

REQUEST FOR PROPOSAL
FOR
BID NO. 014-10
RFP FOR JAIL INMATE PHONE SERVICES
FOR THE
POLICE DEPARTMENT
OF THE
CITY OF FAIRHOPE
Mayor
Timothy M. Kant
Fairhope City Council
Lonnie Mixon, Council President

Set No. _____

Bid Posted: 11-10-10
Bid Opening: 12-02-10

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**CITY OF FAIRHOPE
REQUEST FOR PROPOSALS
ADVERTISEMENT**

November 10, 2010

Sealed proposals will be received by the City of Fairhope of Baldwin County, Alabama, in the City of Fairhope offices, 555 South Section St. Fairhope, Alabama, until **2:00P.M. December 2, 2010** and then publicly opened thereafter, for furnishing all labor and materials, and performing all work required by the City of Fairhope and described as follows:

Bid Number 014-10, RFP (Request for Proposals) for Jail Inmate Phone Services

Questions or comments pertaining to this RFP must be presented in writing, sent as e-mail or faxed to the attention of the Purchasing Manager, Daniel P. Ames, P.O. Drawer 429, 555 South Section St., Fairhope, Al 36532, e-mail: dan.ames@cofairhope.com, fax number: 251-990-0125, Seventy Two (72) hours prior to the RFP opening or will be forever waived.

All proposals must be on bid forms provided in the RFP Documents. **BID BOND IS WAIVED.**

There will be a non-mandatory pre-bid meeting on November 18, 2010, at 10:00 AM at 555 South Section St. Fairhope, Al 36532.

The City of Fairhope is an Equal Opportunity Employer and requires that all Lessees comply with the Equal Employment Opportunity laws and the provisions of the Contract Documents in this regard. The City also encourages and supports the utilization of Minority Business Enterprises on this and all public bids.

All proposals, with their guarantee (when required), must be enclosed in a sealed, opaque envelope, clearly identified on the outside as a "**Sealed Bid**" with **Item Name, Bid Number, City of Fairhope's Name and Address and Bidder's Name and Address**. Each proposal must be in a separate envelope. Proposals made out in pencil will not be accepted.

Failure to observe the instructions contained herein will constitute grounds for rejection of your proposal. The City reserves the right to accept or reject all proposals or any portion thereof whichever is in the best interest of the City of Fairhope.

An awarded bidder with three or more employees must have Workman's Compensation Insurance on all of its employees if work is done on City premises. General Liability Insurance must be maintained to hold the City harmless in the event of an accident. If work is done on City premises, proof of acceptable insurance coverage must be submitted prior to starting work. See Instructions below for details.

No proposals will be considered unless the bidder, whether resident or non-resident of Alabama, is properly qualified to submit a proposal for this type of work in accordance with all applicable laws of the State of Alabama. Where applicable, this shall include evidence of holding a current license from the State Licensing board for General Contractors, Montgomery, Alabama, as required by Chapter 8 of Title 34, of the Code of Alabama, 1975. In addition, non-residents of the State if a corporation, shall show evidence of having qualified with the Secretary of State to do business in the State of Alabama

Daniel P. Ames,

Purchasing Manager

Posted 11-10-10

Opens 12-02-10

ITEM II

INSTRUCTION TO BIDDERS

1. PREPARATIONS FOR PROPOSALS:

Forms furnished, or copies thereof, shall be used, and strict compliance with the requirements of the invitation, these instructions, and instruction printed on the forms is necessary. Special care should be exercised in the preparation of bids. Bidders must make their own estimates of the facilities and difficulties attending the performance of the proposed contract, including local conditions, uncertainty of weather, and all other contingencies. All designations and prices shall be fully and clearly set forth. The proper space in the bid form shall be suitably filled in.

2. LABOR AND MATERIALS NOT TO BE FURNISHED BY CITY OF FAIRHOPE:

- a. The City of Fairhope, Alabama, will not furnish any labor, material, or supplies unless specifically provided for in the Contract documents.

3. SIGNATURE TO PROPOSALS:

- a. Each bid must give the full business address of the Bidder and must be signed by him with his usual signature. Bids by partnerships must furnish the full names of all partners and must be signed with the partnership name by one of the members of the partnership, or by an authorized representative, followed by the signature and designation of the person signing. Bids by corporations must be signed with the legal name of the corporation followed by the name of the State of Incorporation and by the signature and designation of the president, secretary, or other person authorized to bind it in the matter. The name of each person shall also be typed or printed below the signature. A bid by a person who affixes to this signature the word "president", "secretary", "agent" or other designation without disclosing his principal, may be held to be the bid of individual signing. When requested by the City of Fairhope, Alabama, satisfactory evidence of the authority of the officer signing in behalf of the corporation shall be furnished.

4. ALTERNATE PROPOSALS:

- a. Alternate proposals will not be considered unless called for.

5. CORRECTIONS:

- a. Erasures or other changes in the proposals must be explained or noted over the signature of the bidder.

6. OWNER:

- a. Where the word "Owner" appears herein, the same refers to City of Fairhope, Alabama, and includes the Fairhope City Council, its governing body.

7. INSURANCE:

- a. The insurance policies of any insurance company shall be an admitted carrier by the State of Alabama, will be accepted as insurance as required for any bid or contract. See the instructions (V-1) hereinafter contained with respect to the type, form, and amounts of required insurance policies.

8. MARKING AND MAILING PROPOSALS:
 - a. Mark and mail proposals per the instructions in Item I, Advertisement for Request for Proposals (RFP).
9. TIME FOR RECEIVING PROPOSALS:
 - a. Proposals received prior to the time of opening will be securely kept, unopened. The Owner will decide when the specified time has arrived. No responsibility will attach to the City of Fairhope, or Fairhope City Council for the premature opening of a proposal not properly addressed or identified. Unless specially authorized, telegraphic proposals will not be considered.
10. WITHDRAWAL OF PROPOSALS:
 - a. Proposals may be withdrawn on written or telegraph request received from bidders prior to the time fixed for opening. Negligence on the part of the bidder in preparing the proposal confers no right for the withdrawal of the proposal after it has been opened.
11. BIDDERS PRESENT:
 - a. At the time fixed for the opening of proposals, their contents will be made public for the information of bidders and others properly interested who may be present either in person or by representation.
12. AWARD OR REJECTION OF PROPOSALS:
 - a. The Contract will be awarded to the lowest responsible bidder complying with conditions of the request for proposal, provided his bid is reasonable and it is in the interest of the Owner to accept it. The bidder to whom the award is made will be notified at the earliest possible date. The Owner, however, reserves the right to reject any and all proposals and to waive any informality in proposals received whenever such rejection or waiver is in the interest of the Owner. It also reserves the right to reject the proposal of a bidder who has previously failed to perform properly or complete on time contracts of a similar nature, or a proposal of a bidder who is not, in the judgment of the Owner, in a position to perform the Contract.
 - b. Local vendors, within the city limits of the City of Fairhope, will have a 3% favorable allowance in all proposals.
13. ERRORS IN PROPOSALS:
 - a. Bidders or their authorized agents are expected to examine the specifications and all other instructions pertaining to the work, which will be open to their inspection. Failure to do so will be at the Bidder's own risk, and he cannot secure relief on the plea of error in the proposal. In case of error in the extension of prices, the unit price will govern.
14. CONTRACT AND BOND:
 - a. The bidder to whom award is made must, when requested, enter into written contract within the period specified, or, if no period be specified, within 15 days after the required forms are presented to him for signature.

15. COLLUSION:

a. If there is any reason for believing that collusion exists among the Bidders any or all proposals may be rejected, and those participating in such collusion may be barred from submitting proposals on the same or other work with the City of Fairhope.

16. SUBLETTING OR ASSIGNING OF CONTRACT:

a. Limitations: The Contractor shall not sublet, assign, transfer, convey, sell, or otherwise dispose of any portion of the contract, his right, title or interest therein, of his power to execute such contract, to any person, firm or corporation without written consent of the City of Fairhope, and such written consent shall not be construed to relieve the Contractor of any responsibility for fulfillment of the contract. Unless otherwise stipulated in the proposal or special provisions, the Contractor shall perform with his own Organization, and with the assistance of workmen under his immediate superintendence and reported on his payroll, all contract work.

Proposal Terms and Conditions

1. The Proposal must be signed and dated by a duly authorized representative of the vendor's company who is authorized to negotiate contracts and bind the vendor. Proposals must state the representative's name and title, and the vendor's legal name and the vendor's address, telephone and facsimile numbers and e-mail address, and the name of the person who may be contacted during the evaluation of Proposals, if necessary.
2. The vendor selected to enter into a contract with the City must be licensed to do business in the City of Fairhope prior to commencement of any work under the contract.
3. Each respondent shall disclose in its Proposal any potential conflict of interest with respect to the respondent's Proposal. For purposes hereof, a "conflict of interest" shall include any real or seeming incompatibility between the private interests of a respondent, or any of its principals, employees or agents, and the public interests or fiduciary duties of such respondent or person.
4. The submitted Proposal must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all Proposals. Failure to complete any portion of this request may result in rejection of a Proposal.
5. Proposals should respond to all requirements of this RFP to the maximum extent possible. Vendors are asked to clearly identify any limitations or exceptions to the requirements inherent in the proposed system. Alternative approaches will be given consideration, if the approach clearly offers the City of Fairhope increased benefits.
6. By submitting a RFP the vendor agrees to participate in the selection process as described in this document.
7. Proposals received by the City shall become a matter of public record and subject to public inspection. If a vendor desires to keep certain information confidential, shall information shall be clearly marked in capital letters as "CONFIDENTIAL"; provided, however, and anything in this RFP to the contrary notwithstanding, each vendor understands and acknowledges that the City shall only keep information confidential to the extent it is permitted to do so under applicable law and the City cannot, and does not, make any representation or warranty with respect to maintaining the confidentiality of any information submitted in response to this RFP. The City further disclaims any liability arising from or related in any way to the disclosure of any such confidential information and, by submitting a Proposal in response to this RFP, a respondent shall be deemed to have waived and released the City from any such liability.]

8. No representations, negotiations, decisions, or actions shall be relied upon by the vendor as a result of any discussions with a City official, employee and/or consultant. Only those instructions provided in written form from the City may be relied upon. Also, the City will only consider written and signed requests from vendors.
9. The City shall not be liable for any pre-contract costs incurred by interested vendors participating in the selection process, including, but not limited to, any costs associated with Proposals submitted in response to this RFP or any costs associated with meetings, travel, or negotiations.
10. Responses submitted to this RFP shall become the property of the City and will not be returned.
11. The City reserves the right to amend this RFP by addendum, at any time, in its sole and absolute discretion, including, but not limited to, the schedule set forth herein, and the City will furnish such addenda as may be issued to those vendors being furnished with a copy of this RFP.
12. All questions and requests for clarification or interpretation must be made in writing and directed to the contact listed herein. All answers to questions, clarifications and interpretations of this RFP shall be made only by addendum issued by the City. The City will furnish such addenda as may be issued to those vendors being furnished with a copy of this RFP.
13. Each addendum issued by the City will be transmitted either by email, facsimile, United States Mail or other courier service. Any addendum so issued shall be considered a part of this RFP and each respondent shall acknowledge in its Proposal receipt of all addenda. Failure to include such acknowledgement in a Proposal may be grounds for disqualifying the vendor from further consideration.
14. The contents of each vendor's Proposal, including technical specifications for hardware and software, and hardware and software maintenance fees, shall remain valid for a minimum of 30 calendar days from the Proposal due date, and the Proposal may not be withdrawn during said 30 day period without the prior written consent of the City.
15. The City, if it selects a vendor through this RFP process, will award a contract to a single vendor for all provisions of the RFP. Vendors may provide a Proposal that includes subcontractors, but the City will enter into a single agreement with one vendor acting as the prime contractor. The prime contractor will be responsible for fulfillment of all obligations under the contract, including but not limited to, the timeliness, quality, and deliverables provided by any subcontractors under the prime contractor's agreement.
16. Commencing with the issuance of this RFP, no vendor or anyone acting on a vendor's behalf, shall make direct or indirect contact with City personnel or undertake any activities or take any action to otherwise promote its Proposal to the City or its personnel. All communications shall be made to the contact identified herein. Violation of this requirement may, at the City's sole and absolute discretion, be grounds for disqualifying a vendor from further consideration.
17. By submitting a Proposal in response to this RFP, each vendor expressly represents that they have taken no exception to any term, condition, obligation or requirement contained in this RFP, unless such exception is clearly and expressly stated in its Proposal. Each vendor further represents that they will report immediately to the City in writing any errors, inconsistencies, ambiguities, or terms which limit competition or which or otherwise unlawful that they discover in this RFP and supporting documentation.

18. The City may make such independent investigations as it deems necessary to determine the capability of any vendor to perform the work, and each vendor shall furnish to the City all such information and data for this purpose as the City may request. Failure to furnish such information in a timely manner may be grounds for disqualifying the vendor from further consideration.
19. Anything in this RFP to the contrary notwithstanding, the City reserves the right at all times and in its sole and absolute discretion, to do any one or more of the following: (i) cancel this RFP, at any time; (ii) reject any and all proposals that may be submitted; (iii) negotiate with one or more of the respondents submitting Proposals until such time as a definitive agreement is reached with a respondent or until the City determines to discontinue negotiations.

Schedule

The following is the current schedule as defined by the City of Fairhope:

Selection Process Step	Date(s)
Release and Issuance of the Request for Proposal (RFP)	11-10-10
Non-mandatory pre bid meeting	11-18-10
Proposals Due	12-02-10
Demos for top 5 bids	From 12-06-10 To 12-17-10
Vendor Selection	12-20-10
Council Approval	12-27-10
Begin Implementation	12-28-10

Please provide
and one (1) copy

one (1) original
of the Proposal.

**ITEM III
PROPOSAL FORM**

Date: ____/____/____

Bid No.: 014-10

Bid Name: RFP FOR JAIL INMATE PHONE SERVICES

I. Pricing

Item	Cost
Hardware needed for phones	
Hardware needed for recording	
Software Licensing	
Installation	
Training	
Support Fees	

II. Revenue

Commission to the City	%
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In addition to listing the % of commission to the City, please include all rates and fees to be charged to the inmates and their families for calling cards and collect calls in "Schedule A".

Award Duration: One (1) year from signing date of contract, with the option to renew bid or contract for up to Two (2) additional years if terms and conditions, including pricing remain the same, and both parties are in agreement to renewing the bid or contract.

Bid will include all labor, materials, equipment, shipping and postage, overhead, profit, bonds, insurance and all other costs necessary to provide the complete services outlined within this contract and scope of work. Show quantity / price breaks.

The Contractor agrees to complete all the work within timeframe stated in contract, unless other arrangements are approved by the City of Fairhope.

The above bid is made on behalf of _____

_____ and no others. Evidence of **MY / OUR** authority to submit the proposal is herewith furnished. The proposal is made without collusion on the part of any person, firm, or corporation. I / WE certify that I / WE have carefully examined the specifications hereto attached. I / WE propose to furnish all necessary labor, materials, equipment, shipping, overhead, profit, bonds, insurance and all other costs necessary to provide the complete services outlined and in the manner specified within this contract.

Bidder (Corporation)

(Signature)

(Business Address – Street)

(Business Address – City, State, zip)

(Phone)_____ **Fax**_____ **Alabama License No.**_____

Attest: _____ **Incorporation in** _____
(Corporate Officer Signature, not bidder) **(State)**

(Corporate Seal)

ITEM IV

BID BOND

KNOW ALL MEN BY THESE PRESENTS:

That _____ of

WAIVED

(Name of Contractor)

(Address)

as Principal, and _____ of

(Name of Surety)

_____, as Surety, are held

(Address)

firmly bound unto CITY OF FAIRHOPE, a Political Subdivision of and Body Corporate in the State of Alabama as Obligee, in the full and just sum of FIVE PERCENT (5%) OF, _____ lawful money of the United States, for the payment of which sum, well and truly to be made, we bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the said Principal is herewith submitting its proposal for

BID NO. 014-10, RFP FOR JAIL INMATE PHONE SERVICES

The Conditions of this obligation is such that if the aforesaid Principal shall be awarded the contract the said Principal will, within the time required, enter into a formal contract and give a good and sufficient bond to secure the performance of the terms of and conditions of the Contract, than this obligation to be void; otherwise, the Principal and the Surety will pay unto the Obligee the difference in money between the amount of the Contract as awarded and the amount of the proposal of the next lowest bidder, which amount shall not exceed \$10,000. If no other bids are received, the full amount of the proposal guarantee shall be so retained or recovered as liquidated damages for such default.

Signed, Sealed and Delivered

Date _____

Principal

Witness as to Principal:

Contracting Firm

By: _____(SEAL)

_____ (SEAL)

Name of Surety

BIDS WILL NOT BE CONSIDERED UNLESS BID BOND IS SIGNED BY PRINCIPAL AND SURETY

ITEM V
INSURANCE REQUIREMENTS:

1. Contractor, at its sole expense, shall obtain and maintain in full force the following insurance to protect the Contractor and the City of Fairhope at limits and coverages specified herein. **The City of Fairhope will be listed as “additionally insured” on all applicable policies and certificates of insurance.** These limits and coverages specified are the minimum to be maintained and are not intended to represent the correct insurance needed to fully and adequately protect the Contractor.
2. All insurance will be provided by insurers by admitted carriers in the State of Alabama, shall have a minimum A.M. Best rating of A-VII and must be acceptable to the City. Self-insured plans and/or group funds not having an A.M. Best rating must be submitted to the City for prior approval.

3. NO WORK IS TO BE PERFORMED UNTIL PROOF OF COMPLIANCE WITH THE INSURANCE REQUIREMENTS HAVE BEEN RECEIVED BY THE CITY.

4. Worker's Compensation and Employers Liability
Part One: Statutory Benefits as required by the State of Alabama
Part Two: Employers Liability \$100,000 Each Accident
 \$100,000 Each Employee
 \$500,000 Policy Limit

5. Commercial General Liability

Coverage on an Occurrence form with a combined single limit of (Bodily Injury and Property Damage combined as follows:

Each Occurrence	\$1,000,000
Personal and Advertising Injury	\$1,000,000
Products/Completed Operation Aggregate	\$2,000,000
General Aggregate	\$2,000,000

- Coverage to include

- o Premises and operations
- o Personal Injury and Advertising Injury
- o Products/Completed Operations
- o Independent Contractors
- o Blanket Contractual Liability
- o Explosion, Collapse and Underground hazards
- o Broad Form Property Damage
- o Railroad Protective Liability Insurance if work involves construction, demolition or maintenance operations on or within 50 feet of a railroad.

8. Automobile Liability

Covering all Owned, Non-Owned, and Hired vehicles with a limit of no less than \$1,000,000 combined single limit of Bodily Injury and property damage per occurrence.

9. Certificate of Insurance

A Certificate of Insurance evidencing the above minimum requirements must be provided to and accepted by the City **PRIOR** to commencement of any work on the contract. Each policy shall be endorsed to provide ten (10) days written notice of cancellation to the City.

ITEM VI
SCOPE OF WORK AND SPECIFICATIONS
FOR
BID NO. 014-10
RFP FOR JAIL INMATE PHONE SERVICES

SCOPE

1. The attached specifications are intended and provided solely as a general and non-exhaustive expression of the intent and purpose of the City of Fairhope regarding this bid; said specifications should be so considered by the bidders. The use of specific names is not intended to restrict the bidder or any seller or manufacturer, but is solely for the purpose of indicating the type, size and quality of materials, product services, or equipment best suited for the City of Fairhope. Accordingly, the bidder admits and agrees that said specifications are not complete in every detail and that the work and materials not indicated or expressly mentioned in said specifications, but which are reasonably necessary for the full and faithful performance of the item(s) bid in accordance with the full and faithful intent, will be included in the bid and incorporated in the work by the bidder and at the bidder's sole expense, the same as if indicated and specified.
2. Minimum specifications **MUST** be met. Additional features and/or capabilities not included in the specifications may be included in the bid.
3. The City of Fairhope reserves the right to reject any or all bids.
4. Provide the names and contact numbers for at least 5 other agencies that are currently using the vendors proposed system. In addition, please provide the names and contact numbers for any agencies in Mobile or Baldwin County that currently utilize the proposed system.
5. Awarded vendor must provide proof of certification by the Alabama Public Service Commission.

SPECIFICATIONS

III. General Specifications & Information on the Inmate Recording System:

- A. *Locations:*
 1. Fairhope Police Dept. – 107 N. Section St, Fairhope, AL 36533
- B. *Phone Needs – Vendor must provide durable and quickly replaceable phone units in the following locations and quantities:*
 1. Visitation Area 6 phones (3 on each side of the partition)
 2. Booking Desk 1 phone Collect, Card, PIN based
 3. Male Population 1 phone Collect, Card, PIN based
 4. Female Population 1 phone Collect, Card, PIN based
- C. *Inmate Call Access to System*
 1. Calling Cards – Cards will be available for purchase from the company directly or from another outside vendor.
 2. Inmate Calling Account – Account setup by an inmate's family or friends with designated phone company allowing inmate to call out by use of a PIN number to any phone or a designated number.
- D. *System Controls/Components:*
 1. Recording of all calls
 2. Live streaming of calls

3. Sending alerts via a phone when a pin is used or a specific destination is called.
 4. Ability to run various reports based on inmate or call destinations
 5. Ability to kill calls in progress at any time.
 6. Ability to deactivate phone stations at any time.
 7. Ability to set schedules based on station, pin numbers, holidays, or destinations.
 8. Ability to block any destination as required.
 9. Ability to detect 3-way calls and to terminate said calls as necessary.
 10. Remote Access to the system for call management and archive retrieval.
 11. Immediate access to up to one year's worth of call recordings.
 12. Ability to prompt/advise user of charges before the call is completed.
- E. *Commissions and System costs*
1. Detailed list of rates and fees for inmate calls
 2. Hardware Costs
 3. Installation Costs
 4. Support Fees
 5. Commissions to be paid monthly to the City

IV. Technical Specifications

- A. *Information for the Police Dept Digital Recording System:*
1. The digital recording system must include at least 24 channels with upgrade potential for up to 120 channels in a cost effective method without replacing the system.
 2. The digital recording system must be suitable for a rack or wall mount configuration.
 3. The digital recording system must be capable of continuous recording of 4 Dispatch lines, inmate phones, booking desk phone, radio channels, and visitation phones.
 4. The digital recording system must record phones via hook-state and radio channels by VOX.
 5. The digital recording system must record all channels simultaneously regardless of playback activity.
 6. The digital recording system must be capable of playback from up to 10 workstations simultaneously without additional licensing fees.
 7. The digital recording system must be capable of live monitoring from up to 5 workstations simultaneously without additional licensing fees. Playback of recordings must not be affected in any way by live monitoring.
 8. The digital recording system must be designed so that a recording cannot be overwritten.
 9. The digital recording system must include a way to keep track of significant system issues.
 10. The digital recording system must contain a function that allows the user to determine if a recording has been altered.
- B. *User Interface:*
1. The digital recording system must be accessible from any Windows device utilizing Internet Explorer. Call records must also be linked with their recordings, so that a recording can be played by double clicking a record from the browser.
 2. The digital recording system must require a username and password for each user. The system must be capable of assigning different privileges to each user in regards to playback of recordings and monitoring live conversations.
 3. The digital recording system must allow administrators to create a unique name for each channel.
 4. Call records must contain fields for Channel Name, Channel Group, File Name,

5. Channel type (phones or radio), duration of recording, date/time, recorder number, channel number, caller ID number, caller ID name, and captured DTMF digits.
 6. The digital recording system must be capable of filtering call records by Date, Time, Recording Length, Caller ID, DTMF Digits, Notes, Channel Name, and Recording Type (phones or radio).
 7. Call records must be sortable in ascending or descending order by each field in the call record.
 8. The digital recording system must be designed in a way that call activity (active and inactive) from all channels can be viewed on one screen and any active channel can be selected for live monitoring.
 9. The digital recording system must be capable of slowing down and speeding up recordings while preserving pitch.
- C. *Archiving:*
1. The digital recording system must provide call recordings saved to a standard .WAV file.
 2. Each .WAV file recording must be named automatically and must include the channel name, date, and time.
 3. The digital recording system must provide the ability to archive recordings to a CD or DVD.
 4. The digital recording system must provide the ability to automatically archive or delete recordings when they reach a certain age.
 5. The digital recording system must provide the ability to automatically archive or delete recordings when the main hard drive's remaining storage reaches less than a selectable threshold.
 6. The digital recording system must provide the ability to automatically switch to a second archive drive if the first archive drive reaches capacity.
 7. The digital recording system must provide the ability to automatically delete the oldest archived recordings when the archived recordings reach a specified age.
- D. *Service and Training:*
1. The Digital recording system hardware must be covered by a 12 month warranty on parts and labor.
 2. The vendor must guarantee parts availability for the digital recording system.
 3. The vendor must provide a service plan for replacing the digital recording equipment in the event of a recording failure.

QUOTE EVALUATION:

Each response will be reviewed prior to the selection process for completeness and adherence to format. Failure to complete all instructions and supply all required submittals may result in the vendor being declared non-responsive. Evaluation will be based on a 100 point scale including the following breakdown:

- 1) Cost – including monthly service, hardware prices per unit, software prices per unit, labor rates, travel charges, etc. (35 pts)
- 2) Vendor Overall Installation & Integration capabilities based upon performance record, company reliability, and demo equipment testing (30 pts)
- 3) Client references and/or citations from prior installations where equal services have been provided for projects of similar size and complexities (30 pts)
- 4) Quote preparation, thoroughness, and responsiveness to the RFP requirement (5 pts)

SCHEDULE "A"

Charges to inmates and inmate families

END OF REQUEST FOR PROPOSAL