

Thomas County Board of Commissioners

Purchasing Department

REQUEST FOR PROPOSAL

You are invited to submit a sealed proposal for providing the INMATE TELEPHONE SERVICE for the Thomas County Board of Commissioners, Prison. Attached are the general conditions, standard instructions, proposal specification, and proposal form. Variation from the given specifications should be noted on the proposal form with an explanation of said variation(s) attached.

Deadline:	<u>01-11-12</u>	<u>NOON</u>
	(date)	(time)
Proposal opening:	<u>01-12-12</u>	<u>8:00 a.m.</u>
	(date)	(time)
Tentative Award Date:	<u>01-24-12</u>	<u>6:00 p.m.</u>
	(date)	(time)

Address all sealed proposals to:

THOMAS COUNTY BOARD OF COMMISSIONERS
Inmate Telephone Service – January 12, 2012
ATTN: PURCHASING DEPARTMENT
P.O. Box 920
110 North Crawford Street
Thomasville, Georgia 31799

Any inquiries concerning this proposal should be made to M. Twink Monahan, Purchasing Director, at the above location or at (229) 225-4100. tcpcpur@rose.net.

UPON RECEIPT OF THIS INVITATION – PLEASE CALL OR E-MAIL CONFIRMATION OF RECEIPT.

GENERAL CONDITIONS

No proposals received after said time or at any place other than the time and place stated in the notice will be considered.

WITHDRAWAL OF PROPOSALS:

An offeror may withdraw proposal before the expiration of the time during which proposals may be submitted without prejudice to the offeror, by submitting a written request of withdrawal to the Thomas County Board of Commissioners, Purchasing Department.

REJECTION OF PROPOSAL:

Thomas County may reject any and all proposals, and must reject a proposal of any party who has been delinquent or unfaithful in any formal contract with Thomas County. Also, the right is reserved to waive any irregularities or informalities in any proposal in the procedure. Thomas County will be the sole judge which proposal is best, and in ascertaining this, will take into consideration the business integrity, financial resources, facilities for performing the work, and experience in similar operation of the various offerors.

STATEMENT OF EXPERIENCE AND QUALIFICATIONS:

The offeror may be required, upon request, to prove to the satisfaction of Thomas County that he/she has the skill and experience and the necessary facilities and ample financial resources to perform the contract(s) in a satisfactory manner and within the required time. If the available evidence of competency of any offeror is not satisfactory, the proposal of such offeror may be rejected, the successful offeror is required to comply with all applicable federal and state laws in effect at the time the contract is awarded.

NON-COLLUSION AFFIDAVIT:

By submitting a proposal, the offeror represents and warrants that such proposal is genuine and not fraudulent or collusive or made in the interest or in behalf of any person not therein named, and that the offeror has not directly or indirectly induced or solicited any other offeror to put in a fraudulent proposal, or any other person, firm or corporation to refrain from proposing and that the offeror has not in any manner sought by collusion to secure to that offeror any advantage over any other offeror.

INTEREST OF:

By submitting a proposal, the offeror represents and warrant that neither a Commissioner nor Chairman of Thomas County has, in any manner, an interest, directly or indirectly in the proposal or in the contract that may be made under it, or in any expected profits to arise therefrom.

DOCUMENTS DEEMED PART OF THE CONTRACT:

The notice, invitation to offerors, general conditions, and instructions for offerors, special conditions, specifications, proposal and addenda, if any, will be deemed part of the contract.

INSURANCE

Any offeror performing services for the Thomas County Board of Commissioners is required to furnish certificates of insurance for Worker's Compensation and General Liability in the amount of one million dollars.

STANDARD INSTRUCTIONS TO OFFERORS

1. The written specifications contained in this proposal will not be changed or superseded except by written addendum from Thomas County. Failure to comply with the written specifications for this proposal may result in disqualification by Thomas County.
2. All goods and materials will be F.O.B. Thomas County Board of Commissioners – **Thomas County Prison, 324 County Farm Road, Thomasville, GA 31757**, and no freight or postage charges will be paid by Thomas County unless such charges are included in the proposal price.
3. All proposals must be sealed, received and in-hand at proposal due date and time. Each offeror assumes the responsibility for having his/her proposal received at the designated time and place without consideration, regardless of the postmark. Thomas County accepts no responsibility for mail delivery.
5. Each proposal form submitted must include the name of the business, mailing address, the name, title and signature of the person submitting the proposal. When submitting a proposal package to Thomas County, the first page of your proposal package should be the **Proposal Form** listing price, delivery, etc. unless the proposal form is requested to be in a separate sealed envelope.
6. No proposals received after said time or at any place other than the time and place stated in the notice will be considered.
7. Thomas County may reject any and all proposals, and must reject a proposal of any party who has been delinquent or unfaithful in any formal contract with Thomas County. Also, the right is reserved to waive any irregularities or informalities in any proposal in the procedure. Thomas County will be the sole judge as to which proposal is best, and in ascertaining this, will take into consideration the business integrity, financial resources, facilities for performing the work, and experience in similar operation of the various offerors. Proposals will be awarded in whole or in part at the board's discretion.
8. Telephone and facsimile proposals will not be accepted unless stated in invitation.
9. No sales tax will be charged on any orders. Thomas County is exempt as outlined by Georgia State Law.
10. Offerors will state delivery time after receiving order.
11. Unless otherwise stated, all proposals submitted will be valid and may not be withdrawn for a period of 90 days from the due date of the proposal.
12. Any offeror who wishes to receive proposal tabulation is required to enclose a self-addressed stamped envelope. The results will be mailed after tabulation is complete. Results of the proposals will **not** be available orally.

SPECIFICATIONS INMATE TELEPHONE SERVICE

OBJECTIVE

The objective of this Request for Proposal (RFP) is to solicit proposals from interested vendors to provide all equipment, software, labor and maintenance support required for the installation and operation of Inmate Telephone Service in Thomas County Prison.

All services by Contractor will be provided to Thomas County Board of Commissioners/ Thomas County Prison on a commission basis. Thomas County Prison and its Governing Authority will not be obligated to pay for any of the services provided. Contractor will share with Thomas County Board of Commissioners/Thomas County Prison in the revenues generated by the service provided.

ADMINISTRATIVE REQUIREMENTS

The following terms will apply to this RFP and to any subsequent contract. Submission of a proposal in response to this RFP indicates acceptance of all the following terms.

- a) "Contract" means the written agreement resulting from this Request for Proposal executed by the Thomas County Board of Commissioners, the Thomas County Prison and the Contractor;
- b) "Contractor" means the successful vendor to this Request for Proposal who enters into a written Contract with the Thomas County Board of Commissioners for the Thomas County Prison;
- c) "Thomas County" means the Thomas County Board of Commissioners and the Thomas County Prison;
- d) "IT" means Information Technology;
- e) "Must", or "mandatory" means a requirement that must be met in order for a proposal to receive consideration;
- f) "Vendor" means an individual or a company that submits, or intends to submit, a proposal in response to this "Request for Proposal";
- g) "Should" or "desirable" means a requirement having a significant degree of importance to the objectives of the Request for Proposal;
- h) "Inmate" means Thomas County Prisoner
- i) "CPU" Central Processing Unit;
- j) "PIN" Personal Identification Number;
- k) "CO" Central Office or Dorm Office;
- l) "LEC" Local Exchange Carrier;
- m) "IXC" Inner Exchange Carrier;

PROJECT REQUIREMENTS

Overview:

It is expected that a contract will be awarded in time for a December 13, 2011 or shortly thereafter, start date. The Contractor will install approximately twenty-five (25) Inmate Non-Coin Telephones at the Thomas County Prison.

TECHNICAL REQUIREMENTS

All equipment provided must be new, in current production and considered to be state-of-the-art at the time of installation.

Upon completion of installation, Contractor must provide Thomas County with a list of telephone numbers, serial numbers, and locations of each unit.

Contractor must provide non-coin, inmate telephones composed of durable, tamper-free equipment suitable for a detention/prison environment. Equipment must contain no removable parts.

Contractor must provide all materials and services related to this project for proper installation at no additional charge to Thomas County Prison/Thomas County Board of Commissioners. Vendor must describe the method of system installation. If Thomas County staff involvement is required, this must be clearly identified in the proposals to what extent Thomas County involvement will be required.

The telephones must be line powered, requiring no AC power, backup batteries, and require no electricity to be run to telephones located in the inmate dormitories.

System must provide for automatic daily turn on and shut off at designated times and manual system shut off capabilities from designated control rooms.

System must possess telephone number blocking capabilities, and should allow pre-approved numbers to be assigned to specific inmates via the pin number system.

Service and repair to equipment and system must be within a 24-hour period after notification to Contractor without any additional cost to Thomas County.

Service must provide a toll free service Hot Line. The hours that the Hot Line is currently staffed with a live operator must be provided to Thomas County along with the current number for the Hot Line for verification.

Adequate initial and on-going system on-site training must be provided for Thomas County personnel.

Service must not charge for unanswered or non-accepted calls.

Service must provide call splitting to ensure inmates against message passing and the ability for inmate to leave message before leaving name.

Upon completion of call, line must return to primary dial tone to preclude inmates from placing unauthorized calls.

Service must be able to provide system updates and additional features in a timely manner, as agreed upon by Contractor and Thomas County Prison/ Thomas County Board of Commissioners.

Bilingual synthesized voice (English/Spanish) must be utilized to instruct and assist the inmate and called party while placing a call.

Inmate phones must not be capable of receiving incoming calls.

Service must not allow inmate to listen to the status of the call in progress for the acceptance and or denial by called party and must not allow inmate to communicate with the called party until the call has been accepted.

Written dialing instructions in both English and Spanish must be permanently and prominently displayed on each inmate phone.

Call monitoring devices must be provided to allow a call to be audibly monitored and recorded where desired by Thomas County Prison for knowledge of activities occurring during and or after phone use. All recording and monitoring equipment must be integrated into the telephone system's CPU. A stand-alone recording and monitoring system will not be accepted. A computer generated software application to perform this task will be accepted. This should be accessible to the Warden and Deputy Warden's computers only.

The system must provide for free calls by the inmates that must be allowed by law (i.e. calls to attorneys or other legal communications).

The proposed system must provide call detail reports for all calling activity to Thomas County Prison that will include:

- *Report showing inmate telephone number, date, time, PIN # (if applicable), number called, duration of call, and cost of each call.

- *Report showing "frequently called numbers" for all numbers called more than 5 times in a day.

- *Report showing "common numbers called" for all numbers called by more than one inmate.

Personal Identification Number (PIN). The proposed system must have the capability to be a PIN based system. The pin number system is to be assigned to each individual inmate for identity purposes and for revoking privileges. Pins shall be used along with voice recognition to prevent unauthorized use.

Describe how the following requirements will be met:

Commissions

Fees and commissions to Thomas County Board of Commissioners for the Thomas County Prison must be paid based on all gross billed revenues (completed calls) regardless of collectable status. "Gross" revenue excludes any reductions for factoring charges for fraudulent and un-collectibles, and/or any billing costs. Any deviation from this requirement shall automatically cause the contractor to forfeit their performance bond.

Fees and commissions must be paid monthly and must be accompanied by a Thomas County Board of Commissioners and Thomas County Prison fee and commission reports which must include the following information:

- * Date of report and time period covered.
- Total billed revenue local, intralata and interlata by inmate telephone.
- Number of calls made per dorm unit broken out.
- Minute charge rate (Should be the local calling rate for this region)

All components required to render the services complete, installed, and operational must be provided by contractor at no cost to Thomas County. Thomas County will pay no freight, delivery, installation, setup, or service fees.

Performance/Proposal Bonds

All vendors shall submit a \$50,000 proposal bond with their response. The awarded vendor shall provide Thomas County Board of Commissioners with a \$50,000 performance bond within 10 days after the contract is awarded. A company licensed to do business in the State of Georgia and who meets the approval of Thomas County Board of Commissioners shall issue the said bonds. Cashiers checks and other forms of security shall not be accepted. The inability to provide a performance bond shall disqualify the contractor from installing their system and the vendor shall forfeit their proposal bond. The performance bond shall be required for the length of the contract.

Innovation & Comment

Vendor may include any other information that is believed to be relevant but is not specifically asked for in this RFP. Vendor may explain in detail any innovation, alternatives, or more cost-effective approaches available in any area of the RFP. Vendor may provide suggestions of other products or services available that may assist Thomas County Prison.

Service/Repairs/Replacements

Services must be guaranteed for the duration of the Contract period. The Contractor must assume responsibility for all equipment and software defects for the entire duration of the contract. The Contractor must ensure that services are free from defects and must correct all problems associated with the hardware or software at no cost to Thomas County Prison/ Thomas County Board of Commissioners.

Security

Documentation of security features/methods utilized is required in detail, as is required with regard to documentation of all aspects and components of the project.

Project Schedule

Proposed project plans and milestones are required to be submitted with the proposal.

REQUIRED VENDOR FORMAT & RESPONSES

In addition to any other information and requirements listed elsewhere in these specifications, vendors are required to respond in writing in the same order listed to the below listed inquiries/requirements:

Vendor Format & Responses

The following format and sequence should be followed in order to provide consistency in vendor responses and to ensure each proposal receives full consideration.

- a) Proposal cover letter
- b) A short (two or three page) summary of the key features of the proposal.
- c) The body of the proposal, including commission/pricing, or additional products for the plan i.e. the "Vendor Response".

Vendor shall submit one (1) original and three (3) complete copies of their response.

The proposal should also include the following specific information:

Company Overview

Vendor is requested to define the overall structure of the Company to include the following:

- * A descriptive background of Company's history.
- * State principal business location and any other service locations.
- * What is your primary line of business?
- * How long have you been providing services?
- * State how many of the locations where your services are now in use.
- * Are you a single source provider, or will subcontractors also be used?

Qualifications/Professional Competence

Vendor is required to provide qualifications as well as experience information on key personnel. Vendor is requested to include at least three (3) references with names, addresses and telephone numbers of current correctional clients and the number of inmate telephones installed in each facility.

Proposed Products, Services/Systems

Vendor must provide answers to the following specific issues:

- 1) Indicate manufacturer and model of equipment & software being proposed.
- 2) Does your system provide for durable, tamper-free equipment suitable for a detention environment?
- 3) Give complete description of equipment offered including all functions available.
- 4) Describe in detail the function and purpose of each piece of equipment involved in handling calls either on premises or off premises including all options available.
- 5) Will system/service allow for portable instruments in Isolation/Segregation to be used by inmates in single cells?
- 6) Address power/electrical requirements for proposed system. Does system require electricity to run to cell blocks?
- 7) Is system both automatic and manual on and off?
- 8) Explain blocking process and indicate how many telephone numbers the system can block.
- 9) Explain service support. Can 24-hour service be provided? Is a toll free service hot line available? State location of technicians.
- 10) Indicate the physical size of any controlling equipment, if any, to be installed at Thomas County Prison, and where installation is recommended.
- 11) Indicate any environmental conditions required for the proposed equipment.
- 12) Indicate how calls will be handled. Include step-by-step activity by the inmate. Include a description of the flow of the call and the purpose of each step. I.e. "To place a station-to-station collect call press two" (optional) "To place a debit call press three" (optional).
- 13) Explain reporting procedure. Can Contractor provide, within 24 hours, a complete list of all telephone numbers called from a given inmate telephone?
- 14) Identify all revenue proposed to Thomas County Prison/ Thomas County Board of Commissioners. Provide Thomas County Board of Commissioners with an estimated fee of the monthly gross revenue. This fee should be computed based upon all revenue generated by each location (This is made up of local, interlata, intralata, and interstate calls).

- 15) Are additions, future enhancements, and advancements in technology covered in the system? How are new features/enhancements loaded onto the system?
- 16) How much time will be required to complete installation of the service/system after contract award is made? Installation includes rendering the system completely operational and ready to use.
- 17) Describe in detail the procedures to request additions and deletions of equipment.
- 18) Can the proposed service/system be successfully demonstrated in similar environments to that of Thomas County? If yes, explain.
- 19) Describe the system's ability to interface with other vendor products such as commissary, jail management systems, etc.
- 20) Address expansion capabilities if Thomas County includes new facilities or additions.
- 21) Address how the system provides investigative tools for Thomas County Prison personnel.
- 22) Describe how 3-way calls are handled.
- 23) State how much time is allowed for inmate to record his/her name when placing a call and how many times the system will play the message to the called party prior to termination.
- 24) State what additional call reports are available to Thomas County Prison and provide samples copies of each report.
- 25) State where the reports are generated and printed and how they will be delivered to Thomas County Prison.
- 26) State if an inmate can employ the PIN feature on a telephone and whether that phone can operate independently of other inmate telephones in the proposed system.
- 27) State the minimum and maximum number of digits in each PIN and the flexibility of the number assignment.
- 28) State how the system automatically prevents the assignment of the same PIN to more than one inmate.
- 29) State if the system provides for an authorized inmate-calling database, which allows only approved numbers to be called by each inmate. State how many 10 digit numbers would be allowed each inmate and what is the cumulative maximum number of 10 digit assignments in the system.

- 30) State how numbers are entered into the authorized number database.
- 31) State if one inmate's PIN can be turned off, disallowing all calling by the inmate without affecting other inmate's ability to place calls. If yes, state how this is accomplished and how can automatic reinstatement of a restricted PIN be completed.
- 32) State if any other special calling restrictions are available which are associated with PIN, please describe in detail.
- 33) State when, by whom and via what data entry process is the PIN assignment, approved telephone number list and special restrictions implemented onto the system.
- 34) Describe the ability to perform remote system access as follows:
 - *Diagnostic testing and remote analysis
 - *Remote monitoring capabilities
 - *Service and maintenance
- 35) Describe the method of connectivity for remote accessibility.
- 36) Address the following for the Inmate Telephone System:
 - a. State manufacturer's name and model number.
 - b. State the maximum number of inmate phones the system can operate as equipped at installation and the maximum limitation of the system.
 - c. Describe how automated operator for collect station-to-station calls processes calls in a step-by-step, inmate centralized system interaction manner.
 - d. State and describe if the proposed system has a method to divert or redirect inmate calls in the event of a processor or system failure.
 - e. Identify the nearest manufacturer's authorized service location to Thomas County Prison installation locations and describe the guaranteed emergency and non-emergency service response time for hardware and or software failure.
 - f. The Contractor will assume the responsibility and liability for faulty hardware, software and or fraudulent use of the equipment.
- 37) State who will carry local, intralata, interlata, and interstate calls.
- 38) Describe any alternative methods of calling for inmates. (E.g.: Debit and prepaid.) Also describe the vendor's ability to provide debit and collect international calling.

- 39) If power is interrupted, state whether the inmate telephones will continue to operate as proposed. Will Contractor provide a UPS system? If so, provide specifications and indicate "up" time.
- 40) State in what time frame(s) and to what destination the system will report malfunctions, fraud attempts or other information necessary to properly maintain the integrity of the system.
- 41) Identify the features/functions that are programmed locally (on-site) and which features/functions are programmed remotely.
- 42) How will software updating be accomplished? Will this be done remotely or will someone be on-site?
- 43) Describe the process for on-site training Thomas County personnel.
- 44) At what time does the billing for an inmate call begin:
 - *When inmate dials number?
 - *When the proposed system dials desired number?
 - *When called party answers?
 - *When called party accepts call?
- 45) Describe the real-time call monitoring process. How will alarms and printed information be provided?
- 46) Address any new technology, if available, for allowing calls to be paid directly by inmates through their inmate accounts such as commissary account.
- 47) Describe any additional services; technical features or options that you feel are relevant to this RFP.
- 48) Describe billing and collection process based on the following criteria:
 - a. How are calls billed and who will be your billing company?
 - b. Explain the billing process for collecting, rating, sorting, distributing, and billing of the calls.
 - c. What types of payment options are available to the called party?
 - d. Describe the process for customer service inquiries and hours of availability.
 - e. Provide statistical data regarding the customer service process per month, etc.

- 49) Vendor must have personnel to handle citizen requests. Describe procedures for handling customer complaints, refund requests, and blocking of requested telephone numbers. Also, state what company, if not your own, will provide these services. If not your own company, please identify the Service Level Agreements you have in place with the providing company.

NOTES:

All prospective vendors are expected to respond to this solicitation by addressing the requirements of these specifications especially where they require specific vendor input as well as the evaluation criteria listed in the General Provisions. Sufficient copies of descriptive literature must also be submitted to enable an intelligent comparison of the specification of the system proposed to the requirements stated herein.

GENERAL PROVISIONS

1. SCOPE OF CONTRACT – REQUIREMENTS: This is a firm guaranteed minimum revenue, income producing contract calling for delivery of the products or services identified in the Specifications at the stated minimum and percentage commission rates. Upon acceptance of an offer by Thomas County and issuance of a Contract Award by Thomas County, Vendor shall be obligated to deliver the products and services, within the time specified, and in accordance with all Terms and Conditions, and General Provisions contained herein.
2. CHANGES: Thomas County may at any time, by written order, and without notice to the sureties, if any, make changes within the general scope of this contract in any one of the following:
 - (a) Description of services to be performed.
 - (b) Time of performance (i.e. hours of day, days of week, etc.)
 - (c) Place of performance of the services.
 - (d) Correction of errors of a general administrative nature that do not affect the scope of the contract or result in expense to the Contractor.

If any such change causes an increase or decrease in the cost of, or time required for, performance of any part of the work under this contract, whether or not changed by the order, Thomas County shall make an equitable adjustment in the contract price, the delivery schedule, or both, and shall modify the contract. The Contractor must submit any "proposal for adjustment" under this clause within 30 days from the date of receipt of the written order. However, if Thomas County decides that the facts justify it, Thomas County may receive and act upon a proposal submitted before final payment of the contract. If the Contractor's proposal includes the cost of property made obsolete or excess by the change, Thomas County shall have the right to prescribe the manner of disposition of the property. Failure to agree to any adjustment shall be a dispute under

the Disputes and Appeals clause. However, nothing in this clause shall excuse the Contractor from proceeding with the contract as changed.

3. **COMPETITIVE PROPOSALS:** Proposals will be opened so as to avoid disclosure of contents to competing vendors, and kept secret during the process of negotiation. However, all proposals shall be open for public inspection after award except for trade secrets and confidential information contained in the proposals and identified as such.

(a) Proposals will be evaluated and award made on the basis of the following factors and respective weights:

Criteria	Points
Qualifications/Experience	10
Rates Charged For Calls	10
Equipment, Software & Service	10
Capability/Financial Responsibility	10
Management/Implementation Plan	10
Commission/Return Percentage	<u>50</u>
Total	100

(b) Negotiations may be conducted with responsible vendors who submit proposals determined by the Purchasing Agent to be reasonably susceptible of being selected for award. All vendors will be accorded fair and equal treatment with respect to any opportunity for negotiation and revision of proposals. Revisions to proposals may be permitted after submission and before award for the purpose of obtaining best and final offers.

i. Any oral negotiations must be confirmed in writing prior to award.

ii. Award may be made without negotiation of proposals with any vendor.

(c) Cost and/or Pricing Data may be required to be submitted with the proposal, if specified elsewhere in this RFP, or, during the process of any negotiations that may be conducted after receipt of proposals and prior to award.

4. **DEMONSTRATIONS:** Thomas County reserves the right to require a thirty (30) day demonstration of any item offered. Such trial shall be at no expense to Thomas County and shall be for purposes of evaluation only when a definite requirement exists, and where an award will be made. Equipment will be evaluated on demonstrated quality, ease of operation, reliability, service response, actual in-use costs, and suitability to established needs. The offeror shall remove items that prove to be unsatisfactory without delay at any expense to Thomas County. Thomas County on those items that prove to be satisfactory, if required in the proposal, shall pay installation charges.

5. INSTRUCTION AND ASSISTANCE: Contractor shall provide all technical assistance that may be required during the installation and initial use of the equipment normally provided their most favored customer, including operational training for employees. Manuals, instructions, and names of technical representatives available via telephone will be given to the staff of the Jail/Prison.
6. TERM OF CONTRACT: This contract shall be in effect for a period of one (1) year after system acceptance by Thomas County.
7. OPTION TO RENEW: This contract may be extended provided all terms and conditions, except for the contract period being extended or any price redetermination as authorized elsewhere in this contract, remain unchanged and in full force and effect. Option, if exercised, to be executed in the form of a Modification/Supplemental Agreement, to be issued not sooner than Ninety Days (90) prior to expiration of this contract nor later than the final day of the contract period. This option to Renew requires the mutual agreement of both parties. Refusal by either party to exercise this Option to Extend shall require this contract to expire on the original or mutually agreed date. The normal extension period shall be in one (1) year increments. The total period of this contract, including all extensions as a result of exercising this option may not exceed a maximum combined period of **five (5) years**.
8. SAFEGUARDING OF INFORMATION AND DATA: The Contractor shall safeguard all information and data provided by Thomas County. Further, Contractor shall not sell or make available data or mailing lists compiled from data received from the Thomas County without the express written approval of Thomas County with appropriate remuneration to Thomas County.
9. INSURANCE AND LIABILITY: During the period of this contract, contractor shall maintain at his expense, insurance with limits not less than those prescribed below. Contractor further agrees to indemnify, defend, and hold Thomas County harmless from any and all causes of action arising from this contract. With respect to required insurance, Contractor shall;
 - i. Name Thomas County as additional insured/or an insured, as its interest may appear.
 - ii. Provide Thomas County a waiver of subrogation.
 - iii. Provide Thomas County with a thirty (30) day advance written notice of cancellation or material change said insurance.
 - iv. Provide Thomas County at the address shown on Page 1 of this contract, a Certificate of Insurance evidencing required coverages within ten (10) days after receipt of Notice of Award.

Submit a certificate of insurance reflecting the minimum coverage as follows:

- a) Automobile Liability:
 - Bodily Injury (Each person) \$ 1,000,000.00
 - Bodily Injury (Each accident) \$ 1,000,000.00
- b) General Liability (Including Contractual Liability):
 - Combined Single Limit (ea accident) \$ 1,000,000.00
- c) Excess Liability
 - Umbrella Form \$ 1,000,000.00
- d) Worker's Compensation Georgia Statutory

10. Submit the attached E-Verify Form with proposal package.

This form must be completed by the company submitting the proposed Inmate Telephone Service and any all sub-contractors the proposing company will hire to perform the installation of the equipment.

RATES AND COMMISSIONS: Please complete the following chart for the charges you propose using and the commissions you would pay at each rate. NOTE: If more than one rate and commission structure is offered; please complete a chart for each optional package. (This format must be used)

COLLECT PHONE CALLS

Call Type	Set-up Charge	1 st Min. Rate	Add'l Min. Rate	20 Minute Charge	%Of Gross Revenue Offered
Local	\$				
IntraLATA	\$				
InterLATA	\$				
InterState	\$				
International					

PREPAID DEBIT CALLS

Call Type	Set-up Charge	1 st Min. Rate	Add'l Min. Rate	20 Minute Charge	%Of Gross Revenue Offered
Local	\$				
IntraLATA	\$				
InterLATA	\$				
InterState	\$				
International					

The vendor's proposed rates will not be increased during the full term of the contract without expressed written authorization of Thomas County. Any violations of this specification shall cause the contractor to forfeit their performance bond.

Proposing Company Contact Information:

Company Name:		
Billing Address:		Telephone: _____
Service Address:		Telephone: _____
Representative Name:		
Representative Contract Info:	Address: _____	Telephone: _____ E-Mail: _____

Proposal bond attached: _____(initial)

E-Verify form attached: _____(initial)

It is agreed by the undersigned offeror that the signature and submission of this proposal represents the vendor's acceptance of all terms, conditions and requirements of specifications and, if awarded, the proposal will become part of the contract agreement between the parties.

Signed: (sign manually, in ink) _____
(Signature of Authorized Representative of the Company)

Name Printed: _____ **Title:** _____ **Date:** _____