

Item	Merit	<u>Exhibit A</u> <u>Requirements</u>	Fully Meet	Can not Meet	Other	HCSO Notes
Merit Legend		C-Critical requirement I-Important requirement D-Desired requirement				
<u>Equipment and Features</u>						
1.1	C	The Inmate Telephone System (ITS) shall be capable of providing all operational features and system requirements applicable to all calls placed through the system, including local, long distance, and international calling.				
Vendor Comments :						
1.2	C	Each inmate call shall be delivered to the called party as a collect call, prepaid collect, or a debit call.				
Vendor Comments :						
1.3	C	The telephone equipment shall be powered by the telephone line and require no additional power source.				
Vendor Comments :						
1.4	C	The ITS shall comply with all Federal Communication Commission and Public Utility Commission regulations. The ITS and telephones shall be sturdy, non-coin, vandal resistant, steel armored, and composed of durable, tamper-free equipment suitable for a detention facility environment. The equipment must contain no removable parts.				
Vendor Comments :						
1.5	C	The Contractor shall provide a sufficient number of telephone lines to the ITS to manage an inmate population of 3,250 to 3,750 with minimal busy signals.				
Vendor Comments :						
1.6	C	During the call set up process, the ITS shall provide a pre-recorded announcement identifying that the call is coming from a specific inmate at the facilities. All calls must be identified as coming from the HCSO Orient or Falkenburg Jail and identify the inmate who is calling. All collect calls must be clearly identified as a collect call to the called party. This recording must be heard by the called party. The announcement shall also state: "This call may be monitored and recorded." If the called party does not accept the call within that time, the call shall be disconnected without charge. Charges for the call may only begin at the moment the called party positively accepts the call.				
Vendor Comments :						

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1.7	C	The ITS shall process calls on a selective bilingual basis: English and Spanish. The inmate must be able to easily select the preferred language in which they will hear the prompts. Written dialing instructions in both English and Spanish must be permanently and prominently displayed on each inmate telephone.				
Vendor Comments :						
1.8	C	The Contractor must assume all responsibilities for the cost and the accuracy of validation and for fraud and non-collectable collect calls.				
Vendor Comments :						
1.9	C	The ITS shall provide accommodations necessary to comply with Americans with Disabilities Act (ADA) requirements, including but not limited to providing telephones which are accessible to persons in wheelchairs and providing systems that are compatible with Telephone Devices for the Deaf (TDD). At the HCSO sole request, contractor will provide at least four (4) TDD telephones per facility at no cost to the HCSO.				
Vendor Comments :						
1.10	I	The ITS shall play a recording to explain to the inmate the reason why they were not connected to the called party.				
Vendor Comments :						
1.11	I	The ITS shall have the capability to provide free calling to selected local numbers as determined by HCSO.				
Vendor Comments :						
1.12	I	The ITS must offer the called party an option to receive a rate quote during the call set-up process.				
Vendor Comments :						
1.13	I	The ITS shall have the capability to establish an "informant" line. Calls to the "informant" line shall be routed to a destination designated by the HCSO and the call shall be recorded.				
Vendor Comments :						

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1.14	I	The Contractor shall provide telephone reception quality at least equal to the quality offered to the general public and shall meet telecommunication industry standards for service quality.				
Vendor Comments :						
1.15	I	The Contractor provided telephone sets must have a volume control or be amplified.				
Vendor Comments :						
1.16	I	The ITS shall be capable of showing real time call activity on a personal computer. This activity shall be detailed by date of call, start time of call, stop time of call, originating telephone ID number and called number.				
Vendor Comments :						
1.17	C	The Contractor must agree to install, at minimum, the quantity of telephones as detailed in Part C, Technical Specifications.				
Vendor Comments :						
1.18	C	The Contractor shall provide all equipment (i.e. phones, processor, etc.) required to provide service to the HCSO for two (2) jail facilities.				
Vendor Comments :						
1.19	C	The Contractor agrees that the use of existing or in-place conduit, raceways, cable ways, cable, inside wiring, telephone set mountings, switches, terminal boxes, and terminals within the facilities are at the risk of Contractor. No exposed wiring will be permitted. Ownership of any wiring or conduit placed under this Contract by the successful Contractor becomes HCSO's property upon termination and/or expiration of the Contract.				
Vendor Comments :						
<u>Reports, Interfaces and Exports</u>						
		<u>Financial</u>				
2.1	C	Call activity report showing all collect, debit, prepaid collect calls for a day/date range.				
2.2	C	Financial transactions report for a particular inmate (debit account), for a designated time period.				
Vendor Comments :						

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2.3	C	Current status report of a debit account, such as balance, last activity, or other relevant information.				
Vendor Comments :						
2.4	C	Debit transaction totals report for entire system for a date range.				
Vendor Comments :						
2.5	C	Revenue report showing call activity for each telephone, over a designated period.				
Vendor Comments :						
		<u>Inmate Reports</u>				
2.6	C	Reports listing all calls made that are flagged by inmate calling, for a designated time period.				
Vendor Comments :						
2.7	C	Report listing all calls made by an inmate for a designated time period.				
Vendor Comments :						
2.8	C	List of calls made by an inmate that are flagged by telephone number, for a designated time period.				
Vendor Comments :						
2.9	C	Flag report showing all active flags.				
Vendor Comments :						
2.10	I	List of all telephone numbers in the system, with the blocking, charge, and recording status for each number, and the inmates allowed to call that number.				
Vendor Comments :						
2.11	I	List of numbers called by more than one inmate during a designated period.				
Vendor Comments :						
2.12	I	List of all call attempts where a 3-way call attempt was detected.				
Vendor Comments :						
2.13	I	List of telephone numbers called more than a specified number of times over a specified period.				
Vendor Comments :						
2.14	I	List of all telephone numbers blocked by the HCSO.				
Vendor Comments :						
2.15	I	List of all transactions for an inmate over a designated period, including calls attempted and completed, financial transactions and charges to the inmate's telephone account.				
Vendor Comments :						
2.16	I	List of inmate accounts transferred in or out of a facility during a designated period.				
Vendor Comments :						

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2.17	I	Chronological list of all call attempts over a designated period (all call records).				
Vendor Comments :						
2.18	D	List of telephone privileges for one inmate or all inmates.				
Vendor Comments :						
2.19	D	List of inmates with telephone accounts suspended.				
Vendor Comments :						
2.20	D	List of calls attempted with an invalid PIN for that facility.				
Vendor Comments :						
2.21	D	List of all calls made where extra dialed digits were detected.				
Vendor Comments :						
2.22	D	List of all inmates who have made more than a specified number of calls during a specified time period.				
Vendor Comments :						
2.23	D	List of all inmates that have made calls totaling in excess of a specified number of minutes during a specified time period.				
Vendor Comments :						
2.24	D	List of completed calls made by an inmate over a designated time period.				
Vendor Comments :						
2.25	D	List of all telephone numbers in the system on inmate calling lists, with blocking, charge and recording status on each number, and the inmates who list the number.				
Vendor Comments :						
		<u>Other Reports</u>				
2.26	I	The ITS shall also provide the ability to customize reports in a form mutually agreed upon by the HCSO, and Contractor.				
Vendor Comments :						

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		<u>Interfaces</u>				
2.27	C	The ITS shall provide an automated interface to import inmate data to include: inmate booking number; inmate ID (aka SOID); inmate first name, middle name, last name, and inmate housing location.				
Vendor Comments :						
		<u>Exports</u>				
2.28	C	The ITS shall provide a periodic (hourly or daily) automated export of metadata for all calls made on the system. This is to include calls that are incomplete, attempted, collect, collect but not accepted, and completed. The data export shall be in a file format acceptable to the HCSO (e.g. CSV, pipe delimited, XML, or SQL Query) and shall contain the following data elements at a minimum: phone used to make call; called/dialed number; call type; call status; inmate ID; inmate booking number; date/time call started; and date/time call ended. The data export shall either be made available on the server for HCSO systems to retrieve; or the ITS will initiate a secure transfer of the data to an HCSO system.				
Vendor Comments :						
<u>User security</u>						
3.1	C	The system shall use a user account system for controlling access that supports a secure username and password to control access to all accounts.				
Vendor Comments :						
3.2	C	The system will support the setting of security profiles to allow access to different features of the system.				
Vendor Comments :						
3.3	C	The system will support the assignment of individual user accounts to one or more security profiles.				
Vendor Comments :						
3.4	C	The system will support the assignment of multiple security profiles to the same user account.				
Vendor Comments :						

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<u>System Controls</u>						
4.1	C	Prohibit direct-dialed calls of any type.				
Vendor Comments :						
4.2	C	Block all 911 calls.				
Vendor Comments :						
4.3	C	Prohibit access to "411" information service.				
Vendor Comments :						
4.4	C	Prohibit access to 800 and 900 type services.				
Vendor Comments :						
4.5	C	Prohibit access to multiple long distance carriers via 950, 800 and 1010-XXX numbers.				
Vendor Comments :						
4.6	C	Prevent inmate telephones from receiving incoming				
Vendor Comments :						
4.7	C	Cutoff switches must be installed in locations as identified by the HCSO. The capability to shutdown the telephone service in housing units and other designated locations must be provided.				
Vendor Comments :						
4.8	C	Upon detection of a three-way call (call forwarding and conference calls, etc.), shall have the capability to terminate the call and/or flag the call for follow-up.				
Vendor Comments :						
4.9	C	Be capable of denying certain telephone numbers from inmate dialing.				
Vendor Comments :						
4.10	C	The inmate shall be prevented from hearing or being heard by the called party until the called party has positively accepted the collect, debit or prepaid call.				
Vendor Comments :						
4.11	C	Be capable of limiting the length of a call.				
Vendor Comments :						
4.12	C	The ITS shall limit the inmate to a single call request. The ITS shall always require the inmate to hang-up in order to initiate another call.				
Vendor Comments :						
4.13	C	The ITS shall be capable of turning the phones on and off at preset times.				
Vendor Comments :						
4.14	C	Blocking functions shall be programmable on site.				
Vendor Comments :						

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4.15	C	The ITS shall be an automated operator system. Inmates shall not have access to a live operator in any circumstance.				
Vendor Comments :						
4.16	C	Call recipient shall be provided with an option to block any further inmate call attempts at the time the call is received.				
Vendor Comments :						
<u>Monitoring and Recording</u>						
5.1	C	The Contractor must provide an overall system diagram, description, and all technical details of how the system will operate.				
Vendor Comments :						
5.2	C	The ITS shall have the ability to comprehensively record all calls. The inmate telephone system must provide a fully integrated recording component for use in recording inmate telephone calls. Inmate telephone administration, conversation monitoring, and conversation recording and playback should all be available from any HCSO workstation without requiring the installation of additional software, controls, extensions, Active X controls, or special audio players.				
Vendor Comments :						
5.3	C	The ITS shall have a web based user interface.				
Vendor Comments :						
5.4	C	The ITS will be based on modern standards and will not require any changes to the HCSO's office systems in order for all features to function.				
Vendor Comments :						
5.5	C	The recorded conversations stored in the system must provide security measures to ensure that they have not been tampered with. This security must extend even to recordings that have been transferred to external DVD medium and/or transmission by e-mail. The transferred record must include the call record detail (time and date of the call, PIN number, destination number, etc) of the recorded conversation.				
Vendor Comments :						
5.6	C	If required, the Contractor must provide expert testimony regarding security of the call recordings at no charge to the HCSO				
Vendor Comments :						

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5.7	C	The ITS shall have the capability to copy the conversations onto a compact disc, DVD, email or other electronic medium for transport and replay on any computer with audio capabilities.				
Vendor Comments :						
5.8	C	All call recordings shall be capable of being stored online for two (2) years. The system shall be able to retrieve both conversational recordings and call detail reports for two (2) additional years beyond the initial two (2) years on-line requirement. This means that recordings and call detail reports will be available for a total of four (4) years from the time they are initially				
Vendor Comments :						
5.9	C	The ITS should be capable of permitting full monitoring and recording of all calls made from any ITS telephone within the facilities.				
Vendor Comments :						
5.10	C	The system should allow for setting up PIN flags or destination number flags. When the system detects that a call is being made using any of the pre-programmed PINs or destination numbers, the system shall automatically call the investigator designated. These designated numbers should include any standard phone number (cell phones and pagers). When the investigator receives a flag call from the system, they should be prompted for a security code and then immediately be able to monitor calls in progress. The investigator should be undetected by the inmate or called party.				
Vendor Comments :						
5.11	I	The system must offer the option of voice biometric technology. This feature must be an integrated part of the call processing system and must offer related analysis tools and capabilities. Products which continue to analyze the voice throughout the length of the call are preferred.				
Vendor Comments :						
5.12	I	Recording playback function must be able to split inmate side of conversation from called party side of conversation to play on separate speakers for more detailed analysis.				
Vendor Comments :						
5.13	I	The system should allow administrators to "lock" call recordings to ensure calls will not be deleted even after their normal online storage period has passed. The call recording shall remain available online until unlocked.				

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Vendor Comments :						
5.14	I	The ITS should have the capability of automatically calling and alerting investigators and offering live monitoring of calls. The recording system shall allow for live monitoring of calls in real time, without any interference to existing recording operation. This feature should be available locally over the workstation speakers, as well as remotely to a telephone number specifically designated by the system administrator. Monitoring shall not be detectable by the callers and the system should be able to allow multiple endpoints to monitor ongoing conversations.				
Vendor Comments :						
5.15	D	ITS should be capable of attaching a note to any call record to include information such as case number or other investigative data. This note shall be a permanent part of the call detail record and have the capability to be saved to disk and used in word processing programs like Microsoft Word. Additionally, the ITS should have the capability to conduct searches on the information contained within the notes (i.e. case number, inmate name etc.).				
Vendor Comments :						
5.16	D	The ITS shall incorporate key word search technology.				
Vendor Comments :						
<u>Training</u>						
6.1	C	The Contractor shall provide training to HCSO's staff at the location where the equipment is installed. Additional training shall be provided to new staff assigned during the Contract period at no cost to HCSO.				
Vendor Comments :						
6.2	C	The Contractor will supply informational pamphlets for inmates stating the applicable features and functionalities of the ITS, when requested by HCSO.				
Vendor Comments :						
<u>Transition</u>						
7.1	C	The Contractor shall work with the HCSO's designated representative, and the incumbent inmate telephone service provider to ensure an orderly transition of services and responsibilities under the Contract and to ensure the continuity of the services required by HCSO.				
Vendor Comments :						

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7.2	C	The Contractor agrees that upon expiration, termination, or cancellation of the Contract, Contractor shall cooperate in an orderly transfer of responsibility and the continuity of the services required under the terms of the Contract to an organization designated by HCSO.				
Vendor Comments :						
7.3	C	The Contractor acknowledges that the call records, documentation, reports, data, etc., contained in the ITS are the property of HCSO.				
Vendor Comments :						
7.4	C	The Contractor agrees to continue providing all services in accordance with the terms and conditions, requirements and specifications of the Contract for a period not to exceed 90 calendar days after the expiration, termination or cancellation date.				
Vendor Comments :						
7.5	C	The Contractor agrees to remove its equipment at the conclusion of the Contract in a manner that will allow the reuse of the wiring.				
Vendor Comments :						
7.6	C	<p>At the end of the Contract awarded as a result of this RFP, or if the Contract is terminated due to the breach of contract; then it is critical that the Contractor provide access to the recordings and call data, and/or provide an export of the recordings and call data. As such, the Contractor shall select one or both of the following options to accomplish this:</p> <ul style="list-style-type: none"> - Contractor will continue to store and provide access to recordings and call data for a minimum period of two (2) years. If there are any costs associated with this storage and access, then the costs must be indicated as part of the RFP response. - Contractor will export all of the recordings and call data in a data/file format specified by the HCSO. If there are any costs associated with this process, then the costs must be indicated as part of the RFP response. 				
Vendor Comments :						

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7.7	C	At any point upon request by the HCSO, the Contractor will export all of the recordings and call data in a data/file format specified by the HCSO. If there are any costs associated with this process, then the costs must be indicated as part of the RFP response.				
Vendor Comments :						
<u>Maintenance</u>						
8.1	C	The Contractor shall provide training to HCSO's staff at the location where the equipment is installed. Additional training shall be provided to new staff assigned during the Contract period at no cost to HCSO.				
Vendor Comments :						
8.2	C	The Contractor will be responsible for supplying all backup tapes/disks for the storage of calls at no cost to HCSO.				
Vendor Comments :						
8.3	C	The Contractor shall maintain all cable related to the ITS.				
Vendor Comments :						
8.4	C	The Contractor shall respond to repair requests by arriving within 24 hours after reasonable notice has been given on a twenty-four (24) hours a day, seven (7) days a week basis.				
Vendor Comments :						
8.5	D	The Contractor agrees to use a qualified technician for all repairs or replacements. Vendor must exhibit to HCSO a best effort approach to completion of the repairs or replacement during the first twenty-four (24) hours following notification of a problem.				
Vendor Comments :						
8.6	D	The Contractor shall have the ability to perform remote diagnostics to the ITS to determine if a problem is with the telephone unit or with the telephone line.				
Vendor Comments :						

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<u>Fees, Rates, And Commissions</u>						
9.1	C	The Contractor agrees that the rates charged to users shall not exceed the tariffs as mandated by the Public Utilities Commission for all services.				
Vendor Comments :						
9.2	C	The Contractor shall be responsible for the collection of charges for fraudulent or otherwise non-collectable calls.				
Vendor Comments :						
9.3	C	The Contractor shall be responsible for any and all billing disputes, claims, or liabilities that may arise in regards to its provisions of this contract.				
Vendor Comments :						
9.4	C	The Contractor agrees that Contractor billing to called parties must include the Contractor information and a toll-free telephone number to resolve billing disputes.				
Vendor Comments :						
9.5	C	The Contractor agrees that billing charges shall begin at the time of the call completion when the calling party is connected to the called party and shall be terminated when either party hangs up. Incomplete calls such as network intercept recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. shall not be billed.				
Vendor Comments :						
9.6	C	The Contractor agrees that the commission rate shall be based on Gross Billed Revenue.				
Vendor Comments :						
<u>Other</u>						
10.1	C	The Contractor agrees that the use of existing or in-place conduit, raceways, cable ways, cable, inside wiring, telephone set mountings, switches, terminal boxes, and terminals within the facilities are at the risk of the Contractor. No exposed wiring will be permitted. Ownership of any wiring or conduit placed under this Contract by the successful Contractor becomes HCSO's property upon termination and/or expiration of the Contract.				
Vendor Comments :						

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10.2	C	The Contractor shall be responsible for all costs associated with the inmate telephone system, including purchase, installation, service, maintenance and operation. The HCSO shall bear no responsibility for any costs pertaining to the system.				
Vendor Comments :						
10.3	C	The Contractor shall assume responsibility and liability for hardware and/or software maintenance upgrades and failures. These upgrades shall be provided automatically and at no cost the HCSO.				
Vendor Comments :						
10.4	C	The Contractor shall directly handle all complaints from the parties called by the inmates.				
Vendor Comments :						
10.5	C	The Contractor agrees that if any cabling work is required as part of any installation, all new cables shall be used and marked clearly and legibly at both ends, and must meet all applicable Electronic Industries Alliance (EIA)/ Telecommunications Industry Alliance (TIA) wiring standards for commercial buildings and conforms to HCSO wiring standards.				
Vendor Comments :						
10.6	C	The Contractor agrees to restore to original condition any damage to HCSO's property caused by maintenance or installation personnel associated with Contractor, including repairs to walls, ceilings, etc.				
Vendor Comments :						
10.7	C	The Contractor agrees to obtain the HCSO's written permission before proceeding with any work that requires cutting into or through girders, beams, concrete or tile floors, partitions or ceilings, or any work that may impair fireproofing or moisture proofing, or potentially cause any structural damage. The HCSO does not anticipate that such work will be required for the initial installation of the ITS.				
Vendor Comments :						

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10.8	C	The Contractor agrees to install, repair and maintain all Contractor provided equipment and lines at no cost to HCSO. Contractor provided equipment, installation, maintenance and repair costs, as well as all costs or losses due to vandalism, shall be the total responsibility of Contractor.				
Vendor Comments :						
10.9	C	The Contractor shall provide and install adequate surge and lightening protection equipment on all lines used for the ITS.				
Vendor Comments :						
10.10	C	The Contractor shall provide an uninterrupted power supply source to ensure there is no loss of recordings or real time call data in the event of a power failure.				
Vendor Comments :						
10.11	C	The Contractor shall clean up and remove all debris and packaging material resulting from work performed.				
Vendor Comments :						
10.12	C	The Contractor shall be required to furnish lien releases for any/all equipment and services provided to the HCSO.				
Vendor Comments :						
10.13	C	The Contractor will provide a copy of a sample page from a customer's bill showing how the calls are billed.				
Vendor Comments :						
10.14	I	The Contractor shall provide a full-time site administrator at no cost to HCSO.				
Vendor Comments :						
10.15	I	The Contractor agrees that upon completion of initial installation and ongoing installations, the Contractor will provide HCSO with a list of telephone ID numbers, serial numbers, and locations of each telephone.				
Vendor Comments :						
10.16	I	The Contractor will indicate any environmental conditions required for the proposed controlling equipment.				
Vendor Comments :						
10.17	I	The Contractor shall provide the FCC registration number of the interface that connects your system with the local exchange and/or IXC network.				
Vendor Comments :						

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10.18	I	The Contractor must indicate the physical size of any controlling equipment, if any, to be installed at the HCSO's facility, and where installation is recommended.				
Vendor Comments :						
10.19	C	Successful Contractor shall conduct an operational system test of the proposed system and certify, in writing, that the system is ready for acceptance testing and will perform in accordance with the requirement stated in their contract. The successful Contractor shall ensure that the system, in general, and each module of the system, in particular, operates according to specifications before turning the system over to the HCSO.				
Vendor Comments :						
10.20	C	The selected Contractor will comply with all HCSO policies, procedures, and security requirements. Personnel working on-site will be required to pass a background check, and complete any required training and/or testing associated with the process (e.g. CJIS security training and testing).				
Vendor Comments :						

	<u>Questions</u>	Yes	No		
<u>Applications</u>					
1.1	Does Contractor have analytical software that can provide inmate call analysis?				
Vendor Comments:					
1.2	Does the software show connections between inmates?				
Vendor Comments:					
1.3	Does the software show connections between inmates that are connected by an external third party?				
Vendor Comments:					
1.4	Does the software produce and display patterns of calls?				
Vendor Comments:					
1.5	Can the software analyze inmate phone account funding data (e.g. who is funding the accounts, but not necessarily making phone calls)?				
Vendor Comments:					
1.6	Is the software capable of handling external data from other systems not provided by the Proposer - e.g. canteen funding data, in person visitation data, video visitation data, etc.?				

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Vendor Comments:						
1.7		Please provide details of how the data is loaded into the system - e.g. automated upload process using secure file transfers, manual upload by a user, etc.?				
Vendor Comments:						
1.8		Can HCSO upload a one off data set to be analyzed (e.g. if a list of known phone numbers or names is created as a result of an investigation, can that list be uploaded as a one time analysis)?				
Vendor Comments:						
1.9		Is the software capable of plotting addresses and locations on an interactive map to include visitor addresses, offender's assigned locations based on housing unit, incident location based on location, etc.				
Vendor Comments:						
1.10		Does software allow the HCSO to manually create objects/entities and associations among those objects/entities.				
Vendor Comments:						