

# **Request for Competitive Sealed Proposals For the Ohio Department of Rehabilitation and Correction's Inmate Call Out Program and Related Services**

## **Addendum No. 4 September 3, 2009**

**Reason for Addendum:** ODRC Addendum No. 3 amends the RFP sections 5.11.3 and 5.11.4 by deleting the requirement for voice acceptance. Section 5.5.5 also has a voice acceptance requirement. This Addendum is issued to revise Section 5.5.5 to delete voice acceptance from the RFP. Please replace the original RFP page 67 with the attached, corrected page 67.

This Addendum No. 3 also amends Attachment B. ODRC has verified the accuracy of the telephone counts at each ODRC prison. Attachment B is amended to give an accurate count at each ODRC prison. The total number of telephone instruments set forth in Attachment B will be amended from 1621 to 1799. Please replace the original RFP page 119 with the attached, corrected page 119.

ODRC Addendum No. 3 amended RFP Section 5.11.4 by deleting the entire text which required voice acceptance. Consequently, Attachment D must be amended on page 124 by deleting the required specification for Section 5.11.4. Please replace the original RFP page 124 with the attached, corrected page 124.

All other terms and conditions and specifications remain the same.

\*Indicates change.

subject to ODRC Project Representative approval and will not permit either calling party to talk while the announcement is being made.

- 5.5.3 The proposed ICOP shall be able to detect the called party's attempt to initiate a "3-Way" or "Conference Call" with a third party and immediately terminate and/or flag the call. The Proposal shall describe how this detection is accomplished with the proposed ICOP system and provide the actual "field tested" percentage of successful attempts in using this feature.
- 5.5.4 The ICOP shall have a call alert feature. This feature shall alert ODRC personnel that a designated inmate is placing a telephone call to a specific number that has been assigned alert status or information on a "hot number" list has been received. ODRC personnel at ODRC's discretion shall activate this status. The Proposal shall describe how this feature will function.
- 5.5.5 If a called party wishes to be added to an inmate's restricted call list or wishes to be on a list that will not allow reception of calls from any inmate in an institution listed in Attachment A, the ICOP equipment shall have a feature to activate this function. Activation will be by ~~\*either responding to voice prompts using the dual tone multi frequency (DTMF) telephone buttons. \* or by responding with answers by voice.~~ The system administrator shall have the capability to manage the list (see Section 5.4.10). This function shall have a verify capability.
- 5.5.6 The Proposal shall describe all detection and prevention capabilities related to fraudulent, illicit or unauthorized activity available on the proposed ICOP.
- 5.5.7 The Proposal shall identify specific activities the proposed system capabilities shall detect and/or prevent. The Proposal shall also identify possible methods inmates may use to circumvent these capabilities.
- 5.5.8 The proposed ICOP shall be capable of detecting extra dialed digits from either the called party or the inmate's telephone. The Proposal shall describe the options available to ODRC upon detection of the extra dialed digits (e.g., call termination, system alarm, or logging of call to the database).
- 5.5.9 The proposed ICOP shall be capable of detecting unusual or suspicious number sequences dialed or dialing patterns that the system identifies as possible attempts to commit fraud. The Proposal shall describe the options available to ODRC upon detection of the unusual or suspicious number sequences.

5.5.10 Inmates are not allowed to call other ODRC institutions or offices.

## 5.6 General Station Equipment (Telephone) Requirements

The Inmate Telephone Station Equipment required for ODRC shall consist of 3 types of telephones. All telephone equipment shall be of the highest quality and shall be hearing aid compatible. The total number of telephone instruments for each facility is shown in Attachment B of this RFP, which is attached hereto and incorporated herein.

5.9.6

## Attachment B

### Required Number of Inmate Telephone Instruments at ODRC Institutions

Locations (Total sites 32)	Inmate Telephones
Allen Correctional Institution	44
Belmont Correctional Institution	60
Chillicothe Correctional Institution	47
Corrections Medical Center	20
Corrections Reception Center	104
Dayton Correctional Institution	32
Franklin Pre-Release Center	20
Grafton Correctional Institution	51
Hocking Correctional Facility	7
Lake Erie Correctional Institution	44
Lebanon Correctional Institution	33
London Correctional Institution	89
Lorain Correctional Institution	52
Madison Correctional Institution	111
Mansfield Correctional Institution	88
Marion Correctional Institution	56
Montgomery Pre-Release Center	32
Noble Correctional Institution	60
North Central Correctional Institution	61
North Coast Correctional Institution	81
Northeast Pre-Release Center	42
Oakwood Correctional Facility	12
Ohio Reformatory for Women	84
Ohio State Penitentiary	38
Pickaway Correctional Institution	72
Richland Correctional Institution	84
Ross Correctional Institution	79
Southeastern Correctional Institution	41
Southern Ohio Correctional Facility	75
Toledo Correctional Institution	56
Trumbull Correctional Institution	52
Warren Correctional Institution	72
<b>TOTAL</b>	<b>1799</b>

<b>Section Number</b>	<b>Met</b>	<b>Not Met</b>	<b>Alternative Proposed</b>
5.6.13			
5.6.14			
5.6.15			
5.6.16			
5.7			
5.8.1			
5.8.2			
5.8.3			
5.8.4			
5.8.5			
5.8.6			
5.8.7			
5.8.8			
5.8.9			
5.9.1			
5.9.2			
5.9.3			
5.9.4			
5.9.5			
5.9.6			
5.9.7			
5.9.8			
5.10.1			
5.10.2			
5.10.3			
5.11.1			
5.11.2			
5.11.3			
5.11.4 Deleted Required Specification			
5.11.5			
5.11.6			
5.11.7			
5.11.8			
5.12.1			
5.12.2			
5.12.3			
5.12.4			
5.12.5			
5.12.6			
5.12.7			
5.12.8			
5.12.9			
5.12.10			
5.12.11			