				9/4/2020 7:08:13 AM
<a href="#">details</a> <a href="#">inmate</a> ★		VideoVisitation_Remote	Normal	02:52				9/4/2020 7:04:44 AM
<a href="#">details</a> <a href="#">inmate</a> ★		VideoVisitation_Remote	Normal	04:00				9/4/2020 6:56:01 AM
<a href="#">details</a> <a href="#">inmate</a> ★		VideoVisitation_Remote	Normal	04:43				9/4/2020 6:51:07 AM
<a href="#">details</a> <a href="#">inmate</a> ★		VideoVisitation_Remote	Normal	03:01				9/4/2020 6:47:58 AM
<a href="#">details</a> <a href="#">inmate</a> ★		VideoVisitation_Remote	CallrHungUp	05:53				9/4/2020 6:41:16 AM
<a href="#">details</a> <a href="#">inmate</a> ★		VideoVisitation_Remote	RecvrHungUp	04:29				9/4/2020 6:36:02 AM

17. The system must assign unique visitation identification numbers for every visit for reporting and tracking purposes.

CTEL/CPC Response:

The system assigns a unique visitation identification numbers for every visit for reporting and tracking purposes.

**18. The system must offer customizable set durations (e.g. 20, 30, 40 minutes) for each visit.**

  **CTEL/CPC Response:**

The system allows for customizable set durations for video visitation sessions.

**19. 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.**

  **CTEL/CPC Response:**

The system provides a visual warning message to inform the visitor and the AIC that the session will be ending by providing a visual countdown timer.

**20. The system must provide different levels of functionality to facility staff users based on user type. For example:**

- **Administrators: create/manage/edit – users, schedules, visitation rules, download recorded sessions, etc.**
- **Users: create/manage scheduled video visits, live monitoring sessions, approve/deny visitors**
- **Read-only user: can only view scheduled visits**

  **CTEL/CPC Response:**

The system is a privileged based system allowing for the assignment of different roles that allow specific privileges to the assigned user. CTEL/CPC will train all users of the system.

**21. The system will require a unique username and password that will allow the user their level of functionality.**

  **CTEL/CPC Response:**

The system requires a unique username and password to login to the administrative software.

**22. The system shall provide specific information for tracking AIC and visitor activities and patterns by, at a minimum, the following criteria:**

- **AIC ID number**
- **Session ID**
- **Appointment ID**
- **AIC first/last name**
- **Visitor name**
- **Date and time of visit.**
- **AIC video visitation station; and location/housing unit**
- **Daily, weekly, and monthly visit statistics.**

  **CTEL/CPC Response:**

Authorized users can login to the administrative software to access recordings and reports. The system has a variety of reports that include information such as facility and housing unit, daily visitation schedules, inmate visit history, date range selectable. The View data can be exported from the system and used in other reporting features.

23. The system will provide audit trail/logs of all activity (i.e., user login times and locations, which users have scheduled/modified/cancelled a visit, etc.).

**CTEL/CPC Response:**

The Fusion Web Portal features an audit report on user activity.

Results						
Time Stamp	Entry	Activity Name	User	Domain	Table	
08/27/2020 10:14:06 AM	Viewed PPC Statement Report	View	Richard Pryor	Backoffice	cdrs	
08/27/2020 10:13:57 AM	Searched Call Detail Records	View	Richard Pryor	Backoffice	cdrs	
08/27/2020 10:13:37 AM	Searched Call Detail Records	View	Richard Pryor	Backoffice	cdrs	
08/27/2020 10:13:11 AM	Searched Call Detail Records	View	Richard Pryor	Backoffice	cdrs	
08/27/2020 10:12:51 AM	Searched Call Detail Records	View	Richard Pryor	Backoffice	cdrs	
08/27/2020 10:12:33 AM	Viewed Pin Statement Report	View	Richard Pryor	Backoffice	PINID	
08/27/2020 10:12:30 AM	Listened to Call Recording	View	Richard Pryor	Backoffice	cdrs	
08/27/2020 10:12:21 AM	Searched Call Detail Records	View	Richard Pryor	Backoffice	cdrs	
08/27/2020 10:12:14 AM	Listened to Call Recording	View	Richard Pryor	Backoffice	cdrs	
08/27/2020 10:12:12 AM	Searched Call Detail Records	View	Richard Pryor	Backoffice	cdrs	

Search Parameters: Start Date = 07/06/2020; Start Time = 000000; End Date = 08/28/2020; End Time = 235959; CalledNum = ; CardId = ; PIn = ; CallTypes = 7, 4, 1, 5, 8, 10; TerminateCodes = 06, 07, 02, 43, 35, 01, 03, 82, 19, 04; BlockCodes = ; Site Ids =

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**24. The system will allow for an interface with or data retrieval from Klamath County Jail Management System.**

- **The system must use the same AIC identification number as created by the Jail Management System to identify the AIC on the video visitation system.**
- **The system must automatically cancel a visit if the AIC’s visitation eligibility status has changed, the AIC is moved to a location which does not allow or does not have visitation available or the AIC has been released.**
- **The system must send an email cancellation notification to the visitor if a visit is cancelled.**

  **CTEL/CPC Response:**

The system integrates with the facility’s JMS. The system shall automatically attempt to reschedule all visits associated with the AIC if the AIC has changed housing locations. If an AIC is released the video visitation will no longer show up in the system, this is not the same as a canceled visit. If a visit is cancelled, the system will notify the visitors via an email if the visitation session has been cancelled.

**25. The system will provide for an Exclusion List which allows the Klamath County to set visitor exclusions (i.e., Visitor A is permitted to visit with anyone in the jail excluding one or more selected AIC) because they are known gang affiliates, contraband smugglers, etc.**

  **CTEL/CPC Response:**

The system can review visitation requests, view the list of scheduled visits, cancel visitations, and determine if certain users should be blocked from visitation.



**26. The system will provide Cancellation/Interruption Broadcast capabilities. The Klamath County staff 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 AIC movement and can later be rescheduled.**

  **CTCL/CPC Response:**

The County will be able to “blind monitor” non-confidential visits, where visitors are unaware of the monitoring, from on site and/or off-site locations. The county will be able to interrupt ongoing visits.

**27. The system provides authorized administrative users the ability to do searches and create reports.**

  **CTCL/CPC Response:**

The system features comprehensive administrative module. The VVS system has a variety of reports that include information such as facility and housing unit, daily visitation schedules, AIC visit history, date range selectable.

28. The system provides a way to display and filter scheduled visits to Staff, so they know where and when an AIC needs to be available for pending video visits.

**CTEL/CPC Response:**

Authorized users can login to the administrative software and view scheduled visits. The unit located in the inmate’s pod will display the visitation schedule.

The screenshot shows the administrative software interface. At the top is a navigation menu with tabs: Home, Control Panel, Reports, Commissary, Live Monitoring, and Accounts. Below the menu is a 'Facility:' dropdown menu. A secondary menu contains tabs for Subjects, Visitation, Mail, Facility, and Security. Under 'Visitation', there are sub-tabs: Approvals, Schedules, Content, Stations, Groups, Time Schedules, Usage Limits, and New Visitation Schedule. The 'Search' section includes a 'Facility:' dropdown, a 'Search:' text input, and 'Type:' checkboxes for 'online' and 'onsite'. There are also 'Auto Approved:' radio buttons for 'ALL', 'NO' (selected), and 'YES'. Date pickers for 'Start:' (9/4/2020) and 'End:' are present. Filter checkboxes include 'PendingUserCompletion', 'PendingApproval', and 'Status:' with 'Approved' selected, and 'Cancelled' and 'Denied' unselected. A 'Search' button is at the bottom of the filter section. Below the search area is an 'Export' button. The main content is a table of scheduled visits.

	Id	Inmate	Housing	Visitor	Date Scheduled	PastDue	Duration	Type	Status
<a href="#">select</a>	886408	[Redacted]	U5	[Redacted]	9/9/2020 1:00:00 PM		00:30:00	online	Approved
<a href="#">select</a>	886592	[Redacted]	U3	[Redacted]	9/8/2020 4:30:00 PM		00:30:00	online	Approved
<a href="#">select</a>	886146	[Redacted]	U4	[Redacted]	9/8/2020 8:30:00 AM		00:30:00	online	Approved
<a href="#">select</a>	885133	[Redacted]	U3	[Redacted]	9/6/2020 8:00:00 PM		00:30:00	online	Approved

**29. The system shall allow for visitation recording.**

- Visits will be recorded by user type
- Recorded visits will be searchable and viewable
- Recorded visits will be stored for 90 days
- Klamath County must be able to lock certain recordings such that they will not be purged as part of the standard retention duration.
- Recorded visits must be able to be downloaded into a standard video format (e.g. MP4): Recordings are kept on-site for a period of 90 days, and off site (archived) for up to 3 years.

**CTEL/CPC Response:**

Remote and Onsite Video Visitation Recordings are stored on an onsite server at the jail immediately after visit ends. Every twenty-four (24) hours the recordings shall be sent to the main administrative View Web Server located at CTEL/CPC from the site server to allow viewing of the recordings via the View Administrative Website. The system can process simultaneous visits. Backups are taken daily of the recordings, on the Administrative View web server and pushed to CTEL/CPC's network attached storage. The Network Attached storage is retained in multiple data centers for disaster recovery purposes. Recorded visits are downloadable into a standard video format. CTEL/CPC can store the video recordings for 90 days upon request. Authorized users can login to the administrative software to access recordings and reports. The VVS system has a variety of reports that include information such as facility and housing unit, daily visitation schedules, AIC visit history, date range selectable. The View data can be exported from the system and used in other reporting features.

**1** Select your Search Parameters and click Search.

**2** Click on the Details button to see visit details, view/download the visitation recording, or add notes.

**3** Click Play to view the recording or download to save the recording to a local device.

details	Inmate	Facility	CallType	TermCode	Duration
details	Inmate		VideoVisitation_Remote	Normal	11:31
details	Inmate		VideoVisitation_Remote	Normal	02:52
details	Inmate		VideoVisitation_Remote	Normal	04:00
details	Inmate		VideoVisitation_Remote	Normal	04:43
details	Inmate		VideoVisitation_Remote	Normal	03:01
details	Inmate		VideoVisitation_Remote	CallrHungUp	05:53
details	Inmate		VideoVisitation_Remote	RecvrHungUp	04:29

**30. Authorized personnel must be able to schedule visitation sessions quickly and easily.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands. Authorized personnel will be able to schedule visitation sessions.

**31. The system will provide Visitation Rules capabilities that allows for configurable rules to be established in order to encourage usage and minimize the number of people in the lobby. Such should be configurable to include at least the following:**

- **AIC is allowed X quantity of on-site visits**
- **AIC is allowed X quantity of remote visits**
- **AIC location A is allowed X quantity of on-site visits**
- **AIC location A is allowed X quantity of remote visits**
- **Visitor type A is allowed X quantity of on-site visits**
- **Visitor type A is allowed X quantity of remote visits**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands. The system allows the facility to create inmate and visitor quotas based upon time and or count with a customizable duration. The system can be set up to accommodate for different types of visits such as internet, onsite, etc.

**32. The system must be able to communicate with the video hardware at the time of a scheduled visit so that the visitation session will automatically commence without staff involvement.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands. The system will communicate with the video hardware at the time of a scheduled visit so that the visitation session will automatically commence without staff involvement.

**33. The system must have visitation recording capabilities.**

  **CTEL/CPC Response:**

The system features visitation recording capabilities. Backups are taken daily of the recordings, on the administrative View web server and pushed to the network attached storage. The Network Attached storage is retained in multiple data centers for disaster recovery purposes. The standard video storage is ninety days but can be negotiated.

**34. All scheduling of video visitation sessions must be able to be performed on the Vendor's website via Windows, Apple Macintosh, or mobile devices (smartphones and tablets).**

  **CTEL/CPC Response:**

The system is a single web-based scheduling application allowing public and professional visitors to register and schedule visits using a standard internet browser and an internet connection. The system will allow a Browser-Based video conference between AICs and their visitors without the visitors having to download any proprietary software onto their computer to conduct the visit.

**35. The system will provide for commissary ordering via touch screen inputs.**

  **CTEL/CPC Response:**

The proposed system allows for commissary ordering via touch screen inputs.

**36. The system will provide for sick call reporting via touch screen inputs.**



The proposed system features a paperless forms and grievance platform that can allow for sick call reporting.

The screenshot shows a web application interface with a navigation bar (Home, Control Panel, Reports, Commissary, Live Monitoring, Accounts) and a search section. The search filters include Facility, Subjects (Visitation, Mail, Facility, Security), Approvals, Search Mail, Search PDF Forms, Content, New Mail, and Edit Request. Search criteria include Date Start (9/4/2020), Date End, Status (ALL, PendingUserCompletion, PendingApproval, Delivered, Denied, ErrFailedDelivery, ErrNotApproved), Direction (ALL, inbound, outbound), Black Listed Words (ALL, Yes, No), and Type (ALL, Internal, Remote). The Kiosk Form dropdown is highlighted with a red box and set to 'Grievances/Inquiries: Warden'. A Search button is located below the filters.

	Inmate	Recipient	Subject	Status	Att	Type	Direction	Date
<a href="#">select</a>			Grievances/Inquiries: Warden {1579312}	Delivered	0	email	outbound	9/4/2020 8:11:57 AM
<a href="#">select</a>			Grievances/Inquiries: Warden {1579302}	Delivered	0	email	outbound	9/4/2020 8:09:59 AM
<a href="#">select</a>			Grievances/Inquiries: Warden {1579233}	Delivered	0	email	outbound	9/4/2020 7:55:58 AM
<a href="#">select</a>			Re: Grievances/Inquiries: Warden {1578061}	Delivered	0	email	inbound	9/4/2020 6:06:50 AM
<a href="#">select</a>			Grievances/Inquiries: Warden {1578061}	Delivered	0	email	outbound	9/3/2020 10:01:21 PM

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**37. Vendor’s video visitation system must have been successfully installed and functional in at least 20 client facilities.**



The proposed system has successfully been installed in over 150 facilities across the United States.

**B13. Applications**



## B13.1 Video Visitation System

**1. Video visitation will be used by attorneys, County staff, including probation and parole, as well as the public, and will allow for the scheduling and management of on-site and at-home visitation sessions.**

  **CTEL/CPC Response:**

The system is a single web-based scheduling application allowing public and professional visitors to register and schedule visits using a standard internet browser and an internet connection.

**2. The Hosted video visitation system proposed for Klamath County must meet or exceed the technical requirements outlined in this RFP. The Hosted video visitation system proposed to meet these technical requirements must be provided for all Klamath County facilities at no cost to Klamath County including system installation, training, operation and maintenance of the system and its components.**

  **CTEL/CPC Response:**

CTEL/CPC will provide, install, and maintain the system. CTCL/CPC will support and maintain the hardware for the length of the agreement. Additionally, CTCL/CPC will provide suitable bandwidth to run the video visitation system.





## **B13.2 AIC Video Visitation Kiosk Requirements**

**1. The Vendor must provide a kiosk functionality that allows for multiple capabilities. These capabilities should be available for use at predetermined scheduled times outlined by Klamath County and must be customizable to the exact feature. These functionalities should perform as follows:**

- **Ability to place AIC telephone calls.**
- **Access to a Law Library.**
- **Ability to upload PDF documents such as an AIC handbook or any other documentation deemed necessary by Klamath County.**
- **Ability to upload a Video (MP4) files deemed necessary by Klamath County.**
- **Kiosk shall allow a drop-down menu from home screen for AICs to access multiple languages (English and Spanish minimum).**
- **Kiosk shall allow access to Commissary Ordering for the AICs.**
- **A fully functional Video Visitation Capability fully compliant with the specifications outlined in this RFP.**
- **Ability for Applications to be configured to be enabled or disabled for periods of time by housing unit or facility (for example the Commissary Application may only be available Tuesdays and Thursdays from 9 to 5 when AICs can order commissary).**
- **AIC Forms & Grievance submission capability that will:**
  - i. **Allow an AIC to place both anonymous and known grievance requests.**
  - ii. **Allow authorized facility staff to review and respond to grievances through the AIC Telephone Platform User Interface.**
  - iii. **Allow for assignment to other facility staff.**
  - iv. **Track the response time for grievance resolution that can be customized so County Name specifications can be viewed and Staff can view any excessive time periods for grievance resolution.**
  - v. **Allow AICs to track and review active and closed grievances through the kiosk.**
  - vi. **Provide a method for an AIC to appeal a grievance.**
  - vii. **Ability to keep all forms for the life of the contract – even if an AIC is released.**
  - viii.

 **CTEL/CPC Response:**

The View in-pod kiosk solution is customizable to meet the facility's specific needs. Features can be turned on & off accordingly. CTEL/CPC will provide, install, and maintain an in-pod kiosk solution. Available features include:

- › remote/offsite video visitation
- › onsite video visitation
- › commissary ordering
- › electronic grievances
- › messaging
- › jail handbook
- › PREA policy with reporting



View units are made of high strength steel with a durable touchscreen monitor driven by a powerful fan-less small form factor PC. The Utility Server is a Dell Power Edge Server running Windows Server 2016 Essentials. Units are hard wired Ethernet connections riding on a gigabit network. View measures 17" wide x 21 ¾" tall. It is 6" deep.

View is constructed with a corrections grade, high-impact armored housing. It has a high-definition IP camera that does not roam and is mounted in the armored casing, which is mounted to the wall.

All inmate and visitor video visitation units are equipped with high quality handsets with built-in background noise cancelling features. Also, the inmate and visitor can adjust the microphone sensitivity, or gain, reduce background noise. Upon request, White noise generators can be negotiated into the agreement. View has a low-voltage solution for areas that do not have building power.



**2. The kiosk must have a method for conflict resolution which will give both verbal and visual warnings as to pending, approved and scheduled events. Some form of warning should notify an AIC prior to placement of a call as to the time allowed to place a call should it be less than the standard duration allowable. Conflict resolution must be configured such that certain scheduled communication events (i.e. video visitation sessions) take priority over unscheduled communication events (i.e. telephone calls).**

  **CTEL/CPC Response:**

The system is a single web-based scheduling application allowing public and professional visitors to register and schedule visits using a standard internet browser and an internet connection.

### **B13.3 Hosted Video Visitation – Hardware Requirements**

**1. The terminal must include a detention-grade hardened steel enclosure**

  **CTEL/CPC Response:**

The system is constructed with a corrections grade, high-impact armored housing. It has a high-definition IP camera that does not roam and is mounted in the armored casing, which is mounted to the wall.

**2. Detention grade hardened steel wall mounted enclosure.**

  **CTEL/CPC Response:**

The system is constructed with a corrections grade, high-impact armored housing. It has a high-definition IP camera that does not roam and is mounted in the armored casing, which is mounted to the wall.

**3. The position of the hook switch must not enable/disable a live visitation session.**

  **CTEL/CPC Response:**

The position of the hook switch will not enable/disable a live visitation session.

**4. The terminal must prevent spills from entering the enclosure.**

  **CTEL/CPC Response:**

The terminal is designed to prevent spills from entering the enclosure.

**5. The terminal must be able to access the web-based application and be enabled for touch screen.**

  **CTEL/CPC Response:**

CTEL/CPC has read, understands, and will comply.

**6. The terminal shall not have any openings exposed to the user. This includes all wiring and ventilation holes.**

  **CTEL/CPC Response:**

The terminal does not have any openings exposed to the user. This includes all wiring and ventilation holes.

**7. The terminal shall not have any external hinges.**

  **CTEL/CPC Response:**

The terminal does not have any external hinges.

**8. The terminal will have a shatterproof touchscreen LCD display.**

  **CTEL/CPC Response:**

The system is constructed with a corrections grade, high-impact armored housing. It has a high-definition IP camera that does not roam and is mounted in the armored casing, which is mounted to the wall.

**9. The terminal will have a built-in camera.**

  **CTEL/CPC Response:**

It has a high-definition IP camera that does not roam and is mounted in the armored casing, which is mounted to the wall.

**10. The terminal will have a detention-grade audio handset.**

  **CTEL/CPC Response:**

All AIC and visitor video visitation units are equipped with high quality handsets with built-in background noise cancelling features. Also, the AIC and visitor can adjust the microphone sensitivity, or gain, reduce background noise.

**11. The terminal will have the option for one or two handsets or a hands-free device.**

  **CTEL/CPC Response:**

The terminal will have the option for one or two handsets or a hands-free device.

**12. The terminal shall be powered by 110VAC or Power-Over-Ethernet.**

  **CTEL/CPC Response:**

The terminal shall be powered by 110VAC or Power-Over-Ethernet.

**13. The terminal will utilize standards-based videoconferencing CODEC (Encoder/Decoder) based on the H.264 video conferencing compressions.**

  **CTEL/CPC Response:**

The terminal will utilize standards-based videoconferencing CODEC (Encoder/Decoder) based on the H.264 video conferencing compressions.

**14. The terminal must have heat syncs and heat vents.**

  **CTEL/CPC Response:**

The terminals are equipped with heat syncs, but the system does not require heat vents.

**15. The terminal must have a minimum of two (2) internal magnetic levitation ventilation fans and internal tachometer output to monitor operation.**

  **CTEL/CPC Response:**

The terminals do not include internal magnetic ventilation fans. Operation of the view terminals is remotely monitored by CTEL/CPC.

**16. The terminal shall have a magnetic on/off switch.**

  **CTEL/CPC Response:**

The terminals do not have a magnetic on/off switch. They can be turned off remotely.

**17. The terminal must be secured to the wall using a mounting bracket with a minimum of four (4) screws/bolts. The terminal must then secure to the mounting bracket using no more or less than two (2) security screws.**

  **CTEL/CPC Response:**

The terminals are secured to the wall using mounting brackets with a minimum of four (4) screws/bolts.

### **B13.4 Hosted Video Visitation – Technical Requirements**

**1. The system shall be a complete TCP/IP-based system. All video and audio streams between the terminals, visitors, and management equipment (servers) shall be transmitted over TCP/IP Ethernet.**

  **CTEL/CPC Response:**

The system is a complete TCP/IP-based system. All video and audio streams between the terminals, visitors, and management equipment (servers) will be transmitted over TCP/IP Ethernet.

**2. The system must consist of AIC terminals connected over a 100 Mbps dedicated Ethernet network so that any terminal can be connected to any other terminal.**

  **CTEL/CPC Response:**

The system consists of AIC terminals connected over a 100 Mbps dedicated Ethernet network so that any terminal can be connected to any other terminal.



**3. The terminal must be able to access the video visitation solution via local area network (LAN) or via a broadband internet connection (DSL, cable, etc.) using a computer or laptop that is web camera and enable headset.**

  **CTEL/CPC Response:**

The terminal will be able to access the video visitation solution via local area network (LAN) or via a broadband internet connection (DSL, cable, etc.) using a computer or laptop that is web camera and enable headset.

## **B13.5 Tablets**

**1. Tablets shall interface with the County’s Jail Management System, commissary, AIC phone system and video visitation system, at no additional cost to the County allowing AICs to access Tablet services. County requires the same PIN requirements for the Tablets as used for the phone and video visitation systems. The County will not be responsible for paying any amount(s) associated with the required interface(s).**

  **CTEL/CPC Response:**

The products and services require an interface with Customer’s software that stores inmate data (commonly called JMS). The required inmate data varies based on the products and services being installed. To implement services included with this Agreement, we require one of the following options:

Customer or Customer’s JMS provider must complete a cost-free interface written to CTEL/CPC specifications developed, tested, configured, and completely functional 7 days prior to CTEL/CPC turning on any products or services requiring inmate data.

Customer must provide a cost-free, direct connection to Customer’s system’s database to pull the required inmate data. CTEL/CPC can install program to extract the required data, on a server on the same network where Customer’s data is stored for the life of the Agreement. The installation of this program would require assistance by a person familiar with the network and server. The installation of this program requires remote access by CTEL/CPC. The program and installation are provided free of charge to Customer for the life of the Agreement. CTEL/CPC and Customer will discuss method no later than 30 days prior to implementation and complete it 7 days prior to the installation of CTEL/CPC services.

**2. Tablets should be configured to only allow AICs access to the services and applications approved by the County. Additional applications shall be mutually agreed upon by the County and Vendor. AICs shall**



be prohibited from having any access to any external applications. Tablets must communicate with pre-approved applications and servers only.

  CTEL/CPC Response:

The AICs will not have access to the internet. The AICs cannot load or access anything on the proposed handheld devices. Only pre-approved applications are loaded onto the tablets for the AICs.

**3. Vendor shall provide the County with remote access to Tablets at no cost to the County for the purposed of administering, monitoring, overseeing, and reviewing transactions and activity associated with the applications and services offered. The following reports (at a minimum) shall be made available to the Facility as applicable for monitoring and investigative purposes. Vendor shall provide a sample of the reports.**

- Transactions by AICs
- Application usage by AICs
- Totals by AIC
- Totals by Tablet
- Daily, weekly, and monthly statistics

  CTEL/CPC Response:

CTEL/CPC will provide, install, and maintain an inmate tablet solution at no cost to County. Monthly reports can be provided to the facility.

4. Tablets shall be provided to the County pre-loaded with the County approved applications offering a variety of games, music, and entertainment, as well as free applications/services and educational programs. Tablets provided by the:

- Clock
- Calendar
- Dictionary
- Calculator
- PDF Documents approved by Country
- PDF Viewer
- Electronic submission of AIC requests
- Commissary purchases
- Debit purchases
- Trust/commissary/debit account look-up
- AIC handbook
- AIC notices/bulletins

  **CTEL/CPC Response:**

CTEL/CPC can provide, install, and maintain an inmate tablet solution. The inmate tablets include a variety of educational content, music, movies, calls, and games. The tablets are designed for the correctional environment and are housed in a secure case.

- ✓ Workforce Integration
- ✓ Reentry to Recovery
- ✓ Education & GED Content
- ✓ Entertainment- News, Games, Music, Movies
- ✓ Legal Information
- ✓ Religious-based content and materials
- ✓ AIC PDF Documents – Handbook, notices, etc



CTEL/CPC recognizes that one of the best ways to turn a person’s life around is through education, job readiness skills and health and wellness. We offer a tablet platform that delivers high quality educational, health and rehabilitation content, and education. Each tablet contains a host of programs to include drug and alcohol, workforce integration, health and wellness, K-12 educational content, and GED study guide, practice quizzes and a practice course.

**5. The County requires a 10% spare inventory of Tablets be stored at the Facility to allow for the prompt replacement of a broken or malfunctioning Tablet. Vendor shall supply the proper packaging and pre-paid shipping labels to allow the County to ship any broken or malfunctioning Tablets for repair or replacement. County shall not be responsible for any costs associated with replacing the Tablets, including but not limited to, packaging, shipping, and insurance.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**6. Tablets shall be suitable for a correctional environment, sturdy, vandal, and tamper resistant, and be enclosed in a durable, sealed case.**

  **CTEL/CPC Response:**

The Axxs Tablet applications are focused on Entertainment and Education. We use Apple's iPad tablets and software that locks out the use of the internet. Inmates primarily use tablets for entertainment like games, music, and movies. The tablets are designed for the correctional environment and are housed in a secure case.

**7. Tablets shall be capable of restricting AIC usage to the specific housing unit to which the AIC is assigned.**

  **CTEL/CPC Response:**

The tablets are not capable of restricting usage by specific housing unit.



**8. Upon completion of the installation and any ongoing installations, Vendor shall provide the County with a list of Tablets, charging stations, equipment specifications, and locations of each device.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands

## **B14. Payment Options & Products**

**1. The system shall allow automated operator collect calling.**

  **CTEL/CPC Response:**

CTEL/CPC offers multiple prepaid calling options. A direct pay account is family/friend owned prepaid account. The account is linked to one specific phone number. This allows loved ones to receive calls from AICs, and have the charges deducted automatically from their prepaid account. A Pin Debit account is an AIC-owned prepaid calling account that allows them to call any phone number. Friends and family can deposit funds into this account. Funds placed in this account will be considered the property of the AIC.

**2. All prepaid calls will be subject to the same restrictions and features as standard AIC-collect telephone calls.**

  **CTEL/CPC Response:**

Direct Pay calling has similar restrictions and features as collect calling. A direct pay account is family/friend owned prepaid account. The account is linked to one specific phone number. This allows loved ones to receive calls from AICs, and have the charges deducted automatically from their prepaid account.

**3. The called party shall be provided an option to request cost of the call prior to accepting the charges.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands. The called party has the option to hear charges prior to the acceptance of the call; the ITS gives the called party prompts to access the call rates.

**4. The system will allow AIC families and friends to set-up alternate billing methods directly with the vendor. Two of the methods the County would like to see offered are:**

- **A system that will allow AIC families and friends to set-up an account directly with the vendor.**
- **A system that provides customers to prepay for calls from the facility.**
- **Provider must offer Constituents various points-of-sale to accept payments for services such as Western Union, MoneyGram, Provider's Customer Service Center, Provider's IVR along with ancillary provider points-of-sale such as Lobby and Booking Kiosks.**

  **CTEL/CPC Response:**

CTEL/CPC's proposed payment platform allows friends and family to fund an AIC's phone account via the user-friendly website: inmatesales.com, over the phone with a live CTEL/CPC representative, through the automated operator system (IVR), or via the CTEL/CPC AIC Telephone Lobby Deposit Kiosk located in the facility's lobby. The CTEL/CPC Lobby deposit kiosk accepts cash, credit cards and debit cards. The customer service toll free number will be provided to kiosk customers.

**5. Vendor shall provide the ability for AIC families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.**

  **CTEL/CPC Response:**

CTEL/CPC's proposed payment platform allows friends and family to fund an AIC's phone account via the user-friendly website: inmatesales.com, over the phone with a live CTEL/CPC representative, through the automated operator system (IVR), or via the CTEL/CPC AIC Telephone Lobby Deposit Kiosk located in the facility's lobby. The CTEL/CPC Lobby deposit kiosk accepts cash, credit cards and debit cards. The customer service toll free number will be provided to kiosk customers.



**6. Outline all vendor proposed convenience fees which are passed to family and friends. This includes fees on any products listed in this document.**

  **CTEL/CPC Response:**

AIC Telephone System – End User Fees/Charges	
Funding Method	End User Fees/Charges
Website, Automated (IVR) System, & ITS Deposit Kiosk	\$3.00 per transaction + applicable third party, pass through, credit card processing fee
Live Customer Service Representative	\$5.95 per transaction + applicable third party, pass through, credit card processing fee
Applicable Required Taxes	Vary

**7. Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.**

  **CTEL/CPC Response:**

CTEL/CPC offers multiple prepaid calling options. A direct pay account is family/friend owned prepaid account. The account is linked to one specific phone number. A Pin Debit account is an AIC-owned prepaid calling account that allows them to call any phone number. Both prepaid calling types allow calls to cell phones.

**8. Vendor must have the ability to provide promotional calls to cell phones and text messaging information on how to establish an account.**

  **CTEL/CPC Response:**

CTEL/CPC provides a one-time, 2-minute complimentary call to non-billable numbers in order to establish a prepaid friends and family account. After the call is over, a toll-free number is given to the called party, allowing them to set up an account through the Customer Service Center.

**9. Vendor must allow constituents deposits/payments of non-fixed amounts.**

Inmatesales.com allows for non-fixed deposit amounts.

## B15. Security and Accessibility

1. The system must be programmed for auto shut-off at times designated by the County and must be capable of being enabled by customer, site phone group and AIC.

The ITS can be programmed for auto shut-off at times designated by the facility authorized users. The ITS supports automatic on/off scheduling and can be varied by the day in additional to other parameters, such as AIC PIN, phone number dialed, housing unit and facility and County as a whole.

**Circuit Settings - CPC Stack 14 Test Site** [Back to Facility](#)

ANI	Assigned Circuits	Circuit Name
(509) 441-1001	Test #1	Test #1
(509) 441-1002	Empty	Empty

**ANI:** 8594411001  
**Description:** Test #1  
**Phone Schedule:** 2: 7AM - 12AM  
**Timing Class:** A: Timing Class A  
**Line Code:** 10 Digit Prio  
**Line Treatment:** STANDARD INMATE  
**Call Treatment:** Treatment 2  
**Local NPA:** 859 **CIC:** 0000  
**Collect Rate Center:** 987 **PPC Rate Center:** 1587  
**Pin Debit Rate Center:** 1587 **Payment Menu:** ON  
**Enable Voice Mail:**  **Enable RFID:**   
**Speed Dial Service Override:**  **Called Number Mode:** Prompt  
**Private Pin Digits:** 4 **Visitation Phone Option:**   
**Use Recorded Name:**  **DTMF Disconnect:**   
**Active:**  **Enabled:**   
**PFE Mode (3 way):** Flag CDR Only  
**Recording:** Record Always

[Delete Circuit](#) [Save as Default](#) [Update Multiple](#) [Update Circuit](#)

2. County personnel must be able to manually shut down the system in case of emergency and must be capable of being enabled by customer, site, phone group and/or telephone.



**CTEL/CPC Response:**

The personnel will be able to manually shut down the system with manual cut-off keys.

**3. The system shall be password protected to permit only authorized facility personnel access to the system.**

**CTEL/CPC Response:**

The ITS is built on a Flexible Tiered Security Access. The System Administrator can provide access to system functions based on a user’s needs. Some users can be provided full access while others may be limited to just running reports or searching call detail when building cases. The ITS provides for secure password protected access for investigators to utilize the software. The system uses modern web site development protocols that allow multiple users to access the system at the same time and maintain security. The Facility Administrator or their designee will receive training and have access to setting up access levels for designated personnel.

**4. The system must have the capability to enable and disable any phone at the facility from any secured internet capable computer.**

**CTEL/CPC Response:**

Authorized users shall be able to shut down, individual telephones, blocks of telephones or the entire telephone system in real-time through the administrative software.

Circuits				
<input type="button" value="Enable Selected"/> <input type="button" value="Disable Selected"/>				
<input type="checkbox"/>	Facility	Phone	Description	Status
<input type="checkbox"/>	CPC Stack 14 Test Site	(559) 441-1009	Empty	enabled <input type="button" value="Disable"/>
<input type="checkbox"/>	CPC Stack 14 Test Site	(559) 441-1001	Test #1	enabled <input type="button" value="Disable"/>

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**5. The system's user security must provide restrictive access by public and private IP address. Personnel logging in from an IP address not assigned will not be allowed to access the system remotely.**

  **CTEL/CPC Response:**

The ITS is a centralized VoIP based solution that will allow authorized users, with appropriate security privilege access, to the system from anywhere, with internet access.

**6. Must be security controllable by IP address.**

  **CTEL/CPC Response:**

The ITS is built on a Flexible Tiered Security Access. The System Administrator can provide access to system functions based on a user's needs. The system uses modern web site development protocols that allow multiple users to access the system at the same time and maintain security.

**7. Must have security templates that limit access by job role within the department.**

  **CTEL/CPC Response:**

The ITS is built on a Flexible Tiered Security Access. The System Administrator can provide access to system functions based on a user's needs. Some users can be provided full access while others may be limited to just running reports or searching call detail when building cases.

**8. Must be password protected.**

  **CTEL/CPC Response:**

The ITS is built on a Flexible Tiered Security Access. The System Administrator can provide access to system functions based on a user's needs. Some users can be provided full access while others may be limited to just running reports or searching call detail when building cases. The ITS provides for secure password protected access for investigators to utilize the software. The system uses modern web site development protocols that allow multiple users to access the system at the same time and maintain security. The

Facility Administrator or their designee will receive training and have access to setting up access levels for designated personnel.

## B16. Text messaging devices

### 1. Please describe available technology for text or electronic messaging.

  **CTEL/CPC Response:**

At no cost to the Facility, CPC/CTEL will provide the Inmate Chirping Solution – a messaging service<sup>1</sup> that includes chirping units, a secure area for a tub and/or cart to store and charge chirping devices.

The device is enclosed in a protective enclosure and is locked into use for Chirping (texting), the inmate cannot access any other apps or services on the device.

#### What is Chirping?

- Allows inmates to send and receive text messages to friends and family.
- Similar to smart phones, but no phone calls, photos or apps.
- Friends or Family members rent a dedicated device to allow the inmate to directly text messages.
- Used by thousands of inmates nationwide.



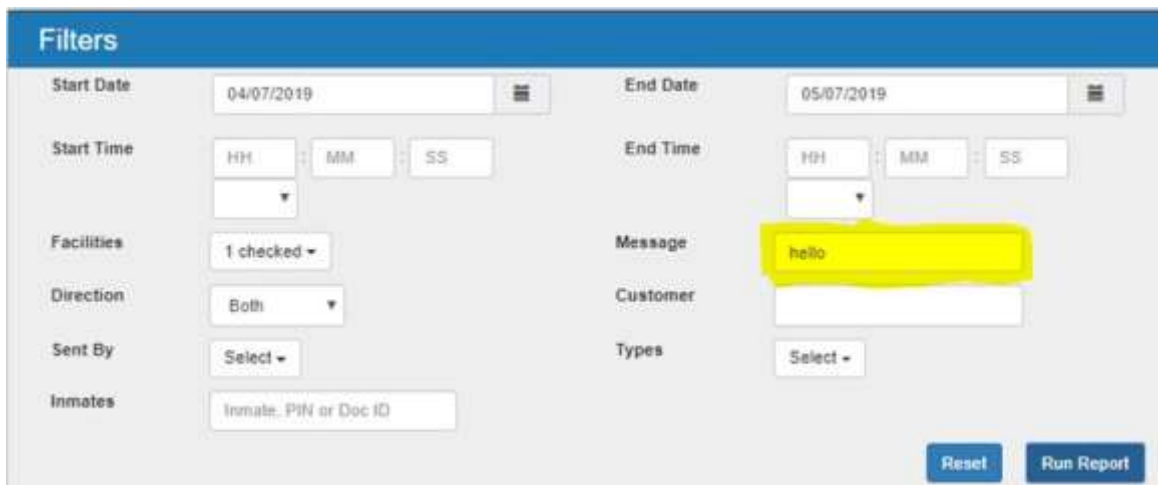
#### Facility Benefits:

- Increases total communications compensation to county 20%.
- Commission paid to facility on each text
- Investigative Reporting with key word/phrase search capabilities plus translation of foreign language texts
- Staff or administrator can monitor and block texting phone numbers
- Inmates cannot text each other
- Inmate Behavior – Proven to help create a calmer and safer inmate environment
- Increased communication with friends and family
- Patented Technology – Created specifically for the correctional environment

## Rates

- Chirping rates include - four dollars (\$4.00) per month per chirping device and phone number, and ten cents (\$0.10) per chirp.
- Chirping funds are added by friends and family through customer service center or web site.

The Inmate Telephone system allows investigators to search chirp messages by word or phrase and has the capability to translate the texts that are typed in a foreign language. The Fusion User Portal allows access to both inmate chirps and inmate telephone calls. All Inmate information can be searched and reviewed, and easily extracted to use as email attachments for investigative purposes. Below is an example of a word search on all chirps containing the phrase “hello”:



The screenshot shows a search interface titled "Filters" with various search criteria. The "Message" field is highlighted in yellow and contains the text "hello".

Field	Value
Start Date	04/07/2019
End Date	05/07/2019
Start Time	HH:MM:SS
End Time	HH:MM:SS
Facilities	1 checked
Direction	Both
Sent By	Select
Inmates	Inmate: PIN or Doc ID
Message	hello
Customer	
Types	Select

Buttons: Reset, Run Report

Results								
▼ Sent Date: EST	Facility	Customer	Inmate	Direction	Type	Status	Message	Translate
02/22/2020 17:51:25	County	1925		Inbound	Normal	Sent	No word from Lydell. Tell Tree I said hello. And you need to stop texting your friends. This texting is for family not everyone else.	
02/22/2020 00:16:00	County	1925		Outbound	Normal	Sent	Hello u asleep?	
02/21/2020 19:06:15	County	1926		Outbound	Normal	Sent	Hello	
02/21/2020 18:16:30	County	1926		Outbound	Normal	Sent	Hello u there.	

Results								
▼ Sent Date: EST	Facility	Customer	Inmate	Direction	Type	Status	Message	Translate
02/22/2020 19:12:33	County	14807		Inbound	Normal	Sent	Ok rosa no te preocupes ella dijo que le va ser pastel patito se la lleva con ellas aqui juegan y yo las miro no te preocupes y no te estreses púñsas en tu fi	
02/22/2020 19:10:09	County	14807		Outbound	Normal	Sent	Y felicitalo de mi parte ya era hora que cambiara y se portara bien	
02/22/2020 19:08:49	County	14807		Inbound	Normal	Sent	Ya jesus va ser papa tiene 5 meses la maria ya vana vivir juntos jesus se acuerda de ti ha cambiado mucho se la lleva mas aqui conmigo.	
02/22/2020 19:05:13	County	16025		Outbound	Normal	Sent	Habiale ami ma y dile que la claudia le va poner otros 20 y que ella se los de	

Click the Globe icon to translate the message.





## Section C - Customer Service

### C1. Family and Friends, Customer Service

**1. Please describe your family and friend's customer service operations and services.**

  **CTEL/CPC Response:**

Mrs. Linda Murphy, Director of Customer Service, has worked at CTEL/CPC for over nine (9) years. The in-house Customer Service Center, based in Northern Kentucky is made up of over one hundred (100) employees trained in working with staff, AICs, and friends and family. All the described technical support personnel are non-union persons. CTEL/CPC does not outsource personnel.

**2. Do you outsource any of your customer's service operations? If so, to whom and identify the vendor.**

  **CTEL/CPC Response:**

. Linda Murphy, Director of Customer Service, has worked at CTEL/CPC for over nine (9) years. The in-house Customer Service Center, based in Northern Kentucky is made up of over one hundred (100) employees trained in working with staff, AICs, and friends and family. All the described technical support personnel are non-union persons. CTEL/CPC does not have the ability to outsource personnel.

**3. Vendor must provide live domestic CSR & IVR support to the County 24 hours a day, year-round, for issues.**

  **CTEL/CPC Response:**

Friends and family can access information related to their account via the user-friendly website or by calling the toll-free number that connects them with the Automated IVR system or a live customer service representative.



**4. Vendor must provide live domestic CSR & IVR support to constituents 24 hours a day, year-round, without exception allowing constituents to set up accounts, make payments, access account information, and resolve issues.**

  **CTEL/CPC Response:**

Friends and family can access information related to their account via the user-friendly website or by calling the toll-free number that connects them with the Automated IVR system or a live customer service representative.

## **C2. AIC Account Funding**

**1. Vendor shall provide the ability for AIC families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.**

  **CTEL/CPC Response:**

CTEL/CPC's proposed payment platform allows friends and family to fund an AIC's phone account via the user-friendly website: inmatesales.com, over the phone with a live representative, through the automated operator system (IVR), or via the CTCL/CPC AIC Telephone Lobby Deposit Kiosk located in the facility's lobby. The CTCL/CPC Lobby deposit kiosk accepts cash, credit cards and debit cards. The customer service toll free number will be provided to kiosk customers.

**2. Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.**

  **CTEL/CPC Response:**

CTEL/CPC offers multiple prepaid calling options. A direct pay account is family/friend owned prepaid account. The account is linked to one specific phone number. A PIN Debit account is an AIC-owned prepaid calling account that allows them to call any phone number. Both prepaid calling types allow calls to cell phones.



**3. Vendor must allow constituents deposits/payments of non-fixed amounts.**



Inmatesales.com allows for non-fixed deposit amounts.

**4. Vendor must apply constituent and AIC electronic deposits/payments to calling accounts in real-time upon receipt of payment.**



The funds will be added to the prepaid calling account in real time upon receipt of payment.

**5. Vendor must offer pre-paid products for constituents and AIC, post-paid constituent accounts**



CTEL/CPC offers multiple prepaid calling options. A direct pay account is family/friend owned prepaid account. The account is linked to one specific phone number. A PIN Debit account is an AIC-owned prepaid calling account that allows them to call any phone number. Friends and family can deposit funds into this account. Funds placed in this account will be considered the property of the AIC.

**6. Vendor must offer an AIC-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should Facility change commissary providers.**



CTEL/CPC integrates with many JMS and commissary companies, either by direct interface or telephone ordering. CPC will allow for pin debit transfers from the AIC's commissary account to the AIC's Pin Debit Account. The transferred funds will reside in the AIC telephone system.

CTEL/CPC deals with all AIC telephone system refunds directly. CTEL/CPC will refund any unused PIN Debit funds to the AIC upon their request, after they are released. The AIC contacts our CTEL/CPC Customer





Service Center, makes a request to have a refund check issued, verifies a mailing address, and a refund check is cut for the complete balance owed to the AIC.

**7. The system will allow AIC families and friends to set-up alternate billing methods directly with the Vendor.**



CTEL/CPC's proposed payment platform allows friends and family to fund an AIC's phone account via the user-friendly website: inmatesales.com, over the phone with a live CPC representative, through the automated operator system (IVR), or via the CTEL/CPC AIC Telephone Lobby Deposit Kiosk located in the facility's lobby. The CTEL/CPC Lobby deposit kiosk accepts cash, credit cards and debit cards. The customer service toll free number will be provided to kiosk customers.

**8. A system that will allow AIC families and friends to set-up an account directly with the Vendor.**



CTEL/CPC offers multiple prepaid calling options. The Customer Service Center offers friends and family the ability to purchase talk time over the phone. We provide a toll-free number where they can contact one of our customer service representatives directly to place an order using their credit or debit card. Friends and family will also be able to set up a prepaid account online, through the automated IVR system, or at an ITS lobby deposit kiosk.

**9. A system that provides customers to prepay for calls from the facility.**



CTEL/CPC offers multiple prepaid calling options. The Customer Service Center offers friends and family the ability to purchase talk time over the phone. We provide a toll-free number where they can contact one of our customer service representatives directly to place an order using their credit or debit card. Friends and family will also be able to set up a prepaid account online, through the automated IVR system, or at an ITS lobby deposit kiosk.

**10. Provider must offer Constituents various points-of-sale to accept payments for services such as Western Union, MoneyGram, Provider's Customer Service Center, Provider's IVR along with ancillary provider points-of-sale such as Lobby and Booking Kiosks.**

  **CTEL/CPC Response:**

CTEL/CPC's proposed payment platform allows friends and family to fund an AIC's phone account via the user-friendly website: inmatesales.com, over the phone with a live representative, through the automated operator system (IVR), or via the CTEL/CPC AIC Telephone Lobby Deposit Kiosk located in the facility's lobby. The CTEL/CPC Lobby deposit kiosk accepts cash, credit cards and debit cards. The customer service toll free number will be provided to kiosk customers.

**11. Vendor shall provide the ability for AIC families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.**

  **CTEL/CPC Response:**

CTEL/CPC's proposed payment platform allows friends and family to fund an AIC's phone account via the user-friendly website: inmatesales.com, over the phone with a live representative, through the automated operator system (IVR), or via the CTEL/CPC AIC Telephone Lobby Deposit Kiosk located in the facility's lobby. The CTEL/CPC Lobby deposit kiosk accepts cash, credit cards and debit cards. The customer service toll free number will be provided to kiosk customers.

**12. Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.**

  **CTEL/CPC Response:**

CTEL/CPC offers multiple prepaid calling options. A direct pay account is family/friend owned prepaid account. The account is linked to one specific phone number. A PIN Debit account is an AIC-owned prepaid calling account that allows them to call any phone number. Both prepaid calling types allow calls to cell phones.

**13. Vendor must allow constituents deposits/payments of non-fixed amounts.**

  **CTEL/CPC Response:**

Inmatesales.com allows for non-fixed deposit amounts.

**14. Vendor must apply constituent and AIC electronic deposits/payments to calling accounts in real-time upon receipt of payment.**

  **CTEL/CPC Response:**

The funds will be added to the prepaid calling account in real time upon receipt of payment.

**15. Vendor must offer pre-paid products for constituents and AIC, post-paid constituent accounts**

  **CTEL/CPC Response:**

CTEL/CPC offers multiple prepaid calling options. A direct pay account is family/friend owned prepaid account. The account is linked to one specific phone number. A PIN Debit account is an AIC-owned prepaid calling account that allows them to call any phone number. Friends and family have the ability to deposit funds into this account. Funds placed in this account will be considered the property of the AIC.

**16. Vendor must offer an AIC-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should Facility change commissary providers.**

  **CTEL/CPC Response:**

CTEL/CPC integrates with many JMS and commissary companies, either by direct interface or telephone ordering. CTEL/CPC will allow for PIN debit transfers from the AIC's commissary account to the AIC's PIN Debit Account. The transferred funds will reside in the AIC telephone system.

CPC deals with all AIC telephone system refunds directly. CTEL/CPC will refund any unused PIN Debit funds to the PIN upon their request, after they are released. The AIC contacts our Customer Service Center, makes a request to have a refund check issued, verifies a mailing address, and a refund check is cut for the complete balance owed to the AIC.



## Section D - Installation and Cut over, Maintenance and Training

Vendor shall submit a preliminary implementation plan which shall include a proposed installation schedule for the Facilities AIC phone system, video visitation system and tablets. The Vendor will be responsible for all costs of installation or disconnection throughout the term of the Contract. The Vendor will be required to furnish and install equipment, dedicated lines, and any other item necessary to make this service functional.

### D1. Installation and Cut over

1. The potential Vendor shall also provide any ancillary equipment deemed necessary for the monitoring, recording, archiving, or retrieval of AIC calls. The potential Vendor shall also provide the telecommunications network designed to provide (on-site and/or remote) administration of the CCS. The Workstation constitutes a component of the CCS.



CTEL/CPC Response:

CTEL/CPC has read, understands, and will comply.

2. The potential Vendor will be responsible for paying for and installing any additional physical plant requirements (power, security, data, cabling and/or wiring, physical space, HVAC, etc.). Any cabling, wiring, or conduit installed becomes the property of the County. The potential Vendor shall be responsible for obtaining, developing, and implementing the interface requirements required to implement the CCS and associated services (i.e. PINs, Debit, etc.). The potential Vendor shall bear all costs of required interface(s).



CTEL/CPC Response:

CTEL/CPC has read, understands, and will comply.

3. Vendor will provide AIC phones, remote administration station, the automated AIC call control system, and other proposed products and/or features to be completed within sixty (60) days after contract award and full execution.

 **CTEL/CPC Response:**

CTEL/CPC has included a sample 60-day ITS implementation timeline in Section: Additional Attachments of this RFP Response. Our primary objective is to ensure a smooth transition to the CTEL/CPC platform with minimal impact on jail staff and AIC phone service. Strategic Planning and experienced CTEL/CPC technicians are the keys to achieving that goal. CTEL/CPC conducts a thorough site survey to ascertain all wiring, network, telephones, and other equipment configuration needs to establish the best and most efficient installation plan. CTEL/CPC will work with the County to determine the most efficient dates and times for a successful installation. CTEL/CPC recommends a tiered install, allowing facility users to become familiar with the phone system first and then slowly phasing in any additional technology.

**4. The system must be installed in an expert manner and under a timeframe designed to minimize disruption of the normal functioning of the facilities.**

 **CTEL/CPC Response:**

CTEL/CPC has included a sample 60-day ITS implementation timeline in Section: Additional Attachments of this RFP Response. Our primary objective is to ensure a smooth transition to the CTEL/CPC platform with minimal impact on jail staff and AIC phone service.

**5. If the County's schedule cannot be met within the 60 days stated above, Vendor must propose an installation schedule of events. Failure to state installation time in the bid will obligate the Vendor to complete installation so as required in the bid. Extended installation time may be considered when in the best interest of the County.**

 **CTEL/CPC Response:**

CTEL/CPC has read, understands, and will comply.

**6. Any delay in the implementation of the Vendors' schedule that is caused by the County will increase the Vendor's time allowance to complete installation, but the Vendor must submit a complete and detailed schedule of additional time required.**

  **CTEL/CPC Response:**

CTEL/CPC has read, understands, and will comply.

**7. The risk of loss and or damage will be assumed by the Vendor during shipment, unloading, and installation.**

  **CTEL/CPC Response:**

CTEL/CPC has read, understands, and will comply.

**8. The Vendor must have a plan to provide planned technology upgrades. Please describe.**

  **CTEL/CPC Response:**

CTEL/CPC conducts a thorough site survey to ascertain all wiring, network, telephones, and other equipment configuration needs to establish the best and most efficient installation plan for initial install and future system upgrades and enhancements.

**9. Develop and implement necessary interface with the County's Jail Management System (EIS) for automatic creation and activation of account at booking and automatic deactivation at release, and to access necessary data.**

  **CTEL/CPC Response:**

The system is capable of interfacing with the facility's JMS and Commissary vendor for the activation and deactivation of pin numbers. CTEL/CPC products and services require an interface with Customer's software that stores AIC data (commonly called JMS). The required AIC data varies based on the products and services being installed. To implement services included with this Agreement, CPC requires one of the following options:

Customer or Customer's JMS provider must complete a cost-free interface written to CTEL/CPC specifications developed, tested, configured, and completely functional 7 days prior to CTEL/CPC turning on any products or services requiring AIC data.



Customer must provide a cost-free, direct connection to Customer's system's database to pull the required AIC data. CTEL/CPC can install program to extract the required data, on a server on the same network where Customer's data is stored for the life of the Agreement. The installation of this program would require assistance by a person familiar with the network and server. The installation of this program requires remote access by CTEL/CPC. The program and installation are provided free of charge to Customer for the life of the Agreement. CTEL/CPC and Customer will discuss method no later than 30 days prior to implementation and complete it 7 days prior to the installation of CTEL/CPC services.

**10. Provide training, operational instruction, and guides/manuals to the County staff, in a form acceptable to the County and County IT for the System Administrator and other authorized County Designees.**

  **CTEL/CPC Response:**

Training material includes visual presentations and hands-on practical exercises that make participants more at ease with the features and functions of the system. CTEL/CPC will provide follow-up training, as needed, to answer more specific questions the staff may have. Orientations will be provided to any new users of the system. Each training participant receives a complete User Manual with a quick reference guide for future use. The Customer Service Center is always available for ongoing support and assistance.

Training will be conducted on all proposed technology installed at the facility. Some of the main training focuses include:

- › Day-to-Day System Administration
- › Investigative Functions
- › Automated Calling Process
- › Service & Maintenance
- › Training & User Reference Tools

CTEL/CPC offers numerous solutions to guarantee the system users also have a flawless changeover to the new system. First, CTEL/CPC can hang up informational flyers in AIC housing areas (if permitted) and lobbies. Flyers will list CTEL/CPC's name, along with other applicable information, such as rates, and toll-free customer service number for AIC family members and friends to set up prepaid accounts.

CTEL/CPC provides written AIC instruction flyers. We use clear call prompts to assist AICs during the calling process. Call recipients whose phones are incapable of accepting calls are transferred to the Customer Service Center to describe calling options and will assist with account setup

**11. Meet or exceed minimum required Maintenance and Service Levels.**

  **CTEL/CPC Response:**

CTEL/CPC has read, understands, and will comply.

**12. Coordinate with current provider as necessary to ensure seamless transition of services.**

  **CTEL/CPC Response:**

CTEL/CPC has read, understands, and will comply.



## D2. Video Visitation System-Specific Installation Requirements

**1. The Vendor must work with Klamath County to determine the exact times when Hosted Video Visitation equipment can be replaced to reduce “down time”.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**2. The Vendor must describe, in its response, how it performs standard system testing to ensure that the proposed Hosted Video Visitation Solution and its network services are fully implemented and ready to accept visitation traffic and Klamath County use. This description must include the Vendor and industry standard methodologies, procedures, and protocols consistent with the Hosted Video Visitation Solution proposed for the Klamath County. The Vendor must describe what is required of Klamath County personnel during this system testing. All hardware, software, software licensing, etc. required to perform this testing must be provided to Klamath County at no cost.**

  **CTEL/CPC Response:**

CTEL/CPC has included a sample installation timeline that describes the different project milestones and involvement of a facility personnel.

**3. The Vendor is required to provide system testing which simulates normal operating conditions of the installed Hosted Video Visitation Solution to ensure proper performance after hardware and software configuration is complete. This simulation must include full traffic load representing high traffic situations for visitation traffic.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**4. The Vendor must agree, in its response, to Klamath County’s right to require the replacement of any network service or system component whose failure to meet required performance levels during testing has risen to chronic problem level.**


  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

### **D3. Tablets (Optional)**

**1. Vendor shall provide a detailed description of its Tablets, including security feature for the corrections industry, screen size, device size, battery specifications, and charging options.**

  **CTEL/CPC Response:**

CTEL/CPC utilizes Apple  products because Apple products have proven to be unhackable versus the less secure Android devices. CTEL/CPC will provide, install, and maintain the educational and entertainment solution, associated operational hardware, charging stations and transport containers (a tub and/or cart for the tablets). Additionally, CTEL/CPC will provide ongoing service, support and maintenance of the tablet or wall mounted devices and platform.

**2. Vendor shall specify if the speakers on the Tablets can be disabled/enabled at Customer’s discretion.**

  **CTEL/CPC Response:**

The proposed tablets have volume controls that allow inmates to adjust the volume and turn off the speaker. Headphones can be used with the handheld devices. County will be responsible for providing inmates with headphones.



**3. Vendor shall indicate how Tablets work for hearing impaired AICs.**

  **CTEL/CPC Response:**

The tablets feature a variety of educational and entertainment options that do not require audio.

#### **D4. Service and Maintenance**

**1. Vendor must provide live domestic CSR & IVR support to the County 24 hours a day, year-round, for issues.**

  **CTEL/CPC Response:**

CPC will provide the facility with a toll-free number and email address that allows the facility to get in contact with a customer support representative 24/7/365.

**2. Vendor must provide live domestic CSR & IVR support to constituents 24 hours a day, year-round, without exception allowing constituents to set up accounts, make payments, access account information, and resolve issues.**

  **CTEL/CPC Response:**

CTEL/CPC has included a sample installation timeline that describes project milestones and involvement of facility personnel.



**3. Vendor must provide constituents full service online support including ability to set up accounts, make payments, access account information, calculate call rates, and resolve issues (including online CSR chat and email support) via company website.**

- a) Constituents must have the ability to manage phone services, video visitation services, and email services from one centralized Web-based portal.**
- b) Vendor's Website must dynamically display available products to constituents based on previous calling history.**
- c) Vendor's Website and constituent portal must be accessible enhanced to support mobile devices such as cell phones and tablets.**
- d) Vendor's Website must allow constituents to configure text and email low balance notifications.**
- e) Vendor's Website must allow constituents to subscribe to text payment services, specifically the ability to fund accounts and pay invoices via text messages.**
- f) Vendor's Website must allow constituents to subscribe to automatic payment services, specifically the ability to automatically fund accounts or pay invoices.**
- g) Vendor must support customizable service and courtesy notification campaigns to constituents via various methods (phone dialer, text message, email) to alert friends and family of bills due, bills past due, low account balances, account blocks, etc.).**

 **CTEL/CPC Response:**

CTEL/CPC has the ability to manage phone services, video visitation services, and email services from one centralized Web-based portal. CTTEL/CPC's Vendor Website dynamically displays available products to constituents based on previous calling history. The Vendor's Website and constituent's portal is accessible enhanced to support mobile devices such as cell phones and tablets. Friends and family can check balances via the Vendor's Website. The Vendor's Website allows constituents to configure text and email low balance notifications. The Vendor's Website allows constituents to subscribe to text payment services, specifically the ability to fund accounts and pay invoices via text messages. The Vendor is able to support customizable service and courtesy notification campaigns to constituents via various methods (phone dialer, text message, email) to alert friends and family of bills due, past bills due, low account balances, account blocks, etc.



**4. Vendor shall respond to all major service outages within two hours. Major outage is defined as 30% or more of the functionality of the system.**

  **CTEL/CPC Response:**

The Network has an in-depth alarm system that monitors individual switch services and notifies our IT Department immediately via email. In the event of a service outage, we will notify the facility within 15 minutes. The following escalation route will be followed:

- › System issues are reported (via monitoring or facility).
- › Trouble ticket will be opened.
- › Ticket will be assigned to an IT technician
- › IT technician will troubleshoot and diagnose the reported issue; if resolution cannot be reached remotely then CPC will dispatch a technician

The Service Level Agreement includes:

- › An individual phone outage: 24 hours
- › Section of the building outage: 4 hours
- › Complete system wide outage: 2 hours

In the unlikely event support escalation is required, the facility will be provided, in advance, the personal contact information for senior members of support, including the Network Operations Center (NOC) Supervisor.

CTEL/CPC is responsible for providing service coordination of repairs on all Local/Intralata/Interlata services and will comply with all applicable state and federal regulatory changes without ever incurring cost to the facility. All repairs will be performed at our expense during the term of the agreement. In addition, the ITS platform utilizes a “push” technology to upgrade programs and applications for those releases as required.

**5. Vendor shall provide service policies and procedures as an attachment to this proposal.**

  **CTEL/CPC Response:**

CTEL/CPC has included the Service Level Agreement in Section: Additional Attachments of this RFP Response.



**6. Describe the maintenance and quality assurance programs for telephones to be installed.**

  **CTEL/CPC Response:**

Our primary objective is to ensure a smooth transition to the CTEL/CPC platform with minimal impact on jail staff and AIC phone service. Strategic Planning and experienced CTEL/CPC technicians are the keys to achieving that goal. CTEL/CPC conducts a thorough site survey to ascertain all wiring, electrical, network, telephones, and other equipment configuration needs to establish the best and most efficient installation plan.

**7. Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.**

  **CTEL/CPC Response:**

CTEL/CPC has included the Service Level Agreement in Section: Additional Attachments of this RFP Response.

**8. Provide a contact person who will be responsible for ongoing account management and support.**

  **CTEL/CPC Response:**

Mr. James Crouch is a CTEL/CPC Regional Sales Manager and will be responsible for ongoing account management and support.

**9. System shall have the capability for remote diagnostic to minimize facility visits by Vendor. Describe your system diagnostic process and tools.**

  **CTEL/CPC Response:**

When a problem is identified a trouble-ticket is automatically created. Trouble tickets are quickly prioritized. Most equipment can be accessed remotely, and diagnostic troubleshooting performed. Remote access also allows programming updates to be completed without a site visit. Remote polling of on-site equipment gathers usage statistics and trouble conditions.

## D5. Disaster Recovery

### 1. Describe your disaster recovery system.

  **CTEL/CPC Response:**

CTEL/CPC has ITS equipment distributed among several data centers at its headquarters. These data centers are in physically separate buildings. The ITS servers are a mixture of physical and virtual servers. The physical servers subscribe to the N+1 concept so that individual server failures are transparent to the AICs. Virtual servers have automatic failover to backup servers limiting downtime due to hardware component failure.

Multiple internet service providers are used at both headquarters and each correctional center further limiting the possibility of downtime.

Hardware installed at each correctional facility remains the most exposed to an equipment component failure; an AIC telephone cannot be connected to two separate Analog Telephone Adaptors (ATAs). CTEL/CPC provides a Service Level Agreement of 4-hour response time on major failures to limit the downtime due to a site related issue.

### 2. Vendor shall provide redundant data centers. How many data centers do you have? Describe them.

  **CTEL/CPC Response:**

CTEL/CPC manages 3 datacenters with high speed, low latency, and redundant fiber links both between centers as well as independent internet access in controlled environments. All systems and configuration are backed up as redundant design to the other centers.

### 3. How many staff do you have dedicated to managing and operating your data centers?

  **CTEL/CPC Response:**

CTEL/CPC has 4 full time employees dedicated to Network Engineering and Systems Management support in our Network Operations Center.

## D6. Training

**1. Vendor shall provide initial installation training to the county staff in system administration, operation, and reporting. Upgrade and refresher training is also required for the length of the contract and at no cost to the county.**

  **CTEL/CPC Response:**

Training material includes visual presentations and hands-on practical exercises that make participants more at ease with the features and functions of the system. CTEL/CPC will provide follow-up training, as needed, to answer more specific questions the staff may have. Orientations will be provided to any new users of the system. Each training participant receives a complete User Manual with a quick reference guide for future use. The Customer Service Center is always available for ongoing support and assistance.

Training will be conducted on all proposed technology installed at the facility. Some of the main training focuses include:

- › Day-to-Day System Administration
- › Investigative Functions
- › Automated Calling Process
- › Service & Maintenance
- › Training & User Reference Tools

CTEL/CPC offers numerous solutions to guarantee the system users also have a flawless changeover to the new system. First, CTEL/CPC can hang up informational flyers in AIC housing areas (if permitted) and lobbies. Flyers will list CTEL/CPC's name, along with other applicable information, such as rates, and toll-free customer service number for AIC family members and friends to set up prepaid accounts.

CTEL/CPC provides written AIC instruction flyers. We use clear call prompts to assist AICs during the calling process. Call recipients whose phones are incapable of accepting calls are transferred to the Customer Service Center to describe calling options and will assist with account setup





**2. The Vendor must have the ability to provide initial and ongoing training through multiple options such as live training and Webcasting, as well as having an online help system integrated into the system.**

  **CTEL/CPC Response:**

CTEL/CPC will provide initial and ongoing training through multiple options.

**3. Describe your training program; included description of course(s) and any applicable documents.**

  **CTEL/CPC Response:**

Training material includes visual presentations and hands-on practical exercises that make participants more at ease with the features and functions of the system. CTEL/CPC will provide follow-up training, as needed, to answer more specific questions the staff may have. Orientations will be provided to any new users of the system. Each training participant receives a complete User Manual with a quick reference guide for future use. The Customer Service Center is always available for ongoing support and assistance.

Training will be conducted on all proposed technology installed at the facility. Some of the main training focuses include:

- › Day-to-Day System Administration
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CTEL/CPC offers numerous solutions to guarantee the system users also have a flawless changeover to the new system. First, CTEL/CPC can hang up informational flyers in AIC housing areas (if permitted) and lobbies. Flyers will list CTEL/CPC's name, along with other applicable information, such as rates, and toll-free customer service number for AIC family members and friends to set up prepaid accounts.

CTEL/CPC provides written AIC instruction flyers. We use clear call prompts to assist AICs during the calling process. Call recipients whose phones are incapable of accepting calls are transferred to the Customer Service Center to describe calling options and will assist with account setup



## Section E -Fees, Rates and Billing

### E1. Fees, Rates and Billing

**1. As published in the Federal Register; Provider will charge calling rates in accordance with the new Order.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands. We are in full compliance with Senate Bill 498 and continually monitor new laws/orders to maintain compliance.

**2. The system must inform the called party of the call cost prior to acceptance.**

  **CTEL/CPC Response:**

The called party has the option to hear charges prior to the acceptance of the call; the ITS gives the called party prompts to access the call rates.

**3. The rates and fees charged to users shall not exceed the tariffs as mandated by the Public Utilities Commission and Federal Communication Commission for all services. Provide Vendor proposed calling rates for local, IntraLATA, InterLATA, and interstate calls.**

  **CTEL/CPC Response:**

CTEL/CPC ensures that rates and fees charged to users shall not exceed the tariffs as mandated by the Public Utilities Commission and Federal Communication Commission for all services. CTEL/CPC will also provide Vendor proposed calling rates for local, IntraLATA, InterLATA, and interstate calls.

**4. The Vendor shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**5. The Vendor shall be responsible for any and all billing disputes, claims, or liabilities that may arise in regard to its provisions of this contract.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**6. Vendor billing to called parties must include the Vendor information and a toll-free telephone number to resolve billing disputes.**

  **CTEL/CPC Response:**

Friends and family can call the US based Customer Service Center via the toll-free number. The Customer Service Center can assist with billing concerns, refunds, purchases and other similar inquiries.

**7. Billing charges begin at the time of the call connection when the calling party is connected to the called party and shall be terminated when either party hangs up. Network intercepts, recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. shall not be billed.**

  **CTEL/CPC Response:**

Billing of a call begins at the time of positive acceptance of the call. The called party must dial 1 to accept the call. Incomplete calls such as network intercept recordings; busy signals, no answers, refusals of calls, answering machine pick-ups, etc. are not billed.

## Section 5: Proposal Requirements

### 2.1. PRE-PROPOSAL MEETING

None.

### 2.2. SUBMISSION OF PROPOSALS

**2.2.1. Proposals shall be sent to the attention of and be received by Leslie Barlow-Hunter, the Contract and Risk Manager, no later than the closing date and time listed on the front page of this RFP, and labeled "Corrections Communication Service". Proposals may be delivered via U.S. Mail, express courier or hand delivered. Late, faxed or electronically submitted proposals shall not be accepted.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

### 2.3. MINIMUM PROPOSAL REQUIREMENTS

**2.3.1. A proposal shall meet the minimum proposal requirements described in the Proposal Cover Sheet, Attachment A and include section 2.5 information.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

### 2.4. TECHNICAL PROPOSAL REQUIREMENTS

**2.4.1. The proposal shall describe how the Proposer shall meet each of the technical requirements described in the Scope of Work in Section 1.5, including identification of key persons who shall perform the work. This proposal shall be evaluated as described in Section 4.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

## **2.4.2. Responsive and Responsible Determinations**

**2.4.2.1. Responsive.** To be considered responsive, the Offer shall substantially comply with all requirements of the RFP and all prescribed public solicitation procedures. In making such evaluation, County may waive minor informalities and irregularities. Prior to award of a Contract, County intends to evaluate whether the apparent successful Proposer meets the applicable standards of responsibility identified in OAR 125-247-0500. In doing so, County may investigate Proposer and request information in addition to that already required in the RFP, when County, in its sole discretion, considers it necessary or advisable.

 **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**2.4.2.2. Responsible.** County reserves the right, pursuant to OAR 125-247-0500, to investigate and evaluate, at any time prior to award and execution of the Contract, the apparent successful Proposer's responsibility to perform the Contract. Submission of a signed proposal shall constitute approval for County to obtain any information County deems necessary to conduct the evaluation. County shall notify the apparent successful Proposer in writing of any other documentation required, which may include but is not limited to: recent profit-and-loss history; current balance sheets; assets-to-liabilities ratio, including number and amount of secured versus unsecured creditor claims; availability of short and long-term financing; bonding capacity; credit information; material; equipment; facility and personnel information; performance record of Contract performance; etc. Failure to promptly provide this information shall result in proposal rejection.

 **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**2.4.3.** County may postpone the award of the Contract after announcement of the apparent successful Proposer in order to complete its investigation and evaluation. Failure of the apparent successful Proposer to demonstrate Responsibility, as required under OAR 125-247-0500, shall render the Proposer non-responsible and constitute grounds for offer rejection, as required under ORS 297B.100.

  CTEL/CPC Response:

CTEL/CPC has read and understands.

## **2.5. PROPOSAL FORM AND CONTENT**

**2.5.1. Proposal Cover Sheet.** The Proposer shall sign and submit the Proposal Cover Sheet and Certifications (see Attachment A). Proposals shall address the proposal and submission requirements set forth in the RFP and shall describe how the Services shall be provided. Proposals that merely offer to provide Services as stated in the RFP shall be considered non-responsive and shall not be further considered.

  CTEL/CPC Response:

CTEL/CPC has read and understands.

**2.5.2. All proposals shall follow the format described in this Section. Proposal sections and pages shall be appropriately numbered per the outline below.**

  CTEL/CPC Response:

CTEL/CPC has read and understands.

**2.5.3. It is the intent of the County to solicit proposals that are complete yet concise, descriptive yet brief. To enable the evaluation committee to fairly evaluate each proposal, Proposers shall utilize the following proposal format:**

**2.5.4. Proposers shall provide the following information in the following order:**

- For each of the items below, please provide a response. The information requested should not be part of a generalized overview, but rather, formatted as an answer to each item below, labeling each response with the corresponding number.
  - I. Please provide name and address of the company applying for the Correction Communication System Contract with a brief description of the companies experience and qualifications to fulfill the services outlined within this RFP;



  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

Consolidated Telecom Inc.

8113 Ridgepoint Dr. Suite 205, Irving, TX 75063

Consolidated Telecom, INC (CTEL) and Combined Public Communications, LLC (CPC) welcome the opportunity to present the attached proposal to provide a state-of-the-art Corrections Communication System for the Klamath County Sheriff’s Office.

CTEL and CPC offer an unparalleled technology partnership that will benefit Klamath County by freeing up correctional staff members to focus on the important day-to-day tasks in the facility and offering your inmates and their family and friends access to affordable and innovative technologies that increase communication and help reduce recidivism.

- II. Please provide a list of personnel and a general description of their duties, experience and certifications.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

- III. Please provide all the information; which Proposer consider pertinent to its qualifications for this project.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

- IV. Please address each item of the evaluation criteria separately, being specific in presenting qualifications.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.



**2.5.5. All proposals must contain a signed Proposal Certification Statement. (See Attachment A – Certifications)**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands. CTEL/CPC has provided a signed Proposal Certification Statement.

**2.5.6. Copies. Submissions in response to the RFP shall contain one signed original of the proposal, one electronic version on a USB drive and all required supporting information, no later than the closing date and time listed on the front page of this RFP, and labeled “Corrections Communication Service”. Proposals may be delivered via U.S. Mail, express courier or hand-delivered. Proposals shall be sent to the attention of Leslie Barlow-Hunter, Contract and Risk Manager. Late, faxed or electronically submitted proposals shall not be accepted.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.





## Section 6: Procurement Authority and Method

County is conducting the RFP pursuant to its authority under 279A.060 Local Contract Review Boards. The County intends to use the single step Competitive Sealed Proposals method pursuant to [ORS 279B.060 and OAR 137-047-0260. County intends to initially conduct a single-step Competitive Sealed Proposal method. See reservations of rights in Section 3.17.

  CTEL/CPC Response:

CTEL/CPC has read and understands.

### 3.1. COMPLIANCE WITH RULES

**3.1.1. Proposers responding to this RFP must follow the procedures and requirements stated herein. Except as otherwise provided in this RFP, the applicable provisions of the Oregon Revised Statutes (ORS) Chapter 279B governing public contracting shall apply to all personal/professional services contracts of the County. Adherence to these rules and the procedures and requirements of this RFP will ensure a fair and objective analysis of your proposal. Failure to comply with or complete any part of this RFP may result in rejection of your proposal.**

  CTEL/CPC Response:

CTEL/CPC has read and understands.



### 3.2. WRITTEN QUESTIONS AND ADDENDA

3.2.2. Questions regarding this RFP must be submitted to the RFP Contact listed below no later than the date stated in the timeline section of this RFP document. All questions must be RECEIVED by the specified date and time. No oral questions will be accepted. E-mail questions to the addresses below;

- For technical questions / clarifications:  
Klamath County Sheriff's Office  
[bbryson@co.klamath.or.us](mailto:bbryson@co.klamath.or.us)  
541-851-3838
- For Questions regarding the RFP process:  
Leslie Barlow-Hunter  
Klamath County Contracting and Risk Manager  
[lbarlow-hunter@co.klamath.or.us](mailto:lbarlow-hunter@co.klamath.or.us)  
541-851-3693

  CTEL/CPC Response:

CTEL/CPC has read and understands.

3.2.2. All questions received by the parties listed above that require clarification or modifications to the terms and conditions of the RFP will be answered by addenda to this RFP. Any party interested in the RFP packet will be responsible to check with the Contracting and Risk Manager, by phone 541-851-3693, email at [lbarlow-hunter@co.klamath.or.us](mailto:lbarlow-hunter@co.klamath.or.us), or online at <https://www.klamathcounty.org/Bids.aspx>, for any addenda issued for this project. Addenda will be posted for the Interested Parties no later than February 9, 2020. Anonymity of the source of the specific questions will be maintained in the written response.

  CTEL/CPC Response:

CTEL/CPC has read and understands.



**3.2.3. ADDENDA:** If in the County’s opinion, additional information or interpretation is necessary; such information will be supplied in the form of an addendum. Addenda shall have the same binding effect as though contained in the main body of the RFP. Any oral instructions or information concerning the specifications or other information given out by the County shall not bind the County. All addenda shall be issued by the RFP Contact.

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

### **3.3. RESPONSE TO REQUESTS FOR CLARIFICATION OR CHANGE**

**3.3.1.** County shall respond to each properly submitted written request for clarification or request for change in accordance with ORS 279B.405. Where appropriate, County shall issue revisions and clarify RFP provisions via Addenda posted on County’s website at <http://klamathcounty.org/depts/contracts/openbids.asp>. County may also informally respond to Proposer questions. Informal responses, however, do not affect the provisions of the RFP. The RFP, contractual terms and specifications can only be changed via formal addenda issued by County.

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

### **3.4. CANCELLATION, DELAY, OR SUSPENSION OF SOLICITATION; REJECTION OF PROPOSALS**

**3.4.1.** This solicitation may be canceled, delayed or suspended, or any or all bids or proposals may be rejected in whole or in part, when the board determines cancellation or rejection, delay or suspension is in the best interest of the commission. The reasons for the cancellation or rejection or delay or suspension will be made part of the file. The county is not liable to any Proposer for any loss or expense caused by or resulting from the delay or suspension, cancellation or rejection of a solicitation, proposal or award.

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

### **3.5. IRREGULARITIES**

**3.5.1. The County reserves the right to waive any non-material irregularities or information in the RFP or in any proposal.**

 **CTEL/CPC Response:**

CTEL/CPC has read and understands.

### **3.6. PROTEST OF PROPOSAL SPECIFICATIONS**

**3.6.1. A Proposer who believes the proposal scope of work or specifications are unnecessarily restrictive or limit competition may submit a protest, in writing, to the Contracting and Risk Manager who will submit Protest(s) of Proposal Specifications to the Board for action. The Board's ruling is final. To be considered, protests must be received at least ten (10) calendar days before the proposal closing date. Envelopes containing protests should be marked as follows:**

**PROPOSAL SPECIFICATION PROTES *Corrections Communication Service***

 **CTEL/CPC Response:**

CTEL/CPC has read and understands.

### **3.7. PROPOSAL WITHDRAWAL**

**3.7.1. Any proposal may be withdrawn at any time before the due date and time by providing a written request for the withdrawal of the proposal to the issuing office. A duly authorized representative of the firm shall execute the request. Withdrawal of a proposal will not prejudice the right of the Proposer to file a new proposal.**

 **CTEL/CPC Response:**

CTEL/CPC has read and understands.



### **3.8. OPENING/REVIEWING OF PROPOSALS**

**3.8.1. Proposals shall be opened and the names of all Proposers shall be read at the date and time listed in the Schedule, Section 1.3. Proposals will not be read aloud (OAR 137-047-0450(2)). Proposals shall be opened at the following location:**

**Klamath County  
305 Main Street Suite 216  
Klamath Falls, OR 97601**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

### **3.9. AWARD**

**3.9.1. The Board of Commissioners will consider award of the project based on the evaluation Committee’s recommendation and will authorize issuance of a contract. The contract will be awarded to the Proposer who, in the opinion of the County, offers the best combination of qualifications, experience, and meets all required specifications. The County may reject any proposal not in compliance with all prescribed public procurement procedures and requirements and may reject for good cause any and all proposals upon a finding that it is in the public interest to do so.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**3.9.2. If County receives proposals identical in fitness, availability and quality and chooses to award a Contract, County shall award the Contract in accordance with the procedures outlined in OAR 137-047-0600(1) (C).**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

### **3.10. PROTEST OF AWARD**

**3.10.1. The award by the Board of Commissioners shall constitute a final decision of the County to the contract if no written protest of the award is filed with County within seven (7) calendar days of the Notice of Intent to Award. The written protest shall specify the grounds upon which the protest is based. In order to be an adversely affected Proposer with a right to submit a written protest, a Proposer must be next in line for award. The County will not entertain a protest submitted after the time period established in this rule. Any Board of Commissioner ruling in the protest will be final.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.



**3.11. CONTRACT**

**3.11.1. As applicable, upon execution of the final agreement, this solicitation and the successful response will become part of the contract.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**3.11.2. A sample contract is provided as Attachment B; conditions and terms may be modified at the time of contract negotiations.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**3.11.3. County is not obligated as a result of the submission of a proposal to enter into a Contract with any Proposer, and has no financial obligation to any Proposer arising from the RFP.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**3.12. INCURRED COSTS**

**3.12.1. The County is not liable for any costs incurred by a Proposer in the preparation and/or presentation of a proposal.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

### **3.13. OWNERSHIP OF PROPOSAL DOCUMENTS**

**3.13.1. Any material submitted by a Proposer shall become the property of the County. Materials submitted after a contract is signed will be subject to the ownership provision of the executed contract.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

### **3.14. PROPRIETARY INFORMATION**

**3.14.1. The opened proposals shall be available for public inspection (ORS 192.420 to 192.505) except to the extent the Proposer designates trade secrets or other proprietary data to be confidential. (ORS 192.501(2))**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

### **3.15. PUBLIC RECORD**

**3.15.1. All proposals are public information after the proposals have been opened, and all protests are public information after the protest period ends. The Contract and Risk Manager shall open proposals at the date and time listed in the Schedule, Section 1.3. Copies of proposals, however, shall not be provided until the evaluation process has been completely closed and a Notice of Intent to Award has been issued pursuant to OAR 137-047-0610. Any person may request copies of public information. Proposers shall label any information as *italicized* and *underlined* that it wishes to protect from disclosure to third parties as a trade secret under ORS 192.501(2) with the following: "This material constitutes a trade secret under ORS 192.501(2) and is not to be disclosed except as required by law." County shall take reasonable measures to hold in confidence all such labeled information, but the County shall not be liable for release of any information when required by law or court order to do so, whether pursuant to the Oregon Public Records Law or otherwise and shall also be immune from liability for disclosure or release of information under the circumstances set out in ORS 646.473(3).**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.



### **3.16. EQUAL OPPORTUNITY POLICY**

**3.16.1. The County requires all Proposers to comply with equal opportunity policies. Its programs, services, employment opportunities, and volunteer positions and contracts are open to all persons without regard to race, religion, color, national origin, sex, age, marital status, handicap, political affiliation, or any other protected class. A copy of the County’s policy is available upon request.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**3.16.2. Proposers shall use recyclable products to the maximum extent economically feasible in the preparation of the proposal and in the performance of the work set forth in this RFP.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

### **3.17. RESERVATION OF COUNTY RIGHTS**

**3.17.1. County reserves all rights regarding the RFP, including, without limitation, the right to:**

- **Amend, delay or cancel the RFP without liability if County finds it is in the best interest of the County to do so;**
- **Reject any or all proposals received upon finding that it is in the best interest of the County to do so;**
- **Waive any minor informality or non-conformance with the provisions or procedures of the RFP, and seek clarification of any proposal, if required;**
- **Reject any proposal that fails substantially to comply with all prescribed RFP procedures and requirements;**
- **Negotiate a Statement of Work based on the Scope of Work described in Section 1.4 and to negotiate separately in any manner necessary to serve the best interest of the public;**
- **Amend any Contracts that are a result of the RFP;**
- **Engage consultants by selection or procurement independent of the RFP process or any Contracts or agreements under it to perform the same or similar services; and**

- To extend any Contracts that result from the RFP without an additional RFP process for up to a total of two, five-year terms.

  CTEL/CPC Response:

CTEL/CPC has read and understands.

**3.17.2. The intent of the RFP is to identify a proposal from a Proposer that has a level of specialized skill, knowledge and resources to perform the work described in the RFP. Qualifications, performance history, expertise, knowledge and the ability to exercise sound professional judgment are primary considerations in the selection process.**

  CTEL/CPC Response:

CTEL/CPC has read and understands.

### **3.18. EVALUATION PROCESS**

#### **3.18.1. Evaluation Overview.**

**3.18.1.1. County shall conduct an evaluation of the proposals received in response to the RFP.**

  CTEL/CPC Response:

CTEL/CPC has read and understands.

#### **3.18.2. Evaluation Committee.**

**3.18.2.1. County shall establish an evaluation committee which may consist of County staff, government partners and community partners to review, evaluate and score each proposal.**

  CTEL/CPC Response:

CTEL/CPC has read and understands.

### **3.18.3. Disqualification.**

**3.18.3.1. Any attempt by a Proposer to improperly influence a member of the evaluation committee during the proposal review and evaluation process shall result in proposal rejection.**

  CTEL/CPC Response:

CTEL/CPC has read and understands.

### **3.19. EVALUATION OF PROPOSAL (SCORED)**

**3.19.3. The evaluation committee shall score all proposals using the quantity and quality of information described in this Section. Points assigned by each evaluation committee member shall be added together and divided by the total number of evaluation committee members to compute an average score for the evaluation questions.**

  CTEL/CPC Response:

CTEL/CPC has read and understands.

**3.19.2. The evaluation committee may request additional clarification from Proposers for any portion of the proposals. If a proposal is unclear, Proposer may be asked to provide clarification. No new information or documentation may be submitted, however, and clarifications may not be used to rehabilitate a non-responsive proposal.**

  CTEL/CPC Response:

CTEL/CPC has read and understands.



**3.19.3. Klamath County is soliciting proposals from qualified person/persons to provide outreach and marketing services to assist the county with raising awareness of emergency management notification system and general county business/programs/events.**

 **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**3.19.4. Awarding of a proposal will be based upon a qualifications-based selection procedure. The following evaluation criteria will be used to evaluate proposals. Proposals will be scored on the following criteria:**

- **Call quality is a primary consideration, comprising 35 percent of the total weight the County gives during the final evaluation of the proposal.**
- **The award will be made to the Vendor whose proposal is determined to meet the requirements outlined in the RFP. The selection process may, however, include a request for additional information or an oral presentation to support the written proposal. The price proposal will be considered firm and cannot be altered after receipt per the terms of this proposal, unless the County requests an additional financial proposal via a best and final offer. The County does not imply a best and final offer opportunity will be available to the Vendors.**
- **County reserves the right to award this contract not necessarily to the Vendor with the lowest price or highest commission, but upon a "best value" basis that demonstrates the best ability to fulfill the requirements of the RFP. The County reserves the right, at its sole discretion, to waive minor administrative irregularities contained in any proposal.**
- **The successful Vendor shall commence work only after completion of a fully executed contract and after receiving written notification to proceed from the County. The successful Vendor will perform all services indicated in the proposal in compliance with the negotiated contract.**
- **Klamath County reserves the right to cancel the solicitation or to reject any or all proposals when County determines that such cancellation or rejection is in its best interest. Klamath County will not pay for any information herein requested, nor is it liable for any costs incurred by the Vendor. The County has the right, at its sole discretion, to overlook any discrepancies that may be included within a Vendor's proposal.**
- **Vendors whose proposals do not meet the mandatory requirements will be considered non-compliant and will be rejected. After the evaluation of the proposals and selection of the successful Vendor, all Vendors will be notified in writing of the selected firm.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**Selection Criteria and Overall Benefit to the County**

The proposal will be evaluated with regards to the following criteria:

Evaluation Criteria	Total Possible Points
Cover Page	0
Vendor experience, commitment to new technology offerings, account support team, financial stability, and current customer references	30
Demonstrated ability to meet the technical requirements, based upon the RFP responses and performance evaluation	30
Installation and cut over, maintenance, and training	5
Call quality	35

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

### **3.20. REFERENCE CHECKS FOR THE PROPOSER**

**3.20.1. Klamath County reserves the right to request references in addition to those provided by the Proposer (References), to investigate any references whether or not furnished by the Proposer, and to investigate the past performance of any Proposer. County may investigate the qualifications of a Proposer, including but not limited to: successful performance of similar services; compliance with specifications and contractual obligations; its completion or delivery of services on schedule; and its lawful payment of suppliers, subcontractors, and workers. County may postpone the award or execution of the Contract after the announcement of the apparent successful Proposer in order to complete its investigation. See other Reservation of County's Rights in Section 3.15.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

### **3.21. AWARD NOTIFICATION AND PROCESS**

**3.21.1. Successive Selection and Rejection. If the apparent successful Proposer does not accept the Contract offered within 10 business days of the apparent successful Proposer's receipt of the Contract, or such later date as County may authorize, County may make another selection. All Proposers shall be notified of the status of their proposal. If all proposals are rejected, the evaluation committee shall promptly notify all Proposers. No information shall be given to any Proposer (or any other individual) relative to their standing with other Proposers during the RFP process.**

  **CTEL/CPC Response:**

CTEL/CPC has read and understands.

**3.21.2. Protest of Intent to Award: see OAR 137-047-0740 & ORS 279B.410 (1)**

**3.21.3. Contract Award and *Negotiation***

**3.21.3.1. A copy of the sample contract that the County expects the successful Proposer to execute is included as Attachment B. Any proposed changes in the language, construction, or requirements of the contract must be raised and resolved. The County reserves the right to negotiate a final contract that is in its best interest.**



  CTEL/CPC Response:

CTEL/CPC has read and understands.

**3.21.3.2. The contract will define the extent of services to be rendered and will be negotiated with the highest ranked Proposer for the project. If agreement is not reached, negotiations will be terminated, and the County will consider any other proposals received that were qualified under the requirements of this RFP. When an agreement is reached, a contract for the work will be prepared and executed upon the Board of Commissioners approval.**

  CTEL/CPC Response:

CTEL/CPC has read and understands.

**ATTACHMENTS**

**Attachment A – Proposal Cover Sheet and Certifications**

**Attachment B – Contract – Sample**

**All Attachments are incorporated by reference herein.**

## Section 7: Additional Attachments

### A. Sample 60 Day Installation Timeline

Implementation Time Table based on a 60 day transition of the ITS system			
Action	Description	CTEL/CTEL/CPC Team	County Action
Review of RFP and contract for deliverables	Detailed review of the contract with staff to confirm deliverables stated in the RFP and transcribed into the contract	CTEL/CPC Project Team	County RFP team, county purchasing and other personnel as required
Day 1/Contract Signing	County and CTEL/CPC sign contract		
Project Team setup and on-site project manager assigned	CTEL/CPC to assign project team resources	Mr. Beasley – Overall Project Manager. Richard Pryor - ITS Manager. Mr. Damico – Technical Support Manager. Mrs. Murphy - Customer Care Center Manager. Mr. Arnado – Technician Install Team Manager	County to assign a Project Manager and Project Team (if applicable)
Project Setup	CTEL/CPC will initiate the build and dissemination of a detailed project plan	CTEL/CPC Project Manager – Kevin Beasley & Mrs. Brenda Smith	Project plan provided to County designated Project Manager
Site inspection	CTEL/CPC schedules and performs a thorough walk through of the facility(s).	CTEL/CPC technical team performs a detailed site inspection of: phone locations per pod, video visitation locations, electronic equipment room inspection, and other pertinent items	Discussion with County Project Manager, Site Administrator and will need Corrections Officer escort through facility
Internet Service Ordering	CTEL/CPC orders high speed internet circuit for site	CTEL/CPC project team evaluates bandwidth requirements and orders correctly sized internet service	County is notified of the day(s) of the install and asked to provide access to the telephone/electronic equipment room in the facility
Equipment Ordering	CTEL/CPC inventories existing equipment stock	Any equipment needed is ordered	N/A
JMS Integration	CTEL/CPC works with Jail Management System (JMS) Vendor to establish Inmate information feed to CTEL/CPC	CTEL/CPC works with JMS vendor to establish Inmate Information feed to CTEL/CPC Servers	County kept aware of status of JMS integration. No action unless CTEL/CPC requires assist from Facility to implement integration
System Programming	Equipment programming is started (ITS setup, Video Visitation units, Kiosk, etc)	CTEL/CPC Personnel program equipment and systems as needed	N/A
System Testing	Testing of all equipment to be installed at the site	CTEL/CPC to establish the hardware and activate live to pass data to ITS database for pretesting	N/A
Delivery and install of Telephone Room equipment	CTEL/CPC will deliver and install equipment to the site	CTEL/CPC technical team to deliver and install non-inmate contact equipment. Network Monitoring services set up	Provide secure storage of the CTEL/CPC ITS equipment and escort through facility





Facility Wiring	CTEL/CPC to install any new building wiring for new phone, video visitation, kiosk installs	CTEL/CPC technical team to test existing building wiring and replace with new wire if necessary - may cause individual phones to be out of service temporarily	Facility will need to provide security escort for movement through facility
Equipment and software connections	Final checks and testing performed on non-inmate contact equipment.	CTEL/CPC technical team will activate and test all ITS equipment prior to cut over date	County to provide security movement. County IT to confirm pre-test. County project manager to provide *blocked numbers list, attorney no record list, allowed 800 numbers, and PREA contact numbers
Date of Install			
Inmate telephones replaced, building phone wiring moved from previous vendor to CTEL/CPC	CTEL/CPC techs perform onsite tasks to move service, CTEL/CPC IT group assists as necessary remotely	CTEL/CPC team works to insure a smooth conversion from previous vendor to CTEL/CPC	County Project Manager and Site Administrator receive updates on service transition. Correctional Officers provide security for movement through the facility
Training	CTEL/CPC Trainer trains County and other authorized law enforcement agencies on how to use CTEL/CPC Software	CTEL/CPC trainer to provide live demonstration of key and specific inmate reports and functions	County systems administrator and other authorized users to be trained on system details
Installation Follow UP	CTEL/CPC Project Manager visits site and make sure all hardware and software working correctly	CTEL/CPC fixes any issues	CTEL/CPC coordinates issue fixing with County. County to provide security for movement through the facility
System Software Training, Maintenance and Repair of on-site equipment (ongoing)	Ongoing CTEL/CPC support of installed services	A CTEL/CPC technician will visit the site at least once each month. Equipment will be serviced during this visit, check-ins with the Site Administrator, any problems resolved.	Facility Administrator/ Facility Staff to report any issues to be resolved, provide security as necessary for movement through Facility
Remote System Monitoring and Repair (ongoing)	CTEL/CPC Network Monitoring system will monitor installed services and equipment at the Facility	CTEL/CPC will respond to any outages.	County/Facility will be notified of any service affecting conditions and kept updated on resolution of issues.

## B. Service Level Agreement

CTEL/CPC's inmate phone switch has an in-depth alarm system that monitors individual switch services and notifies CTEL/CPC's IT Department immediately via email. In the event of a service outage, CTEL/CPC will notify the facility

### THE FOLLOWING ESCALATION ROUTE WILL BE FOLLOWED:

1. System issues are reported (via monitoring or facility).
2. Trouble ticket will be opened.
3. Ticket will be assigned to an IT technician
4. IT technician will troubleshoot and diagnose the reported issue; if resolution cannot be reached remotely then CTEL/CPC will provide an onsite technician in accordance with the following service level agreement (SLA).
5. Our service level agreement includes:
  - An individual phone outage: 24 hours
  - Section of the building outage: 4 hours
  - Complete system wide outage: 2 hours



In the unlikely event support escalation is required, the facility will be provided, in advance, the personal contact information for senior members of support, including the NOC Supervisor.

CTEL/CPC is responsible for providing service coordination of repairs on all Local/Intralata/Interlata services and will comply with all applicable state and federal regulatory changes without ever incurring cost to the facility.

Any and all repairs will be performed at CTEL/CPC's expense during the term of the agreement. In addition, the ITS platform utilizes a "push" technology to upgrade programs and applications for those releases as required.

## C. Sample Reports

### Call Summary Report

**Fusion**    Dashboard    Admin ▾    Calls ▾    Cases    Chirps ▾    Inmates    Reports ▾    Watches ▾    Log Out

## Call Summary Report

Show Filters

### Results

County    Sheriffs Office - 05/01/2019 - 05/31/2019			
Region	Call Count	Min	Total Cost
<b>PIN Debit</b>			
Local	153	868	\$192.64
Intralata InterState	52	345	\$76.59
Interlata IntraState	2689	17747	\$3,938.91
Interlata InterState	299	2108	\$468.01
<b>Call Type Totals</b>	<b>3193</b>	<b>21088</b>	<b>\$4,676.15</b>
<b>Prepaid Collect/Direct Pay</b>			
Local	221	1751	\$388.63
Interlata IntraState	719	4620	\$1,025.20
Interlata InterState	16	150	\$41.28
<b>Call Type Totals</b>	<b>956</b>	<b>6521</b>	<b>\$1,455.11</b>
<b>Facility Totals</b>	<b>4149</b>	<b>27589</b>	<b>\$6,131.26</b>
<hr/>			
Call Count	Min	Total Cost	
4149	27589	\$6,131.26	

## Frequently Dialed Numbers Report

### Frequently Dialed Numbers Report

Show Filters

#### Results

Sheriffs Office - 05/12/2019 - 05/15/2019 - Threshold: 25					
Called Number	Minutes	Attempts	Connected	Accepted	Denied
Phone Numbers displayed in this column	156	103	93	21	72
	123	91	85	7	78
	245	54	42	22	20
	210	48	48	18	30
	243	44	38	33	5
	49	32	24	9	15
	65	29	26	9	17
	63	27	4	4	0

## Phone Usage Report

### Phone Usage Report

Show Filters

#### Results

Ani	Circuit Id	County		Sheriffs Office		Minutes	Call Time
		Total Calls	Connected	Accepted	Accepted		
(251) 275-1002	Booking 4	2063	184	82	2522	74028	
(251) 275-1002	Empty	11	0	0	9	97	

## Prepaid Card Statement Report

**Fusion**   Dashboard   Admin ▾   Calls ▾   Cases   Chirps ▾   Inmates   Reports ▾   Watches ▾   Log Out

### Card Statement Report

Show Filters

**Results**

Card Number: 773413432 - 04/13/2019 - 06/12/2019

Date	Time	Card Number	Number	Duration	PIN	Charge	Balance
06/12/2019	09:16:26	34134326		00:02:34	00000897	\$0.60	\$0.20
06/11/2019	18:05:37	34134326		00:08:39	00000897	\$1.80	\$0.80
06/11/2019	17:54:18	34134326		00:09:51	00000897	\$2.00	\$2.60

**Totals:**

Total Calls:      \$4.40

## Reporting Export Function

**Fusion**   Dashboard   Admin ▾   Calls ▾   Cases   Chirps ▾   Inmates   Reports ▾   Watches ▾   Log Out

### Call Summary Report

**Filter Criteria**

Start Date: 05/01/2019      End Date: 05/31/2019

Facilities: 1 checked ▾       Include Taxes

Run Report  
 Download Excel  
 Download PDF



# D. Proposal Cover Sheet

## Attachment A - Proposal Cover Sheet

### Proposer Information

Organization Name: Consolidated Telecom Inc.

Primary Contact Person: Jerry Jacobs Title: Executive Vice President

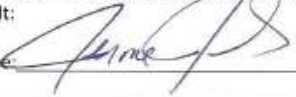
Address: 8113 Ridgepoint Dr, Suite 205

City, State, Zip: Irving, TX 75063

Telephone: 972-239-2182 Fax: 972-239-2358 Federal Tax ID#: 3993-4852-8

E-mail Address: jerry@ctel.us

Name and title of the person(s) authorized to represent the Proposer in any negotiations and sign any Purchase Orders that may result:

Name:  Title: Executive Vice President

### Minimum Proposal Requirements: This Proposal:

- Meets all Minimum Proposal Requirements described in Section 2.3;
- Addresses all Proposal Requirements described in Section 2 and Section 1.5, Scope of Work; and

Regarding Section 4.3, References, provide at least three (3) references with telephone numbers (please verify numbers) for the organization. References shall be able to describe and verify the quality of your equipment and customer service.

Name	Business	Phone Number
Livingston County	Stewart Inman	815-844-2774
Kittitas County	Steve Panattoni	509-962-7527
Dawson County	Shane Tilson	308-324-3011

### Representations, Attestations, and Certifications: The undersigned further acknowledges, attests and certifies individually and on behalf of the Proposer that:

1. No attempt has been made or shall be made by the Proposer to induce any other person or organization to submit or not submit a proposal.
2. Information included in this proposal shall remain valid for sixty (60) days after the proposal due date or until a Contract is approved, whichever comes first.
3. The undersigned recognizes that this is a public document and open to public inspection.
4. The Proposer acknowledges receipt of all Addenda issued under the RFP.
5. Proposer does not discriminate in its employment practices with regard to race, creed, age, religious affiliation, sex, disability, sexual orientation or national origin, nor has Proposer or will Proposer discriminate against a subcontractor in the awarding of a subcontract because the subcontractor is a minority, women or emerging small business enterprise certified under ORS 200.055.
6. The Proposer, acting through its authorized representative, has read and understands all RFP instructions, specifications, and terms and conditions contained within the RFP and all Addenda, if any;
7. The Proposer agrees to and shall comply with, all requirements, specifications and terms and conditions contained within the RFP, including all Addenda, if any;
8. The proposal submitted is in response to the specific language contained in the RFP, and Proposer has made no assumptions based upon either (a) verbal or written statements not contained in the RFP, or (b) any previously-issued RFP, if any.



- 9. The Proposer agrees that if awarded the Contract, Proposer shall be authorized to do business in the State of Oregon at the time of the award;
- 10. County shall not be liable for any claims or be subject to any defenses asserted by Proposer based upon, resulting from, or related to, Proposer's failure to comprehend all requirements of the RFP.
- 11. The County shall not be liable for any expenses incurred by Proposer in either preparing and/or submitting its proposal, or in participating in the proposal evaluation/selection or Contract negotiation process, if any.
- 12. The signatory of this Proposal Cover Sheet is a duly authorized representative of the Proposer, has been authorized by Proposer to make all representations, attestations, and certifications contained in this proposal document and all Addenda, if any, issued, and to execute this proposal document on behalf of Proposer.
- 13. By signature below, the undersigned Authorized Representative hereby certifies on behalf of Proposer that all contents of this Proposal Cover Sheet and the submitted proposal are truthful, complete and accurate. Failure to provide information required by the RFP may ultimately result in rejection of the proposal.

PROPOSER SHALL PROVIDE A FEDERAL EMPLOYEE IDENTIFICATION NUMBER OR SOCIAL SECURITY NUMBER WITH THE OFFER SUBMISSION (PROPOSAL).

SIGNATURE OF PROPOSER'S DULY AUTHORIZED REPRESENTATIVE FOR ALL SECTIONS:

Authorized Signature: 

Print Name: Jerry Jacobs

Title: Executive Vice President

FEIN ID# or SSN# (required): 3993-4852-8

Contact Person (Type or Print): Jerry Jacobs

Telephone Number: (972) 239-2182

Fax Number: (972) 239-2358





## F. Drug Testing Form

### CONTRACTOR'S CERTIFICATION REGARDING DRUG TESTING PROGRAM

(1) Pursuant to OAR 137-049-0200, contractor certifies by its signature on this document that it has a Qualifying Drug Testing Program in place for its employees that includes, at a minimum, the following:

- (a) A written employee drug testing policy, (b) Required drug testing for all new Subject Employees or, alternatively, required testing of all Subject Employees every 12 months on a random selection basis, and
- (b) Required testing of a Subject Employee when the contractor has reasonable cause to believe the Subject Employee is under the influence of drugs.

(2) A drug testing program that meets the above requirements will be deemed a "Qualifying Employee Drug Testing Program." An employee is a "Subject Employee" only if that employee will be working on the Project job site.

(3) Contractor agrees that by signing this certification it represents and warrants to the County that its Qualifying Employee Drug Testing Program is in place and will continue in full force and effect for the duration of the Contract. The County's performance obligation (which includes, without limitation, the County's obligation to make payment) shall be contingent on Contractor's compliance with this representation and warranty.

(4) Contractor also agrees that, as a condition to County's performance obligation (which includes, without limitation, the County's obligation to make payment), contractor shall require each Sub-Contractor providing labor for the project to:

- (a) Demonstrate to the Contractor that it has a Qualifying Employee Drug Testing Program for the Sub-Contractor's Subject Employees, and represent and warrant to the Contractor that the Qualifying Employee Drug Testing Program is in place at the time of subcontract execution and will continue in full force and effect for the duration of the subcontract; or (b) Require that the Sub-Contractor's Subject Employees participate in the Contractor's Qualifying Employee Drug Testing Program for the duration of the subcontract.

### CERTIFICATE OF NON-DISCRIMINATION

Pursuant to ORS 279A.110, discrimination in subcontracting is prohibited. Any contractor who contracts with a public contracting agency shall not discriminate against minority, women or emerging small business enterprises or a business enterprise that is owned or controlled by or that employs a disabled veteran in the awarding of contracts.

By signature of the authorized representative of the bidder/Proposer, the bidder/Proposer hereby certifies to Klamath County that this bidder/Proposer has not discriminated against minority, women, or emerging small business enterprises will not discriminate against minority, women or against a business enterprise that is owned or controlled by or that employs a disabled veteran in obtaining any subcontracts; and, further, that if awarded the contract for which this bid or proposal is submitted, shall not so discriminate.

### COMPLIANCE WITH OREGON TAX LAWS

The undersigned is authorized to act on behalf of Contractor and that Contractor is, to the best of the undersigned's knowledge, not in violation of any Oregon Tax Laws.

The undersigned certifies under penalty of perjury both individually and on behalf of Contractor that:

The undersigned is a duly authorized representative of Contractor, has been authorized by Contractor to make all representations, attestations, and certifications contained in this Contract and to execute this Contract on behalf of Contractor.

### CERTIFICATE OF COMPLIANCE WITH ORS 305.380 AND 305.385

The undersigned, as provider or potential provider of goods, services or real estate space to Klamath County, hereby certifies under penalty of perjury that to the best of my knowledge, the undersigned is not in violation of any Oregon tax described in ORS 305.380(4).

### CONTRACTOR'S REPRESENTATIONS AND WARRANTIES

Contractor represents and warrants to Klamath County that:

1. Contractor has the power and authority to enter into and perform this Contract.
2. This Contract, when executed and delivered, is a valid and binding obligation of Contractor, enforceable in accordance with its terms.
3. Contractor (to the best of Contractor's knowledge, after due inquiry), for a period of no fewer than six calendar years preceding the effective date of this Contract, faithfully has complied with:
  - a. All tax laws of this state, including but not limited to ORS 305.620 and ORS Chapters 316, 317, and 318;
  - b. Any tax provisions imposed by a political subdivision of this state that applied to Contractor, to Contractor's property, operations, receipts, or income, or to Contractor's performance of or compensation for any work performed by Contractor;
  - c. Any tax provisions imposed by a political subdivision of this state that applied to Contractor, or to goods, services, or property, whether tangible or intangible, provided by Contractor; and
  - d. Any rules, regulations, charter provisions, or ordinances that implemented or enforced any of the foregoing tax laws or provisions.
4. Any Goods/Items/Equipment/Components/Hardware/Software/Intellectual Property Rights, etc. delivered to/granted to Klamath County under this Contract, and Contractor's Services rendered in the performance of Contractor's obligations under this Contract, shall be provided to Klamath County free and clear of any and all restrictions on or conditions of use, transfer, modification, or assignment, and shall be free and clear of any and all liens, claims, mortgages, security interests, liabilities, charges, and encumbrances of any kind.

Printed or Typed Name: Jerry Jacobs

Signature:

Name of Firm and Tax ID #: Consolidated Telecom Inc., 3993-4852-8

Date: 2/8/2021



## G. Addendum 1 Form

### ADDENDUM #1 KLAMATH COUNTY JAIL CORRECTIONS COMMUNICATION SERVICES

1. Klamath County is extending the Closing date of the Klamath County Jail Corrections Communication Services RFP from February 15, 2021 at 2:00pm to **February 16, 2021 at 2:00pm** .
  - Revised closing date: **February 16, 2021 at 2:00pm.**
2. Whether companies from Outside USA can apply for this (such as India or Canada)?
  - Yes.
3. Will in person meeting be a requirement of the contract?
  - Yes, there may be times in-person meetings could be required.
4. Can we perform the tasks (related to RFP) outside USA?
  - Klamath County is unsure of your companies' abilities. If you are able to fulfill the requirements set within the RFP and final contract awarded, that is what Klamath County is looking for.
5. Can we submit the proposals via email?
  - No late, Faxed or Electronically submitted Proposals Will Be Accepted.
6. Would you be looking for a new Jail Management Software solution in conjunction with the new communications RFP?
  - Klamath County is not looking at a new JMS system at this time.

#### NOTICE TO ALL PROPOSERS AND PLANHOLDERS

(Please sign and return this Addendum with your Proposal):

The documents for the above-referenced Project are modified as set forth in this Addendum. The original documents and any previously issued addenda remain in full force and effect, except as modified by this Addendum, which is hereby made part of the Contract Documents. Bidder shall take this Addendum into consideration when preparing and submitting a bid, and shall acknowledge receipt of this Addendum in the space provided on the Bid Form.

Signature:  Date Signed: 2-9-2021

Printed Name: Jerome E. Jacobs Phone Number: (972) 239-2182

Title: vice-president Company Name: Consolidated Telecom, Inc

Address: 8113 Ridgepoint Suite 205 Irving, Texas 75063 CTCL

Federal I.D. #: 75-2369702 Contractor License #: \_\_\_\_\_

## H. Addendum 2 Form

### ADDENDUM #2

#### KLAMATH COUNTY JAIL CORRECTIONS COMMUNICATION SERVICES

14. Rooms in A-POD are labeled and how many phones will be required;

- > AA-1
- > AT-2
- > AM1
- > AF-2
- > AP-1

15. A total of 4 stationary kiosk and 1 mobile kiosk unit for A-POD.

16. There are 3 visiting rooms within A-POD that will need phones with recorded lines, installed on either side of the visiting glass.

❖ B-POD

1. Max of 44 inmates.
2. Four phones and two kiosks in this pod.
3. Two visitation rooms

❖ C-POD

1. Max of 44 inmates.
2. Four phones and two kiosks in this pod.
3. Two Visitation rooms

❖ Booking

1. Two phones to be installed/replaced. One local (currently free) and one long distance (currently charging a fee).
2. No kiosk to be installed in booking area.

#### NOTICE TO ALL PROPOSERS AND PLANHOLDERS

(Please sign and return this Addendum with your Proposal):

The documents for the above-referenced Project are modified as set forth in this Addendum. The original documents and any previously issued addenda remain in full force and effect, except as modified by this Addendum, which is hereby made part of the Contract Documents. Bidder shall take this Addendum into consideration when preparing and submitting a bid, and shall acknowledge receipt of this Addendum in the space provided on the Bid Form.

Signature:  Date Signed: 2-9-2021

Printed Name: Jerome Jacobs Phone Number: (972) 239-2182

Title: vice-president Company Name: Consolidated Telecom, Inc

Address: 8113 Ridgpoint Suite 205 Irving, Texas 75065

Federal I.D. #: 75-2369702 Contractor License #: \_\_\_\_\_