

**HILLSBOROUGH COUNTY  
SHERIFF'S OFFICE**



**Request for Proposal No. 15-17  
Inmate Phone Service**

**January 5, 2018**

**Chad Chronister, Sheriff**  
HILLSBOROUGH COUNTY

Financial Services Division  
2008 E. 8th Avenue  
Tampa, FL 33605



Dave Janney  
Senior Procurement Analyst  
(813) 247-8053  
djanney@hcs0.tampa.fl.us

**INSTRUCTIONS TO PROPOSERS**

Included herein are General Terms and Conditions (Part A), Special Provisions (Part B), Technical Specifications (Part C), and Proposal Response (Part D), which together with all attachments, constitute the entire "Proposal Package". Said package must be the basis upon which all proposals are offered and the same (the entire package) must be kept together and returned, intact, by the time and at the place herein specified. The Proposer must manually sign the General Terms and Conditions (Part A) and Proposal Response (Part D). Any questions concerning this Request for Proposal (RFP) should be directed to the Senior Procurement Analyst whose name appears above.

When awarded, the Proposal Package becomes the "**Contract Document**". The Proposer's signature on the Proposal constitutes Proposer's agreement to the terms therein. **READ THE ENTIRE RFP CAREFULLY BEFORE SIGNING.**

**NOTICE TO PROPOSERS**

**WHEN SUBMITTING A SEALED PROPOSAL, CLEARLY MARK THE PACKAGE AS A PROPOSAL DOCUMENT ON THE OUTSIDE OF THE ENVELOPE OR BOX. INCLUDE THE PROPOSAL NUMBER AND THE DATE AND TIME OF THE BID OPENING.**

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<b>PROPOSED SCHEDULE OF EVENTS</b>	<b>DATE</b>
RFP ADVERTISED / POSTED TO HCSO AND OSD WEBSITE	1/5/18
SUBMIT LETTER OF INTENT	TBD
DEADLINE FOR Q&A	1/19/18
DEADLINE TO SUBMIT PROPOSAL	1/26/18
AWARD NOTIFICATION TARGET DATE	2/9/18
POST AWARD NEGOTIATION DEADLINE	TBD
COMMENCEMENT (12:01 AM)	TBD

**LETTER OF INTENT**

**REQUEST FOR PROPOSAL NO. 15-17**

The undersigned acknowledges the General Terms and Conditions of the Request for Proposal (RFP) and intends to respond to the Hillsborough County Sheriff's Office (HCSO). We understand that any amendments, clarifications, and addenda to the RFP will be promptly communicated to the individual authorized below to receive this information.

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COMPANY NAME

---

COMPANY ADDRESS

---

PRIMARY CONTACT NAME/TITLE

---

EMAIL ADDRESS

---

TELEPHONE NUMBER

FAX NUMBER

---

SIGNATURE OF COMPANY OFFICER

DATE

**\*\*NOTE: THIS FORM SHOULD BE SENT IMMEDIATELY TO THE SENIOR PROCUREMENT ANALYST LISTED ON THE FRONT OF THIS DOCUMENT AT FAX NUMBER 813-242-1826 or [purchasing@hcsso.tampa.fl.us](mailto:purchasing@hcsso.tampa.fl.us)**

**HILLSBOROUGH COUNTY SHERIFF'S OFFICE  
2008 E. 8th Avenue  
Tampa, Florida 33605**

**VENDOR NAME:** \_\_\_\_\_

**SUBJECT:** Request for Proposal Number 15-17

Proposal Title: Inmate Phone Service

**OPENING DATE and TIME: 1/26/18 at 3:00 pm.**

**PLACE:** Malcolm E. Beard Sheriff's Operation Center  
Financial Services Division, Purchasing Section  
2008 E. 8th Avenue, Room #125  
Tampa, Florida 33605

Proposals will be received until the time and date shown and will be read aloud immediately thereafter at the "Place" indicated.

**PART A - GENERAL TERMS AND CONDITIONS:**

- 1. Proposals: Must be contained in a SEALED envelope addressed to: Chad Chronister, Sheriff, 2008 E. 8th Avenue, Room #125, Tampa, Florida 33605. To prevent inadvertent opening, the Proposal must be marked as a PROPOSAL DOCUMENT (including the Proposal number, the date and time of the Proposal opening) on the outside of the envelope.

If our specifications, when included in our Request for Proposal (RFP), are not returned with your Proposal Package, and no specific reference is made to them in your Proposal Response (Part D), it will be assumed that all specifications will be met. When material, sketches, cuts, descriptive literature, vendor's or manufacturer's specifications which accompany the Proposal Response (Part D) contain information that can be construed or is intended to be a deviation from our specifications, such deviation must be specifically referenced in your Proposal Response (Part D).

- 2. Proposal Delivery: The responsibility for getting the Proposal Package to the Hillsborough County Sheriff's Office (HCSO) on or before the stated time and date will be solely and strictly the responsibility of the Proposer. The HCSO will in no way be responsible for delays caused by the United States Postal Service or a delay caused by any other occurrence, or any other method of delivery. The Proposer shall be responsible for reading very carefully and understanding completely the requirements in the specifications. Proposals will not be accepted after the time specified for receipt. Such proposals shall be returned to the Proposer unopened with the notation "This Proposal was received after the time designated for the receipt and opening of proposals".
- 3. On-Line Documents: The HCSO is publishing documents on its website <http://www.hcso.tampa.fl.us> for the convenience of vendors wanting to do business with the HCSO and to save tax dollars. This service is public record and the HCSO is responsible only for documents as published. Any modifications or alterations to the original document language may be cause for rejection of a proposal.
- 4. Time for Consideration: Proposer warrants by virtue of Proposal, the prices quoted in the Proposal will be

good for an evaluation period of 60 calendar days from the date of Proposal opening unless otherwise stated. Proposers will not be allowed to withdraw or modify their proposals after the opening time and date.

5. Prices: All Proposals submitted must show the net proposal price after any and all discounts allowable have been deducted. Prices offered are to be F.O.B. Destination. State sales tax and federal excise taxes shall not be included as the HCSO is tax-exempt for materials sold directly to them. The HCSO will issue tax exemption certificates to the Contractor.

The Proposer's attention is directed to the laws of the State of Florida, including but not limited to Chapter 212, Florida Statutes, which applies to all transactions resulting from this Proposal and that all applicable taxes and fees shall be deemed to have been included in the Proposal Response as part of the materials cost, when applicable.

6. Condition of Materials and Packaging: It is understood and agreed that any item offered or shipped on this Proposal shall be NEW and in FIRST CLASS CONDITION, that all containers shall be new and suitable for storage or shipment and that prices include standard commercial packaging for the items shipped.
7. Claims: The Contractor will immediately replace missing or damaged items and will be responsible for making any and all claims against carriers.
8. When to Make Delivery: Deliveries resulting from this Proposal are to be made during the normal working hours of the HCSO. It is the Proposer's responsibility to obtain this information.
9. Manufacturer's Name: Any manufacturers' names, trade names, brand names information and/or catalog numbers used herein are for purpose of description, reference, and establishing general quality levels. Such references are not intended to be restrictive and products of any manufacturer may be offered if they are approved as equals. The determination as to whether any alternate product or service is or is not equal shall be made by the HCSO and such determination shall be final and binding upon all Proposers.
10. Information and Descriptive Literature: The Proposer must furnish all information requested in the Proposal. If specified, each Proposer must submit cuts, sketches, descriptive literature and/or complete specifications covering the products offered. Reference to literature submitted with previous Proposal will not satisfy this provision. Proposals that do not comply with these requirements will be subject to rejection.
11. Proposal Submittal Costs: Submittal of a Proposal is solely at the cost of the Proposer and the HCSO in no way is liable or obligates itself for any cost incurred by the Proposer preparing the submitted Proposal Package.
12. Proposal Obligation and Disposition: The contents of the Proposal Package and any clarifications thereto submitted by the Proposer shall, upon award, become part of the contractual obligation and incorporated by reference into the ensuing contracts. All Proposal Packages become the property of the HCSO and will not be returned to the Proposer.
13. No Proposal: If you do not wish to submit a response to the RFP, please return the Statement of No Proposal found on page 34. The "No Proposal" information is helpful to the process and assures the HCSO you wish to remain on the HCSO Vendor List.
14. Compliance with Occupational Safety and Health Act (OSHA): The Proposer certifies that all material, equipment, etc., contained in the Proposal Package meets all OSHA requirements.

15. Familiarity with Laws: The Proposer is required to be familiar with all federal, state and local laws, ordinances, rules, codes and regulations that in any manner affect the Work. Ignorance on the part of the Proposer will in no way relieve the Proposer of responsibility.
16. Laws, Statutes and Ordinances: The terms and conditions of the RFP and the resulting Contract shall be construed in accordance with the laws, statutes and ordinances applicable to Hillsborough County. Where State Statutes and regulations are referenced, they shall apply to this RFP and to the resulting Contract.
17. Public Entity Crimes: Pursuant to §§287.132-133, Fla. Stats., the HCSO, as a public entity, may not accept any bid, proposal or reply from, award any contract to, or transact any business in excess of the threshold amount provided in §287.017, Fla. Stat., for Category Two (\$35,000) with any person or affiliate on the convicted vendor list for a period of 36 months from the date that the person or affiliate was placed on the convicted vendor list unless that person or affiliate has been removed from the list pursuant to §287.133 (3)(f), Fla. Stat. If you submit a Proposal in response to this request, you are certifying that §§287.132-133, Fla. Stats. does not restrict your submission.
18. Public Record: Any material submitted in response to this RFP will become a public document pursuant to §119.07, Fla. Stat. This includes material which the respondent might consider to be confidential or trade secret. Any claim of confidentiality is waived upon submission, effective after opening pursuant to §119.07, Fla. Stat. The Vendor or Contractor agrees to comply with §119.0701, Fla. Stat. regarding maintenance and provisions of access to all public records generated by this Contract with the HCSO.

The HCSO requires that, at the conclusion of the selection process, the contents of all proposals be placed in the public domain and be open to inspection by interested parties. Any restrictions on the use of data contained within a Proposal must be clearly stated in the Proposal itself. Proprietary information submitted in response to the RFP will be handled in accordance with applicable Florida Statutes.

**If the Contractor has questions regarding the application of Chapter 119, Florida Statutes, to the Contractor's duty to provide public records relating to this Contract, contact the custodian of public records at: HCSO Records Section, 1900 East 9<sup>th</sup> Avenue, Tampa, Florida 33605, Phone 813-247-8210 or email at [hcsorecords@hcsotampa.fl.us](mailto:hcsorecords@hcsotampa.fl.us)**

19. Appropriations of Funds: The HCSO, as an entity of Government, is subject to the appropriation of funds by the Hillsborough County Board of County Commissioners in an amount sufficient to allow continuation of its performance in accordance with the terms and conditions of any contract entered into as a result of this request for each and every fiscal year following the fiscal year in which this Contract is executed and entered into and for which the Contract shall remain in effect. The HCSO shall, upon receipt of notice that sufficient funds are not available to continue its full and faithful performance under the Contract, provide prompt written notice of such event and effective 30 calendar days after the giving of such notice, or upon the expiration of the period of time for which funds were appropriated, whichever occurs first, be thereafter released of all further obligations in any way related to such Contract.
20. Acceptance and Rejection: The HCSO reserves the right to reject any or all Proposals, for cause, to waive irregularities, if any, and to accept the Proposal or Proposals which in the judgment of the Sheriff is in the best interest of the HCSO. The HCSO reserves the right to evaluate, add and/or reject any items from any proposal options or resulting contract(s) when deemed to be in the best interest of the HCSO.
21. Protests: Any prospective Proposer who disputes the reasonableness or appropriateness of the notice of

award, or notice of rejection, for any or all Proposals will submit a notice of protest in writing within 72 hours (excluding County holidays, Saturdays and Sundays) to the HCSO Purchasing Section by registered mail or hand deliver for which a receipt must be provided.

The Purchasing Section will have five (5) business days upon receipt of this notice to meet and consider the dispute as written. The Senior Procurement Analyst will coordinate the review process with the parties involved and may request additional information from the Proposer or request a meeting to gain further clarification of the issues. Upon completion of this review process, the Senior Procurement Analyst will make a recommendation to the Chief Financial Officer (CFO).

The CFO may concur with the recommendation or arrive at a separate decision. The decision of the CFO will be communicated to the Proposer in writing. This decision and the basis upon which it was made will be communicated to the Proposer within five (5) business days following the receipt of the recommendation from the Purchasing Section. A single appeal of the CFO's decision is available by submitting a notice in writing within 72 hours (excluding County holidays, Saturdays and Sundays) requesting a Management review of the decision. Final decision of an appeal will be made by the Sheriff.

- 22. Specifications: Attached

CHAD CHRONISTER, SHERIFF  
HILLSBOROUGH COUNTY, FLORIDA

By: \_\_\_\_\_  
Christina R. Porter, CPA  
Chief Financial Officer

- 23. General Terms and Conditions outlined above are acknowledged. Our Proposal is attached.

\_\_\_\_\_  
Company Name Date

\_\_\_\_\_  
Print Name/Title

\_\_\_\_\_  
Signature of Company Officer

NOTE: THIS PAGE MUST BE RETURNED WITH YOUR PROPOSAL AFTER COMPLETING PARAGRAPH 23. EACH VENDOR'S PROPOSAL AND ANY CLARIFICATIONS TO THAT PROPOSAL AS WELL AS ALL AMENDMENTS OR ADDENDA TO THIS DOCUMENT SHALL BE SIGNED BY AN OFFICER OF THE COMPANY OR A DESIGNATED AGENT EMPOWERED TO BIND THE COMPANY IN CONTRACT. EXCEPTIONS TO THE SPECIFICATIONS, IF ANY, MAY BE NOTED IN THE PROPOSAL RESPONSE (PART D, PARAGRAPH 1).



## **PART B - SPECIAL PROVISIONS**

### 1. IN GENERAL

The purpose of this Request for Proposal (RFP) is to solicit bids and award a revenue-based contract to a single Proposer for an inmate telephone system (ITS) which includes but is not limited to call management and tracking applications, all software, hardware and networking equipment. The successful Proposer will be allowed to use existing wiring and conduit. The successful Proposer shall deliver a turnkey solution to include all the necessary infrastructure, hardware, software, equipment, installation, operation, maintenance, support, materials, supplies, and all other items necessary for a fully functional, administered and managed ITS at no cost to the HCSO.

### 2. SCOPE OF WORK

The Contractor shall furnish, install and maintain an ITS for use by inmates at the Orient Road Jail, 1201 Orient Road, Tampa, FL 33619 and Falkenburg Road Jail, 520 North Falkenburg Road, Tampa, FL 33619. See Exhibit A for system requirements.

### 3. PROPOSER QUALIFICATIONS

Proposals shall be considered only from those firms or individuals who can clearly demonstrate to the HCSO a professional ability to perform the type of Work specified within the RFP. Proposers must be able to demonstrate adequate organizational, financial, equipment and personnel resources to ensure timely and satisfactory completion of the project. In the determination of the evidence of responsibility and ability to perform the Work, the HCSO reserves the right to investigate the financial condition, experience record, personnel, equipment, facilities and organization of the Proposer. The HCSO shall determine whether the evidence of responsibility and ability to perform is satisfactory, and will make awards only when such evidence is deemed satisfactory. The HCSO reserves the right to reject a Proposal when evidence indicates the inability to perform the Work specified within the RFP.

The HCSO may require background checks of Contractor employees or subcontractors who will be working on HCSO property.

The attached Supplier Information form and IRS Form W9 must be returned with your Proposal Response along with copies of Hillsborough County Business Tax Receipt or other local government license to do business. Current Certificates of Insurance for Liability and Workers Compensation must also be included.

### 4. LETTER OF INTENT

The person(s) indicated on the Letter of Intent will be those notified of all addenda, amendments and Questions and Answers (Q & A).

### 5. BRAND NAMES (if applicable)

The information listed for the equipment currently in use is provided for reference purposes and to establish a standard of quality. Proposers should submit the equipment make and model they believe will offer the best performance and economic value to the HCSO. Manufacturer's specification sheets shall be furnished with your Proposal Response. Justify your choice of equipment with references to the elements you considered in making your recommendation. The evaluation of proposals and the determination as to quality of equipment offered shall be the sole and final responsibility of the HCSO.

## 6. COMMUNICATION BETWEEN PARTIES

All questions in regard to this RFP are to be directed, in writing to the Senior Procurement Analyst: Dave Janney, at [Purchasing@hcsotampa.fl.us](mailto:Purchasing@hcsotampa.fl.us) or by fax at 813-242-1826. No communication is allowed, either directly or indirectly, with any other HCSO employee in regard to this RFP prior to the Opening Date and Time on page five (5).

In the interest of public access, all documents relating to this RFP will be posted to the HCSO website at <http://www.hcsotampa.fl.us>. This will include minutes from the Pre-Proposal Conference, Q & A responses, amendments, addenda etc. Posting documents to the HCSO website is considered the official method of notification regardless of other notification methods the Senior Procurement Analyst utilizes for convenience of the parties involved.

## 7. PREPARATION AND SUBMITTAL OF PROPOSALS

All Proposals shall be signed in ink by an authorized officer of the company. A signature of acknowledgement to the General Terms and Conditions (Part A) is required on page eight (8) and a signature of affirmation is required on page 33. All attachments to the RFP requiring signature acknowledgement (e.g. amendments) are to be returned with the Proposal Package.

Proposal Responses are to be submitted in a sealed package. The face of the package shall indicate the RFP name, number and time and date of the public opening. (A label is provided within this document for either use or example).

Proposals must be received by the HCSO Purchasing Section not later than the time and date shown on page five (5). Proposers mailing their Proposal Packages should allow for normal mail time to ensure receipt by HCSO prior to the time and date fixed for the acceptance of the proposals. Proposals or unsolicited amendments to proposals, received by the HCSO after the acceptance date will not be considered and will be returned unopened marked "Received after the deadline for opening of proposals".

Proposers shall submit the required Proposal documents and any additional literature in sextuplicate - one (1) original and five (5) copies, each marked appropriately, and one (1) electronic copy in Microsoft Windows ® compatible format such as .pdf, saved on a USB flash drive or CD. Any proprietary information should be marked as such on the original and copies and should be saved to a folder separate from the rest of the Proposal in the electronic copy.

The HCSO reserves the right to postpone the date for receipt and opening of proposals or other deadlines and will make a reasonable effort to give at least five (5) calendar days notice of any such postponement to each prospective Proposer.

## 8. ACCEPTANCE AND REJECTION

The Sheriff, Hillsborough County, Florida, reserves the right to reject any or all Proposals, for cause, to waive irregularities, if any, in any Proposal, and to accept the Proposal or Proposals which in the judgment of the Sheriff is in the best interest of the HCSO. The Sheriff reserves the right to select the Proposer that will best meet the needs of the HCSO, and the selection will not necessarily be made solely on cost. Persons or entities submitting Proposals which do not meet the mandatory requirements will be considered in non-compliance and will be disqualified.

9. EVALUATION OF PROPOSALS

Initially, all Proposals submitted will be reviewed to determine if the Proposer is both responsive in terms of the completeness of the Proposal Package and responsible in that proof of a legal, legitimate business enterprise has been provided along with any other qualifications stipulated. Proposals determined to be deficient in either responsiveness or responsibility may be rejected without further evaluation.

Proposals determined to have met the minimum requirements will then be evaluated based on the following weighted criteria. These criteria relate directly to information required in the Proposal Response (Part D) and are presented in the same outline. It is therefore important to maintain the organization of your response as outlined so the evaluators may easily locate the required documents. Proposal Response (Part D) offers details of the criteria below.

	<u>Points</u>
A. System	70
B. Company overview, number of years in business, and Management experience	10
C. References	10
D. Project Plan and Approach	5
E. Fees, Rates, and Commissions	<u>5</u>
	<u>100</u>

An evaluation committee will consist of a minimum of five (5) persons. Each committee member will independently read and score all eligible proposals. Any clarifications requested by a committee member will be presented to the Proposer through the Senior Procurement Analyst. When all evaluations are complete, the Senior Procurement Analyst will tabulate the results providing a scoring matrix indicating the group's collective ranking of each Proposer. The Senior Procurement Analyst will present the composite evaluation results to the committee members, who may then submit their recommendation in accordance with the results of the scoring, or if deemed in the best interest of the HCSO, request a Best and Final Offer from the top ranked firms.

Oral presentations may be held for selected Proposers. The purpose of the discussions and oral presentations are to allow Proposers to discuss selected aspects of their Proposal and to provide an opportunity to clarify the scope of services.

10. BEST AND FINAL OFFER

The HCSO reserves the right to request a Best and Final Offer (BAFO) from any or all Proposers. A BAFO may be requested as an optional step in the selection process. Useful situations include but are not limited to the following: no single response addresses all the specifications; the cost submitted by all Proposers is too high; the scores of two or more Proposers are very close after the evaluation process; all Proposers submitted responses that are unclear or deficient in one or more areas.

The evaluation committee determines if the BAFO process will be conducted and who will receive the solicitation. All or any number of Proposers may be solicited, but only those Proposer(s) most likely to be awarded a contract are to be included. The evaluation committee will develop the aspects of the Proposal to be addressed in the BAFO. They may ask for enhancements of core components of the RFP but will maintain the integrity of the original Scope of Work.

Best and Final solicitations will be made in writing. Proposers may be asked to provide additional clarification to specific sections of their response, or to rework their Proposal content or pricing. Information will be given as to how the BAFO will be evaluated. The HCSO will not identify either the

current rank of any Proposer(s) or the lowest costs proposed until after the evaluation of each BAFO submitted. If a Proposer does not wish to submit a BAFO offer they may submit a written response stating their response remains as originally submitted.

The Senior Procurement Analyst will be responsible for all communication to and from Proposers regarding the BAFO solicitation. All responses must be returned to the Senior Procurement Analyst. Proposers may also be requested to make an oral presentation to the evaluation committee. The written BAFO solicitation will include submission requirements and a deadline date and time by which the BAFO must be returned to the Senior Procurement Analyst.

At the option of the HCSO this negotiation process with the highest ranked Proposers may continue until a satisfactory contract is successfully negotiated.

11. AWARD

The Senior Procurement Analyst will submit the Evaluation Committee's final recommendation for award to the Division Commander who will review and further recommend through the Chain of Command to the Sheriff who will have the final decision as to the Award. The HCSO reserves the right to select for award the Proposal which in the opinion of the Sheriff, offers the best value and best serves the requirements of the HCSO.

Award or No Award notifications will be sent to all Proposers. Proposal results will be available at our website <http://www.hcso.tampa.fl.us>, on the Purchasing tab. If you do not have internet access, and would like a copy of the proposal results, contact the Purchasing Section at 813-247-8034.

12. CONTRACT PERIOD

The Contract shall be effective for three (3) years from the date of award. By written mutual consent between the HCSO and the Contractor, the Contract may be extended for up to two (2) additional, two (2) year extensions.

13. INFORMATION PRIVACY

It is understood and agreed upon by the Proposer in submitting a Proposal Package that the HCSO has the right to withhold all information regarding this procurement **until after contract award**, including but not limited to: the number of Proposals received, competitive technical information, competitive price information, and the HCSO evaluation concerns about competing proposals. Information released after award is subject to the disclosure requirements of Chapter 119, Fla. Stat. Proposers are enjoined from discussing or disclosing the content of any Proposal with competing Proposers during the evaluation and negotiation process.

14. CONTRACT DOCUMENT

The Contract between HCSO and the Contractor shall consist of: (1) the RFP and any amendments thereto and (2) the Proposal Package submitted in response to the RFP. The HCSO reserves the right to clarify any contractual relationship in writing with the Contractor, and such written clarification shall govern in case of conflict with the applicable requirements stated in the RFP or the Contractor's Proposal Package. In all other matters not affected by the written clarification, if any, the RFP and all amendments thereto shall govern. The Proposer is cautioned that the Proposal shall be subject to acceptance without further clarification.

To the extent that a provision of the Contract is contrary to the Constitution or Laws of Florida, or of the United States, the provision shall be void and unenforceable. However, the balance of the Contract shall remain in force between the Contractor and HCSO.

15. PRECEDENCE

The Contract Document is complimentary. What is called for by one is as binding as if called for by all. If the Contractor finds a conflict, error, or discrepancy in the Contract Document, they will call it to the Senior Procurement Analyst's attention in writing before proceeding with the Work. The Senior Procurement Analyst will respond with a written clarification based on the Project Manager's response. Any delays associated with the clarification will be considered for time extensions only, but no damages for delay will be allowed.

In resolving such conflicts, errors, and discrepancies, the Contract Document shall be given preference in terms of the most stringent requirements as determined by the Project Manager. Enforcement of the most stringent requirements will be at the Sheriff's option. Figure dimensions on the Drawings (when provided) shall govern over scale dimensions, and the detailed Drawings shall govern over general Drawings. Any Work that may reasonably be inferred from the Contract Document as being required to produce the intended result shall be supplied whether or not it is specifically called for. Work, materials, or equipment described in words which so applied have a well-known technical or trade meaning shall be deemed to refer to such recognized standards. In case of conflict, the more stringent requirements shall take precedence.

Clarifications and interpretations of the Contract Document shall be issued by the Senior Procurement Analyst. The Contract Document will be governed by the laws of the State of Florida.

16. ADDITION / DELETION

The HCSO reserves the right to add or delete any items from this Proposal or resulting contract(s) when deemed to be in the best interest of the HCSO. All such additions, deletions and costs shall be borne by the contractor and shall be addressed as either an amendment to the Proposal or a change order to the Contract requiring written notification and acknowledgement.

17. CONTRACTUAL OBLIGATIONS

The Contractor may not sublet or subcontract any contractual obligations concerning this Proposal matter except as provided for in the written Contract between the HCSO and the Contractor. This statement does not prohibit subcontracting of the Work but does prohibit subcontracting overall management obligations pertaining to the Work and requires the Contractor to retain ultimate liability for all contractual obligations.

18. DEFAULT

The Contract may be canceled or annulled by the HCSO Chief Financial Officer (CFO) in whole or in part by written notice of default to the Contractor upon non-performance or violation of Contract terms. An award may be made to the next best responsive and responsible Proposer based on evaluation, or articles specified may be purchased on the open market similar to those so terminated. Failure of the Contractor to deliver materials or services within the time stipulated in this specification, unless extended in writing by the Financial Services Division, shall constitute Contract default. The Contractor who defaults on contracts may be removed from the HCSO Vendor List for future contracts at the discretion of the CFO.

19. CANCELATION

When deemed to be in the best interest of the HCSO, any contract(s) resulting from this RFP may be canceled by the following means:

- a. 10 calendar days written notice with cause, or;
- b. 30 calendar days written notice without cause.

If it becomes necessary to terminate the agreement/contract without cause, all services and/or materials provided through the date of receipt of written notice of cancellation may be invoiced to the HCSO and will be considered for payment providing documentation of said expenses are forwarded with the request for payment, if applicable.

20. POST CONTRACT TRANSITION REQUIREMENTS

- a. At the end of the contract awarded as a result of this RFP, or if the contract is terminated due to a 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 Proposer shall select one or both of the following options:
  1. 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 to be associated with this storage and access, the costs must be indicated as part of the RFP response.
  2. Contractor will export all of the recordings and call data in a data/file format specified by the HCSO. If there are any costs to be associated with this process, the costs must be indicated as part of the Proposal Response.

21. NEXT BEST PROPOSER

In the event of a default by the Contractor, the HCSO reserves the right to utilize the next best Proposer. In the event of this occurrence, the new Contractor shall be required to provide the Proposal items at the prices as contained on their Proposal for this RFP for the remainder of the award period.

22. PERFORMANCE BOND, LABOR AND MATERIAL PAYMENT BOND

- a. Bond Requirement: The HCSO shall, prior to the execution of the Contract, require the Contractor to furnish bonds covering the faithful performance of the Contract and the payment of all obligations arising there under in such form and amount as listed hereunder. Premiums for Bonds shall be paid by the Contractor.

The Surety Company shall be licensed to transact surety business in Florida, shall be certified to issue the total amount of the bond on any one risk, and shall be otherwise acceptable to the HCSO.

- b. Time of Delivery and Form of Bonds: The Contractor shall deliver the required bonds to the HCSO within 10 calendar days from the Notice of Award. A Notice to Proceed and Purchase Order will be issued upon receipt of the Performance Bond.

"Performance and Payment Bond" shall be for 100% of the Contract sum on behalf of the HCSO. The bonds shall be written on the Surety Company's standard form. The Contractor shall require the Attorney-In-Fact who executes the required bonds on behalf of the Surety Company to affix to

the bond a certified and current copy of their Power of Attorney, indicating monetary limit of such power.

- c. Alternative Forms of Security: In lieu of the bond required by this section, the Contractor may file with the HCSO, an alternative form of security which shall be in the form of cash, money order, certified check, cashier's check, or irrevocable letter of credit. Such alternative forms of security shall be for the same purpose and shall be subject to the same conditions as those applicable to the bond required by this section. The determination of the value of such alternative forms of security shall be made by the HCSO.
- d. Release of Bonds: Bonds will be released after all conditions of the Contract have been met, final acceptance has been given and all inspections have been satisfied and a statement of warranty and release of lien has been issued.

23. CERTIFICATES OF INSURANCE

The Contractor shall not commence any Work in connection with this Contract until they have obtained all the following types of insurance and such insurance has been approved by the HCSO, nor shall the Contractor allow any subcontractor to commence Work on their subcontract until all similar insurance required of the subcontractor has been so obtained and approved. All insurance policies shall be with insurers qualified to do business in Florida.

- a. Worker's Compensation Insurance: The Contractor shall take out and maintain during the life of this Contract, Worker's Compensation Insurance for all of their employees connected with the Work of this project and, in case any Work is sublet, the Contractor shall require the subcontractor similarly to provide Worker's Compensation Insurance for all the latter's employees unless such employees are covered by the protection afforded by the Contractor. Such insurance shall comply fully with the Florida Worker's Compensation Laws. In case any hazardous Work under this Contract at the site of the project is not protected under the Worker's Compensation statute, the Contractor shall provide, and cause each subcontractor to provide, adequate insurance satisfactory to the HCSO, for the protection of their employees not otherwise protected.
- b. Comprehensive Insurance Coverage: The Contractor shall take out and maintain during the life of this Contract, Comprehensive General Liability Insurance and Comprehensive Automobile Liability Insurance and shall protect them from claims for damage for personal injury, including accidental death, as well as claims for property damage which may arise from operations under this Contract whether such operations be by themselves or by anyone directly or indirectly employed by them, and the amounts of such insurance shall be the minimum limits as follows:

For this project the required insurance coverage shall be:

Commercial/Comprehensive General Liability	
Bodily Injury	\$1,000,000 per person per occurrence
Property Damage	\$500,000 per occurrence
Automobile Liability	\$1,000,000 combined single limit bodily injury and property damage

24. PROJECT MANAGEMENT

All Work accomplished for this project will be scheduled, reviewed and approved by the HCSO assigned Project Manager or their designated personnel. Any Consultant contracted by the HCSO and specifically

involved in the planning, design or execution of the project will hereinafter be referred to as “Engineer” and is in some cases, as noted, equally qualified to review and approve Work. All Work schedules, deliveries, personnel changes etc. will be coordinated with the Site Superintendent to be named at a later date.

25. PRE-QUALIFICATION OF SUBCONTRACTORS, VENDORS, AND SUPPLIERS

All employees and/or subcontractors of the Contractor which will work in a HCSO Facility or on a Hillsborough County property may be required to have a background check by the HCSO prior to beginning Work. All employees must comply with HCSO’s policy and procedures which includes no smoking on any HCSO property. The Contractor shall be required to provide a Work crew list giving all personnel names and changes as they occur. The HCSO will perform the background checks in-house at no costs to the Contractor.

The Contractor agrees, within seven (7) calendar days of receipt of a written request from the HCSO, to promptly remove and replace any subcontractors employed or retained by the Contract, which the HCSO shall request in writing to be removed with or without cause. If the HCSO requires the removal of any subcontractor, the Contractor shall submit a substitute acceptable to the HCSO, and the Contract price may be increased or decreased by the reasonable difference in costs associated with such substitution, providing proof of increase or decrease is provided. If the HCSO request was made without cause, an appropriate Change Order will be issued.

26. PROCESSING CHANGE ORDERS

Any changes which result in an increase or decrease in the Contract amount must be processed as a Change Order to the Contract. This will include but not be limited to changes in the design requested by the HCSO, Call Types, Collect Call rates, Debit Call rates, or any additions or deletions caused by unforeseen circumstances or requirements by government agencies. Any such changes will not invalidate this Contract. The time for project completion and/or the project commission will be adjusted accordingly. Change orders will be numbered in sequence and dated.

Change Order requests will be submitted in writing and shall include the HCSO or the Contractor’s detail of the design changes or circumstances surrounding the request and the Contractor’s written quote representing an increase, decrease or no change to the Contract Sum. The resulting Change Order Request will be submitted by the Contractor to the Project Manager for approval by the CFO.

Failure to follow change order instructions will result in the HCSO refusal to pay a change to the Contract Sum.

**Requests for estimates for possible changes are not to be considered Change Orders or authorization to proceed with the proposed changes. Requests from the HCSO for quotes regarding new Work not included in the original scope will not constitute a Change Order to this Contract.**

27. CONTRACTOR'S RESPONSIBILITIES

- a. Supervision: The Contractor will supervise and direct the Work efficiently and with their best skill and attention. They will be solely responsible for the means, methods, techniques, and, sequences unless specifically addressed in the Contract Document. The Contractor will be responsible for seeing that the finished Work complies accurately with the Contract Document. The Contractor will cooperate with and be responsible for coordination of the Work with other contractors and/or utilities at the site.



- b. Superintendent: The Contractor will keep on the Work site at all times during its progress a competent, resident Superintendent who shall not be replaced without written notice to the Project Manager, except under extraordinary circumstances. The Superintendent will be the Contractor's representative at the site and shall have authority to act on behalf of the Contractor. The Contractor/Superintendent will at all times maintain good discipline and order on the site. All communications given to the Superintendent shall be as binding as if given to the Contractor.
- c. Labor, Materials, and Equipment: The Contractor shall pay for all labor, equipment, materials and services required to complete the Work as described in the Contract Document to include but not limited, to building permits, notice of commencements, underground piping permits, electrical, mechanical, plumbing, and other governmental fees, licenses and inspections necessary for the proper completion of the Work. The Contractor will be responsible for any re-inspection costs or fines imposed by federal, state or local agencies.

All materials and equipment will be new and of good quality, except as otherwise provided in the Contract Documents Technical Specifications (Part C). If required by the Senior Procurement Analyst, the Contractor will furnish satisfactory evidence as to the kind and quality of materials and equipment. All materials and equipment shall be applied, installed, connected, erected, used, cleaned, and conditioned in accordance with the instructions of the applicable manufacturer, fabricator, or processors, except as otherwise provided in the Contract Documents.

- d. Concerning Subcontractors: The Contractor will be fully responsible for all acts and omissions of their subcontractors and of persons directly or indirectly employed by them and of persons for whose acts any of them may be liable to the same extent as if they were employed by them. Nothing in the Contract Documents shall create any contractual relationship between any subcontractors and the HCSO or any obligation on the part of the HCSO to pay or facilitate payment of any monies due any subcontractor, except as may otherwise be required by law. The HCSO may furnish to any subcontractor, to the extent practicable, evidence of amounts paid to the Contractor for specific Work completed.

The divisions and sections of Technical Specifications (Part C) and the identifications of any Drawings shall not control the Contractor in dividing Work among subcontractors or delineating the Work to be performed by any specific trade.

The Contractor agrees to bind specifically every subcontractor to the applicable terms and conditions of the Contract Documents for the benefit of the HCSO.

All Work performed for the Contractor by a subcontractor shall be pursuant to an appropriate written agreement between the Contractor and the subcontractor which shall contain provisions that waive all rights the contracting parties may have against one another for damages caused by fire or other perils covered by insurance, except such rights as they may have to the proceeds of such insurance held by the HCSO as trustee. The Contractor will pay each subcontractor an appropriate amount determined by value of the Work, of any insurance monies received by the Contractor under this insurance.

The Contractor shall coordinate all Work and Work of suppliers and subcontractors with the HCSO's Site Superintendent to ensure timely completion of Work stages. The Contractor or subcontractor must be on site to receive any and all delivery of their equipment and materials.

- e. Patent Fees and Royalties: The Contractor will pay all license fees and royalties and assume all costs incident to the use of any invention, design, process, or device which is the subject of patent rights or copyrights held by others.
- f. Permits: The Contractor will secure and pay for permits, licenses, drawings, and will pay all governmental charges and inspections fees which are applicable and necessary for the execution of the Work at the time of this Proposal. In addition but not limited to, the Contractor will be responsible for re-inspections, fines, notice of commencement, underground piping, building, electrical, mechanical and structural permits. The Contractor will also pay all public utility charges. All required building and other permits shall be obtained before beginning Work. Upon completion of the project the Contractor shall request and pay for the Certificate of Completion/Occupancy. Any delays associated with the permitting process will be considered for time extensions only and no damages or additional compensation for delay will be allowed. The Contractor shall be on site during all scheduled permit inspections.
- g. Laws and Regulations: The Contractor will give notices and comply with all laws, ordinances, rules, codes and regulations applicable to the Work. If the Contractor observes that any of the Contract Documents are contradictory to such laws, rules, and regulations, they will notify the HCSO promptly in writing. Any necessary changes will then be adjusted by an amendment to the RFP or appropriate Change Order. If the Contractor performs any Work that it knows or should have known to the contrary of such laws, ordinances, rules, codes, and regulations and without such notice to the HCSO, they will bear all related costs.
- h. Use of Premises: The Contractor will confine their equipment, the storage of materials and equipment, and the operations of their workers to the areas permitted by law, ordinances, permits, or the requirement of the Contract Documents. The Contractor shall not unreasonably encumber the premises with materials and equipment. Any loss or damage to the Contractor's or any subcontractor's equipment is solely at the risk of the Contractor.

The Contractor shall take care in working near existing areas to protect them from damage. The Contractor shall be responsible for any damage to existing areas and will repair such damage, at their expense, to the HCSO's satisfaction.

The Contractor shall keep the project site and surrounding area free from waste materials and rubbish which results from their Work on the project. Removal, hauling and disposal of rubbish and waste materials shall be the responsibility of the Contractor.

The Contractor shall be held responsible for all damages resulting from them, or their subcontractors, errors, omissions or negligence in the performance of the Work of the Contract Documents.

The Contractor shall not load nor permit any part of any structure to be loaded in any manner that will endanger the structure, nor shall the Contractor subject any part of the Work or adjacent property to stresses or pressures that will endanger them.

The Contractor shall schedule and perform the Work in such a manner as to result in the least possible disruption to the normal operations of on-site Sheriff's activities. The Contractor and subcontractor shall coordinate their Work activities with the Project Manager to maintain the required Work sequence, and schedule.

The Contractor or subcontractors will not have any form of contact with the inmate trustees working on-site. Trustees are identified by wearing blue and orange uniforms. Any incidental contact with the inmate trustees will be reported to the Site Superintendent for HCSO.

- i. Work Safety: The Contractor will be responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with the Work. They will take all necessary precautions for the safety of and will provide necessary protection to prevent damage, injury, or loss to:

All employees on the job site and other persons who may be affected by it;

All materials or equipment to be incorporated, whether in storage on or off the site;

Other property at the site or adjacent to it, including trees, shrubs, lawns, walks, pavements, roadways, structures and utilities not designated for removal, relocation, or replacement in the course of the Work.

Job site safety is the Contractor's responsibility. Appropriate first aid facilities and supplies shall be kept and maintained by the Contractor at the site of the Work. All persons within the site area shall be required to wear protective helmets. In addition, all employees of the Contractor and its subcontractors shall be provided with, and required to use, personal protective and life saving equipment as set forth in Subpart E of the OSHA Standards for Construction (29 CFR 1926).

During the performance of the Work, the Contractor shall erect and maintain temporary protective barriers and take all other necessary precautions and place proper guards and warning signs for the prevention of accidents. The Contractor shall erect and maintain suitable and sufficient lights and other signals as required.

The Contractor will comply with all applicable laws, ordinances, rules, codes regulations, and orders of any public body having jurisdiction for the safety of persons or property or to protect them from damage, injury, or loss. The Contractor will erect and maintain, as required by the conditions and progress of the Work, all necessary safeguards for safety and protection. The Contractor will notify owner of adjacent property and utilities when execution of Work may affect them prior to start of Work. All damage, injury, or loss to any property caused directly or indirectly, in whole or in part by the Contractor, any subcontractor, anyone directly or indirectly employed by any of them, or anyone for whose acts any of them may be liable will be remedied by the Contractor.

- j. Emergencies: In emergencies affecting the safety of persons, the Work or property at the site or adjacent thereto, the Contractor, without special instructions or authorization from the Project Manager if time or circumstances do not permit, is obligated to prevent threatened damage, injury, or loss. The Contractor will give the Project Manager written notice that the emergency provision has been invoked and shall state the reasons therefore within 24 hours of the incident. If the Contractor believes the emergency resulted in additional Work, a claim for a Change Order is permissible (refer to Processing Change Orders, Part B, Paragraph 26). The Contractor shall immediately notify the Project Manager of all events involving personal injuries to any person on the site, whether or not such person was engaged in the construction of the Project, and shall file a written report on such person(s) and any other event resulting in property damage of any amount within five (5) days of the occurrence.

- k. Cleaning Up: The Contractor will maintain the premises from accumulations of waste materials, rubbish, and other debris resulting from the Work on a daily basis or as required. At the completion of the Work, the Contractor will remove all waste materials, rubbish and debris from the premises as well as all tools, equipment machinery, and surplus materials and will leave the site clean and ready for occupancy by the HCSO. In addition to any other rights available to the HCSO under this Contract, the failure to maintain the site may result in withholding of any amounts due the Contractor. The Contractor will restore to original condition those portions of the site not designated for alteration by the Contract Documents.
- l. Chemicals: If chemicals are used or furnished for project operation, whether defoliant, soil sterilant, herbicide, pesticide, disinfectant, polymer, reactant or of other classification, they shall be as approved by the U.S. Environmental Protection Agency or the U.S. Department of Agriculture. Use of all such chemicals and disposal of residues shall be in strict accordance with the printed instructions of the manufacturer.

28. COMPLETION OF WORK AND LIQUIDATED DAMAGES

The Contractor shall work diligently and shall complete the entire Work, ready for use, by the time allotted in the specifications. The time stated for completion shall include final cleanup of premises. Failure to complete the Work in the time stated shall result in an assessment as liquidated damages of \$250.00 for each calendar day this Work remains incomplete. Deduction will be made from the Contractor's final pay.

The Contractor's attention is directed to the fact that it is likely to rain on occasion during the life of this Contract. The Contractor should expect a substantial number of days that they will be unable to work due to rain and/or wet conditions. It is the Contractor's responsibility to schedule their Work so that lost time for rain and/or wet conditions is made up. No additional time shall be granted to the Contractor for rain and/or wet conditions. However, if there is any time extension required for unforeseen conditions or unfavorable weather days, the Contractor is required to submit proper documentation to Project Manager for time extension consideration.

29. CLOSEOUT

Upon receipt of the request from the Contractor, the Project Manager shall review the Work for substantial completion and create a punch list of deficiencies to be corrected by the Contractor. When the Project Manager determines the Contractor has adequately addressed the punch list, provided copies of all inspections or evidence of other compliance with government requirements, completed demobilization and satisfactory site cleanup, provided executed lien releases and all warranty information and documentation, a Certificate of Completion will be issued. Warranty/Guarantee periods will commence at the issuance of the Certificate of Completion.

30. WARRANTIES

- a. The Contractor will warrant all workmanship and materials for a period of no less than one (1) year from date of acceptance.
- b. The Contractor warrants and guarantees that all materials and equipment will be new unless otherwise specified and that all Work will be of good quality, performed in a workmanlike manner, free from faults or defects. Work shall be considered defective if: it is unsatisfactory, faulty or does not conform to the Contract Documents; fails any inspections, test or approvals; and does not meet all applicable construction and safety requirements. Notice of all defects shall be given to the

Contractor by the Project Manager/Engineer. All defective Work, whether or not in place, may be rejected, corrected, or accepted as provided in Paragraphs g, h and I below.

- c. If the Contract Documents, laws, ordinances, rules, regulations or order of any federal, state, local, or public authority having jurisdiction require any Work to specifically be inspected, tested, or approved by someone other than the Contractor, the Contractor will give the Project Manager/Engineer timely notice of readiness. The testing firm(s) if assigned by the HCSO to this project and all such inspections, tests, or approvals provided for by the HCSO shall be identified in writing by the Project Manager to the Contractor. All other inspections, tests or approvals shall be at the Contractor's expense including additional expenses for inspection and tests required as a result of delays by the Contractor or hours worked beyond 40 hours in a work week. For all required inspections, tests, and approvals on any Work prepared, performed, or assembled away from the site, the Contractor will furnish the Project Manager/Engineer with the required Certificates of Inspection, testing, or approval. All such tests will be in accordance with the methods prescribed by the American Society for Testing and Materials or such other applicable organizations as may be required by law or the Contract Documents. Materials or Work in place that fail to pass acceptability tests shall be retested at the direction of the Project Manager/Engineer and at the Contractor's expense. If any such Work required to be inspected, tested, or approved is covered without written approval of the Project Manager/Engineer, it shall be, if requested by the Project Manager, uncovered for observation in accordance with Paragraphs e and f below. The rates charged the Contractor pursuant to this paragraph shall be agreed upon in writing prior to testing.
- d. Neither observations by the Project Manager or inspections, tests, or approvals by persons other than the Contractor shall relieve the Contractor of their obligations to perform the Work in accordance with the requirements of the Contract Document.
- e. If any Work is covered contrary to the request of the Project Manager/Engineer, the Work shall, if requested by the Project Manager/Engineer, be uncovered for observation and replaced at the Contractor's expense.
- f. If any Work has been covered which the Project Manager/Engineer has not specifically requested to observe, or if the Project Manager/Engineer considers it necessary or advisable that covered Work be inspected or tested by other, the Contractor, by written request, will uncover, expose, or otherwise make available for observation inspection, or testing that portion of the Work in question, furnishing all necessary labor, material, and equipment. If it is found that such Work is defective, the Contractor will bear the expense of such uncovering, exposure, observation, inspection, testing, and satisfactory reconstruction. If, however, such Work is not found to be defective, the Contractor will be allowed an increase in the Contract price or an extension of the Contract Time, or both, directly attributable to such uncovering, exposure, inspection, testing, and reconstruction, if they make a claim.
- g. When directed by the Project Manager/Engineer, the Contractor will promptly, without cost to the HCSO and as specified by the Project Manager/Engineer, either correct the defective Work whether fabricated, installed, or completed, or remove it from the site and replace it with non-defective Work. If the Contractor does not correct such defective Work or remove and replace such defective Work within a reasonable time, all as specified in a written notice for the Engineer/Project Manager, the HCSO, after seven (7) days, may have the deficiency corrected. All direct and indirect costs of such correction shall be paid by the Contractor or deducted from

payment to the Contractor. The Contractor will also bear the expense of making good all Work of others destroyed or damaged by correction, removal, or replacement of this defective Work.

- h. During the warranted period, the Contractor will restore or remove and replace warranted Work to its original specified condition in the event of failure. They will restore or remove and replace other Work which has been damaged by failure of warranted Work, or which must be removed and replaced to gain access to warranted Work. Cost of restoration or removal and replacement is the obligation of the Contractor. Upon restoration or removal and replacement of the warranted Work which has failed, the Contractor will reinstate the warranty by issuing an addendum to the original warranty for at least the remaining warranted period, but for no less than half of the original warranted period.
- i. If, instead of requiring correction or removal and replacement of defective Work, the HCSO prefers to accept it, the HCSO may do so. In such case, if acceptance occurs prior to approval of final payment, a Change Order shall be executed by incorporating the necessary revisions in the Contract Documents, included an appropriate reduction in the Contract Sum. If the acceptance occurs after approval, the Contractor shall pay an appropriate sum to compensate for the defect in the Work to the HCSO.

### 31. INDEMNIFICATION

The Contractor will indemnify and hold harmless the HCSO and its employees and agents from and against all liabilities, claims, damages, losses, and expenses, including attorneys' fees arising out of or resulting from the performance of its Work, provided that any such liability, claim, damage, loss or expense (a) is attributable to bodily injury, sickness, disease or death, or injury to or destruction of tangible property (other than the Work itself), including the loss of use resulting there from and (b) is cause in whole or in part by an act or omission of the Contractor, any subcontractor, anyone directly or indirectly employed by any of them, or anyone for whose acts any of them may be liable, whether or not it is caused in whole or in part by a party indemnified hereunder.

In any and all claims against the HCSO or any of its agents or employees by any employee of the Contractor, any subcontractor, anyone directly or indirectly employed by any of them, or anyone for whose acts any of them may be liable, the indemnification obligation under the previous paragraph shall not be limited in any way as to the amount or type of damages, compensation or benefits payable by or for the Contractor or any subcontractor under workmen's compensation acts, disability benefit acts, or other employee benefit acts.

The Contractor will indemnify and hold harmless the HCSO and anyone directly or indirectly employed by it from and against all claims, damages, losses, and expenses (including attorney's fees) arising out of any infringement of patent rights of copyrights held by others and shall defend all such claims in connection with any alleged infringement of such rights.

### 32. COMMISSION AND PAYMENT

The successful Contractor shall pay commissions calculated on all gross revenues generated by and through the ITS.

Gross revenue is defined as any revenue derived from a call with a positive acceptance which includes but not limited to local, intraLATA/intrastate, interLATA/intrastate, interLATA/interstate, and international revenues. Gross revenues will include all additional charges and fees other than those mandated by law.

Commission revenue begins to accrue when the first completed telephone call is made by an inmate. Only completed telephone calls are to be billed from the time that the end user accepts the call (positive acceptance) and conversation begins. Incomplete calls are not billable to the inmate or third party. The Contractor will not charge any inmate or any third party any fees and or charges for a call that is not positively accepted.

The Contractor shall be solely responsible for any and all billing disputes, claims, or liabilities that may arise. The HCSO shall have no responsibility or liability for any funds lost by the Contractor. Such losses shall not be deducted from the billings on which commission is paid to the HCSO.

Commissions shall be made via ACH to:

Hillsborough County Sheriff's Office  
Inmate Welfare Fund

The banking information for ACH payment will be provided to the successful Proposer.

### 33. COMMISSION STRUCTURE

- a. Define the percentage of commission you will pay HCSO. Proposers will provide a single percentage rate for all types of calls.
- b. Explain in detail the method used to calculate revenue to HCSO (e.g., gross revenue, adjusted gross revenue, net revenue)
- c. Define applicable deductions from Gross Revenue before calculating the HCSO's revenue (i.e., uncollectible calls, total calls, access line charges, etc.)
- d. Define method of reporting the calculation of the HCSO's commission payment.
  1. Provide samples of proposed reports.
- e. Describe collection procedures.
  1. What types of reports are available to HCSO to audit commission payments? Provide sample reports.
- f. Describe the procedure for billing.
  1. Describe your billing process and whether billing is internal or third party generated. If third party generated, the Proposer shall disclose the billing entity.
  2. Are handling fees charged to the HCSO?
  3. Are there any deductions from revenues?
- g. Provide proposed calling rates for local, intraLATA, interLATA, interstate, and international calls. Cost of Goods and Services, Page 27.

### 34. COMMISSION REPORTING

The Contractor shall provide commission payment and traffic detail reports no later than the 20<sup>th</sup> day of the month following the month of the traffic to include, at a minimum, the following detailed information.

- a. Facility name
- b. Automatic number identifier or inmate telephone on inmate telephone station.
- c. Total gross local revenue and commission per inmate telephone or inmate telephone station.

- d. Total gross intraLATA/intrastate revenue and commission per inmate telephone or inmate telephone station
- e. Total gross interLATA/intrastate revenue and commission per inmate telephone or inmate telephone station
- f. Total gross interLATA/interstate revenue and commission per inmate telephone or inmate telephone station
- g. Total gross international revenue per inmate telephone or inmate telephone station.
- h. Commission rate and total commission amount for each call type.
- i. Total minutes of use and calls per inmate telephone or inmate telephone station for each call type.

Note: Should a system failure prevent the accumulation of call data resulting in the loss of records reflecting revenue, commission revenue shall be derived based up on historical data at the election of the HCSO.

35. EXCEPTIONS TO PROPOSAL

All proposal submittals must clearly state with specific detail all deviations to the requirements imposed upon the Proposer by the General Terms and Conditions (Part A), the Special Provisions (Part B), and the Technical Specifications (Part C). Such deviations should be stated upon the Proposal Response (Part D) or appended thereto. Proposers are hereby advised that the HCSO will only consider proposals that meet the specifications and other requirements imposed upon them by this Proposal Package. In instances, where an exception is stated upon the Proposal Response (Part D), said Proposal will be subject to rejection by the HCSO in recognition of the fact that said Proposal does not meet the exact requirements imposed upon the Proposer by General Terms and Conditions (Part A), Special Provisions (Part B), and Technical Specifications (Part C).



**PART C – TECHNICAL SPECIFICATIONS**

1. See Exhibit A for technical specifications.
2. 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 to be associated with this process, then the costs must be indicated as part of the RFP Response.
3. **LOCATION AND NUMBER OF PHONES**

Information below reflects data from August 2016 to January 2017 and represents the average call volume. Estimated quantities, are furnished as a guide for preparing the Proposal Response (Part D), and should not be construed as representing actual quantities to be purchased under this Bid.

Site Name, Address	Average Daily Population	Inmate Telephones
Orient Road Jail 1201 Orient Road Tampa, Fl 33619	1400	181
Falkenburg Road Jail 520 North Falkenburg Road Tampa, Fl 33619	1635	287

Average monthly call volume for time period August 2016 to January 2017.

Call Category	# of Calls per Month	# of Minutes / Month
LOCAL	131,247	1,176,623
INTRALATA	4,102	36,038
INTERLATA	9,226	80,840
INTERSTATE	10,924	95,828
International	145	928
Total	155,644	1,390,258

**PART D: PROPOSAL RESPONSE**

The undersigned understands that this Proposal Package **must be signed** in ink and that the **unsigned** Proposal Package will be considered incomplete and subject to rejection by the Hillsborough County Sheriff's Office (HCSO).

SUBJECT TO DEVIATIONS STATED BELOW, THE UNDERSIGNED, BY THE SIGNATURE EVIDENCED, REPRESENTS THAT THE PROPOSER ACCEPTS THE TERMS, CONDITIONS, MANDATES, AND OTHER PROVISIONS OF THE FOREGOING GENERAL TERMS AND CONDITIONS (PART A), SPECIAL PROVISIONS (PART B), AND TECHNICAL SPECIFICATIONS (PART C), SAID DOCUMENTS BEING THE STRICT BASIS UPON WHICH THE SAID PROPOSER MAKES THIS PROPOSAL.

\*\*\* USE INK ONLY \*\*\*

ALL THE FOLLOWING INFORMATION MUST BE HEREUPON GIVEN FOR THIS  
PROPOSAL TO BE CONSIDERED BY THE HCSO

**EXCEPTIONS TO PROPOSAL: ANY REPRESENTATION (BELOW) OR EXCEPTION(S) NOTED MAY CAUSE THIS PROPOSAL TO BE REJECTED BY THE HCSO. ALL PROPOSERS SHOULD CAREFULLY READ PARAGRAPH 35 OF THE SPECIAL PROVISIONS (PART B).**

1. **EXCEPTIONS:** The following represents every deviation (itemized by number) to the foregoing General Terms and Conditions (Part A), Special Provisions (Part B), and Technical Specifications (Part C), upon which this Proposal is based, to wit:

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2. COST OF GOODS AND SERVICES

**Company Name:** \_\_\_\_\_

The undersigned has carefully examined the Proposal Package and all conditions affecting the cost of the commodity/service required by the HCSO.

The undersigned certifies that any exceptions to the Proposal specifications are noted on the attached exceptions form. All specifications not noted thereon are as requested. The undersigned also understands that any exceptions presented after the award, may be cause for cancelation of award.

We hereby propose to furnish the goods and services described herein in accordance with the Proposal Package, except as noted on attached exceptions form.

Call Type	Collect Call Rates			Debit Call Rates		
	Surcharge	First Minute	Additional Minute	Surcharge	First Minute	Additional Minute
Local						
IntraLATA/Intrastate						
InterLATA/Intrastate						
InterLATA/Interstate						
Additional charges						
HCSO Commission rate						

Line #	Description	UOM or Qty If applicable	Price
A.	Post contract storage and access of data, if applicable	_____	\$ _____
B.	Post contract export of data, if applicable	_____	\$ _____
C.	Time to start from notice to proceed	_____	Calendar Days
D.	Time for Completion	_____	Calendar Days
E.	Completion of Exhibit A	Y/N	
F.	Include Commission Structure, P. 23	Y/N	

3. NARRATIVES AND DOCUMENTATION

As mentioned in Special Provisions (Part B), Paragraph nine (9), the outline below corresponds with the criteria on which we will evaluate your Proposal in reference to our needs and to the proposals of others. It is therefore important to maintain the organization of your response as outlined so the evaluators may easily locate the required documents. Include narratives and supporting documentation.

Section title pages provided.

- System
- Company overview, number of years in business, and management experience
- References
- Project Plan and Approach
- Fees, Rates, and Commissions.

## Proposal Response Section Cover Page

**System**

Narrative: Describe your approach and plan for implementing security of the telephony network as well as any and all software applications associated with the system that will tie back to HCSO network.

Describe the type of telephony equipment to be utilized. Include the material used, how it meets tamper resistant requirements, and how it is suitable for detention center environments.

List all features the telephony system is capable of providing and how they map to the Technical Specifications, Exhibit A.

List all features the software and application systems are capable of providing and how they map to the Technical Specifications, Exhibit A.

Provide overview of how the system monitors and records inmate call activity, as well as how it displays, stores, and reports on all inmate call activity.

List all security standards utilized.

Identify key security roles and responsibilities.

Explain how the system controls access to features at the user level.

Explain the method utilized to create and manage account within the system.

Address issues you identify as concerns that may or may not have been referenced in the RFP and describe your approach to eliminating or alleviating those concerns.

Define all audio compression formats utilized to record and save inmate call activity.

Define all audio codecs required to replay inmate call activity

Define any 3<sup>rd</sup> party applications required to replay inmate call activity

Provide sample reports and explain how the system generated them.

## Documents:

- Application users guide
- Application administrators guide
- Network administrators guide
- Telephony equipment specifications
- Security assessment, implementation plan, and administrators guide
- List of auto compression formats and audio codecs
- List of 3<sup>rd</sup> party applications required to replay calls

Proposal Response Section Cover Page

## **Company and Personnel Overview**

Narrative: Discuss Corporate, Financial and Organizational Capability and Support. Include such information as: Company History and Philosophy, Years in Business, Mission Statement, Principal Stakeholders, Corporate and Local Organizational Structure.

Identify local management personnel, their experience and qualifications.

Identify Project Installation Manager, qualifications and experience.

Demonstrate adequate organization, financial backing, equipment and personnel to ensure timely and satisfactory completion of the project installation.

Documents:

- Insurance Certificates
- Business Tax Receipt
- IRS Form W9

Proposal Response Section Cover Page

## **Project Plan and Approach**

Narrative: Describe your approach and plan to complete the Work. Be thorough enough to show your complete understanding of the Work.

Include a project time line.

List subcontractors and suppliers and the type of equipment that will be used on site.

Describe plans for materials and equipment staging and quality and safety controls.

Describe site supervision policies.

Describe average number of personnel that will be assigned to the job.

Address issues you identify as concerns that may or may not have been referenced in the RFP and describe your approach to eliminating or alleviating those concerns.

Documents:

- Subcontractor/Supplier List – Include Company Name, mailing address, telephone and a contact person.
- On site equipment list
- Time Line
- Others as relevant to your presentation

## References

**Provide a minimum of three (3) references of recent projects with similar Scopes of Work.  
Do not include Hillsborough County Sheriff's Office as one of your references.**

\*\*\*\*\*

- Company/Agency Name \_\_\_\_\_  
Project Description \_\_\_\_\_  
Contact Person Name & Title \_\_\_\_\_  
Phone number \_\_\_\_\_  
Email address \_\_\_\_\_  
Average number of calls per month \_\_\_\_\_  
Average number of minutes per month \_\_\_\_\_
  
- Company/Agency Name \_\_\_\_\_  
Project Description \_\_\_\_\_  
Contact Person Name & Title \_\_\_\_\_  
Phone number \_\_\_\_\_  
Email address \_\_\_\_\_  
Average number of calls per month \_\_\_\_\_  
Average number of minutes per month \_\_\_\_\_
  
- Company/Agency Name \_\_\_\_\_  
Project Description \_\_\_\_\_  
Contact Person Name & Title \_\_\_\_\_  
Phone number \_\_\_\_\_  
Email address \_\_\_\_\_  
Average number of calls per month \_\_\_\_\_  
Average number of minutes per month \_\_\_\_\_



4. AFFIRMATION AND DECLARATION

At this present time we understand all requirements and warrant that as a serious Proposer we will comply with all the stipulations included in the Proposal Package.

The below named Proposer affirms and declares:

- a) That Proposer is of lawful age and that no other person, firm or corporation has any interest in this RFP offered to be entered into;
- b) That this Proposal Package is submitted without any understanding, agreement, or connection with any other person, firm or corporation making a bid for the same purpose, and is in all respects fair and without collusion or fraud;
- c) That the Proposer is not in arrears to Hillsborough County or the Sheriff upon debt or contract and is not a defaulter, as surety or otherwise, upon any obligation to the Sheriff;
- d) That no officer, employee or person whose salary is payable in whole or in part from Hillsborough County Treasury, is, shall be or become interested, directly or indirectly, surety or otherwise in this Proposal Response; in the performance of the Contract; in the supplies, materials, equipment, and Work or labor to which they relate; or in any portion of the profits thereof.

The undersigned agrees that this Proposal shall remain open for 60 days following the opening of bids.

Respectfully submitted by,

Company Name: \_\_\_\_\_

\_\_\_\_\_  
Print Signer's Name Date

\_\_\_\_\_  
Signature of Company Officer Title

NOTE: THE ABOVE SIGNATURE OF AFFIRMATION AND THE SIGNATURE OF ACKNOWLEDGEMENT ON PAGE EIGHT (8), AS WELL AS ALL AMENDMENTS OR ADDENDA TO THIS DOCUMENT SHALL BE SIGNED BY AN OFFICER OF THE COMPANY OR A DESIGNATED AGENT EMPOWERED TO BIND THE COMPANY IN CONTRACT AND RETURNED WITH YOUR PROPOSAL RESPONSE. EXCEPTIONS TO THE SPECIFICATIONS, IF ANY, MAY BE NOTED IN THE PROPOSAL RESPONSE, PART D.

**STATEMENT OF NO PROPOSAL**

NOTE: If you do not intend to respond to this Request for Proposal, please return this form to:

HILLSBOROUGH COUNTY SHERIFF'S OFFICE

Email: [Purchasing@hcsso.tampa.fl.us](mailto:Purchasing@hcsso.tampa.fl.us) or

Fax: 813-242-1826

We, the undersigned, have declined to respond to your Proposal No. 15-17 Inmate Phone Service for the following reasons:

\_\_\_\_ Specifications too "tight", i.e., geared toward one brand or manufacturer only (explain below).

\_\_\_\_ Insufficient time to respond to the Request for Proposal.

\_\_\_\_ We do not offer this service.

\_\_\_\_ Our work schedule would not permit us to perform.

\_\_\_\_ Unable to meet specifications.

\_\_\_\_ Unable to meet Bond Requirements.

\_\_\_\_ Specifications unclear (explain below).

\_\_\_\_ Remove our company from your Vendor List.

\_\_\_\_ Other (specify below)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

We understand that if the "no proposal" letter is not executed and returned, our name may be deleted from the list of qualified vendors for the Hillsborough County Sheriff's Office.

PLEASE PRINT - COMPANY NAME \_\_\_\_\_

COMPANY OFFICER \_\_\_\_\_

TELEPHONE NUMBER \_\_\_\_\_

DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_

**PROPOSAL EVALUATION MATRIX**

Proposer Name: \_\_\_\_\_

Criteria	Points Allowed-100	Awarded
A. System	70	_____
B. Company overview, number of years in business, and Management experience	10	_____
C. References	10	_____
D. Project Plan and Approach	5	_____
E. Fees, Rates, and Commissions	5	_____
Total	<u>100</u>	_____

What are the strengths of this Proposal? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What are the weaknesses of this Proposal? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

General comments/clarifications/questions. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Name of Evaluator \_\_\_\_\_ Date \_\_\_\_\_

**CHECKLIST, Include the following:**

- ONE ORIGINAL and FIVE COPIES OF the entire RFP.
- ONE Electronic copy. Proprietary information should be separated.
- SIGNATURES required Parts A and D.
- Any Addendums or Amendments (Signatures required).
- Completed Part D including references, project approach and planning, subcontractor list, resumes, signature page, vendor information, W9.
- Certificates of Insurance and Business Tax Receipt.
- Professional Licenses (if applicable).
- Manufacturer literature and warranty information if applicable.

**Below is an example of the information required on your Proposal Package.  
You may use this as a label if you wish.**

CHAD CHRONISTER, SHERIFF  
2008 E. 8<sup>TH</sup> AVE  
TAMPA, FLORIDA 33605  
ATTN: PURCHASING Ext. 8034

PROPOSAL PACKAGE SUBMITTAL

From: \_\_\_\_\_

RFP # 15-17

**OPENING DATE AND TIME**

1/26/18 @ 3:00 pm