

**ADDENDUM #003**

**Solicitation Number:** FDC ITN-17-122  
**Solicitation Title:** Inmate Telecommunications Services  
**Opening Date/Time:** February 7, 2017 at 2:00 p.m. (Eastern Time)  
**Addendum Number:** 003

**Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.**

**Please be advised that the changes below are applicable to the original specifications of the above referenced solicitation.** Added or new language to the ITN is highlighted in **yellow**, while deleted language has been struck.

This Addendum includes the Department’s answers to written questions received.

This Addendum also includes the following revisions:

**Change No. 1**

Revisions to the numbers for the requirements in Section 3.6.4, System Service Functionality Requirements Service Area.

**3.6.4 System Service Functionality Requirements Service Area**

<b>System Service Functionality Requirements (SF)</b>	
<b>No.</b>	<b>Requirement</b>
<b>SF-01</b>	<p>The Vendor shall propose an inmate telephone system as part of the telecommunication service, with a technology system fully supported by an infrastructure which has the capability to provide specified services such as, secure and real-time monitoring of inmate telephone calls meeting the Department’s system security requirements.</p> <p>In addition, the system shall contain a secure database for transactional call records and provide data feeds to the Department’s official data repository. This shall include redundant system(s) as deemed necessary to accomplish this requirement, and a continuity of operations plan and disaster recovery plan, which will ensure that the system and services will be available without disruption at the required service level.</p> <p>The Department will be responsible for providing a daily “housing file” to the Vendor. This file contains the name and DC number of each active inmate in the system, and each inmate’s location. The Department’s Office of Information Technology (OIT) will determine the type, format, and transmission method of the daily “housing file”. The Department’s OIT will define the specifications of the requested data feed.</p> <p>The system shall have programming setup to automatically accept the Department’s “housing file”, which shall update the Vendor’s telecommunication service on a daily basis to ensure the inmate’s location (i.e., facility) and other identifying information are accurately reported.</p>

<b>System Service Functionality Requirements (SF)</b>	
<b>SF-02</b>	The system shall contain security features, which prevent unauthorized individuals from accessing any information held by the Vendor. Secure access to the systems and databases shall be maintained at all times.
<b>SF-03</b>	The Vendor shall provide complete support of all systems and software necessary to ensure provision of services at all times for the duration of the resulting Contract. In addition, the Vendor shall monitor changes to associated interfaced systems and accommodate changes in their systems as needed to continue operations of the services and systems as specified herein.
<b>SF-04</b>	All technical specifications and system requirements shall meet or exceed industry standards, and shall be in proper working order, clean, and free from defects of features affecting appearance, serviceability, or the safety of the authorized user in normal intended use, unless otherwise required herein.
<b>SF-05</b>	The system shall be restricted to outgoing calls only. The system shall not process incoming calls at any time.
<b>SF-06</b>	The system shall allow for the Department to program times when the system will be operational.
<b>SF-07</b>	The system shall contain an automated announcement function capable of processing calls on a selective bi-lingual basis: English and Spanish. The inmate shall be able to select the preferred language using no more than a two-digit code.
<b>SF-08</b>	During the call set-up process, the system shall provide a pre-recorded announcement, which complies with Code of Federal Regulations, Title 47, Volume 3, Part 64.710, identifying that the collect call is coming from a specific inmate at a Florida Correctional Institution, stating rate and complaint information, and containing a toll free number for the consumer's use. This announcement shall be heard by the answering party. The announcement shall also include the statement: "All communications will be recorded except attorney calls." The Department shall provide prior approval of the announcement.
<b>SF-09</b>	<p>The system shall have the capability to be deactivated (shut down) by Department or Vendor staff, quickly and selectively, at an individual facility, partial facility (single dorm), or on a global basis, and to restrict all PIN access. The system shall be capable of de-activating the PIN feature by individual inmate telephone, groups of telephones, and/or entire facilities, at the Department's option. Regardless of this deactivation, the system shall restrict inmate calls to prepaid collect and normal collect, local and long distance, cellular, and international calls. At no time shall the inmate telephones be unrestricted due to the deactivation of the PIN feature. The Department shall have the ability to immediately deactivate any inmate's telephone account, upon approval of the Warden/Duty Warden, for any of the following reasons:</p> <ul style="list-style-type: none"> <li>• 48-hours prior to any transfer;</li> <li>• 48-hours prior to any outside medical appointment; and/or</li> <li>• 48-hours prior to any outside court appointment.</li> </ul>
<b>SF-10</b>	The systems shall provide the capability to flag any individual telephone number in the inmate's "Approved Number List" as "Do Not Record". The default setting for each telephone number will be to record until flagged by Department personnel to the contrary. The system will have full audit controls that record such changes.

<b>System Service Functionality Requirements (SF)</b>	
<b>SF-011</b>	The system shall provide capability for assigning an inmate's phone access to an individual telephone or group of telephones, so that the inmate's account may only place calls from those designated telephones. These telephones shall still be capable of being used by an inmate whose phone access is not specifically assigned to an individual phone.
<b>SF-012</b>	The Vendor shall ensure the system has a "smart fail-safe" power down service, which is initiated upon alert by the uninterruptible power supply (UPS) that the UPS has switched to battery power due to a commercial main power failure or irregularity. The system and UPS shall maintain all current ongoing telephone calls for up to 10 minutes while blocking any additional call attempts after the event. After 10 minutes, if the UPS has not alerted the system that commercial power has been restored, the system shall power down to a quiescent state that allows it to resume full operation automatically after commercial power is restored. After power restoration, the system shall have a timer to delay for 10 minutes before call processing resumes to preclude unnecessary cycling if the commercial power is unstable.
<b>SF-013</b>	The Vendor shall provide a system that includes a monitoring component capable of being accessed through a dedicated monitoring terminal as specified for facility locations on Attachment II. The monitoring component shall be through a vendor-provided secure internet connection from a desktop, laptop, or remote means by authorized Department personnel who have appropriate security clearance, and has been provided Vendor supplied security codes. The system shall be capable of monitoring calls from both dedicated monitoring terminals and via secure, password protected internet access.
<b>SF-014</b>	The system shall interface with network services provided by local exchange carriers, as well as, inter-exchange carriers. This includes analog and digital facilities (i.e., analog business trunk, DS-1, etc.). The Vendor's Reply shall provide the types of network services to which the system will interface, and the purpose (use of a specific application) of such services for the Department.
<b>SF-015</b>	<p>The Vendor shall provide all software required to support the system.</p> <p>During the entire Contract term, including any renewals, all software shall be the latest general release of the software, including software for all equipment and monitoring terminals utilized in service delivery.</p> <p>Any software necessary for the Department to interface with the system shall be provided at the expense of the Vendor, with no licensing fee to the Department.</p>
<b>SF-016</b>	All software must be compatible with a minimum of a Windows 7 operating system and must operate with Internet Explorer 11.0 at a minimum.

**System Service Functionality Requirements (SF)**

<p align="center"><b>SF-017</b></p>	<p>The Vendor shall provide all required software enhancements/upgrades to the system inclusive of service delivery and installation for the system provided by the Vendor, at no additional cost to the Department.</p> <p>For the purposes of award, no Beta and Field Tested Software will be accepted. Upon Contract execution, the Department may review the request for Beta and Field Tested Software, and will require the approval of the Department's Contract Manager.</p> <p>Prior to any software upgrades or enhancements for the system, the Vendor shall discuss the software benefits with the Department's Contract Manager and Office of Information Technology (OIT) and coordinate implementation of software upgrades/enhancements with the Department.</p>
<p align="center"><b>SF-018</b></p>	<p>The Vendor shall provide a data record of all transactions through the system in a database for monitoring and analyzing of inmate telephone calls. This data is used to alert authorized Department staff of possible trends with inmate calls that could jeopardize the security of inmates, staff, or facilities.</p>
<p align="center"><b>SF-019</b></p>	<p>The Vendor shall be responsible for the generation and creation of a centralized system database. The system shall provide the capability for every call in and out of the system to be recorded with a transaction record that includes, at a minimum, a recording of the telephone call in a .wav or other format acceptable to the Department.</p>
<p align="center"><b>SF-020</b></p>	<p>The Vendor shall maintain the database in such a manner as to allow authorized personnel the capability to review and monitor inmate call data regardless of which Department facility is housing the inmate.</p>
<p align="center"><b>SF-021</b></p>	<p>The database shall contain multiple data fields. At a minimum, the database shall contain all fields required to generate reports, as indicated in Section 3.6.7, and all information required to establish Inmate Phone Access.</p> <p>Final data elements to be collected shall be subject to written approval by the Department.</p>
<p align="center"><b>SF-022</b></p>	<p>The system shall provide the capability for the Department to download reports from the database, through secured internet access, as outlined in Section 3.6.7.</p>
<p align="center"><b>SF-023</b></p>	<p>The Vendor shall provide access to the database through secure methods to be defined by the Department's OIT. The Department shall be able to retrieve defined data on an on-going basis (could be real-time, daily, or other).</p> <p>The Vendor shall provide requested data elements in a format to be determined by the Department's OIT. Data extracts shall be downloadable into various database formats, as needed by the Department. These data sets shall allow the Department to perform further analysis, as needed. The Department's OIT will finalize the methods, processes, and functions with the Vendor.</p>
<p align="center"><b>SF-024</b></p>	<p>The security and confidentiality of data in the system is of critical importance. The Vendor shall recover all inmate telephone data for all locations, to the point of full service operation using a data backup. The Vendor shall perform all service and database back-ups, and archiving. The Vendor shall provide all archival hardware, supplies, network, and recovery procedures that will ensure that no data is lost.</p>

<b>System Service Functionality Requirements (SF)</b>	
<b>SF-025</b>	The database shall have duplicate data storage devices with automated fail-over and automatic re-establishment of the duplicate databases upon replacement of the failed storage device, and shall be equipped with automated fire detection and suppression equipment.
<b>SF-026</b>	<p>The system shall record all data with a historical transaction record, and data shall be stored/archived for retrieval/backup in a database when requested by Department personnel, in accordance with the following:</p> <ul style="list-style-type: none"> <li>• All historical data shall be centrally stored and accessible for reporting purposes;</li> <li>• This information must be available for reporting in a standard transaction file format;</li> <li>• All current and historical data files shall be retained by the Vendor, as specified, for a period of five years after Contract expiration. Call records detail and call recordings shall be available “on-line” for a minimum of 12 months from the date of the call. “Off-line” records shall be in a format readily accessible to the Department upon request; and</li> <li>• This information shall be available at no charge to the Department after termination of the Contract.</li> </ul> <p>All data shall remain the property of the Department, and the Vendor shall not use data for any purpose other than as required in the resulting Contract.</p>
<b>SF-027</b>	<p>The Vendor shall ensure the inmate telephone system will only initiate calls in a “collect call” mode (prepaid or normal collect calls) to land and cellular lines with Billing Number Addresses (BNA) for all inmate telephone calls. The only exception to this requirement will be for calls placed on coin-operated telephones at identified community release centers.</p> <p>It is the responsibility of the Vendor to make the determination based on BNA information provided as whether or not the telephone provider of the family and friends meets the criteria of the Contract before approving their ability to accept calls from an inmate.</p>
<b>SF-028</b>	Inmate telephone system calls shall be processed at a speed of no more than 30 seconds, and “call set-up time” shall not exceed six seconds from completion of dialing to the first ring. The inmate telephone system shall not provide a second dial tone to an inmate telephone without the inmate hanging-up the telephone receiver after the first call is completed.
<b>SF-029</b>	Each call placed through the inmate telephone system shall be electronically identified by the system as being a call originating from a Florida Correctional Institution in 100% of the cases with or without the accompanying inmate PIN.

**System Service Functionality Requirements (SF)**

<p align="center"><b>SF-030</b></p>	<p>The inmate telephone system shall provide the option of either English or Spanish voice messages or prompts, as programmed through a single prompt at the beginning of each call. The default setting for each inmate shall be English until flagged by Department personnel to Spanish. In addition to English and Spanish, the inmate telephone system shall have the ability to provide additional languages for the standard language prompts. The language provided shall be controlled by the inmate's account information. The Vendor shall provide a list of languages available to the Department's Contract Manager, or designee, upon request.</p>
<p align="center"><b>SF-031</b></p>	<p>The Inmate Telephone System shall provide automated notification to an inmate of the call status (i.e., ringing, busy, etc.). This notification may either be in the form of ringing, busy tones, Special Information Tone (SIT), or appropriate recorded messages.</p>
<p align="center"><b>SF-032</b></p>	<p>The inmate telephone system shall allow the inmate to hear the processing of the placed call to determine if a SIT with message or an answering device (i.e., answering machine, voice mail, etc.) has answered the call. At no time shall the system allow the inmate to speak (restricted voice channel) until the called party has accepted the call.</p>
<p align="center"><b>SF-033</b></p>	<p>The inmate telephone system shall announce to the called party the name of the calling inmate, informing the called party how to accept calls and announcing to the called party the call charge rate, prior to acceptance, when a call is placed. The activation or deactivation of these features shall be determined by the Department's Contract Manager.</p>
<p align="center"><b>SF-034</b></p>	<p>If the party called does not accept a call, or if no one answers the call, the inmate telephone system shall inform the inmate of the situation and not simply disconnect the call.</p>
<p align="center"><b>SF-035</b></p>	<p>The inmate telephone system shall allow for a minimum "ring time" prior to disconnecting the inmate call. This "ring time" parameter shall be established within set parameters determined by the Department and shall be consistent among Department facilities.</p>
<p align="center"><b>SF-036</b></p>	<p>The inmate telephone system shall allow a called party to deny all future calls of a particular type from an inmate, and shall provide notice to the inmate placing the call of such action.</p>
<p align="center"><b>SF-037</b></p>	<p>The inmate telephone system shall have the capability to accept the called party's response, via Dual Tone Multi Frequency (DTMF) Touch-Tone Pad input from the telephone and voice response (Yes/No Response).</p>
<p align="center"><b>SF-038</b></p>	<p>The inmate telephone system shall interject messages into a telephone call at random intervals (i.e., "this call is from a Florida Correctional Institution") as deemed necessary by the Department. The activation or deactivation of this feature shall be determined by the Department.</p>
<p align="center"><b>SF-039</b></p>	<p>The inmate telephone system shall allow a called party to activate a code (via the touch tone pad of their telephone) that automatically deletes their telephone number from the calling inmate's "Authorized Telephone Number List".</p>
<p align="center"><b>SF-040</b></p>	<p>The inmate telephone system shall also provide an alert or notification to authorized Department personnel to ensure that the inmate does not add any number deleted via the above indicated feature to the inmate's requested list of telephone numbers in the future. Notification or alert to the Department shall be via automated system update to the inmate's account information file.</p>

**System Service Functionality Requirements (SF)**

**System Voice Quality Requirements**

**SF-041**

The system shall provide quality of voice connections that meet or exceed speech transmission quality standards in the United States, and standards enacted the appropriate industry agencies, or other organizations, such as the Telecommunications Standardization Sector of International Telecommunication Union (ITU-T), for transmitted and received levels, noise, cross talk, and frequency range(s).

The voice quality level shall be in place for all services, at all stages of a call, and shall not be affected by any other system feature, function, or capability.

**SF-042**

The system shall have the ability to block calls (call block). Call blocking requirements shall apply to all equipment, unless otherwise specified, and shall include, but not be limited to, the following types of calls:

1. Calls made to business numbers identified during the billing number address (BNA) search. The Department authorizes calls to attorney's, bondsmen, clergy, etc., by utilizing the inmate's authorized call list;
2. Calls made to any 911 number;
3. Calls made to any telephone numbers which incur excess charges, such as 900, 972, 976, 550, etc.;
4. Calls to current long distance carrier access numbers (i.e., 10333, 10285) or future 101-XXXX carrier access numbers;
5. Calls for all local numbers which access long distance carriers (i.e., 950-XXXX);
6. Call access to directory assistance access numbers (i.e., 411, 555-1212, etc.);
7. Call access to toll free numbers (i.e., 800, 888, 877, etc.), except the Florida Relay Service toll-free number(s) so that hearing impaired inmates may access a "Telephone Devices for the Deaf" (TDD) service;
8. Calls made to pre-paid or pay-as-you-go cell phones; and
9. Call access to any number upon request by the Department.

Only the following call blocking requirements shall apply to the coin-operated telephone equipment located at the Department's community release centers:

1. Calls made to any 911 number;
2. Calls made to any telephone numbers which incur excess charges, such as 900, 972, 976, 550, etc.;
3. Call access to toll free numbers (i.e., 800, 888, 877, etc.), except the Florida Relay Service toll-free number(s) so that hearing impaired inmates may access a "Telephone Devices for the Deaf" (TDD) service; and
4. Call access to any number upon request by the Department.

<b>System Service Functionality Requirements (SF)</b>	
	Call blocking shall not apply to coin-operated phones for visitors or the public at large.
<b>SF-043</b>	As set forth in SF-013, systems shall be capable of being accessed from a vendor-provided dedicated monitoring terminal, as specified on Facility Locations and Equipment List, Attachment II, and/or through a vendor-provided secure internet connection from desktop, laptop, or remote means by authorized Department personnel who have appropriate security clearance and have been provided security codes by the successful Vendor. The systems shall monitor calls from both dedicated monitoring terminals and via secure, password protected internet access.
<b>SF-044</b>	The system shall allow for “real time” audible monitoring of inmate calls by specific inmate PIN number, and/or terminating number entered by authorized Department personnel. The system shall allow for monitoring of inmate calls while in process (“real time”), and shall be configurable to allow for auto-forwarding specified calls in a “listen only” mode to a pre-designated telephone number in the Department’s Office of Inspector General (OIG).
<b>SF-045</b>	The system shall have query and search capabilities allowing Department investigators to quickly access telephone conversations that occurred during specific time periods, and/or were made from specific telephone instrument. The system shall have the ability to monitor calls based on Security Threat Group or Gang affiliation, utilizing data provided by the Department.
<b>SF-046</b>	The system shall record all inmate calls simultaneously, and at any time (in “real time”) that a call is placed.
<b>SF-047</b>	The call recording functionality shall be a fully digitized service allowing for the use of downloading, utilizing industry standard recording file formats. This should have the capability to be placed on various recording media.
<b>SF-048</b>	The system shall create a record of all calls that are monitored by any Department employee. This record will display a visible indicator in the list of inmate calls which identifies that the call has been played back by someone. This indicator, which can be as simple as an icon that is activated when the call has been played back, will link to the detailed playback history of the call. The detailed playback history will list each date and time that the call was played back, and the identity of the person who accessed the call.
<b>SF-049</b>	The playback history of inmate calls shall only be visible to personnel from the Department’s OIG, and access to this feature shall only be granted by the appropriate approving authority in the Department’s OIG. Non-Inspector General personnel shall not have the ability to view or retrieve any call playback history information.
<b>SF-050</b>	<p><b><u>System Restriction, Fraud Control and Notification Requirements</u></b></p> <p>The security and confidentiality of inmate-placed telephone calls is of critical importance. Security features which prevent unauthorized individuals from accessing any information held by the Vendor will provide for restriction to the system, fraud control for prevention purposes, and notification capabilities for attempted security violations or breaches. Secure access to the system shall be maintained at all times.</p> <p>The system shall have security capabilities that include, but are not limited to the following:</p>



## System Service Functionality Requirements (SF)

- a) Fraud prevention features, shall randomly interject pre-recorded announcements throughout the duration of the conversation to the called party indicating the source of the call.
- b) Detection and prevention capabilities related to fraudulent, illicit, or unauthorized activity capable of detecting unusual or suspicious number sequences dialed or dialing patterns which the system identifies as possible attempts to commit fraud.
- c) A call alert feature that will alert Department personnel, via email, that a designated inmate is placing a call to a specific number or contact that has been assigned alert status. This status is an investigative tool which will be activated by authorized Department personnel.
- d) Ability to detect an attempt by the called party to initiate a 3-way or conference call, to immediately terminate the call and to make a notation in the database on the inmate's call. The system shall make this information available, in a report format, to designated Department personnel.
- e) Ability to immediately terminate a call if it detects that a called party's telephone number is call forwarded to another telephone number. The system shall make a notation in the database on the inmate's call. The system shall make this information available, in a report format, to designated Department personnel.
- f) Ability to deactivate the restrictions on the called party's attempt to initiate a 3-way or conference call on a per number dialed, per inmate basis. The system shall permit call transfer or 3-way conferencing of specific inmate calls placed to pre-designated privileged telephone numbers such as attorneys.
- g) Ability during any call to block the out-pulsing of all digits pressed by the inmate and all hook switch "flash" attempts, after the PIN and calling list number have been input, such that no dual tone multi-frequency (DTMF) or hook switch "flashes" will appear on the outside line.
- h) Capability for the Department to immediately and remotely turn telephones on and off, including individual telephones, groups of telephones, or an entire Department facility by Department staff with the appropriate authorization level. This service shall be available, via telephone, 24 hours a day, seven days a week, including holidays.

<b>System Service Functionality Requirements (SF)</b>	
	<p>i) Ability to provide a form of speech or word recognition that will alert Department personnel when certain words or phrases are used by an inmate during an outgoing call.</p>
<b>SF-051</b>	<p>The proposed system(s) shall provide for authorized user access for the purposes of managing inmate telephone access information in real time. Authorized Department staff and Vendor staff, as authorized by the Department's OIG, shall have the ability to immediately enter, delete, change, or modify any proposed system(s) access information including, but not limited to, calling privileges or restrictions pertaining to inmates.</p>
<b>SF-052</b>	<p>The proposed system(s) shall allow for authorized Department user access to be established, upon application by the prospective user, and the approval of the Facility's Warden or Assistant Warden, and a designated representative from the Department's OIG, Central Office. This approval authorization shall be given only to the incumbent in these positions, and cannot be delegated or assigned. Levels of authorized access shall be a menu-driven selection configured for each user, listing the various components of the proposed system(s). Any modifications to access levels shall go through the same approval process detailed above.</p> <p>Deactivation of user accounts may be approved by any one of the approving authorities referenced above, with an electronic notice sent to the designated Department's OIG representative.</p>
<b>SF-053</b> <b>SF-054</b>	<p>The creation, approval, and modification of user accounts shall be available in both electronic and paper format. Accounts opened manually (with paper application) shall be processed into the electronic user account system by the Vendor.</p>
<b>SF-054</b> <b>SF-055</b>	<p>The proposed system(s) shall allow the creation of lists of currently authorized users by facility and/or Department OIG, as needed. A system-wide list of all current authorized users shall be provided quarterly to the Department's OIG, Central Office. The proposed system(s) shall also maintain a list of all users, active or inactive, searchable by the user's last name, first name, and containing all periods of account activation.</p>
<b>SF-055</b> <b>SF-056</b>	<p>The proposed system(s) shall allow Department personnel to temporarily restrict or disconnect service to an individual inmate telephone.</p>

<b>System Service Functionality Requirements (SF)</b>	
<b>SF-056</b> <b>SF-057</b>	<p><b><u>Proposed System(s) Network Status Monitoring Component</u></b></p> <p>All proposed system(s) shall provide a system network status monitoring component within the system. The system’s status monitoring component shall, at a minimum:</p> <ol style="list-style-type: none"> <li>1) Show graphically in real-time the status of the system components at each Department facility and other locations, to include but not be limited to, calls, processor equipment, call monitoring equipment, call recording equipment, telephone station equipment, and network circuit connections.</li> <li>2) Show component status for system in a minimum of two conditions: “Green” for normal operation, and “Red” for failed or failing operation.</li> <li>3) Provide automatic reporting of component status changes (not manual input) for calls.</li> <li>4) Display and record event times, i.e., when any component changes status from “Red” to “Green”, or vice-versa.</li> <li>5) Provide the service technicians the ability to log acknowledgments of component failures, log acceptance of responsibility for repair, and log comments on action taken for calls.</li> <li>6) Provide the Vendor’s System Administrator accessibility to the display of status at all times for calls. The status display shall be available at other locations such as the Department’s Contract Manager’s office, via intranet computer access. Department personnel shall be allowed to observe the system status display at any time upon demand. All event records and technician logs shall be maintained for a minimum of 30 days, and shall be available to authorized Department personnel upon request.</li> </ol>
<b>SF-057</b> <b>SF-058</b>	<p><b><u>System Testing</u></b></p> <p>The Vendor shall submit with their Reply a complete and comprehensive functional test plan to assure the Department of the system’s readiness to accept inmate calling traffic at all facilities. This test plan shall include a checklist of items to be performed by the Vendor’s implementation team and verified by the Department’s staff.</p>
<b>SF-058</b> <b>SF-059</b>	<p><b><u>System Acceptance</u></b></p> <p>Upon Contract execution, the Vendor shall provide to the Facility’s Assistant Warden of Programs, and the Department’s Contract Manager a complete and comprehensive acceptance plan for the systems at each Department facility. System acceptance shall be determined by a consecutive 30 day period, during which, the systems must function “error free” after installation. Failure of the systems to meet mutually agreed upon acceptance criteria for more than 30 consecutive days may result in a request for replacement by the Department for that particular system’s component.</p>
<b>SF-059</b> <b>SF-060</b>	<p><b><u>System Documentation</u></b></p> <p>At the completion of the implementation and installation, the Vendor shall provide to the Assistant Warden of Programs at each Department facility, and the Department’s Contract Manager a complete set of service reference manuals for the inmate</p>

<b>System Service Functionality Requirements (SF)</b>	
	<p>telecommunication service that shall include information specific to the installations at the respective facility.</p> <p>In addition, after installations of the inmate telecommunication service at each respective facility, the Vendor shall supply documentation containing service request contact numbers, instructions on reporting, and escalation procedures for the inmate telecommunication service to the Assistant Warden for Programs at the respective institution, and the Department's Contract Manager.</p>
<p><b>SF-060</b> <b>SF-061</b></p>	<p><b><u>System Disaster Recovery</u></b></p> <p>The Vendor shall submit with their Reply a written Disaster Recovery Plan and Continuity of Operations Plan, and associated internal system(s) equipment that shall be capable of providing for support in case of failures in power, system data networking, Vendor's equipment at its host site through the user-level equipment provided by the Vendor, and for all natural or man-made disasters, including flood or fire at the host facility. These plans and all updates will be reviewed and accepted by the Department's OIT, Central Office, and kept for reference purposes.</p> <p>The system(s) shall be capable of recovering from a power outage automatically or remotely once commercial power is restored.</p>
<p><b>SF-061</b> <b>SF-062</b></p>	<p>The Vendor shall provide remote diagnostic support and trouble-shooting technical assistance for the system and equipment 24 hours a day, seven days a week, including holidays.</p>
<p><b>SF-062</b> <b>SF-063</b></p>	<p>The Vendor shall provide the authorized users a toll-free contact number, answered by a live person, 24 hours a day, seven days a week for the purpose of reporting problems and providing technical assistance for Department staff.</p>
<p><b>SF-063</b> <b>SF-064</b></p>	<p>The Vendor shall provide a centralized Customer Service Center located in the Continental United States (preferably within the State of Florida) which is operational 24 hours a day, seven days a week, including holidays.</p> <p>The Vendor's Customer Service Center shall be responsible for handling all inmate telecommunication service calls, from family and friends regarding service issues, billing, and any other issues relating to these services.</p>
<p><b>SF-064</b> <b>SF-065</b></p>	<p>The Vendor shall also ensure that a minimum of two Service Representatives, as delineated in PGM-01, Program Management Requirements, are provided specifically for staffing the Department's Central Office location.</p> <p>The responsibilities of these individuals will include handling of inmate family complaints, as well as, the additional duties specified for Service Representatives in OS-09.</p>
<p><b>SF-065</b> <b>SF-066</b></p>	<p><b><u>System Reporting</u></b></p> <p>At a minimum, the telecommunication service systems shall allow the Department to generate "canned" reports directly through an interface accessible through a secure internet site or via dedicated monitoring terminals. The Vendor shall provide reporting capability on all information contained in the telecommunication service systems database, including recording of telephone calls. To ensure that reports are accurate and timely, the database shall be updated in real time so that all report data is current when viewed and/or downloaded by authorized Department personnel. The database shall be capable of maintaining a record of all reports that are downloaded, with the date and time of the download, and the name of the person who performed the download. All reports shall have the capability of being queried, sorted or filtered by any field contained in the report or by data parameters, as</p>

<b>System Service Functionality Requirements (SF)</b>	
	applicable, and reports shall be readable on screen, printable and shall be downloadable into an excel format. Reports shall also be viewable via a user-friendly interface. This interface shall be, at a minimum a Graphical User Interface (GUI) such as Windows 7. Report formats shall be subject to final approval by the Department's Contract Manager.
<b>SF-066</b> <b>SF-067</b>	<b><u>Authorized Users Report:</u></b> The system(s) shall provide a real time report of all Departments and the Vendor's authorized users for utilization by the Department's Office of the Inspector General. This report shall include user name, status (active or inactive) and corresponding dates, user title, facility location and their assigned role (i.e. monitor, administrator, etc).
<b>SF-067</b> <b>SF-068</b>	<b><u>Approved Calling List Report:</u></b> The system(s) shall provide a real time report of each inmate's approved calling list of 10 numbers. This report shall include inmate name, inmate pin #, inmate's facility location, name and phone numbers of everyone on the inmate's calling list and Billing Number Address (BNA) for all numbers. This system shall also maintain a cumulative historical calling list for each inmate, showing all numbers that have been added or deleted from the inmate's list and the corresponding dates.
<b>SF-068</b> <b>SF-069</b>	<b><u>Comprehensive Outgoing Call Report:</u></b> The system(s) shall provide a real time report of all outgoing calls made from all Department facilities for utilization by the Department's Office of the Inspector General. This report shall include inmate name, inmate pin #, inmates' facility location, phone number called, date and time of call, length of call, and BNA for number called.
<b>SF-069</b> <b>SF-070</b>	<b><u>Duplicate Number Report:</u></b> The system(s) shall provide a real time report of all outgoing telephone numbers that appear on the active call list of two or more inmates for utilization by the Department's Office of the Inspector General. This report shall include phone number, BNA for number called, inmate name, inmate pin #, and inmate's facility location.
<b>SF-070</b> <b>SF-071</b>	<b><u>International Call Report:</u></b> The system(s) shall provide a real time report of all overseas/international calls made. This report shall include inmate name, inmate pin #, number called, BNA for number called, inmate's facility location, country name call was placed to, date and time of call, length of call.
<b>SF-071</b> <b>SF-072</b>	<b><u>Alert Level Report:</u></b> The system(s) shall provide a real time report of all calls that generated an alert notification in the system. This will include three-way calls, as well as any other calls programmed to send an alert notification. This report shall include date and time of call, number called, BNA for number called, inmate name, inmate pin #, and type of alert.

**Change No. 2**

Revisions to the numbers for the requirements in Section 3.6.4.1, System Service Functionality Deliverables.

**3.6.4.1 System Service Functionality Deliverables**

Deliverable	Due Date	Description (with cross-reference to Requirements as applicable)
DEL-SF-01	By the 10 <sup>th</sup> day of the month for the prior quarter	A system-wide list of all current authorized users shall be provided to the Department's OIG, Central Office, quarterly. (SF-054) (SF-055)
DEL-SF-02	Upon Contract Execution	A complete and comprehensive acceptance plan. (SF-058) (SF-059)
DEL-SF-03	At completion of Implementation and Installation of each facility	A complete set of service reference manuals for the inmate telecommunication service that shall include information specific to the installations at the respective facility. (SF-059) (SF-060)
DEL-SF-04	Within five business days of completion of Implementation and Installation at each facility	Documentation containing service request contact numbers, instructions on reporting, and escalation procedures for the inmate telecommunication service. (SF-059) (SF-060)

**Change No. 3**

Revisions to the requirements in Section 3.6.5, Other Service Requirements Service Area.

**3.6.5 Other Service Requirements Service Area**

Other Service Requirements (OS)	
No.	Requirement
OS-01	<p>The inmate telecommunication service shall be Personal Identification Number (PIN) driven.</p> <p>The inmate telecommunication service shall restrict use of the service through authorized PINs assigned to each inmate at one of the Department's five reception centers. <u>No PINs will be issued by any institution.</u> This PIN service shall allow individual PINs to be shut-off upon request of designated staff at the facility. When an inmate transfers to a different institution, that inmate's PIN account shall also be transferred. The Vendor shall be notified of inmate transfers through nightly file transmission via FTP. All PIN information shall remain the property of the Department.</p>
OS-02	<p>The inmate telecommunication service shall use the Department's current inmate PIN assignments and numbering plan. Current PINs are numeric only and 11 digits in length. The inmate telecommunication service's PIN service will consist of the inmate's DC number, and shall be followed by the last four numbers of the inmate's Social Security Number. Since the DC number is usually six characters and the first character can be a letter or digit, it is necessary to use seven digits to represent the DC number. Therefore, the PIN shall be constructed as follows:</p>

**Other Service Requirements (OS)**

1ST TWO CHARACTERS OF THE PIN:

<b>If the DC number begins with:</b>	<b>Then the PIN begins with:</b>
Blank* or Zero	00
1 through 9	01 through 09
A through J	10 through 19
K through T	20 through 29
U through Z	30 through 35

Note: Some older DC numbers may be written as only 5 characters. In those cases, the DC number is assumed to start with a blank to make it a 6-character number.

NEXT FIVE CHARACTERS OF THE PIN:

Same as the last five characters of the inmate's DC number.

LAST FOUR CHARACTERS OF THE PIN:

Same as the last four characters of the inmate's Social Security Number (SSN).

EXAMPLES:

A: DC number is 872460  
 SSN is 222-10-3555  
 PIN is 08724603555

B: DC number is A98811  
 SSN is 393-44-1167  
 PIN is 10988111167

C: DC number is 12298 (some older DC numbers are only five characters)  
 SSN is 998-30-2345  
 PIN is 00122982345

**OS-03**

The inmate telecommunication service shall utilize the PIN feature for all collect, local, long distance, cellular, and international calls.

**OS-04**

The inmate telecommunication service shall allow each PIN to have a "class of service" assigned.

For example, each PIN shall have a list of allowable telephone numbers, duration of each call, etc. These systems shall provide call by PIN that provides the Department the option of implementing any or all of the following restrictions by PIN designation:

- Inmates can be either approved or not approved to make telephone calls by PIN, at the Department's option;

<b>Other Service Requirements (OS)</b>	
	<ul style="list-style-type: none"> <li>• Inmates, via the PIN, can be restricted to a specific telephone or group of telephones at the Department's option;</li> <li>• Limit duration of call: maximum call duration can be set globally (all PINs), by site, by facility area, or by individual inmate's PIN, at the Department's option;</li> <li>• Restrict time of day calling: an allowed calling schedule can be provided for each specific PIN, by facility area, by site, and globally (all PINs). The global restrictions can take precedence over individual PIN restrictions, at the Department's option.</li> <li>• Restrict an inmate under disciplinary action from placing any or all calls assigned to his particular PIN, with the exception of privileged numbers (i.e., attorney, approved clergy, and social work professionals).</li> </ul>
<b>OS-05</b>	The system shall have the ability to limit calls to a specific duration by PIN, and by specific telephone numbers assigned to a PIN.
<b>OS-06</b>	The PIN feature shall ensure that the automated operator function uses the inmate's pre-recorded name (recorded in both the inmate's voice and language, or in the voice of an administrator) to announce to the called party from whom the call is originating. Identification of the specific inmate, and thus the announcement of the inmate's name shall be performed by the PIN assignment.
<b>OS-07</b>	The systems shall allow for approved destination numbers to be assigned and restricted, by individual PIN. Such number lists will be approved by authorized Department personnel (i.e., classification officer), the Vendor's System Administrator, or the respective Service Representative at the Department's option.
<b>OS-08</b>	The PIN feature shall allow the recording of inmate calls to be discontinued when certain pre-determined telephone numbers (privileged telephone numbers) are called.
<b>OS-09</b>	<p>The Vendor shall provide Service Representatives responsible for entering inmate telephone access information in the system.</p> <p>Service Representatives shall make, at a minimum, twice weekly visits to the facilities identified on Attachment II, or as deemed necessary by the Department, for the purposes of entering and updating this information.</p> <p>In addition, the Vendor shall ensure that information can be entered into the system by authorized Department personnel. Information fields shall include, but not be limited to, inmate name (first, middle, last), PIN number (11 digits minimum), Department facility, identifier of unit within Department facility, 10 approved telephone numbers, privileged numbers, comments field, language preference field, account activation date, current status, and alert levels.</p>



<b>Other Service Requirements (OS)</b>	
<b>OS-010</b>	The Vendor shall ensure the system verifies that the number listed by an inmate's phone list (as authorized by the Department) is the telephone number with Billing Number Address (BNA) for the individual identified on the authorized phone list and NOT a pass through local number.
<b>OS-011</b>	<p>Authorized Department's OIG personnel shall have the capability to enter, modify, and delete any information in any data field encompassing any inmate's phone access information including an inmate's "Approved Telephone Number List".</p> <p>The Department will make available to the Vendor, the current inmate telephone system access information, as necessary for the transition of services.</p>
<b>OS-012</b>	<p>The Vendor shall provide on Attachment III, Price Information Sheet, a single, blended rate per minute, inclusive of all surcharges, for all calls on the North American Dialing Plan, including intralata, interlata, intrastate, interstate, local, and local extended calls, which shall not exceed the maximum rate per minute allowed by the Federal Communications Commission (FCC) and appropriate regulatory authority during the time the call is placed.</p> <p>In addition to the FCC, the Vendor can contact the State Consumer Protection Agency, Better Business Bureau, or the Florida Office of the State Attorney General to obtain maximum rate per minute information.</p>
<b>OS-013</b>	Call charges for international calls shall not exceed the maximum rate allowed by the appropriate regulatory authority during the time the call is placed. All call charges for coin-operated phones at the community release centers shall be at the same rates as inmate telephone calls.
<b>OS-014</b>	The Vendor shall agree that charges for calls shall include only the time from the point at which the called party accepts the call, and shall end when either party returns to an on-hook condition or until either party attempts a hook flash. There shall be no charges to the called party for any setup time.
<b>OS-015</b>	The Vendor shall not charge, pass on, or pass through to the customer paying for collect or prepaid calls any charges referred to as Local Exchange Carrier's (LEC), or Competitive Local Exchange Carrier's (CLEC) billing costs, or any bill rendering fee or billing recovery fee. The Vendor shall also ensure that LEC's and CLEC's do not charge or pass on to the customer any additional fee or surcharges for billing. The Vendor shall be responsible for any such LEC or CLEC surcharges incurred if billing through the LEC or CLEC.
<b>OS-016</b>	<p>In addition, the Vendor shall not charge, pass on, or pass through to the customer paying for the collect, prepaid calls any of the following charges and/or fees:</p> <p>Bill Statement Fee, Funding Fee, Mail-In Payment Fee, Western Union Payment Fee, Refund Fee, Regulatory Recovery Fee, Wireless Admin Fee, Single Bill Fee, Paper Statement Fee, Account Setup Fee, Account Maintenance Fee, Inactive Account Fee, Account Close-Out Fee, Non-Subscriber Line Charge, Inmate Station Service Charge, Third-Party Payment Processing Fee, State Regulatory Recovery Fee, Check/Money Order Processing Fee, Biometric Service Charges, JPay Payment Fee, Federal Regulatory Cost Recovery Fee, Regulatory and Carrier Cost Recovery Fee, Validation Surcharge, or Wireless Termination Surcharge.</p>

<b>Other Service Requirements (OS)</b>	
<b>OS-017</b>	The Vendor shall ensure, inmates' family and friends utilizing the Florida Relay Service to receive calls from inmates are charged the same rates as those family and friends receiving calls from inmates not utilizing this service.
<b>OS-017</b> <b>OS-018</b>	The Vendor shall ensure that prepaid local and long distance, cellular and international collect calling is available for all locations within the North American Dialing Plan.  In addition, the Vendor shall provide a list of all countries (outside of the United States) that can be reached via the inmate telecommunication service operating in a "collect call only" mode to the Department's Contract Manager, or designee, upon request.
<b>OS-018</b> <b>OS-019</b>	At no time shall an inmate be automatically connected to a "live" operator. The only exceptions to this requirement is that shall be, international collect calls through a live operator will be allowed when the country being called accepts collect calls, calls processed through the Florida Relay Service, and calls processed through PREA Victim Advocacy Centers.
<b>OS-019</b> <b>OS-020</b>	Call acceptance by the called party shall be accomplished through caller confirmation ("positive acceptance").
<b>OS-020</b> <b>OS-021</b>	Collect calls shall not be connected nor shall billing commence until the called party indicates acceptance of the call. All non-prepaid calls may be directly billed to the Billing Number Address (BNA) by the Vendor.
<b>OS-021</b> <b>OS-022</b>	The Vendor shall ensure that local and long distance, cellular and international collect calls are billed to the Billing Number Address originally provided by the inmate's inmate family or friend.
<b>OS-022</b> <b>OS-023</b>	The Vendor shall provide a toll-free number to the Customer Service Center which will be clearly shown on the called party's bill for assistance in billing matters.
<b>OS-023</b> <b>OS-024</b>	The Vendor shall ensure Caller ID is not available for any call placed through the inmate telecommunication service, and the called party has no other means of identifying the number from which a call is placed.
<b>OS-024</b> <b>OS-025</b>	The Vendor shall not charge for calls that result in Special Information Tones (SIT), "ring/no answer" or "busy" conditions.
<b>OS-025</b> <b>OS-026</b>	The Vendor shall provide local exchange service for collect only calling use at each Department institution. The local calling area shall be equivalent to the local calling public pay telephone area at each Department institution. The Vendor shall ensure that the system is capable of identifying a dialed number as local, based on the pay telephone calling area, and of correctly rating and routing the call.
<b>OS-026</b> <b>OS-027</b>	The Vendor shall allow families and friends to establish prepaid service account(s) with the Vendor for billing purposes, so that inmates can call pre-authorized numbers that may not be accessible via normal collect calling. Each prepaid account shall have an authorized billing number. Any calls billed to a family or friend's prepaid account shall meet the same security requirements as set forth for normal collect calls.
<b>OS-027</b> <b>OS-028</b>	The Vendor shall ensure that notice of the prepaid account availability is provided when a party receives a call and shall offer the option of being connected to a live operator for the purpose of establishing a prepaid account, if a normal collect call cannot be completed by the inmate due to billing issues.

<b>Other Service Requirements (OS)</b>	
<b>OS-028</b> <b>OS-029</b>	The Vendor's prepaid services <b>shall</b> allow the called party (family and friends) to deposit money into a prepaid services account.
<b>OS-029</b> <b>OS-030</b>	The Vendor shall provide instructional brochures explaining the process for establishing prepaid accounts to be made available to friends, family and inmates in Visitation parks and for the Department's public website.
<b>OS-030</b> <b>OS-031</b>	<p>The Vendor shall create a component within the system that creates an inmate "hot line" accessible from any telephone instrument within the system. This component shall be fully available from the monitoring terminals located at the Department's OIG, Central Office location and any of the other designated Inspector General's monitoring stations, as may be required, and authorized by the Department's OIG, Central Office.</p> <p>This component shall allow the inmate to create a confidential "mailbox", not requiring the inmate to identify himself in any manner, which also allows the Inspector General's personnel to leave a return message for the inmate. The creation of this "mailbox" shall be an option offered to the calling inmate.</p>
<b>OS-031</b> <b>OS-032</b>	The Prison TIPS hotline shall be reachable by entering *TIPS (*8477) on any telephone instrument in the system. The Crime Stoppers Hotline for anonymous reporting of cold case information shall be reachable by entering *8488. The PREA hotline for anonymous reporting of inmate sexual victimization shall be reachable by entering *8499. These calls shall not require input of the inmate's PIN number for access.
<b>OS-032</b> <b>OS-033</b>	There shall also be toll-free numbers assigned so that the Prison TIPS, Crime Stopper, and PREA hotlines can be reached by any and all telephones outside of the system.
<b>OS-033</b> <b>OS-034</b>	The Vendor shall provide easily readable signage referencing the Prison TIPS, Crime Stopper, and PREA hotlines and toll-free numbers for display within the institution, and on the grounds of the institution as directed by the Facility's Assistant Warden of Programs.
<b>OS-034</b> <b>OS-035</b>	The Vendor shall create a component within the system that creates informant lines accessible from any telephone instrument within the system. This component shall have the ability to allow an inmate to call a number(s) established by the Department's OIG that is not included on their Inmate Telephone Agreement and Numbers List (DC6-223). The system shall have the ability to exclude informant lines from call detail reports, and monitoring/recording functions.

<b>Other Service Requirements (OS)</b>	
<b>OS-035</b> <b>OS-036</b>	<p><b><u>Litigation-Related Testimony</u></b></p> <p>The Vendor acknowledges and agrees that many times, the recorded telephone calls of inmates are used as evidence in criminal or Department violation investigations, and as such, the Vendor may receive written/verbal requests to provide testimony regarding monitoring equipment, system specifications, and the accuracy and reliability of the system's recorded telephone data.</p> <p>The Vendor shall ensure that qualified personnel is available to provide such expert testimony, and that personnel responds timely and/or appears as stipulated in the request and/or legal subpoena. The Vendor shall immediately notify the Department's Contract Manager, or designee, upon receipt of Departmental-related subpoenas.</p>

**Change No. 4**

The call data, by month, for the last 12 months (December 2015 through November 2016) is provided below:

December 2015			
Call Type	Total Revenue	Total Minutes	Number of Calls
Interlata IntraState	\$960,313.74	6,897,828	531,284
International	\$2,124.57	1,788	135
Interlata InterState	\$179,756.16	1,272,106	99,789
Intralata IntraState	\$162,383.04	1,157,867	90,059
Intra Out of State	\$8.34	54	5
Local In State	\$94,509.50	2,445,451	189,019

January 2016			
Call Type	Total Revenue	Total Minutes	Number of Calls
Interlata IntraState	\$990,413.40	7,145,790	546,292
International	\$1,800.38	1,477	123
Interlata InterState	\$186,492.84	1,325,863	103,233
Intralata IntraState	\$163,869.18	1,174,008	90,572
Intra Out of State	\$41.16	268	23
Local In State	\$97,425.00	2,536,608	194,850

February 2016			
Call Type	Total Revenue	Total Minutes	Number of Calls
Interlata IntraState	\$930,390.12	6,701,290	514,156
International	\$1,527.86	1,264	102
Interlata InterState	\$171,199.80	1,215,943	94,879
Intralata IntraState	\$155,148.42	1,110,284	85,914
Intra Out of State	\$44.76	288	25
Local In State	\$89,999.50	2,336,358	179,999

March 2016			
Call Type	Total Revenue	Total Minutes	Number of Calls
Interlata IntraState	\$1,016,678.40	7,294,780	563,607
International	\$1,643.79	1,341	114
Interlata InterState	\$187,192.08	1,325,674	104,023
Intralata IntraState	\$176,319.48	1,256,236	98,027
Intra Out of State	\$97.80	712	54
Local In State	\$100,447.00	2,586,553	200,894

April 2016			
Call Type	Total Revenue	Total Minutes	Number of Calls
Interlata IntraState	\$977,891.46	7,013,917	542,256
International	\$1,777.29	1,491	114
Interlata InterState	\$182,015.94	1,292,727	100,939
Intralata IntraState	\$171,146.58	1,220,025	95,171
Intra Out of State	\$50.40	364	28
Local In State	\$99,052.00	2,548,752	198,104

May 2016			
Call Type	Total Revenue	Total Minutes	Number of Calls
Interlata IntraState	\$1,007,325.36	7,234,487	558,083
International	\$1,816.12	1,508	120
Interlata InterState	\$188,983.62	1,336,954	105,151
Intralata IntraState	\$173,322.00	1,236,705	96,321
Intra Out of State	\$29.40	218	16
Local In State	\$105,510.00	2,722,909	211,020

June 2016			
Call Type	Total Revenue	Total Minutes	Number of Calls
Interlata IntraState	\$919,788.96	6595187	510228
International	\$1,310.58	1082	88
Interlata InterState	\$176,504.82	1244529	98474
Intralata IntraState	\$161,436.42	1152802	89677
Intra Out of State	\$15.90	112	9
Local In State	\$99,624.00	2563788	199248

July 2016			
Call Type	Total Revenue	Total Minutes	Number of Calls
Interlata IntraState	\$967,115.52	6,935,614	536,521
International	\$1,548.61	1,274	105
Interlata InterState	\$187,968.96	1,325,015	104,900
Intralata IntraState	\$170,990.04	1,220,966	95,001
Intra Out of State	\$16.56	123	9
Local In State	\$105,911.00	2,717,134	211,822

August 2016			
Call Type	Total Revenue	Total Minutes	Number of Calls
Interlata IntraState	\$902,983.26	6,477,830	500,880
International	\$1,258.40	1,050	82
Interlata InterState	\$175,047.36	1,235,142	97,664
Intralata IntraState	\$159,858.24	1,144,116	88,649
Intra Out of State	\$44.40	298	26
Local In State	\$100,219.50	2,589,736	200,439

September 2016			
Call Type	Total Revenue	Total Minutes	Number of Calls
Interlata IntraState	\$880,290.96	6,308,732	488,722
International	\$2,434.21	7,858	635
Interlata InterState	\$171,459.30	1,209,728	95,706
Intralata IntraState	\$156,008.10	1,113,625	86,669
Intra Out of State	\$60.96	404	36
Local In State	\$97,748.00	2,520,837	195,496

October 2016			
Call Type	Total Revenue	Total Minutes	Number of Calls
Interlata IntraState	\$954,433.98	6,839,445	529,851
International	\$3,910.24	10,451	827
Interlata InterState	\$192,578.40	1,356,872	107,576
Intralata IntraState	\$169,196.70	1,206,032	94,065
Intra Out of State	\$79.62	562	45
Local In State	\$105,295.50	2,719,099	210,591

November 2016			
Call Type	Total Revenue	Total Minutes	Number of Calls
Interlata IntraState	\$939,096.84	6,728,352	527,417
International	\$3,171.37	8,810	722
Interlata InterState	\$188,633.28	1,337,551	107,106
Intralata IntraState	\$166,101.00	1,185,538	93,304
Intra Out of State	\$86.98	630	52
Local In State	\$101,932.56	2,616,159	203,531

**Change No. 5**

Revision to table in Section 4.9 (A), as indicated below:

<b>Experience and Ability to Provide Services</b>	<b>Available Points (Scored by Evaluators)</b>	<b>Weight</b>	<b>Weighted Available Points</b>
References	1-5	5%	25
Prior Work Experience	1-5	10% 5%	50 25
Description of Solution Offering	1-5	8% 13%	40 65
Program Management Service Area Detail	1-5	15%	75
System Installation Service Area Detail	1-5	20%	100
System Service Functionality Service Area Detail	1-5	20%	100
Other Service Requirements Service Area	1-5	12%	60
System Equipment and Services Service Area	1-5	10%	50
<b>TOTAL</b>	<b>500 (weighted)</b>	<b>100%</b>	<b>500</b>

Responses to Written Questions  
 FDC ITN-17-122  
 Inmate Telecommunications Services

Question Number	Question	Answer
1	General. Will follow-up questions be allowed if vendors require any additional clarification to initial responses?	No. The ITN does not provide an additional period for follow-up questions or clarification to the Department's responses. Please reference Section 4.2 of the ITN.
2	Section 2.5 (p. 13). The state requires a 180 day implementation period for the initial delivery of equipment, supplies, hiring, training, etc., and transition of services. Does this implementation include Managed Access?	The referenced implementation timeframe is for inmate telecommunication services. The Managed Access System (MAS) is a service that the Department is interested in possibly obtaining as a value-added service. Vendors shall provide with their Reply, a detailed description of all value-added services the Vendor is offering the Department, per Section 3.2 of the ITN. This detailed description should also include a proposed schedule for implementation.
3	Section 3.2.2.10 (p. 14). Regarding facial recognition software within the Cell Phone Lab.  Q1. Is facial recognition software already deployed at the DOC?  Q2. To avoid potential confusion, would the DOC elaborate on how this software is envisioned to work?	1. The Department's Office of Intelligence is a subscribed user to the Pinellas County Sheriff's Office, Face Analysis Comparison Examination System (FACES). This system is useful but has many gaps in accuracy. The success rate of the FACES program for the Department is less than 10% due to current or recent offender mugshot images not being updated properly, as a result, there are not relevant search criteria to run a query against.  2. The desired software would utilize a nightly data dump of all digital images and identifiable information of Department inmates, probationers, and staff from the Department's mainframe. The software would then utilize facial recognition algorithms to compare the known images with digital images imported from cell phones or other digital mediums to perform a facial comparison between the known and the unknown image. The software would need to be flexible and robust enough to accept data dumps of digital images of known individuals from external law enforcement and public safety agencies as well.



Question Number	Question	Answer
4	<p>Section 3.2.2.13 (p. 14). “Geo-fencing” is a fairly broad term in our industry, and generally means different things to different people.</p> <p>Q1. Is “geo-fencing” already deployed at the DOC?</p> <p>Q2. Would the DOC elaborate on how this software works today, and is envisioned to work in the future?</p>	<p>1. The Department has conducted tests of geo-fencing in partnership with other law enforcement agencies but has not deployed geo-fencing statewide.</p> <p>2. The desired software would consist of time-based monitoring of specific institutional locations. It would search for peak times, and then peak locations to establish baselines of data accessibility and traffic. The software would digitally collect all the streaming/ wireless data within that area. The data would then be reviewed and determined if the area(s) in question has high concentrations of digital data.</p>
5	<p><b>Section 3.2.7 (p. 14).</b> Managed Access is a multi-faceted solution, and different changes in specifications can mean drastic changes in time of deployment and cost. We would expect the DOC’s evaluation criteria to anchor on at least maintaining what is in place/due to be in place today.</p> <p>Q1. Are the three sites cited in Contract Amendment #9 completed as of this date?</p> <p>Q2. Have any sites been added or deleted from the list in Amendment #9?</p> <p>Q3. What are the RF coverage areas deployed/due to be deployed in those sites? E.g. housing units only, housing + rec yards, all areas within the outside fence perimeter.</p> <p>Q4. What cellular protocols are controlled/due to be controlled in the current deployment(s)? E.g. satellite phones, 802.11x, LTE.</p> <p>Q5. Is there an expectation that the vendor’s solution provide an evolution path to Service Denial, Directional Jamming, or other methods of contraband cell phone control in the future?</p>	<p>While a Managed Access System (MAS) is a value-added service that the Department is interested in considering, there are additional value-added services included in Section 3.2 of the ITN, that the Department is also very interested in considering.</p> <p>1. No. The Managed Access Solutions at Wakulla CI, Wakulla Annex, Wakulla WC, Okeechobee CI, Okeechobee WC, Martin CI, and Martin WC are not operational as of 12/16/2016.</p> <p>2. No, there have been no site changes.</p> <p>3. The coverage area is limited to the housing units.</p> <p>4. The solutions currently use commercially available cellular protocols, E.g. 3G, 4G, and LTE.</p> <p>5. The Department is open to discussing any future enhancements of the offered system that comply with federal and state laws, as part of a value-added service.</p>

Question Number	Question	Answer
6	<p>Section 3.2.7 (p. 14). Managed Access System (MAS) infrastructure.</p> <p>Q1. Will ownership of the wiring infrastructure for the Managed Access Systems (e.g. fiber, conduit, directional antennas, fiber distribution to telecom rooms) being installed at FL DOC sites today revert to the DOC at the end of the current contract, and will any new vendor have unrestricted access to this infrastructure for the new contract?</p> <p>Q2. A detailed inventory of MAS-related infrastructure is simply not possible during site visits, since much is hidden behind walls, on rooftops, etc. Will the DOC please provide at least an overview of the infrastructure in place today – at a minimum, number of antennas and manufacturer by site, fiber manufacturer and type, and intended RF coverage areas?</p>	<p>1. The fiber and conduit for the Managed Access System will be retained by the Department at the end of the current Contract. However, the Department cannot commit to providing unrestricted access to this infrastructure for the new Contract.</p> <p>2. The Managed Access System being deployed at the Wakulla CI, Wakulla Annex, and Wakulla WC sites is manufactured by CellBox. The Managed Access System deployed at Okeechobee CI, Okeechobee WC, Martin CI, and Martin WC is manufactured by Harris. The coverage area is limited to the housing units at these facilities. The exact number of antennas is yet to be determined since the system at each site is still being deployed.</p>
7	<p>Will the Department please outline the fees that are being charged by the current vendor:</p> <ul style="list-style-type: none"> <li>a. Bill Statement Fee</li> <li>b. PrePaid Account Funding Fee via Web</li> <li>c. PrePaid Account Funding Fee via IVR</li> <li>d. PrePaid Account Funding Fee via Live Operator</li> </ul> <p>Fees for Instant Pay Calls</p>	<p>The current Contract does not allow for any of these fees. Please see Section 2.1 of the ITN for a link to the current Contract.</p>
8	<p>There are 2,858 station phones required. How many are to be “all weather” type phones?</p>	<p>Currently, the Department has approximately 50 phones in outside locations requiring them to be “all weather” type phones. The Department reserves the right to decrease or increase this number, as needed.</p>

Question Number	Question	Answer
9	There are 68 cordless phones required. Are these cart phones?	Yes, these are cart phones.
10	Jail Management Integration – Please provide the name and contact information for the current JMS Vendor.	Currently, the Department does not utilize a commercial Jail Management System. The Department utilizes the Offender Based Information System (OBIS), which is a custom mainframe-based system maintained by the Department.
11	Requirement 5.4.1 of the RFP states, "...it is vital that small, minority, women, and service-disabled veteran business enterprises participate in the state's procurement process as both Vendors and subcontractors in this solicitation." Does the Department have a set goal for participation by these enterprises; or, what weighted score will be given to vendor's proposing to use these enterprises?	The Department does not have a set goal for participation by these enterprises, or provide a weighted score to Vendors proposing to use these enterprises. The Department also encourages the use of these businesses as subcontractors.
12	Page 34 of the original RFP: There appears to be no requirement number SF-053. Can the state confirm this is correct?	The numbering for the requirements in Section 3.6.4 have been revised. Please see Change No. 1 of this Addendum.
13	Page 48 of the original RFP: There appears to be no PM-SES-01. Can the state confirm this is correct?	The Department has defined seven Performance Measures (PM). The first PM is listed in Section 3.6.2, Program Management Requirements (PGM) Service Area, PM-PGM-01, and the remaining six are listed in Section 3.6.6, System Equipment and Services (SES) Service Area, PM-SES-02, PM-SES-03, PM-SES-04, PM-SES-05, PM-SES-06, and PM-SES-07.

Question Number	Question	Answer
14	Based on the instructions on page 55, for Tab D—Service Area Detail Solution, it is our interpretation that the State is not expecting a point-by-point response to Section 3, but rather a narrative describing our ability to meet the requirements of Section 3.6 based on the criteria a) – h) on page 55. Can the State confirm that this interpretation is correct?	The Department expects a Reply addressing all requirements listed in Section 4.7, Tab D. The format the Vendor uses (i.e. table format, a narrative acknowledging agreement or combination of both) to address the Department’s requirement is at the Vendor’s discretion. However, the Vendor’s Reply should provide the Department a thorough and complete overview of the Vendor’s solution.
15	Page 35 of the original RFP: SF-63. Must the TF number be answered by a live person or is Voice Mail ok? Are there any ramifications if answered via voice mailbox?	Requirement SF-063 has been revised to require that the toll-free number is answered by a live person. See Change No. 1 of this Addendum.
16	Page 41 of the original RFP: OS-17. This requirement assumes that inmate telephone service (ITS) providers bill for collect calls that are processed by the Florida Relay Service provider. The connection from the inmate to the Relay Service operator (via a toll free 800 number) is provided at no cost to the inmate or the friend or family member. After the no cost connection is made between the inmate and Relay Service provider, the Relay Service provider sends out the billable record for the cost of the collect call. We respectfully request this provision be removed due to the fact, 1) ITS vendors do not charge end users for Relay Service calls, and, 2) Florida Relay designates a preferred long distance “Carrier of Choice”, whereby each Carrier may charge unique rates.	The Department will remove the requirement OS-17 from Section 3.6.5 the ITN. Please see Change No. 3 of this Addendum.
17	Page 41 of the original RFP: OS-19. FDC utilizes live operators for PREA Victim Advocacy Centers and Florida Relay Service (e.g. non impaired inmate calling hearing impaired TTY user). Can this provision be revised to include additional exceptions?	The Department has revised requirement OS-019 to include calls processed through the Florida Relay Service and calls processed through PREA Victim Advocacy Centers. Please see Change No. 3 of this Addendum where the requirement is now OS-018.

Question Number	Question	Answer
18	Page 51 of the original RFP: Reply Bond is the same as a Bid Bond ensuring financial viability as a responding Vendor only to be applied during the bidding process? Alternatively, section 5.31 on Page 76 of the original RFP "Performance Guarantee" represents on-going and annual guarantees via bond, cashier check or money order throughout the life of the contract, correct?	This is correct.
19	Due to the ITN schedule overlapping major holiday periods during Thanksgiving, Christmas and New Year, we respectfully request consideration for a 2-4 week extension in the initial delivery schedule of January 10, 2017.	Please see Addendum 001 to this ITN.
20	Please confirm the rates for each call type and call band as they exist today – Collect and Prepaid – Local, Intra, etc. What is the cost for a local call and what is considered a local call?	As of 12/16/2016 the cost of a local call is \$.04 cents per minute and the cost for inter-lata, intra-lata, and interstate calls is \$.14 cents per minute. The Federal Communication Commission (FCC) defines what constitutes a local call. For additional information, please visit the following website: <a href="https://www.fcc.gov/consumers/guides/local-local-toll-and-long-distance-calling">https://www.fcc.gov/consumers/guides/local-local-toll-and-long-distance-calling</a> .
21	Page 9 of the ITN provides calls, revenue and minutes for FY 2015-2016 with the footnote that the data is through July 2016. The volumes appear to be for only a few months and not for the full fiscal year 7/1/15 – 6/30/16. Would the state please provide the call data by month for the last 12 months, to include July – September 2016?	The call data, by month, for the last 12 months (December 2015 through November 2016) is provided as a part of this Addendum. Please see Change No. 4.
22	Rates – the pricing attachment references maximum rate of \$0.13, but OS-12 states that the price cannot exceed the maximum rate set by FCC. The current maximum rate only applies to interstate service and is \$0.21 and \$0.25, the interim rate caps, until the DC Circuit rules. Can Vendors ignore the \$0.13 because it's inconsistent with OS-12?	No. The Vendor's Reply shall comply with Attachment III, Price Information Sheet, which states that the per minute telephone rates for family and friends shall not exceed \$0.13 cents per minute and be inclusive of any other fees, including surcharges and connection fees.

Question Number	Question	Answer
23	Given the trend to simplified call rates for inmate families, we have a question related to the price information sheet. For the Price Per Minute in Attachment III, is the state looking for a single blended price per minute for all call bands and all call types? This would mean one price per minute whether the call is Local, Intralata, Interlata/Intrastate, Interstate, Collect or Prepaid. This would mean a single price per minute for the initial minute and all additional minutes with no surcharge or connect fee.	Yes. The Department is requesting a blended per minute telephone rate for all call types.
24	If a new vendor is awarded this contract, is it the State's intent to have the services implemented prior to the expiration of the incumbent Vendor's contract on 9/24/17?	Please refer to Section 2.5, Facility Implementation Plan and Transition of Service, for requirements relating to the transition and implementation of services for the successful Vendor.
25	Would the State provide guidance on how the value added services will be considered in the evaluation of the proposals?	Please refer to Section 4.8,A,2.(c), which specifies how the Department will evaluate value-added services offered by Vendors, and Change No. 5 of this Addendum.
26	During the site walk through meetings it was mentioned that FDC is working on a Video Visitation solution and would be using a contract from the state of Arizona. What contract for Video Visitation is FDC referring too?	This is not relevant to the services being sought in this ITN.
27	Section 2.1 states that "The Department does not currently allow inmate debit calling." Would the state explain the reasoning behind excluding debit calling and if the State has considered allowing debit calling in the future?	Due to security concerns, the Department is not currently allowing inmate debit calling and does not anticipate future use.
28	Section 2.2 states that, "The Department intends to award the resultant Contract to a single Vendor, Statewide." Would the State confirm the intent to award a single contract to a single vendor for all products and services contained in the final negotiated contract?	Yes. At the conclusion of the negotiation phase, the Department intends to contract with a single Vendor, statewide, to provide all products and services, as a result of this ITN.

Question Number	Question	Answer
29	2.41 "Establish a flexible contract, with transparency of service costs and better alignment of costs with services". What aspects of the current contract need improved transparency of service costs and what aspects of the current contract's cost need better alignment with services which led to this requirement being included in the 2016 ITN?	The Department did not indicate issues with the current Contract; however, this is a goal of all Department contracts to enhance transparency and align services and costs.
30	For item 3.2.1 on page 13, is the state referring to the CEIA MSD or a different product? Are the units that are deployed today the property of the State or are they owned by the incumbent inmate telephone Vendor? Would the State provide the number of CEIA and equivalent devices that are deployed today and in use? What is the current training process and has FDC been trained in the units?	Per section 3.2.1, the Department identified the CEIA handheld cell phone detection units or equivalent. The units deployed today are the property of the Department. Currently, the Department has 116 CEIA units deployed throughout the State. All units are operational and in use. The Department has been trained by our current Contractor on how to operate these units.
31	Would the state elaborate on item 3.2.6 on page 13 for "Vendor-provided call monitoring"? Is the State looking for a specific number of calls to be monitored each month or a certain number of minutes? Is there a different metric the State will use to measure "vendor-provided call monitoring"?	The Department has not identified a specific number of calls or minutes to be monitored. At this time, the Department has not established a metric to measure Vendor-provided call monitoring. The Department would discuss this option further, including any associated metrics, in negotiations, if a Vendor included this service in their Reply and moved forward to the negotiations phase.
32	Would the state elaborate on item 3.2.7 on page 13 for a Managed Access System? We understand that the incumbent inmate telephone vendor signed an amendment to provide three managed access sites. Are those three sites fully operational and has the State signed off on those deployments? If so, what is/are the current system or systems being used? CellBox or Harris? For the purpose of this proposal, if a vendor were to offer a statewide MAS solution, would those facilities be included? Will the experience of the vendor in providing the proposed solution be part of the evaluation criteria? Must the vendor submit customer references for the specific solution that they intend to propose?	As of 12/16/2016, the Managed Access System deployed at Wakulla CI, Wakulla Annex, Wakulla WC, Okeechobee CI, Okeechobee WC, Martin CI, and Martin WC are not operational; therefore, the Department has not signed off on these deployments as being complete. The Managed Access system being deployed at Wakulla CI, Wakulla Annex, and Wakulla WC is manufactured by CellBox. The Managed Access Solutions for the other sites is manufactured by Harris. If the Vendor offered a statewide MAS solution, the above mentioned sites would be included. The Department would discuss this option further, including prior experience with any proposed value-added services, in negotiations, if a Vendor included this service in their Reply and moved forward to the negotiations phase.

Question Number	Question	Answer
33	3.6.6.1 Has the current provider been assessed any financial consequences for not performing to these standards which led to this requirement being included in the 2016 ITN?	No, they have not.
34	Requirement 3.6.4, SF-02, speaks to “preventing unauthorized individuals from accessing any information held by the Vendor”. There have been some very high profile data breaches over the last 24 months where agency data was exposed to the public. Does the State require vendors to divulge any known instances of customer data being released to the public within the last 24 months?	While data security is very important to the Department, as evidenced by the referenced requirement in the ITN, the Department is not requiring Vendors to provide information on data releases within the last 24 months.
35	3.6.4 – SF-027 – “The Vendor shall ensure the inmate telephone system will only initiate calls in a “collect call” mode (prepaid or normal collect calls) to land and cellular lines with Billing Number Addresses (BNA) for all inmate telephone calls.” Would the State please clarify if the intent is that only calls in which vendor has BNA, billing name and address, can be connected and if a Billing Number Address is not available then calls should not be connected?	Correct, per section 3.6.4, SF-027, it is the responsibility of the Vendor to make the determination, based on BNA information provided, as whether or not the telephone provider of the family and friends meets the criteria of the Contract before approving their ability to accept calls from an inmate.
36	4.8 Please provide specific evaluation points by requirement in addition to the broader category of points.	Please refer to Section 4.9, A, which provides the table of Technical Evaluation sections with available points per requirement.
37	4.9 Are evaluation scores are tabbed individually or done as a group?	The evaluation team members will individually and independently review each Reply and evaluate the Replies, in accordance with Section 4.9 of the ITN.



Question Number	Question	Answer
38	OS-024 – “The Vendor shall ensure Caller ID is not available for any call placed through the inmate telecommunication service, and the called party has no other means of identifying the number from which a call is placed.” Would the State desire an 800 number or other Caller ID indicator that would represent the vendors support center or primary data center number?	At this time, the Department is not interested in this option.
39	The calculation of the Cost Reply Score on page 58, seems to indicate that the Technical Evaluation Score is a component of the Cost Reply Score. Would the State please confirm that this calculation is correct? If yes, does this mean that the price per minute is worth less than 33% of the Reply Evaluation (250/750)?	Yes, the Technical Score is part of the mathematical formula used to calculate the Cost Reply Score. The Grand Total cost comprises 1/3 of the total available points.
40	<p>Will FDC allow vendors who are invited for negotiations to conduct Managed Access site surveys prior to negotiations to determine site parameters associated with Managed Access Systems?</p> <p>It would be ideal to preform site surveys prior to when replies are due but understand there is not a lot of time between when the answers to questions are posted and due date.</p> <p>Vendors may need to utilize a variety of equipment to preform Managed Access site surveys and the vendor can supply equipment lists prior to surveys.</p>	No, Vendors invited to negotiations will not be authorized to conduct Managed Access site surveys prior to the negotiations. However, if the successful Vendor’s offer has a Managed Access System component, the successful Vendor will be allowed the opportunity to perform site visits during the implementation of this value-added service.