

Bedford County Department of Finance

**200 Dover Street, Suite 102
Shelbyville, TN 37160
(931) 685-2024 FAX (931) 680-1029**

Request for Proposal

Inmate Phone System/Tablets for the Jail Bid No. 24-21

The Bedford County Department of Finance is requesting proposals for **Inmate Phone System/Tablets for the Jail**. Sealed bids will be received until **2:00 p.m., Friday, September 8, 2023**, in the office of the Bedford County Department of Finance and will be opened publicly at that time. The Department of Finance reserves the right to reject any and all bids and waive any irregularities for the purpose of ensuring that the award given is in the best interest of Bedford County. Any bids received after the scheduled closing time for receipt of bids will be returned to the bidder unopened.

GENERAL BID TERMS AND CONDITIONS

Proposals from all responsible bidders will be considered. To qualify as a responsible bidder, the proposal submitted must:

- 1. Meet or exceed the minimum requirements specified.**
- 2. Furnish all documents requested by the representative of the Bedford County Department of Finance prior to and following the bid opening.**
- 3. Submit their bid, complete, prior to the bid opening date and time.**
- 4. Have bid name and bid number placed on the outside lower left corner of the sealed envelope containing the bid form. (Facsimile bids will not be considered.)**

Award

A purchase order from the Bedford County Department of Finance will be issued to the successful bidder acknowledging the award. A copy of these terms and conditions, specifications and the vendor's proposal form will become a part of the purchase order.

Prospective bidders may contact Lt. Trey Arnold, trey.arnold@bedfordcountyttn.gov, for any questions as to the specifications of the bid.

Lowest and/or best bid will be awarded.

Bid will cover a period of one (1) year, with an option to renew for three (3) additional one (1) year terms.

Other Considerations

Bedford County Department of Finance reserves the right to purchase only those bid items and quantities that conform to overall budgetary, functional, and performance constraints.

The terms of this bid will be extended to other local government agencies, other municipalities, and Boards of Education. Bedford County is responsible only for purchases made and received by Bedford County.

INSTRUCTIONS TO BIDDERS

Proposals are to be made on the Proposal Form provided. **Bids must be delivered in hand or by a mail service in a sealed envelope marked on the outside lower left corner, Bid No. 24-21 Inmate Phone System/Tablets.** Bids will be received and opened at **2:00 p.m., Friday, September 8, 2023.** **Any bids received after the scheduled closing time for receipt of bids will be returned to the bidder unopened.**

Proposals are to be made complete in every detail as required and called for by said Proposal Form. Proposals that are incomplete, conditional, contain irregularities of any kind, or which are not in accord with the Instructions to Bidders and Proposal Form furnished by the Department of Finance may be rejected as informal.

The submission of a proposal will signify that the Bidder has thoroughly familiarized himself with all conditions and that he fully understands what will be expected of the successful bidder.

The Department of Finance reserves the right to accept or reject in whole or in part any or all proposals submitted, without liability whatsoever, and waive informalities therein, if deemed by the Department of Finance in their best interest to do so.

Please complete enclosed W-9 and return with Bid.

Inmate Telephone System Specifications

System Requirements

1. The system shall permit collect calls only, billed to the called party.
2. The system shall not allow any incoming calls.
3. The system shall allow specific free calls such as to the Public Defender's Office and other agencies. The County will determine these telephone numbers.
4. The system shall prevent against three-way or conference calling.
5. The system shall prevent against call forwarding.
6. The system must run on an automated operator platform. No access to a live operator is allowed.
7. The system shall provide prompts in two (2) languages, including English and Spanish.
8. The called party shall be able to accept or deny a call.
9. The system shall be capable of programmed call duration limits. The system shall automatically terminate a call at the time limit set giving a sufficient warning as to such.
10. The system shall be capable of completing all calls within the continental United States, Alaska, and Hawaii.
11. The system shall announce to the called party that it is a collect call from a correctional facility.
12. The system shall provide for call monitoring and recording for each and every call made from any inmate phone including free calls. The system shall provide on-line access to these recordings for law enforcement purposes.
13. The system shall maintain a constant and sufficient backup of all calls placed. The vendor shall provide the necessary hardware and software for the maintenance, use, and administration of the phone system for law enforcement operations.
14. Client software and/or hardware shall be made available for use and/or installation outside the correctional areas for use by other law enforcement agencies. These agencies shall be approved only by the Bedford County Sheriff.
15. The system shall provide an announcement to both the caller and the called party that the call will be recorded and monitored. The system shall require positive acceptance by both parties to such to allow a connection.
16. The system shall provide for on-line access to billing name and address records for investigative purposes.
17. All products offered by the vendor must be current products.
18. The phone system should include an alert system that will detect calls made to restricted or "tagged" numbers. The phone system should have the capability of automatically notifying investigators. Live monitoring of such calls would be preferred.
19. The vendor shall maintain the facility phone system and keep all up-to-date.
20. An inmate telephone PIN system may be considered but is not yet in use.

21. The Bedford County Sheriff's Department operates the Jail. The inmate phone system should integrate all monitoring and call retention for the facility with the main server being located at the Jail for regular inspection by the assigned IT person.

Mandatory Vendor Costs

1. The vendor shall provide all equipment and labor necessary to fulfill the requirements set forth.
2. The vendor is responsible for the full cost of installing, providing and maintaining telephone line access services for all inmate phone services.
3. The vendor shall be responsible for all costs to ship and transfer equipment and/or services supplied for initial installation and any following preventive and repair maintenance.
4. The successful vendor shall add additional inmate telephones to the system during the bid term on request. Additions shall be at no cost to the County.
5. The successful vendor shall provide an annual audit report to ensure that revenues and compensation have been accurately reported and paid.

Mandatory Equipment Requirements

1. All telephones must be tamper and vandal proof.
2. All telephones shall be surface mount.
3. All telephone instruments shall be approved and comply with FCC regulations.
4. All telephones shall be equipped with a tamperproof keypad.
5. Each telephone shall have touch-tone keypads.
6. All handsets shall be equipped with an armored handset cord. The length of the cord can be eighteen (18) inches, or whatever is standard for the vendor, with steel cable on the outside.
7. Each and every telephone instrument shall be equipped with an on and off shutoff capability to be located at each central control room at each facility for the appropriate facility.
8. All telephone equipment must be specifically designed for the abuse and nature found in correctional facilities.
9. The vendor shall move, add or disconnect inmate telephones at the request of the County at no charge to the County.

Mandatory Maintenance Requirements

1. The successful vendor shall provide for any and all maintenance of the entire installed inmate telephone system.
2. The vendor shall be responsible for all ongoing and routine maintenance of the system(s) hardware and software.
3. The vendor shall provide trained maintenance personnel at our locations within a reasonable time period after a problem has been reported.

Compensation Requirements

1. The vendor shall be responsible for the collection of charges for fraudulent or otherwise uncollectable calls.
2. Telephone commission compensation shall be approximately equal to the average commission paid by the vendor to any other correctional facility of comparable size and call volume. Under no circumstances shall the commission rate adjust lower than the rate agreed to at contract award.
3. Compensation shall be based on gross revenues. Gross revenues shall be defined as total billable minutes without allowances or deductions for fraud, line charges, equipment charges, other collectable or uncollectable charges and billings, or other fees.
4. Compensation payments on gross revenues for a calendar month shall be paid monthly.

Proposed Pricing

1. List and explain the charges that will be incurred by inmates when making telephone calls.
2. List and explain the charges that will be made to the called parties when making telephone calls.
3. List and explain the revenues that the County will receive in connection with the use of the system.
4. List any and all charges that are associated with the system.
5. List any signing commissions that are proposed.

Contract Restrictions

All contracts will be for the term of one (1) year with an option to renew for three (3) additional one (1) year terms.

Inmate Tablet Specifications

Vendor must be able to make available the option to provide inmate tablets in accordance with Bedford County agreed rules and methods and all applicable hardware as it may be needed.

Provider will install and maintain a separate connectivity solution for this.

PROPOSAL FORM

**TO: Bedford County Department of Finance
200 Dover Street, Suite 102
Shelbyville, Tennessee 37160**

Re: Bid No. 24-21

Gentlemen,

Having examined the specifications for **Inmate Phone System/Tablets for the Jail**, we (I) are submitting the enclosed proposal.

Company Name: _____

Mailing Address: _____

Signature and Title of bidder: _____

Date: _____

Telephone Number: _____

Email: _____

Request for Taxpayer Identification Number and Certification

**Give Form to the
requester. Do not
send to the IRS.**

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type.
See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.	
2 Business name/disregarded entity name, if different from above	
3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____ Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions) ▶ _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small>
5 Address (number, street, and apt. or suite no.) See instructions.	Requester's name and address (optional)
6 City, state, and ZIP code	
7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number									
or									
Employer identification number									

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here

Signature of U.S. person ▶

Date ▶

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.