

APPENDIX L

INMATE TELEPHONE SYSTEM (ITS) AND SERVICES

FUNCTIONAL CAPABILITIES AND FEATURES

ITS AND SERVICES RFP 388-SH

The effective date of the Agreement is January 1, 2011.

Features and capabilities may be applicable to Sheriff's and/or Probation Departments. "County" refers to either or both departments.

Item Number	Functional Capabilities and Features	Proposer Response
		Proposer must explain in detail how its System will be able to provide these features and capabilities by the effective date of the Agreement. A "YES" or "ABLE TO PROVIDE" response without providing any additional comments, explanation, and/or details will not be acceptable and may affect the evaluation score. Additional sheets can be used if necessary.
1	The System provides a secure logon procedure that guards against fraudulent use. The System possesses a feature in which established passwords auto-expire at a time frame determined by the County. Levels of permissions exist which allow the County Project Directors, County Project Managers or designees the ability to create, edit, or view user accounts and assign permissions. The System provides detailed explanation as to System Administrator, user, or other definable levels of access.	
2	The System provides a feature which allows users to attach "notes" which provide additional documentation to Call Records. Notes are logged by the user name and date and time of entry. Notes are capable of being printed or modified.	
3	The System allows users to lock recordings. Locked recordings are not deleted or unlocked without the approval of the appropriate authorized user. Users may only lock files if there is a recording associated with that call detail record.	
4	The System is capable of displaying historical user data including, but not limited to, a list of users who opened the same call recording, when users were granted access to the System and by whom.	
5	The System is capable of displaying data on copied files containing each user's information including, but not limited to, user name, date and time of each copy.	

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6	The System is capable of displaying attempted and successful user logon transactions for each logon user name and includes, but is not limited to, date and time of attempt of logon and activity.	
7	The System allows users to print, e-mail, or export the current page of a report and to export in various file formats (ie., PDF, Excel, RTF, TXT, or TIFF).	
8	The System allows users to view the call activities of each Inmate telephone located within a particular facility and listen to calls in real time.	
9	The System allows users to monitor calls through workstation computer speakers or by sending calls to a designated telephone number (e.g. cell phone, home phone, or office phone without an extension).	
10	The System allows authorized users to disconnect any Inmate call as it is being monitored, immediately and without warning to parties involved in conversation. The System allows the County Project Directors, County Project Managers, or designees capacity to turn off (and on) individual, specified group, or all Inmate telephones from any authorized workstation.	

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11	The System provides a means by which authorized users can add numbers to a destination number list. Numbers may be added to this list for various reasons including, but not limited to blocking the number, adding privileged numbers, creating a calling schedule, selecting a number for no recording or creating an alert. Once a phone number is blocked, no Inmate telephone calls to that destination number will be allowed from any Inmate telephone.	
12	The System provides a rich complement of search and sort features both investigative and administrative which includes, but is not limited to, played calls, recorded calls, Completed Calls, incomplete calls, copied or downloaded calls, calls with notes, note content, locked calls, call duration, manner in which call was initiated, manner in which call was terminated, type of call, and rate type.	
13	The System provides a report which affords detailed call information and allows the concerned County Project Director, County Project Manager or designee(s) to access and print call recordings for administrative and/or investigative functions including, but not limited to, deriving total call minutes/duration, Total Billable Amount, originating facility, start and end date/time of call, phone location, destination number, manner in which the call started and ended, and unique file name for recorded call. Reporting provides summary information on attempts, accepts, incomplete, other, connected and denied calls.	

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14	The System provides a report which tracks the total number of calls by both origination number (Inmate telephone) and call destination number (number dialed by the Inmate). Information in this report includes, but is not limited to, the origination number, location of the Inmate telephone within the facility, number of calls attempts from the Inmate telephone, number of accepts (calls accepted by the called party from this Inmate telephone), destination number (number dialed by the Inmate), the number of attempts to the destination number, and the number of accepted calls at the destination number.	
15	The System provides a report indicating activities associated with destination numbers placed on an alert list provided by the County. Calls to specified destination numbers are monitored each time they are dialed by an Inmate. This report contains call detail information including, but not be limited to, if call was recorded, if call had notes attached, if call was locked, facility, destination, date/time of alert, call length, cost of call and manner in which the call started and ended.	
16	The System provides a report which details all Pre-Paid Phone Card transactions including, but not limited to, transfers made within a specified time range by an Inmate from one Pre-Paid Phone Card to another Pre-Paid Phone Card, amd the transaction date and amount.	

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17	The System provides a report on all calls made using Pre-paid Phone Cards within a specified date range including, but not limited to, start time, origination, location, destination, call duration, manner in which the call started and ended, cost and Pre-Paid Phone Card number.	
	The System provides a means to utilize a Pre-Paid Account that would perform functions include but not limited to those listed in Paragraph 2.3.2.5 of Appendix B (SOW) through the acceptance of cash, money orders, or electronic payments.	
18	The System provides a means which allows investigators to utilize "bookmarks" or "timeline markers" to tag a particular location (in time) within a recording for future reference and enter comments or notes within the bookmark. Bookmarks are not retained unless a voice recording file has been downloaded or saved.	
19	The System provides a security method for verifying authenticity of recordings. Completed Inmate calls stored for retrieval are protected from fraud and tampering throughout the storage term.	

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20	The System provides a means of immediately notifying a collection of user-defined phone numbers attached to an individual or group with monitoring rights. Each time an Inmate places a call to a designated destination number, the System begins dialing the specified contact phone numbers immediately, one by one, in the succession specified. If contact cannot be established (ie., busy or unanswered) at a called number, the System moves on to the next number, respectively, until contact is made with a member of the group, at which time the dialing may cease. If no contact is made after exhausting the list, the System repeats the list, in succession, until contact is made.	Proposer must explain in detail how its System will be able to provide these features and capabilities by the effective date of the Agreement. A "YES" or "ABLE TO PROVIDE" response without providing any additional comments, explanation, and/or details will not be acceptable and may affect the evaluation score. Additional sheets can be used if necessary.
21	The System provides a means for "dead space" in recorded Inmate phone calls where no voice is detected, to be eliminated, leaving only the actual voice recordings in a compressed/abbreviated format. Such feature does not alter the System capacity to retain the original file with security envelope.	
22	In this section of the proposal, the Contractor is encouraged to include any additional specific features and/or capabilities of its System which could prove beneficial to the County in either administrative or investigative functionality.	

