



STATE OF FLORIDA

DEPARTMENT OF CORRECTIONS

REQUEST FOR INFORMATION (RFI) # 12-DC-8382

Statewide Inmate Telephone Services

October 9, 2012

I. INTRODUCTION

The Florida Department of Corrections, herein referred to as "Department", is seeking information from experienced, qualified vendors for Statewide Inmate Telephone Services that will allow inmates the ability to communicate with outside parties, via collect and prepaid calls, that may be local, long distance, cellular, and/or international.

The Department is requesting responses from established vendors with a proven track record in the service, system design, equipment, installation, training, operation, and ongoing repairs and maintenance of the system and its components. Any solution must have the ability to adapt to future expansion and integration, as may become necessary.

The Department is also interested in a long-term revenue sharing contract. Ideally, this will be a revenue generating solution for the Department. The intent is to generate revenue as well as increase positive contact between inmates and families. How revenue sharing is structured should be identified and explained by the respondent in terms sufficiently specific to allow for Department analysis.

II. BACKGROUND

Currently, the Department has statewide inmate telephone services within its institutions, annexes, road prisons, forestry camps, and work camps. The Department has specific security requirements for inmate telephone services with a prime objective to control inmate telephone usage and limit fraudulent activity. A primary goal is to ensure the safety and security of staff, inmates and the public through the use of current technology.

III. STATEMENT OF NEED

Inmate telephone service includes the service, system design, equipment, installation, training, operation, and ongoing repairs and maintenance of the systems and its components which shall be provided at no cost to the Department. The services shall include, and not be limited to the following provisions:

- a comprehensive inmate telephone service that will allow for collect and prepaid calls for local, long distance, cellular, and international calls service;
- a technology system, which includes, but is not limited to, system infrastructure, network, database, servers, new call processors, digital and analog communications circuits, telecommunications capabilities, monitoring;
- installation of new telephones at all facilities including the required number of instruments and any required station cabling as determined necessary;

- systems and equipment that support the Department's call monitoring/security needs, including terminals, and digital recording equipment as determined necessary;
- creation of a centralized database which shall contain all data elements necessary for provision of monitoring services, reporting and historical call transaction information;
- contractor personnel to include System Administrator, Field Repair/Site Technicians and Service Representatives to perform oversight, operational assistance and maintenance and repair to the inmate telephone system and equipment;
- ongoing maintenance, repair, and/or replacement and/or upgrades of all equipment and systems as determined necessary to ensure service delivery;
- provision of all required training and instructional materials required for use of the inmate telephone service as applicable to inmates, families, and/or Department staff; and
- provision of all related support services not otherwise indicated herein.

IV. PURPOSE OF RFI

Pursuant to Rule 60A-1.042, Florida Administrative Code (F.A.C.), an agency may request information from the business community by issuing a written Request for Information (RFI). Agencies may use RFI's in circumstances including, but not limited to, determining whether or not to competitively procure a commodity or contractual service, determining what solicitation process to use for a particular need, or researching general, special, and/or technical specifications for a solicitation. A vendor's answer to a RFI is not an offer and shall not be used to justify a contract with that vendor without otherwise complying with Chapter 287, F.S., and Rule 60A-1, F.A.C. Vendors submitting answers to an agency's RFI are not prohibited from responding to any related subsequent solicitation. The Department reserves the right to use or reject any information supplied in response to this RFI.

Interested parties are requested to answer all questions contained in Section V. Additionally, interested parties should provide details of enhancements and other applications and systems that may apply to the delivery of services or technology described.

V. QUESTIONS AND RESPONSES

1. Describe your concept for shared revenue.
2. Describe what services and hardware are included with your inmate telephone service.
3. Describe in detail any new and innovative technologies relating to the management of authorized cellular communications and the denial of service to unauthorized cellular communication that you can provide at no cost to the Department.
 - a. Describe in detail the implementation of such technologies, the impact to the inmate telephone service, the infrastructure required to support it, and the other value-added aspects of such technologies.
 - b. Describe the oversight, auditing, and managerial processes involved with this type of technology.
 - c. Describe what process you have for updating hardware and software.
4. Provide a description of your company's profile including a general description of your corporate experience in providing inmate telephone service in a correctional setting.

5. Describe the network infrastructure required for the solution without the need to utilize the Department's network infrastructure and resources.
6. Describe the oversight, auditing, and managerial processes involved with the solution.
7. Describe what process you have for updating hardware and software.
8. Describe what types of intelligence tools, including Link Analysis on call data, you can provide at no cost to the Department.
9. Are you willing to provide a demonstration of your proposed inmate telephone service, technologies relating to the management of authorized cellular communications, and intelligence tools?

VI. PUBLIC RECORDS

Vendors are cautioned that Florida law generously defines what constitutes a public record (see Section 119.07, F.S.). If a vendor responding to this RFI believes that its information submittal contains information that should not be a public record, the vendor shall clearly segregate and mark that information (for example, stamp each page "Confidential" and place it in an envelope marked "Confidential") and briefly describe in writing the grounds for claiming exemption from the public records law. The Department will not independently evaluate claims of exemption. If the Department receives a public records request related to this RFI, the Department shall notify the vendor in writing at least seven (7) days before making the information available for review by the requester. The vendor shall be solely responsible for taking whatever action it deems appropriate to legally protect its claim of exemption from the public records law. If the vendor fails to do so, the Department shall make the information available for review. In no event shall the Department or any of its employees or agents be liable for disclosing, or otherwise failing to protect the confidentiality of information submitted in response to this RFI. In addition, the Department will attempt to afford protection from disclosure of any trade secret as defined in Section 812.081, F.S., where identified as such in information provided in response to this RFI, to the extent permitted under Section 815.04, F.S. By submitting information in response to this RFI, a vendor acknowledges, however, that the protection afforded by Section 815.04, F.S., is incomplete, and it is hereby agreed by the vendor and the Department that no right or remedy for damages arises from any disclosure.

VII. SUBMISSION OF INFORMATION

Responses must be in writing and submitted via mail or email no later than **5:00 p.m. ET, October 23, 2012**. If responses are submitted by mail in hard copy format, an original and three (3) copies shall be submitted. Responses must reference the RFI number (RFI #12-DC-8382), the company name, address, telephone number, email address and contact person. Send responses to:

Kim G. Colonna
Department of Corrections
Bureau of Procurement & Supply
501 South Calhoun Street
Tallahassee, FL 32399-0950
Phone: (850) 717-3676

E-mail: Colonna.Kim@mail.dc.state.fl.us

The Department of Corrections sincerely appreciates your time and interest in responding to this Request for Information.