

June 8th, 2005

Re: Associated commission payments under contract with AT&T Corp. ("Agreement")

Dear Customer:

This letter is intended to explain the change in your future commission payments. As you may be aware, AT&T's inmate and public payphone business, National Public Markets (NPM), was recently acquired by an affiliate of Gores Technologies Group, LLC ("Gores"), GTL ("GTL"). The acquisition was finalized as of June 1<sup>st</sup>, 2005.

This letter is to notify you that your enclosed commission check for the May 2005 cycle will be your final full commission payment from AT&T. In July, you will receive a partial commission payment from AT&T for the June 2005 cycle which will cover the May 16<sup>th</sup> through June 1<sup>st</sup>, 2005 usage from your contracted phones. Beginning June 2nd, 2005, all previously contracted AT&T usage will be commissioned and payable by GTL. You will receive the remainder of your June 2005 commission payment from GTL. The payment will represent commissionable usage from June 2nd – June 25<sup>th</sup>. The GTL billing cycle will run from the 26<sup>th</sup> of every month to the 25<sup>th</sup> of the following month (i.e. June 26<sup>th</sup> – July 25<sup>th</sup>). You will receive your commission check within the period specified in the Agreement.

For your records, GTL is a Delaware corporation with offices located at 2609 Cameron Street, Mobile, Alabama 36608. It is authorized to provide interstate and international services pursuant to authority granted by the Federal Communications Commission ("FCC") and holds authority to provide competitive telecommunications services (including payphone services) in approximately thirty states. GTL has assumed the rights and obligations under the aforementioned Agreement for services rendered upon closing of the acquisition.

NPM's employees who have been providing services to the payphone industry will be joining the GTL organization as a group. Therefore, the NPM personnel will continue to run and work your account under the same standards to which you have become accustomed. The merger of GTL and NPM will form a company that produces over \$230 million per year in Revenue, one of the largest in the inmate market.

Thank you for your cooperation. We appreciate your business, and on behalf of GTL and the former members of the AT&T inmate and payphone organization, we look forward to serving your public communications needs now and in the future. Please feel free to contact me if you have any questions.

Yours truly,

Thomas W. Sweeney  
Executive Vice President – Sales  
GTL  
325 Rainbow Lake Road  
Boiling Springs, SC 29316  
Tel. 813-633-7913  
Fax. 281-664-4119  
Email. Tom.Sweeney@gtl.net



**Snohomish County**

---

**Department of Information Services**

**Aaron Reardon**  
County Executive

M/S #709  
3000 Rockefeller Avenue  
Everett, WA 98201  
Phone: (425) 388-3349  
FAX: (425) 388-3999  
[www.co.snohomish.wa.us](http://www.co.snohomish.wa.us)

**LETTER OF AGENCY**

This is to advise that as of November 24, 2004, Snohomish County has entered into a contractual agreement with AT&T DBA TCG Payphones, Inc., pursuant to its responsive bid to Invitation to Bid 74-04, who will act as Snohomish County's exclusive payphone service provider. Under the terms of the agreement and by this letter, Snohomish County authorizes AT&T DBA TCG Payphones, Inc. to manage all installation and maintenance for service and equipment and the issuance of orders for payphone service at Snohomish County Department of Corrections and general public pay telephones located throughout Snohomish County government sites through December 31, 2005.

This authority does not preclude Snohomish County's right to act on Snohomish County's own behalf as deemed necessary.

**Snohomish County Information Services**

Signed: \_\_\_\_\_

Robert von Wolfradt

Title: Information Services Department Director

05/24/05

---

**AT&T LAW DEPARTMENT**

One AT&T Way  
Bedminster, New Jersey 07921

Bid-74-04  
TurnKey Public Access  
Phone Service

**To: Don Wolfe**  
**Company: Snohomish County Purchasing**  
**Phone: 425-388-3344**  
**Fax: 425-388-3931**

**From: Joan E. Pennington**  
Senior Paralegal  
**Room: 3A118C**  
**Phone: 908 532-1968**  
**Fax: 832-213-0228**

**Date: 6/14/05**

**Pages (including this  
cover page): 4**

**COMMENTS:**

Mr. Wolfe:

We sent you the attached letter by certified mail on 5/25/05. The mail receipt was returned last week not signed, and I received the letter back today, with the envelope marked "Insufficient Address" and "Needs Dept. Name." Sue, in your office, said that I could fax the letter to you. I'm sorry for the delay of notification.

Joan Pennington

**NOTE:** The documents accompanying this facsimile transmission contain information belonging to AT&T Corp. which may be confidential, proprietary, and/or legally privileged. The information is intended for the use of the individual(s) or entity(ies) named above. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or the taking of any action in reliance on the contents of this telecopied information is strictly forbidden. If you have received this facsimile transmission in error, please immediately notify the sender identified above by telephone to arrange for the return of the original documents to AT&T.



---

May 25, 2005

Certified Mail – Return Receipt Requested

Snohomish County  
3000 Rockefeller Avenue  
Everett, WA 98201

Re: Contract between AT&T Communications, Inc. and Snohomish County

Dear Sir or Madam:

This letter is to advise you of the pending acquisition of AT&T's public payphone business by Gores Technologies Group, LLC ("Gores"), a leading private investment firm focused on investments in the technology and telecommunications sectors. Among Gores' portfolio companies is Global Tel\*Link Corporation ("Global"), a wholly owned subsidiary of GTEL Holdings, Inc. which has a long and successful history in the public communications marketplace. As of the closing of the transaction, Global Tel\*Link will acquire the assets that AT&T utilizes in providing payphone services (with the exception of certain military payphone assets), as well as 100% of the outstanding shares of two AT&T subsidiaries involved in providing payphone services (TCG Payphones, Inc. and TCG Public Communications, Inc.).

This letter is to formally notify you that the above-listed Agreement between you and AT&T will be transferring to Global Tel\*Link Corporation ("Global") to be effective with the closing of this acquisition. The closing date will be scheduled once all necessary regulatory approvals have been obtained, which we expect should occur on or about May 31, 2005. In the event that your contract permits assignment of the agreement to AT&T's subsidiaries, it will first be assigned to TCG Public Communications, Inc. immediately prior to the transaction, and then to Global Tel\*Link effective with the closing of the acquisition.

AT&T's employees who have been providing services to the payphone industry through AT&T's National Public Markets organization will be joining Global as a group, and will continue to support the customers and contracts that they support today.

For your records, Global is a Delaware corporation with offices located at 2609 Cameron Street, Mobile, Alabama 36608. It is authorized to provide interstate and international services pursuant to authority granted by the Federal Communications Commission ("FCC") and holds authority to provide competitive telecommunications services (including payphone services) in approximately thirty states. A substantial portion of Global's business consists of the provision of prepaid and inmate telecommunications services.

Global hereby would assume the rights and obligations under the aforementioned Agreement for services or goods rendered after closing of the acquisition. But for the transfer, no other changes to the Agreement are contemplated at this time.

We would also request that you change the address for notices on this Agreement to the following:

Ms. Rae Pearson, Contract Administrator  
Global Tel\*Link Corporation  
c/o TCG Public Communications, Inc.  
6612 E. 75<sup>th</sup> Street  
Indianapolis, Indiana 46250-0429

We look forward to responding to any questions you may have. Please direct all questions to me at the address below.

Thank you for your cooperation.

Yours truly,

Howard P. Tharp

Howard P. Tharp, Account Executive  
9257 Phinney North  
Seattle, WA 98103  
Tel. 206-297-8319  
Fax. 206-297-2916  
Email. [hptharp@ems.att.com](mailto:hptharp@ems.att.com)

AT&T  
6612 East 75<sup>th</sup> Street  
Indianapolis, IN 46250-0429  
(317)570-3035  
(317)570-3044-fax

# fax

To:	Don Wolfe	From:	Rae Pearson
Fax#:	425-388-3931	Pages:	4
Phone:		Date:	12/13/2004
Re:	<u>Insurance certificate</u>		

4 Urgent    4 For Review    4 Please Comment    4 Please Reply

• Comments:

Don,

Per Howard Tharp, attached is the insurance certificate.

Rae Pearson

# AWARDEE



9257 Phinney North  
Seattle, WA 98103  
206 297-8319  
FAX 206 297-2916  
hptharp@att.com

November 9, 2004

Mr. David Gibson  
Purchasing Manager  
County of Snohomish-Purchasing Department  
3000 Rockefeller Ave, MS 507  
Everett, WA 98201

Dear Mr. Gibson:

AT&T welcomes the opportunity to respond to Snohomish County's Request for Proposal for Inmate Phone Services, Bid # 74-04. AT&T is intent on meeting the requirements specified in the RFP and has read, understands and agrees with the scope of work and accepts all its terms and conditions.

AT&T is taking a novel approach to this RFP. We will provide the County with two offers utilizing one of the platform providers designated on page 11 with another inmate platform system of similar or better functionality, features and stability. The purpose is to provide the County with flexibility and a choice in compensation plans based on costs associated with both systems. Both offers will meet or exceed the County's objectives. This proposal is the alternative utilizing a very robust platform with all the required features stipulated in this RFP.

This offer includes a fully operational system providing the most advanced features and products available in the inmate telephone industry today. We are confident our approach provides a realistic plan that benefits everyone. Here's how we do it. To find the right solution we start with a keen eye on the County's main objectives and then we look at the compatibility of inmate telephone platforms to find the features that best match the County's needs. Once we determine the best solution, we then assemble a team of highly trained and experienced people to implement and support the entire network. Finally we develop a sensible rate structure that is attractive to end-users but also is conducive to the long-term health of the industry. By keeping an eye on being fiscally responsible (very important in today's environment) we can offer a low rate structure that will be attractive and fair to inmates and their families while still providing a sensible and generous compensation package that assures the County of long-term success.



Recycled Paper

In addition to the low rates, system compatibility and the infrastructure to do the job right, AT&T retains total management responsibility and accountability throughout the length of the contract. Simply put, a "one-stop shop" approach, no finger pointing or confusion, as AT&T is the management company as well as the provider of goods and services. We don't stop there though as we take it a step further by offering a number of value-added features, benefits and services. Here are just a few additional advantages we will offer to Snohomish County:

- One Contact, One Network, One Maintenance Force
- Fraud control-3-way call detection and prevention system for enhanced call control and management
- An industry exclusive-AT&T will deploy the industry's first customer field test for a leading-edge technology for blocking call forwarding attempts
- Onsite Administration/Technician or Scanner Technology
- Corporate stability-AT&T provides a stable, financially sound company that will meet commitments throughout the term of the contract. ***AT&T welcomes and suggests that Snohomish County order Dunn and Bradstreet reports on all bidders***
- Unsurpassed Network Quality, Performance and Reliability. No competitor can match or deliver the reliability and performance of the AT&T network.

We are confident that we have proposed a best value solution that meets the County's stated goals and objectives in all key areas. All this has been accomplished by carefully weighing the County's needs, tailoring platform features to meet those requirements, building a team with the resources and expertise to get the job done right and putting a rate and compensation package together that will be attractive for both end users and Snohomish County. And to succeed and make it all work, we have designed this complete package with the long-term health of the industry in mind. That is the reason we have offered two choices...1) a platform system preauthorized in the RFP and this platform system we felt was advantageous to the County. We are a proven leader in this industry committed to earning your business and we look forward to negotiating an agreement that will ensure that Snohomish County receives the maximum benefits from one of our proposals.

Sincerely,



Howard Tharp  
Regional Account Manager  
AT&T National Public Markets, Inmate Services





## **Table of Contents**

**Transmittal Letter**

**Table of Contents**

**Executive Summary**

**RFP Response**

**Amendment(s)**

**Attachments**

- A AT&T Annual Report**
- B Key Resumes**
- C AT&T Presence in Washington**
- D System Users Guides**
- E Sample Call Reports**
- F Sample Monthly Reports**
- G Gantt Chart**
- H Phone Specifications**



## Executive Summary

AT&T is pleased to respond to Snohomish County's Invitation to Bid (ITB) for an Annual Contract for Turnkey Public Access Phone Services. Services hereunder may be provided by AT&T Corp. or by any of its subsidiaries, including but not limited to TCG Public Communications, Inc. We have fully complied with the specifications of the RFP and created a response that provides the economical, technical, and operational benefits the County needs to meet its requirements—today and in the future. This Executive Summary provides an overview of our proposal and approach, highlighting the added value we offer Snohomish County.

AT&T's offer to Snohomish County is a unique "One Solution" proposal:

# 1

## Solution

### One Contact

#### **One Contact – AT&T will serve as prime contractor**

AT&T will provide the County "One Company" that is responsible for the entire system.

### One Network

#### **One Network – AT&T owns and controls both the local and long distance network**

AT&T will provide the County with "dial tone" for both local and long distance service from the world class AT&T network. No longer will the County have to worry about where a problem resides in the network; "is it the local carrier or the long distance carrier" AT&T will provide network facilities from its OWN central offices. *This eliminates a major subcontractor thus improving communication and failure point!*

### One Maintenance Force

### One Experienced Team

### One Comprehensive Solution

No company can match AT&T's network capabilities or disaster recovery capabilities. In a unique offer to the County at no cost, AT&T's unique diverse network and disaster recovery capabilities offer the protection and reliability the County is looking for on this project.



AT&T will "over engineer" our outbound voice T1.5s at each facility to ensure that bandwidth is available to provide continuous dial tone to the inmates. Also, AT&T will provide analog line over-flow/back up at each facility further ensuring continuous service while minimizing the severity level of any potential outage.

#### **One Maintenance Force - Trained and certified technician to maintain both the inmate phones and call control systems**

AT&T's Site Administrators/Technicians (SAT) will be trained and certified technicians, capable of maintaining and repairing both the telephones and the inmate computer system. This method affords the County the fastest response and repair process in the industry! AT&T has learned from its previous experiences at locations nationwide that the best way to deliver reliable ongoing maintenance, repair services and Site Administrators to its customers is to bring in a maintenance specialist. AT&T has stopped using inmate platform company personnel for onsite maintenance, repair and PIN administration. *This eliminates the number one complaint in the inmate telecommunications industry today!*



## **Snohomish County– Turnkey Public Access Phone Services**

---









### **One Experienced Team – An experienced team with unparalleled resources and skills**

Few companies can match the experience of AT&T's "Inmate Communications Team." Our experienced team will work closely with the County to design, order, implement, and manage the ongoing performance of all equipment and services. We have designed extensive checkpoints in the implementation process to ensure that individual installations are performed correctly and on time.

### **One Comprehensive Solution – A comprehensive solution from a single provider for one single point of responsibility and accountability**

AT&T's comprehensive "One Solution" provides Snohomish County a true single vendor solution with one single point of responsibility and accountability – no excuses, no finger pointing. Additionally, the AT&T "One Solution" will simplify management and administration for the County. One commission check, one administrative/commission report provides for better communications and centralization of all call detail records and commission data.

AT&T offers Snohomish County unique advantages and benefits in the following key areas:

-  Project Understanding and Approach
-  State-of-the-Art Inmate Calling Solution
-  Implementation and Operational Excellence
-  Experience and Demonstrated Ability
-  Experienced Project Management and Support Services
-  Corporate Stability and Commitment
-  Unsurpassed Network Quality, Performance, and Reliability
-  Economic Benefits for the Prison and Consumers



## Project Understanding and Approach

AT&T fully understands the scope and requirements of Snohomish County. AT&T has formed a team with other experienced companies to provide a premier solution that combines the experience, knowledge, technology, and quality services required to support the inmate telephones Nationwide. We have selected best in class equipment providers and subcontractors to provide the public telephones and inmate call processing system. This team includes the following.

*AT&T's industry-leading networking and project management expertise, combined with the installation and maintenance support of CCG, offer an unequalled system of network, call processing, and operational excellence for Snohomish County. Together, the AT&T Team combines the experience, knowledge, resources, and quality service and support needed for the smooth implementation, transition, and ongoing operation of the inmate phone service.*

AT&T, the world's communication leader, will serve as the Prime Contractor and will be **TOTALLY** responsible and accountable for all aspects of the program, including overseeing subcontractors. AT&T will also be responsible for the provisioning and support of the network and communications facilities (both local and long distance) to support the inmate phones at all locations.

**Cooper Communications Group (CCG)** is AT&T's national installation and maintenance workforce and is certified to install, service, and maintain all inmate associated phones and processors. For more responsive maintenance service and support, Site Administrators/Technicians (SAT) are fully trained on the maintenance and repair of both inmate telephone and call control systems, thus providing a single source for service.



## State-of-the-Art Inmate Calling Solution

AT&T offers Snohomish County a solution that combines a high-quality inmate call processing system and the industry's most trusted communications network. AT&T will meet, and in many cases exceed, the County's requirements for specialized inmate telephones and services via an Inmate Calling Platform designed by and manufactured exclusively for AT&T. Notable features and benefits of the AT&T solution for Snohomish County include the following:

- Accountability** ♦ *One vendor, one contact, one network* – the County will not have to worry about whom to call for service, administration, or repair. AT&T completely owns all aspects of the solution.
- Simplicity** ♦ The highest levels of call quality, performance, redundancy, and reliability in the industry.
- Quality** ♦ 100% digital switching over SONET rings within the network for fast, clear and ultra-reliable communications.
- Performance** ♦ Superior disaster avoidance and disaster recovery capabilities for all system components, including communications facilities, call control systems, and AT&T's National Disaster Recovery Team.
- Reliability** ♦ Extensive security and fraud control features, including the monitoring and support of AT&T's Network Security – Prison Collect Fraud protection group.
- Disaster Avoidance** ♦ A 3-way calling detection and prevention system for enhanced call control and management. The hardware and software can detect when a called party attempts a 3-way call, and terminate the call.
- Disaster Recovery** ♦ *Updates of features like leading-edge technologies for blocking call-forwarding attempts*
- Security** ♦ A fully automatic call monitoring and recording system that records each call digitally and uses proven encryption keys so that the authenticity of recordings can be proven. AT&T also offers the County unique storage capabilities – both online and backup.
- Fraud Protection** ♦ Specific AT&T group to help inmates' families and friends with billing questions, bills, and management of their phone bills. AT&T helps the inmate friends and families complete calls by working with them on setting monthly budgets and different billing options.
- Enhanced Call Control** ♦ Flexible Rates; AT&T can design any rate structure for the County to address cost concerns for its patrons and taxpayers.
- Comprehensive Site Monitoring and Recording**
- Flexibility**



## Implementation and Operational Excellence

AT&T will meet the County's requirements and expectations for both a smooth implementation and ongoing operational excellence.

AT&T's service implementation and conversion is based on a planned, managed approach that speeds the implementation process, while minimizing risks and potential service disruptions. AT&T offers the "know how" gained from more than 115 years of experience in designing, installing, and supporting some of the world's largest networks and most complex systems. AT&T's implementation and conversion strategy centers on three key principles:

### *Fast, Smooth Implementation and Conversion*

- ◆ Detailed Planning and Management. AT&T will provide the highest quality management and support services possible. The AT&T Team, led by extremely dedicated and qualified Contract, Project, and Implementation Managers will develop detailed implementation plans and schedules for each facility. The AT&T Project and Implementation Managers will hold regular meetings with County personnel to plan, schedule, and oversee the implementation. We will work closely with the County to design, order, implement, and manage the ongoing performance of all equipment and services. We have designed extensive checkpoints in the implementation process to ensure that individual installations are performed correctly and on time.

### *Comprehensive Solution Management and Support*

- ◆ Extensive Support Resources. AT&T and our subcontractors will utilize their respective corporate resources and expertise to the fullest to ensure the successful implementation and transition of the County's inmate systems. By combining experienced project management personnel, Jail-of-the-art support tools, proven implementation processes, and highly skilled service/technical specialists, AT&T will meet all objectives set forth in our offer. We have both the resources and the processes in place to ensure the smooth, rapid implementation of the proposed services.
- ◆ Service Continuity. The AT&T team will work closely with the County and current providers to ensure a smooth, orderly transition of services. The AT&T Team is highly experienced in the installation and support of the proposed systems and services.

AT&T combines proactive network management and fast, responsive problem resolution to provide the operational excellence the County expects. The AT&T Team will provide full management and problem resolution support for the proposed network and systems. AT&T's comprehensive solution management and support includes the following:

- AT&T will proactively monitor and manage the network and all components.
- AT&T will provide dedicated, on-site System Administrators/Technicians (SATs) to assist in network management and problem resolution.
- For simplicity and increased responsiveness, System Administrators/Technicians will be fully trained in maintaining and supporting both the inmate telephones and the call control system.
- The County personnel can report troubles to the AT&T National Service Desk via a toll-free number 24 hours a day, 7 days a week.



## Experience and Demonstrated Ability

AT&T is highly experienced in serving the needs of the inmate and corrections market. AT&T has operated inmate telephones for the past 25 years. AT&T provides inmate calling services and solutions (including equipment) for over 300 major customers nationwide. Within this customer base, AT&T serves over 1,300 correctional facilities and provides service to more than 49,000 inmate telephone stations.

AT&T has designed and developed an inmate system that far exceeds the standard in the market today. AT&T, the originator of the "Collect Only" inmate calling service in the early 1980s, is the most experienced provider of inmate services in the industry. AT&T has used that experience to design its own inmate system and develop its own methods and procedures.

AT&T has worked closely with the platform provider to design and build a system that exceeds Snohomish County's requirements. AT&T has successfully completed more major service transitions during the past seven years than any other telecommunications company. AT&T has clearly demonstrated its ability to perform and excel in the implementation, support, and management of inmate systems.

## Experienced Project Management and Support Services

AT&T has assembled an outstanding team of personnel to support Snohomish County for the implementation and ongoing operations of the inmate systems. This team is among the most experienced and qualified in the marketplace today.

*AT&T has the expertise and the resources to fully support Snohomish County. The Account Team for the County has access to the support resources they need to ensure that the County's needs are met – within your time frame and to your total satisfaction. The AT&T Account Team is committed to providing the highest level of quality support and welcomes the opportunity to partner with the County to implement the proposed solutions.*

All of the team members have supported similar projects or services for many years. For example:

Tom Sweeney, the National Director of Inmate Communications is responsible for providing executive leadership and sponsorship for Snohomish County and this project. Tom has over 25 years of experience specifically in the inmate market, including 10 years of experience with communications providers and 7 years as Executive Vice President of Operations with an exclusive Inmate Telephone System (ITS) provider. Tom has managed the implementation and transition of over 500 inmate facilities nationwide, including systems for the Department of Corrections in West Virginia, Mississippi, and Nebraska.

Howard Tharp, Contract Team Manager and the primary single point of contact for Snohomish County, has over 20 years of experience in planning, managing, and supporting inmate systems, customer accounts, and major projects.

Bill Reynolds, the Project/Implementation Manager, has over 30 years of experience in telecommunications, including 23 years managing operations of inmate phones and systems with a communications provider and three years with an ITS supplier.

Paul Dannecker, the AT&T Financial Services Manager, has supported inmate accounts for over 10 years. Paul has control over the balance sheet, income statements, Capital requirements and the Customer Service Team.



## **Snohomish County– Turnkey Public Access Phone Services**

---

AT&T's proposal also includes a full range of corporate support for Snohomish County. This support includes the resources of more than 71,000 knowledgeable and skilled AT&T people around the world. It includes the "know-how" gained from more than 118 years of experience in the telecommunications industry. It includes the continuous network monitoring and management of AT&T's world-class Global Network Operation Center. It includes the research and development capabilities of AT&T Labs – the premier research and development organization that has averaged more than a patent a day for the past 65 years. It includes the financial capabilities of a Fortune 100 company and it includes the support of the only company to receive three Malcolm Baldrige National Quality awards for quality excellence. Recently, AT&T was once again named to Business Ethics magazine's annual list of the nation's "100 Best Corporate Citizens." AT&T is the only major telecom services provider included on the magazine's top 100 list this year!

### **AT&T Corporate Stability and Commitment**

AT&T, a Fortune 100 company, is a financially sound and secure company with the resources to fully support Snohomish County.

AT&T has continually provided public communications services since the first public telephone was installed in 1889 – over 114 years ago. With the expected revenues and commissions this account will provide, Snohomish County needs to place its trust in a large, respected company who has the financial experience and stability to perform its duties in delivering quality services and paying the expected commission rates over the life of the contract. Many companies may propose to provide service and pay commissions, but in reality only a few can meet that objective. AT&T stands ready to provide the reliable, high-quality services and competitive commissions over the life of the contract.

AT&T currently provides service to more than 49,000 inmate telephone stations within the U.S. serving over 1,300 correctional facilities. AT&T has successfully completed more major service transitions during the past seven years than any other telecommunications company. Our experienced personnel will work with the County at all stages to design, implement, and administer the Inmate Telephone Control Service program.

AT&T is among the world's communications leaders, providing Jail-of-the-art voice, data, and multimedia solutions for AT&T customers throughout the world. Today, AT&T serves more than 50 million consumer relationships and 4 million business customers, over 525 military bases and more than 200 U.S. Navy ships, and more than 2.4 million households with AT&T Local service. With annual revenues of more than \$34 billion and some 71,000 employees worldwide, AT&T provides services to more than 250 countries and territories around the world.

AT&T runs the world's largest, most powerful communications network and provides reliable, cost-competitive local services to business customers in 89 major markets. AT&T services are backed by the research and development capabilities of AT&T Labs, which is creating the communications network of tomorrow.





## Unsurpassed Network Quality, Performance, and Reliability

All calls will be carried over the AT&T Worldwide Intelligent network, which offers the highest levels of call quality, performance, redundancy, and reliability in the industry. The AT&T network has an extraordinary track record for reliability—so that users throughout the County can count on superior services whenever they need them most, even in the most extreme situations. No other communications network incorporates as many sophisticated design features and backup systems to ensure reliability as the AT&T network. With the unparalleled reliability, dependability, and quality of the AT&T network, the County can count on the AT&T network to get calls through faster, clearer, and more reliably than any other carrier can. AT&T has earned and maintains its tradition of unsurpassed performance and reliability as a result of the following factors:

*Snohomish County's facilities will be directly connected to the AT&T network via dedicated T1.5 circuits. This ensures better network control, faster calls, and more responsible repair and maintenance — all provided by a single network provider over the industry's leading communications network.*

- ♦ The AT&T network provides industry leading call completion rates (99.991%) and call setup times (less than 2 seconds).
- ♦ Over 310 million voice calls and 2,700 terabytes of data are carried over the AT&T network every day.
- ♦ AT&T's exclusive Real Time Network Routing (RTNR) technology provides real-time, diverse alternate routing with 100 ways to route any call—thus making it nearly impossible for a call not to get through.
- ♦ Over 2,900 Points of Presence (POPs) lower access costs and increase access reliability. AT&T's stringent operational and performance standards for POPs, facilities, and local access services ensure end-to-end reliability.
- ♦ Automatic rerouting and service restoral in minutes with AT&T's exclusive FASTAR system and within milliseconds with FASTAR II ensure continuous service availability.
- ♦ International reach to over 250 locations worldwide.
- ♦ The AT&T network includes the world's largest CSS7 signaling network to ensure administrative and operational activities do not interfere with calls. The entire signaling network is backed by a second, physically separate signaling network—the Alternate Signal Transfer Network (ASTN)—to ensure continued network availability even under the most adverse conditions.
- ♦ AT&T's world-renowned Global Network Operations Center in Bedminster, New Jersey monitors and controls the AT&T network in real-time with total precision to ensure continuous network availability.
- ♦ AT&T's next-generation network infrastructure uses enhanced SONET and ATM technologies for enhanced performance.
- ♦ AT&T offers the most extensive disaster recovery capabilities and resources in the industry. AT&T's full-time professional National Disaster Recovery Team and formal disaster recovery plans protect the AT&T network and its customers.
- ♦ We are continually enhancing all aspects of the AT&T network, constantly improving its reliability, dependability, and quality. Each year we invest billions of dollars in network enhancements to maintain the world's most reliable, self-healing network.



## **Economic Benefits for the Prison and Consumers**

### ***Flexible Rate and Commission Options***

AT&T will deliver innovative solutions and competitive pricing plans to Snohomish County and to consumers. We are fully committed to earning the privilege of serving as the County's strategic communications partner and plan to offer long-term economic benefits.

### ***Highest Commission Payout***

It is important to note that AT&T's commission offer goes beyond many vendors – AT&T will pay commission to the County in the form of a straight percentage of all GROSS originating revenue. Unlike some other vendors, AT&T pays on uncollected (bad debt), unbillable (current CLEC issues), and all accepted calls. The commission will be applied to all charges from all telephones on each system. Uncollectible revenue will not reduce the commission amount.

## **Summary**

We feel confident that we have proposed a best-value solution that meets the County's goals and objectives in all key areas. As part of our strategic partnership with Snohomish County, we will provide the highest quality, most reliable long distance services available at affordable rates to callers and call recipients. We will pay the highest commissions possible to the County. Equally important, we will go beyond meeting the requirements and specifications of the contract, to meeting the County's expectations.

AT&T's commitment to Snohomish County begins with investing in your region and extends to our ongoing commitment to the County. For example:

- AT&T maintains 62 business facilities in Washington, with office space for more than 11,844 employees.
- Over 596 AT&T retirees and more than 20,069 AT&T shareholders reside in Washington
- AT&T's economic impact on Washington adds up to almost \$370,889,376 a year.
- Purchases of good and services from more than 720 Washington based vendors amount to over \$97,234,185 annually, including more than \$268,773 in purchases from women- and minority-owned businesses.
- AT&T contributes approximately \$149,977,709 annually in tax dollars toward Washington's economy.
- AT&T is committed to delivering and supporting a reliable, feature-rich Inmate Telephone Solution to meet your expectations. Our commitment extends to providing the best solution at the best rates and commissions possible.

\* Note: The above information reflects 1999 AT&T activity, which is the latest data available.

We look forward to serving Snohomish County in meeting your requirements and objectives and continuing our corporate commitment to Washington and Snohomish County!



## Snohomish County- Turnkey Public Access Phone Services

### SNOHOMISH COUNTY PURCHASING DIVISION

**Delivery Address:**  
2802 Wetmore Ave, 4<sup>th</sup> Floor  
Everett, Washington 98201  
(425) 388-3344

**Mailing Address:**  
3000 Rockefeller Ave, MS 507  
Everett, Washington 98201  
(425) 388-3344

### INVITATION TO BID

Date Prepared September 15, 2004  
Department Information Services  
FOB Delivery Point Site Locations indicated in the attached  
Schematics and Site Maps

**BID NUMBER 74-04**  
Submit, sealed, with bid number on outer cover  
To Snohomish County Purchasing not later than  
3:00 p.m. on:

**Tuesday, October 19, 2004**  
**LATE BIDS WILL BE REJECTED**

### ARTICLES/SERVICES REQUIRED

**GENERAL DESCRIPTION:** ANNUAL CONTRACT FOR TURNKEY PUBLIC ACCESS PHONE SERVICES

PER SPECIFICATIONS ATTACHED, PAGES 1 THROUGH 16 AND THE FOLLOWING ADMINISTRATIVE REQUIREMENTS.

Five percent (5%) Deposit is not required with sealed proposal. (If required, deposit must be either a surety bond, postal money order, cash, cashier's check, or certified check equal to 5% of the amount of the proposal. Deposits of unsuccessful companies will be returned after award. The successful company's deposit will be returned upon receipt and acceptance of contract documents.)

One hundred percent (100%) contractor's Performance Bond, including Washington State sales tax, is not required. (If required, the bond must be submitted to Snohomish County Purchasing within ten (10) days after notification of award. Bond must be approved by the appropriate County Officials before award is final.)

Public Works contract is not required. (If required, the contract must be executed and returned to Snohomish County Purchasing within ten (10) days after notification of award. Contract must be approved by the appropriate County Officials before award is final.)

Appropriate insurance coverage is required. (If required, proof of insurance must be submitted to Snohomish County Purchasing within ten (10) days after notification of award. Bid award is not considered final until acceptable proof of insurance is received and approved by the appropriate County Officials.)

Payment of prevailing wages is required (see RCW 39.12). (If required, the contractor(s) must submit a "Statement of Intent to Pay Prevailing Wages" to the Department of Labor & Industries prior to commencement of work. Each voucher claim submitted by the contractor(s) shall include the statement "Prevailing wages have been paid in accordance with the pre-filed Statement of Intent on file with the public agency.")

Show figures on the Continuation Sheet attached (written quotations).

<b>BIDS MUST BE SIGNED TO BE ACCEPTED</b>	<b>NOTE:</b> The Minimum Acceptable Discount Period is 20 days or more. Prompt Payment Discount      % Discount Period
---	---

In compliance with this Invitation To Bid, and subject to the conditions and instructions on the reverse side hereof, the undersigned hereby submits the above bid quotation/quotations F.O.B. delivery point specified. The signer represents that the prices in this bid are neither directly nor indirectly the results of any agreement with any other company.

Company AT&T E-Mail Address rlair@att.com

By [Signature] Title RFP Manager

(Written Signature)  
Address 6612 E. 75<sup>th</sup> St. Indianapolis, IN 46250 Phone 317-570-3035

Option 2

AT&T's Response to  
Snohomish County's  
Invitation to Bid #74-04  
Turnkey Public Access Phone Services  
October 10/19/04



## **Snohomish County- Turnkey Public Access Phone Services**

(SEE REVERSE SIDE - CONDITIONS AND INSTRUCTIONS TO BIDDER)

### **CONDITIONS AND INSTRUCTIONS TO BIDDER**

Snohomish County reserves the right to reject any and all bids, to waive any informality in bids and to accept any item in the bid.

If a Public Works contract is required, Bidder must agree to submit applicable certification to pay prevailing wages. No workman, laborer, or mechanic employed in the performance of any part of this contract shall be paid less than the "prevailing rate of wage" as determined by the industrial statistician of the Department of Labor and Industries. The schedule of the prevailing wage rates for the locality or localities where this contract will be performed is by reference made a part of this contract as though fully set forth herein.

Current prevailing wage data will be furnished by the Washington State Department of Labor and Industries after award.

Whenever a brand name is cited in the bid, the term "or approved equal" applies unless specifically exempted.

Whether or not a place of inspection is specified herein, all materials and workmanship shall be subject to inspection and test at all times and places, including inspection and test after arrival at destination. In the event any articles are found to be defective in material or workmanship or otherwise not in conformity with the specification requirements, Snohomish County shall have the right to reject such articles or require their correction.

If the item bid upon has a trade name or brand, such trade name or brand must be stated in the bid.

Bids MUST BE submitted on this form using ink, indelible pencil, or typewriter.

Unit prices must be stated in terms of the number of items included in that unit price (e.g.: each, per dozen, per hundred, etc.). Packing and shipping costs shall be included in the unit price.

Samples of items, when required, must be furnished at no cost to the County. Upon request, samples will be returned at the bidder's expense.

Snohomish County is required to pay State sales tax, but is exempt from Federal excise tax. Therefore, State sales tax shall be shown as a separate item.

Envelopes containing bids must be sealed and marked, as provided, in the upper and lower left-hand corners with name of bidder, bid number, title, date and hour of opening.

Proposals shall be submitted not later than the hour and date specified. Snohomish County shall assume no responsibility for delay in U.S. mail services, independent courier services, or any other circumstances resulting in late proposals. Late proposals will not be accepted.

Cash discounts for prompt payment will be considered in bid evaluations, providing the minimum discount period offered is 20 days or more. The computation period begins with date of completed delivery or receipt of a properly completed invoice, whichever is later.

If any item quoted cannot be delivered by the specified date, Snohomish County, at its option, may purchase the item on the open market and bill the company the difference between the proposal price and the open market cost or pursue any legal remedies.

D.R Gibson  
Purchasing Manager  
Snohomish County, WA

Snohomish County is an Equal Opportunity Employer.



## Snohomish County– Turnkey Public Access Phone Services

Participation by handicapped/disabled, minority,  
and women-owned businesses is encouraged.

AT&T Response: AT&T understands and complies. AT&T's proposal is a no cost turnkey solution. AT&T will be responsible for all costs, acquisition, operation, service, and maintenance of all aspects of the inmate telephone system.



**Snohomish County-- Turnkey Public Access Phone Services**

**Snohomish County Invitation To Bid  
Continuation Sheet**

BIDDER'S NAME AT&T BID NUMBER 74-04

Item No.	Articles/Services Required	Percentage Offered
	<u>Bid to supply the following items in accordance with the General Administrative Requirements, Plan Sets, Functional/Technical Requirements and Scope of Services:</u>	<b>Minimum Acceptable Percentage of Gross Revenue is Forty (40%) percent</b>
1.	Annual Contract to provide Turnkey Public Access Phone Services and Telephone Installations at various County locations, as necessary.	<u>52.3</u> % plus a \$40,000 signing bonus

**REQUIRED SUBMITTALS FROM QUALIFIED BIDDERS**

To determine the ability of bidders to deliver the services described in this solicitation, the following submittals are required:

1. Resume's on the Project Manager, Installation Manager and Account Manager.
2. List of subcontractors, if applicable. Provide name and telephone number of at least 5 facilities where the subcontractor is providing service. A description of exactly what service(s) and/or function(s) the subcontractor will be performing.
3. Describe in detail your commitment and dedication to quality for the system(s) being proposed. Include any supporting internal documentation that will reinforce the vendor's quality commitment. Include any industry ratings and or awards that assess the quality of your organization and services as well as customer perceptions of your organization and services.
4. The vendor must have a minimum of 8 years experience each in coin phone and inmate phone services. Provide documentation that detail the years of experience within these two public access arenas.
5. Provide your company's annual report, 10Q or other periodic financial report demonstrating your company's financial strength.
6. Describe in detail your firm's maintenance and support program for the proposed telephony equipment.



## Snohomish County– Turnkey Public Access Phone Services

7. Include a complete description of any special environmental considerations which may be required to ensure proper operation. If an air-conditioned environment for the equipment is recommended, the description must include the specific air-conditioning requirement. The successful bidder will provide and install adequate surge and lightning protection equipment on all lines used as a result of this ITB.

AT&T Response: AT&T understands and complies. AT&T, after a thorough examination has answered the above with accurate and complete information in the answers to the Scope of Work, Section 3, questions 1-7.



**GENERAL ADMINISTRATIVE REQUIREMENTS**

Vendors submitting an offer must address each of the requirements listed above. Vendors must also provide the necessary documentation supporting its ability to comply with each requirement listed in the Functional/Technical Requirements (see Pages 11-16). Vendor's bid not providing responses to the satisfaction of the County evaluation committee for every requirement listed, may be considered non-responsive and may be cause for rejection.

AT&T Response: AT&T understands and complies. AT&T, after a thorough examination has answered this proposal with accurate and complete information as requested.

A pre-bid site conference and inspection will be held at 10:00 a.m. on October 6, 2004, at the Snohomish County Purchasing Division, 4th Floor, Cogswell College Building, 2802 Wetmore Avenue, Everett, Washington

AT&T Response: AT&T understands.

The terms and conditions in this Invitation to Bid (ITB) will prevail. No other document will be signed by the County in establishing a service contract, which includes language that conflicts or deviates in any way from the terms and conditions of this bid invitation.

AT&T Response: AT&T understands.

The County may take such investigations as deemed necessary to determine the ability of the bidder to perform the work, and the bidder shall furnish to the County all such information for this purpose as the County may request. The County reserves the right to reject any bid if the evidence submitted by, or investigation of, such bidder fails to satisfy the County that such bidder is properly qualified to carry out the obligation of the contract and to complete the work contemplated therein.

AT&T Response: AT&T understands.

The intent of this ITB, is to establish an annual contract with a qualified telephony vendor, to provide turnkey services from a single vendor for Public access phones, coin phones with long distance and, inmate phones and equipment. The public access phones are identified as: inmate phones, coin phones, TDD/TTY. (See attached Scope of Work document, Pages 6-8 for further details.)

AT&T Response: AT&T understands and complies. AT&T has fully complied with the specifications of the RFP and created a response that provides the economical, technical, and operational benefits Snohomish County needs to meet its goals – today and in the future. AT&T's offer to Snohomish County is a unique "One Solution" proposal.

AT&T's proposal is a no cost turnkey solution. AT&T will be responsible for all costs, acquisition, operation, service, and maintenance of all aspects of the inmate telephone system.

The term of this contract shall be for a minimum period of three (3) years from date of contract





## **Snohomish County– Turnkey Public Access Phone Services**

---

award unless terminated in accordance with the provisions of this bid document. Subsequent renewal periods, if any, will be at the sole option of the County.

AT&T Response: AT&T understands and complies.

Bidders are requested to indicate in the space provided adjacent to each item listed in the technical/functional specifications (see pages 11-16), whether the services and product offered meets, exceeds, or deviates from the specifications. Snohomish County reserves the right to accept or reject any or all variances, which appear to serve its best interest.

AT&T Response: AT&T understands and complies.

**Award shall be made on a total package basis in combination of the highest percentage rate of Inmate Telephone Service offered to the County, and compliance with the requirements of this ITB.**

AT&T Response: AT&T understands.

Snohomish County reserves the right to terminate any subsequent contract with thirty days (30) written notification for unsatisfactory performance or other significant cause. In which case, the County will continue to receive commission rate payments, prorated if necessary, until the termination date.

AT&T Response: AT&T understands.

All bids submitted shall remain firm offers for a minimum period of 60 days after the bid opening date, unless otherwise stated in writing in the offer.

AT&T Response: AT&T understands.

Snohomish County reserves the right to accept or reject any proposed insurance carriers. The County may take any steps deemed necessary to determine the acceptability of proposed insurance companies.

AT&T Response: AT&T understands.

Contract award is subject to the availability of sufficient authorized funding. The County also reserves the right to terminate this contract if sufficient funding is not authorized for any subsequent County fiscal year. If termination is necessary due to non-appropriation of funds, the County will provide written notice to the contractor.

AT&T Response: AT&T understands.

The County also reserves the right to make no award at its discretion.

AT&T Response: AT&T understands.



## Snohomish County– Turnkey Public Access Phone Services

The successful bidder agrees to indemnify, defend and hold harmless Snohomish County and its elected and appointed officials, employees, and agents from any and all claims, suits, actions, liability or loss arising out of or in any way relating to any alleged patent, copyright or trademark infringement in connection with the use of the proposed telephony equipment, hardware/software, firmware.

AT&T Response: AT&T understands.

Questions from bidders must be submitted in writing to the office indicated. The County will provide answers to written questions and disseminate those answers to all vendors included on the bid list for this project. The County will not be held liable for any verbal communication not reduced to writing. Written questions may be sent to [don.fitzthum@co.snohomish.wa.us](mailto:don.fitzthum@co.snohomish.wa.us).

AT&T Response: AT&T understands and complies.

If additional information is desired, please contact Mr. Don Fitzthum, Snohomish County Purchasing Division, at (425) 388-3484.

AT&T Response: AT&T understands.



**SCOPE OF WORK**  
**For**  
**Snohomish County Public Access Phones**

**I.) Overview:**

The purpose of this Invitation to Bid (ITB) is to solicit competitive sealed bids for Telephone Management Services for Inmate phones at Snohomish County Department of Corrections, and general Public Pay Telephones located throughout Snohomish County government sites, in Washington State.

AT&T Response: AT&T understands and complies. AT&T understands the scope of this Invitation to Bid for Snohomish County.

**II.) General Requirements:**

Snohomish County is seeking turnkey services from a single vendor for Public access. phones, coin -phones with long distance and, inmate phones and equipment. The public access phones are identified as:

Inmate phones  
Coin phones  
TDD/TTY

AT&T Response: AT&T understands and complies. AT&T is interested and qualified to install, maintain, and provide coin and Inmate telephones, local, Intralata and Interlata calling services at Snohomish County. AT&T's proposal is a no cost turnkey solution. AT&T will be responsible for all costs, acquisition, operation, service, and maintenance of all aspects of the inmate telephone system.

Turnkey services means the County requires the vendor to provide dial tone to the equipment, as well as the equipment itself and 24 x 7 customer support for reporting outages and other system problems.

AT&T Response: AT&T understands and complies. AT&T will install, maintain, and provide coin and Inmate telephones, local, Intralata and Interlata calling services at Snohomish County. AT&T's proposal is a no cost turnkey solution.

The appropriate jail administrative personnel will be provided with the AT&T National Service Desk toll-free service number (1-888-430-7447) to report all inmate equipment malfunctions. Calls are answered by a live-operator within 3 rings and callers are not placed on hold. This service will be made available to jail personnel on a 24-hour/365-day basis. Live operators at AT&T's Service Bureau log in all calls, recording the name of the calling party together with a call back number, if applicable, and the time/date of the call and the facility affected. The Service Bureau also prompts the caller for any additional information that will be useful in dispatching AT&T's local technician, including the telephone number and location of the phone that requires servicing and the problem reported. Once a complete record of the complaint is



## Snohomish County— Turnkey Public Access Phone Services

made a trouble ticket reference number is issued to the caller and AT&T's Bureau representative cues the call for dispatch to the local area technician.

Currently, Snohomish County has 31 existing coin phones and 41 existing Inmate phones. An additional 12 coin phones at various locations throughout the county are required, and an additional 150 inmate phones are required in a new jail facility currently under construction.

The current (year to date) average daily population for the Main jail, Indian Ridge and Work Release is 833 inmates. The projected Average Daily Population for the Main Jail, Indian Ridge and Work Release after the new jail is occupied will be 1220 inmates. The current (year to date) average daily population for the Denny Juvenile Justice Center is 70 inmates. (added per Amendment 1).

AT&T Response: AT&T understands and complies. AT&T will provide the required number of coin and inmate telephones.

The service provider will determine the most efficient, reliable and economical methodology to provide the required functionality. If any system administrative or investigative functions are reliant on the use of the County's network, the vendor is solely responsible to ensure compatibility with the existing network, network operating system, network workstation hardware and network workstation operating system. Snohomish County presently utilizes Windows XP. Outgoing telephone service from each facility shall be independent of and not reliant upon the County's computer network system.

AT&T Response: AT&T understands and complies. The Inmate Calling System (ICS) is an integrated platform of software tools and computer and telephony hardware. The ICS platform is scalable and flexible. The system's hardware and software components are designed to adapt to the changing needs of a facility's criminal justice operations. The intuitive Microsoft Windows®-based ICS workstations are user-friendly and provide immediate access to—and control over—inmate calling activity.

The ICS allows our customers to operate a smarter and more efficient jail. The system's investigative tools permit a higher degree of accuracy and allow investigators to locate inmate-calling information more quickly and reliably. Routine inmate calling operations can be configured to require minimal administration—allowing a facility's staff to focus on what they do best, maintaining a safer, more secure correctional environment. The ICS is also unique in that the recording and monitoring tools are fully integrated into the system. The system also allows for immediate, real-time live monitoring of calls in progress via a multi-media PC workstation.

The successful vendor will not be required to remove existing equipment, but will be required to coordinate with the existing vendor and county telecommunications staff, scheduled in such a manner that minimizes downtime.

AT&T Response: AT&T understands and complies. AT&T has a preliminary implementation plan that includes transitional meetings and tasks associated with the transition from the current vendor to AT&T's proposed ICS. AT&T has extensive knowledge and experience in preparing locations for new system implementation without disrupting the facility's current service. AT&T



## **Snohomish County– Turnkey Public Access Phone Services**

---

will have all hardware, phone lines, workstations, etc. in place prior to switching out the telephone instruments and cutting over to the proposed ICS.

The following provides an overview of the tasks associated with the transition process:

- 1) ICS installed, tested and fully functional
- 2) Network configured and fully operational
- 3) Once telephones are operational AT&T will cut-over the new system
- 4) Current vendor to remove existing/old equipment once ICS is up and fully operational

All transitional stages will be coordinated with the current vendor, and Snohomish County, to insure an efficient and expedient installation of the system with minimal interruptions in service. It is our goal to provide a complete turnkey system without disrupting the daily activities of the correctional environment.

Attached is a schematic of new telephone locations and requirements, as well as a list of current telephone sites.

AT&T Response: AT&T understands.

Regular software upgrades are to be implemented throughout the contract term, with new and enhanced features being offered to the County at no extra charge.

AT&T Response: AT&T understands and complies. AT&T will offer any upgrade, enhancement or any other terms, conditions or circumstances that favor the County and that are generally made available at no charge to AT&T's other customers.

The system is to be expandable to service any new facility construction and/or expansion.

AT&T Response: AT&T understands and complies. Each Inmate Calling system (ICS) is custom built with the correctional facility's needs in mind. While traditional systems require a significant amount of physical space for hardware accommodation, the ICS is able to service a facility (and/or multiple facilities) from a single computer not much larger than a home PC. When the time comes to make additions to the inmate calling system, the simple addition of a telephony card to one of the expansion slots is most often all that is needed. The open architecture of the ICS is designed to accommodate the facility's continued growth and needs rather than requiring the facility to adapt to the inmate calling system.

The contractor will provide training on the operation of the system and all auxiliary services at no additional cost to the County. Training must include all inmate functions, system administration functions, report generation and use, recording/monitoring, contractor support procedures, and other subjects needed for full and complete implementation and usage.

AT&T Response: AT&T understands and complies. The ICS uses WindowsXP™ operating system as its platform. This means that a familiar icon-based desktop is available to all users while incorporating the substantial benefits that Windows™ provides. The ICS workstation is



## **Snohomish County– Turnkey Public Access Phone Services**

---

designed for users to be able to perform the specific tasks associated with each icon. Each icon represents a particular function or family of functions that are closely related to each other. This approach enables the user to access and complete a task in a simple and timely fashion. The user merely clicks on a task icon and the information, appropriate for that task, will be immediately accessible. After data has been manipulated, the user saves any changes and exits the task. Any number of available tasks may be completed in this manner while utilizing the ICS workstation.

AT&T provides thorough training on the ICS and telephony equipment. Training provided will include the following topics, subject to the approval and modification of AT&T and Snohomish County: the ITS components and operation, the setup and maintenance of inmate accounts, real time monitoring and recording applications, reporting capabilities, the restriction application, and the defining of call timing and duration by phones or groups of phones.

Follow-up training is also provided as needed. This training can be done via email, on-site visit, or remotely by taking "control" of the system and walking the administrator through the steps necessary to complete their task(s). AT&T also provides an interactive training CD and/or workbook for use in any PC. This is especially useful when personnel are not able to attend the initial training session and for personnel/shift changes.

All service calls and/or requests shall receive a response within 4 hours of notification via phone call. In addition, a follow-up response shall occur within 24 hours verifying the repair has been completed and the system is working properly.

AT&T Response: AT&T understands and complies. Please refer to Item 6 of Section II.3 of our Proposal (Service Plan) that contains detailed information regarding our service response commitments.

The bid award will be based on a combination of three (3) factors:

### **1.) Commission Rate:**

The highest commission rate to the County based on the gross revenue from local and long distance use of all inmate phones. The minimum acceptable commission rate shall be no less than Forty (40%) Percent. Frequency of commission payment desired is monthly but in no case shall it be longer than quarterly. Further, all current, known expansion (new jail), and unknown future coin/TTY/TDD devices shall be provided at no cost to Snohomish County for use as public services. The vendor is not required to provide commission on coin phone revenues, in return for revenue generated on inmate phones. In addition to the proposed commission rate, the successful vendor will be required to provide funding annually for two specific County programs. The first program nomenclature is called the Automated Victim Information and Notification Service by Vine ®, provided by Appriss Inc., at a cost of \$42,701 annually; the second program nomenclature is called Inmate Web Based Query and Reporting Service provided by Looking Glass Analytics, at a cost of \$36,000.00 annually. The combined annual revenue necessary to fund these two programs is \$78,701. This revenue will be required to be remitted to the County in accordance with the above stated commission payment frequency



## Snohomish County– Turnkey Public Access Phone Services

schedule. The annual program funding rates are subject to reasonable annual price escalation rates, but will not exceed Five (5%) Percent.

AT&T Response: AT&T understands and complies. AT&T takes gross revenue to a higher level than any other provider. AT&T pays on all "Accepted calls" period. We do not deduct for unbillables, uncollectible, or fraud. AT&T's offer is a no cost turnkey solution to Snohomish County. AT&T urges the County not to be fooled by claims from other vendors about "increased" revenue due to "billing" strategies. Unbillable calls are a growing issue in the inmate market today. AT&T has seen upwards of 80% of calls from some facilities that are billed to "virtual" Telephone companies that do not accept billing from ANY company. Inmate friends and families have learned if you subscribe your home phone to one of these companies you never receive a bill!!! AT&T takes a proactive stance and BEFORE cutover we will call ALL the unbillable numbers from the county's data base and set up billing with each individual.

Commission formula is:

Total Accepted Call revenue X Commission Rate = Total Commission Revenue

AT&T will only charge called parties for positively "accepted calls" all other call types will not be billed.

AT&T typically provides commission payments based on the 16<sup>th</sup> of the month to the 15<sup>th</sup> of the following month. A commission check and revenue report will be sent by the 20<sup>th</sup> day of the following month. A sample revenue report is included in Attachment F.

AT&T will fund the two programs required by the County, the Automated Victim Information and Notification Service by Vine ®, provided by Appriss Inc., at a cost of \$42,701 annually; and the Inmate Web Based Query and Reporting Service provided by Looking Glass Analytics, at a cost of \$36,000.00 annually.

Coin telephones are installed and maintained for the purpose of public service rather than profit. Therefore the successful bidder shall maintain ongoing service on coin telephones regardless of revenue performance.

AT&T Response: AT&T understands and complies.

### **2.) Turnkey Services:**

411 services required under this bid shall be provided directly by the successful bidder. All accountability for charges, services and, repair for all phones shall rest with a single point of contact.

AT&T Response: AT&T understands and complies. AT&T will provide 411 services for all public coin telephones. The appropriate administrative personnel will be provided with the AT&T National Service Desk toll-free service number (1-888-430-7447) to report all equipment malfunctions. Calls are answered by a live-operator within 3 rings and callers are not placed on hold. This service will be made available to County personnel on a 24-hour/365-day basis.



## **Snohomish County– Turnkey Public Access Phone Services**

---

### **3.) Required Submittals from Qualified Bidders:**

1. Resume's on the Project Manager, Installation Manager and Account Manager.

AT&T Response: AT&T understands and complies. AT&T has assembled an outstanding team of personnel to support the County on this project. This team is among the most experienced and qualified in the marketplace. The team is organized along functional lines to provide responsive, end-to-end support of all aspects of the project.

The AT&T Team is extensively experienced in providing inmate telephone services nationwide. We will work with the County throughout the duration of the implementation, transition, and cutover processes to ensure timely and efficient transition to the proposed services. AT&T has experienced experts to manage the installation and continued maintenance of the inmate telephone system.

AT&T offers the County the "know-how" gained from more than 120 years of experience in managing and supporting the world's largest network. AT&T has led the way in providing reliable, feature-rich services by working closely with institutional and business customers to develop the communications applications, features, and capabilities required to meet their operational and support needs.

It is important to understand the depth and breadth of knowledge, experience, and resources that the AT&T team brings to the implementation and support of the proposed public and inmate telephone service. It is these resources, combined with proven program management and implementation processes; that will ensure the smooth implementation of the network with minimal impact on ongoing operations.

#### **Tom Sweeney, National Director of Inmate Communications**

*Qualifications Summary:* Tom has supported inmate systems and accounts for over 25 years. He has been directly involved in designing, installing, and maintaining, large inmate systems throughout the U.S. His experience serving the inmate market includes eight years with communications providers and seven years as Executive Vice President of Operations with an exclusive ITS provider. Tom has managed the implementation and transition of over 500 inmate facilities nationwide, including systems for the Department of Corrections in Mississippi, Nebraska, and West Virginia.

*Major Responsibilities:* Tom is responsible for providing Executive level support to the AT&T Team and to the County. He will serve as the advocate for the County in ensuring that all current and future requirements are met to the County's satisfaction. He will also serve as point of escalation for issue resolution as required.

**Howard Tharp, Contract Team Manager-** Howard will be the key contact person for the County. Howard can be reached at the following





## **Snohomish County– Turnkey Public Access Phone Services**

AT&T Contract Account Manager  
Howard Tharp  
Address: 9257 Phinney North  
Seattle, WA 98103  
Office: 206-297-8319  
Cell: 206-321-3291  
Fax: 206-297-2916  
hptharp@att.com

*Qualifications Summary:* Howard has over 20 years of telecommunications and inmate experience in sales management, operations, product management, and sales. He is experienced in working with clients, internal AT&T organizations, and subcontractors in designing and supporting state-of-the-art inmate calling systems.

*Major Responsibilities:*

- Serve as the single point of contact for the County for all contractual and administrative issues.
- Oversee the AT&T team in the provision of system and network design services, system programming services, system transition and implementation services, post-installation programming and updates, maintenance services, and commission fee schedule services.
- Work in conjunction with any other vendors, carriers, or contractors as necessary to resolve technical issues or problems, eliminating the need for the County to be a mediator in problem resolution.
- Manage and oversee the escalation process to ensure prompt, satisfactory problem resolution.
- Monitor contract compliance

### **Bill Reynolds, Project/Implementation Manager**

*Qualifications Summary:* Bill has over 30 years of experience in telecommunications, including 23 years managing operations of inmate phones and systems with a communications provider and three years with an ITS supplier.

*Major Responsibilities:* The AT&T Project/Implementation Manager will work onsite at during the implementation phase to plan, manage, and support the ICS program. He will be responsible for the following job functions:

- Manage the entire project, including installation, testing, and programming of the ICS.
- Manage the implementation process for each site, from pre-installation procedures to ordering to site acceptance testing and signoff
- Schedule and oversee the completion of site surveys
- Coordinate the implementation and installation activities of all communications and equipment providers, ensuring each milestone activity accomplished according to the mutually agreed upon and accepted Master Implementation Timeline.
- Ensure adherence to the Implementation Timeline for each site/facility.
- Monitor and report on testing and acceptance period operations.
- Address and resolve any issues or complaints, escalating as necessary.



## **Snohomish County-- Turnkey Public Access Phone Services**

### **Tom Klemm, CCG Project Manager**

*Qualifications Summary:* Tom has over 30 years of technical product development and service experience in telecommunications and electronics. He participated in the development of the first remotely programmable smart pay telephone in the industry. Tom has over 12 years of experience in servicing and supporting smart payphones and systems with CCG and is a certified AT&T ICS Systems Trainer.

#### *Major Responsibilities:*

- Provide initial technical support for the implementation of the inmate calling program.
- Oversee all cut-over work performed by local personnel to ensure compliance with AT&T's quality standards
- Provide complete on-site systems training for designated County personnel.

### **CCG System Administrators/Technicians**

- Serve as the primary point of contact for day-to-day administrative, technical, and system operations issues.
- Provide initial and ongoing support for the implementation and operation of the inmate calling program.

### **Resumes for Key Personnel can be in Attachment B.**

2. List of subcontractors, if applicable. Provide name and telephone number of at least 5 facilities where the subcontractor is providing service. A description of exactly what service(s) and/or function(s) the subcontractor will be performing.

AT&T Response: AT&T understands and complies. Cooper Communications Group (CCG) will be AT&T's Tier One Subcontractor on this project and will provide installation work, remedial repairs and back office support for all inmate and public telephones and systems. CCG is headquartered at 1101 Stewart Avenue, Garden City, NY 11530. CCG's point of contact for inmate operations is Mr. Gregory P. Canova who can be reached at telephone (516)745-9100, fax (516)745-9111 or at [gpcanova@cooperccg.com](mailto:gpcanova@cooperccg.com).

Specifically, with respect to the AT&T Prison Inmate Market, CCG presently provides all installation and on-site administration and related maintenance services for over 11,000 inmate sets located at various correctional facilities in the states of: Alabama, California, Florida, Georgia, Indiana, Mississippi, Nebraska, New Jersey, New York, Pennsylvania, Texas, Virginia, West Virginia and Wisconsin. CCG has been providing field services to AT&T inmate account locations since 2000. Maintenance personnel are factory trained and certified technicians, capable of maintaining and repairing both the inmate telephones and computer systems. Our technicians possess the required level of knowledge relating to TELCO network, electronic circuits and wiring standards. They are trained to diagnose, repair and adjust telephone and ancillary equipment to ensure optimal performance and minimal down time.



## **Snohomish County– Turnkey Public Access Phone Services**

Please refer to the following Item 6 in this Section of our Proposal for detailed background information regarding CCG and their role in this project.

A sampling of AT&T accounts to which CCG currently provides similar services to is as follows:

San Diego County, CA	619-659-5502
Orange County, CA	714-939-4850
Riverside County, CA	760-863-8841
Contra Costa County, CA	760-863-8841
McLennan County, TX	254-757-5064
Westchester County, NY	914-231-1402
Franklin County, OH	614-462-3985

2. Describe in detail your commitment and dedication to quality for the system(s) being proposed. Include any supporting internal documentation that will reinforce the vendor's quality commitment. Include any industry ratings and or awards that assess the quality of your organization and services as well as customer perceptions of your organization and services.

AT&T Response: AT&T understands and complies. **End to End Inmate Services Quality Assurance** is a product of the quality built into our overall business and service delivery. Key components include:

- **Process Engineering**

AT&T utilizes Process Engineering as a tool for continual process improvement. The following list represents current processes documented and managed by the AT&T Inmate Group's Service Quality Assurance Team.

### ***Inmate Services Processes***

- ☐ RFP Bid to Contract Process
- ☐ AT&T Inmate Implementation & Installation Process
- ☐ Provisioning Process
- ☐ Indy Provisioning Process
- ☐ ADL Provisioning Process
- ☐ LEC Line Ordering Process
- ☐ Inmate Trouble Process

- **Inmate System Equipment Provider Quality**
- **Inmate System Maintenance Supplier Quality**
- **Network Engineering, Maintenance & Operations**



## **Snohomish County– Turnkey Public Access Phone Services**

---

- **Customer Service Account Management**
- **Customer Care**
- **Support Systems Design, Operations, & Maintenance**
- **Financial Systems Integrity**

AT&T Local Inmate Services has a **Service Quality Assurance Team** that reports to the Director of Engineering / Provisioning / Customer Care / Service Quality Assurance.

The Service Quality Assurance Team Mission Statement is:

Service Quality Assurance team exists to reduce operating costs and improve the quality of service. It provides quality assurance in process development, data integrity, on-time metrics, managing customer care, and training. It provides project management support for cost reduction and productivity enhancement projects. It is responsible for the data integrity of our systems. This versatile, multi-tasking team both prevents and troubleshoots end-to-end service impacting issues.

- **Service Quality Assurance / Data Integrity**

The Service Quality Assurance and Data Integrity Team is highly skilled with unique end-to-end knowledge of AT&T's business systems, backend systems, and products with both extensive field and development experience. Following are some of the functions performed within this team:

- ☐ Help reduce operating costs and improve the quality of AT&T's services by consolidating and eliminating redundant systems and multiple databases.
- ☐ Provide quality assurance in process development, data integrity, on-time metrics, managing customer care, and training.
- ☐ Create end-to-end business systems requirements and ensures data integrity in our management systems through a combination of process management and direct data management.
- ☐ Work closely with our suppliers to ensure our systems and databases are in sync and orchestrate true ups as necessary, including defining and negotiating system interfaces and use of our proprietary shared POETS central database, ticketing and order system.

AT&T is the only company to receive three Malcolm Baldrige National Quality awards for quality excellence. Recently, AT&T was once again named to Business Ethics magazine's annual list of the nation's "100 Best Corporate Citizens." AT&T is the only major telecom services provider included on the magazine's top 100 list in 2003.



## Snohomish County– Turnkey Public Access Phone Services

3. The vendor must have a minimum of 8 years experience each in coin phone and inmate phone services. Provide documentation that detail the years of experience within these two public access arenas.

AT&T Response: AT&T understands and complies. AT&T Corp. (AT&T) submits the following corporate background information.

Name of Corporation:	AT&T Corp.
Corporate Address:	Bedminster, NJ
Incorporation:	Incorporated in 1885 as American Telephone and Telegraph (AT&T) in the State of New York

AT&T is the nation's first and largest provider of public telecommunication products and services. The history of AT&T is in large measure the history of the telephone in the United States. AT&T's roots stretch back to 1875, with founder Alexander Graham Bell's invention of the telephone. The first AT&T public telephone was installed in 1889. AT&T is a public company with more than 2.8 million shareowners (with no individual owning more than 1% of the shares). AT&T stock is one of the most widely held stocks in the U.S.

**Inmate Services.** AT&T is highly experienced in serving the needs of the inmate and corrections market. AT&T provides inmate calling services and solutions (including equipment) for over 300 major customers nationwide. Within this customer base, AT&T serves over 1,300 correctional facilities and provides service to more than 49,000 inmate and public telephone stations.

AT&T has successfully completed more major service transitions during the past seven years than any other telecommunications company. AT&T has clearly demonstrated its ability to perform and excel in the implementation, support, and management of inmate systems. AT&T, the originator of the "Collect Only" inmate calling service in the early 1980s, is the most experienced provider of inmate services in the industry. AT&T has used that experience to develop its own methods and procedures.

**Public Payphones.** AT&T operates approximately 8,000 public pay stations in over 60 major metropolitan markets throughout the U.S. AT&T has led the industry with the continued improvement and enhancement of public payphones and stations – from introducing the first coinless pay phone in 1978 to introducing the latest advancement in payphone technology with the AT&T Public Phone 2000 and the new 2000i AT&T Public Internet Terminals. With AT&T, public phone customer can rely on the same quality, reliability, and convenience that is the hallmark of AT&T.

**Operator Services.** For more than 100 years, AT&T has delivered the highest quality personalized operator services in the telecommunications industry. AT&T Operators in 23 Operator Service Centers are available 24 hours per day, 7 days per week. Together the offices have approximately 3,700 operators and serve approximately 480,000 calls a day. Additionally, approximately 1,500,000 automated calls are handled daily.

AT&T Operators are trained to provide dialing instructions and courteous efficient service. Our operators are accessible in a matter of seconds and are experienced in handling any emergency. AT&T Operators also assist customers in over 86 foreign languages. AT&T



## Snohomish County– Turnkey Public Access Phone Services

Operators can complete calls to more than 280 countries and have that country's operator assist in completing the call if necessary at no extra charge to the customer. Language is no barrier when using AT&T.

AT&T is among the world's communications leaders, providing state-of-the-art voice, data, and multimedia solutions for AT&T customers throughout the world. Today, AT&T serves more than 50 million consumer relationships and 4 million business customers, over 525 military bases and more than 200 U.S. Navy ships, and more than 2.4 million households with AT&T Local service. With annual revenues of more than \$37 billion and some 71,000 employees worldwide, AT&T provides services to more than 250 countries and territories around the world.

AT&T runs the world's largest, most powerful communications network and provides reliable, cost-competitive local services to business customers in 89 major markets. AT&T operates the largest digital wireless network in North America and is a leading supplier of data and Internet services for businesses. AT&T services are backed by the research and development capabilities of AT&T Labs, which is creating the communications network of tomorrow.

With the expected revenues and commissions this account will provide, the County needs to place its trust in a large, respected company who has the financial experience and stability to perform its duties in delivering quality services and paying the expected commission rates over the life of the contract. Many companies may propose to provide service and pay commissions, but in reality only, a few can meet that objective. AT&T stands ready to provide reliable, high-quality services and competitive commissions over the life of the contract.

5. Provide your company's annual report, 10Q or other periodic financial report demonstrating your company's financial strength.

AT&T Response: AT&T understands and complies. AT&T, a Fortune 100 company, is a financially sound and secure company with the resources to fully support Snohomish County. In 2003, AT&T had annual revenues of nearly \$34 billion. In Attachment A, we have included our most current audited financial statements.

6. Describe in detail your firm's maintenance and support program for the proposed telephony equipment.

AT&T Response: AT&T understands and complies. AT&T will maintain all inmate phones, related equipment, and software provided under this contract in good working order at all times. AT&T will repair or replace malfunctioning equipment and return it to good working order whenever required. AT&T will respond to all equipment malfunctions within the response times specified in this Proposal. This support will be provided at no cost to the County.

AT&T will provide the necessary labor, parts, materials, and transportation to maintain all of the proposed telephones and related equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract. This support will be provided at no cost to the County.



## Snohomish County– Turnkey Public Access Phone Services

AT&T utilizes subcontractors to provide specialized products, services, and resources to complement our internal capabilities. In providing services to the inmate and public telecommunications markets, AT&T subcontracts with industry-leading OEMs and with companies specializing in providing professional installation and maintenance services for such equipment. AT&T has partnered with the proposed subcontractors on other projects to provide comprehensive, high-quality solutions that meet customers' unique requirements. As prime contractor on these projects, AT&T maintains total responsibility for the delivery and success of the project by managing the performance and deliverables provided by subcontractors according to precise and stringent standards.

Cooper Communications Group (CCG) will be AT&T's Tier One Subcontractor on this project and will provide installation work, systems administration, remedial repairs and back office support. CCG is headquartered at 1101 Stewart Avenue, Garden City, NY 11530. CCG's point of contact for inmate operations is Mr. Gregory P. Canova who can be reached at telephone (516)745-9100, fax (516)745-9111 or at [gpcanova@cooperccg.com](mailto:gpcanova@cooperccg.com).

CCG has had a National presence in the public telephone industry since its founding in 1985. CCG currently provides a comprehensive and fully integrated support program for the installation, maintenance, cash collection and related management information services for AT&T's entire installed base of over 10,000 public pay telephones and internet kiosk terminals located throughout the United States. CCG provides its field services through the deployment of its own employees and through the use of qualified subcontractors. As AT&T's lead payphone vendor, CCG counts major airports, military bases, transportation facilities, name brand hotels, office and sports complexes and community hospitals and medical facilities among the thousands of locations for which it provides public telephone maintenance and cash collection services.

Specifically, with respect to the AT&T Prison Inmate Market, CCG presently provides all installation and on-site administration and related maintenance services for over 11,000 inmate sets located at various correctional facilities in the states of: Alabama, California, Florida, Georgia, Indiana, Mississippi, Nebraska, New Jersey, New York, Pennsylvania, Texas, Virginia, West Virginia and Wisconsin. CCG has been providing field services to AT&T inmate account locations since 2000. Maintenance personnel are factory trained and certified technicians, capable of maintaining and repairing both the inmate telephones and computer systems. Our technicians possess the required level of knowledge relating to TELCO network, electronic circuits and wiring standards. They are trained to diagnose, repair and adjust telephone and ancillary equipment to ensure optimal performance and minimal down time.

CCG's service desk, information systems and technical support functions are centralized at its NY headquarters location. The overall monitoring of all field activities is performed from this location. This centralized, single point of contact approach, allows CCG to carefully monitor the progress of each job and to report the current status of all work-in-progress to AT&T. All personnel are available on a 24X7 call out basis to respond to emergencies and major network outages. Some of the main tasks carried on at the central office include: retrieval and evaluation of diagnostic data directly from the coin sets and from customer electronic interfaces; dispatch, tracking and monitoring of all trouble reports; operational and rate center file configuration and



## Snohomish County– Turnkey Public Access Phone Services

maintenance; scheduling and verification of all cash collections and database management and related reporting.

### An overview of our Service Plan follows:

The appropriate jail administrative personnel will be provided with the AT&T National Service Desk toll-free service number (1-888-430-7447) to report all inmate equipment malfunctions. Calls are answered by a live-operator within 3 rings and callers are not placed on hold. This service will be made available to jail personnel on a 24-hour/365-day basis. Live operators at AT&T's Service Bureau log in all calls, recording the name of the calling party together with a call back number, if applicable, and the time/date of the call and the facility affected. The Service Bureau also prompts the caller for any additional information that will be useful in dispatching AT&T's local technician, including the telephone number and location of the phone that requires servicing and the problem reported. Once a complete record of the complaint is made a trouble ticket reference number is issued to the caller and AT&T's Bureau representative cues the call for dispatch to the local area technician.

The Service Bureau operates on a four-tier escalation system. Tier I is comprised of the local area technician, Tier II, the State Service Manager, Tier III, the Service & Support Manager and Tier IV the AT&T Project Manager. All troubles classified as non-emergency are initially dispatched to Tier I personnel for resolution. Should a Tier I technician fail to respond within one hour from the time of dispatch, the problem is escalated to the next Tier and then ensuing Tiers at one hour intervals until a response is received by the Bureau. All Tiers, as well as the Control Center are simultaneously notified upon the receipt of any emergency trouble.

Dispatches to field technicians that are routine in nature will be made Monday through Friday during the hours of 8:00 am and 2:00 pm. Routine calls that are received after 2:00 pm will be dispatched at the start of the following business day. All non-emergency dispatches will be responded to thru an on-site visit by the technician within one business day. Troubles that are catastrophic in nature and will affect the entire system will be classified as emergency service and prioritized accordingly. The Service Bureau, on a 24 X 7 basis, will dispatch all emergency troubles to a local area technician immediately upon the receipt of the call. All emergency dispatches will be responded to thru an on-site visit by the technician within four hours from the receipt of the trouble by the Service Bureau. The jail will also be provided with instruction cards that will clearly identify the toll free number for called parties to call for billing questions and blocking issues.


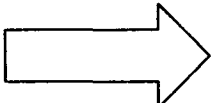
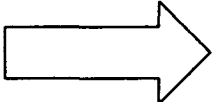
Problems are automatically escalated and the County will be advised of the status of the problem if they are not resolved within the specified AT&T timeframes. Notifications to the County will be made either via telephone or email.

The following table details the maintenance escalation contacts for the services proposed by AT&T.





## Snohomish County– Turnkey Public Access Phone Services

AT&T Technical and Management Escalation		
Technical Escalation	Level	Management Escalation
AT&T National Service Desk  Local Technicians	<b>1</b> <b>Initial</b>	State Service Manager Jim Lewis Office: 619-276-1851 Cell 619-850-6527 Fax: 619-276-1851 jrlewis@cooperpcg.com
	<b>2</b>	AT&T Project Manager Bill Reynolds Office: 978-343-0724 Cell: 617-513-1627 Fax: 978-343-0724 reynolw@att.com
	<b>3</b>	AT&T Contract Account Manager Howard Tharp Office: 206-297-8319 Cell: 206-321-3291 Fax: 206-297-2916 hptharp@att.com
	<b>4</b>	AT&T National Director of Inmate Communications Tom Sweeney Office: 813-633-7913 Cell: 813-335-3658 Fax: 813-634-9369 twsweeney@att.com

Upon contract award and throughout the life of the contract, AT&T will provide updated escalation contact lists, including complete contact information. County personnel are free to escalate at any time any service issues that are not being resolved to their satisfaction.

AT&T uses the following procedures to resolve system problems and restore service:

- Prioritize and categorize the trouble using the trouble ticket information and dialog provided by the caller.
- Isolate service troubles to specific network components and refer the trouble to the appropriate AT&T maintenance personnel for correction.
- Call the user back with the progress of the trouble resolution. Emergency status updates will be provided to the County at regular intervals until service has been restored.
- Initiate the escalation process, if needed, and keep the appropriate County representative(s) informed of the status of the trouble resolution.



## Snohomish County– Turnkey Public Access Phone Services

AT&T defines and prioritizes troubles based on their severity and their impact on user operations. AT&T will use the following criteria for defining and prioritizing problems for the County.

Priority 1 – Major Problems: A major problem is defined as the following:

- Over 25% of the service at a single facility or housing unit is out of service
- A failure in any call processor or node from any cause
- A failure in call restriction functions
- Any other condition that renders the system incapable of performing all its normal functions

For Priority 1 problems, the AT&T Team will begin diagnostic, maintenance, and repair activities within minutes. AT&T will respond with support personnel onsite within four hours of notification if onsite support is required.

Priority 2 – Minor Problems: A minor problem is defined as up to 25% of the service at a single facility or housing unit is out of service. AT&T will respond to a minor problem via remote diagnostics and support immediately and with onsite support, if required, within twenty-four hours of notification. AT&T will isolate and repair failures within 24 hours of notification.

Preventative maintenance of the telephone sets will be performed by AT&T's repair technicians while they are on site performing remedial repair services. Routine functional tests include handset side-tone, hookswitch and keypad operation, volume control functionality and the physical inspection of the instruction cards. Technicians will also be required to wipe down or otherwise clean the telephone sets and enclosures while they are on-site performing maintenance activities. AT&T will ensure that each telephone set is inspected/tested at least every six months and will promptly report any instances of vandalism to the County's designated representative.

To ensure continuous operation of the inmate system, call records are polled nightly via remote communications systems. During this process, system functionality is assessed based on the information gathered. Any exceptions to normal operating parameters are isolated and corrected remotely or are responded to with support personnel onsite, if onsite support is required, within the time commitments set forth in this Proposal.

AT&T will maintain on-hand locally spare inmate telephone sets at the minimum rate of ten percent (10%) of the total number of phones installed at the jail to support this effort. Additionally, service technicians will have spare replacement components that are frequently used on hand and, in the unlikely event of a catastrophic systems failure, have the ability to obtain hot swappable equipment from the manufacturer in the time it takes the equipment to be flown in from the factory. All equipment required to deliver the services offered to the County pursuant to this Proposal shall be furnished by AT&T at no cost to the County.

AT&T can furnish the County with a Trouble Report in a format that is agreed upon by the County. The Trouble Report can contain, at a minimum, the AT&T Trouble Ticket number, the date and time that the problem was reported, the facility affected and a description of the problem as well as any specific telephone location information, if available. The Report can also set forth

Option 2

AT&T's Response to

Snohomish County's

Invitation to Bid #74-04

Turnkey Public Access Phone Services

October 10/19/04



## **Snohomish County– Turnkey Public Access Phone Services**

---

the date and time of the repair, the specific repair action taken as well as the any replacement parts used to restore service. Data can be presented on paper, electronic media or both and can be delivered to the County's designated representative at time intervals that are specified by the County.

The AT&T State Service Manager will be available to the County either in person or via telephone to discuss any systems performance or service issues.

AT&T will provide on-site system and telephone training to local correctional site administrators as well as any other authorized County communications coordinators. AT&T will work with the County and/or local jail management personnel to schedule routine on-site training of correctional staff as may be required by the County. On-going training will be conducted by our local maintenance personnel who are factory trained and certified technicians, capable of maintaining and repairing both the inmate telephones and computer systems. This support will be provided at no cost to the County.

Most upgrades or changes will not require formal training. Complete administrative, operational, and/or user instructions, as applicable, will be issued with any upgrades or changes impacting the service or operation. In the event that additional training is required, AT&T will provide the necessary training in the most appropriate forum and manner.

If necessary, AT&T will conduct ongoing training semi-annually for each institution. The content and format of this training will be based on the extent of any system changes and local correctional personnel's needs. All follow-on training will also be provided at no cost to the County.

7. Include a complete description of any special environmental considerations which may be required to ensure proper operation. If an air-conditioned environment for the equipment is recommended, the description must include the specific air-conditioning requirement. The successful bidder will provide and install adequate surge and lightning protection equipment on all lines used as a result of this ITB.

**AT&T Response:** AT&T understands and complies. The ICS should be installed in a temperature and humidity controlled environment. The ICS hardware has multiple sizes depending on the number of inmate phones hosted by each system. The smallest ICS is the CM 1000. The dimensions are 16.5 " deep by 13" wide by 14" high, and it serves up to 16 phones. The next model, CM 2000, is 18.25" deep by 8.5" wide by 15.25" high and serves up to 48 phones. The CM 3000 is 27.25" deep by 17" wide by 11" high and serves up to 72 phones. The largest ICS is CM 4000. This system comes in a rack and each system serves 72 phones. Between two and four systems can go in a rack, and the racks are 3' long by 3' deep by 6' high. Multiple CM 4000 systems may be networked together to serve any number of inmate phones; there is no maximum number of phones that can be handled by the ICS.

The ICS is powered by a standard 110 volt AC twist lock electrical outlet and installed in a secure climate controlled environment. The ICS supplies 48 volts DC for 2 wire line powered telephone sets eliminating the need for electricity within the cell blocks.



## **Snohomish County– Turnkey Public Access Phone Services**

---

The Local Exchange Carrier usually installs their own lightening protection for the telephony interface and in most cases it is unnecessary to provide additional protection between the ICS equipment and the demark as long as the ICS is grounded to this demark. As an added precaution, AT&T will install Panamax equipment between the ICS and each interface to completely protect the Inmate Calling System from power surges. Every wire leading into or out of the equipment will be connected to a Panamax surge protector. Damaging lightning and power surges are usually received through any AC power or signal line (phone lines, grounding wires, coax cables, modem cables, etc.) connected to the electrical equipment. The Panamax surge protectors and connected equipment must be in a climate controlled environment and in the same location of the ICS equipment. It is not uncommon for a building to be improperly grounded. To operate effectively, Panamax products require that you have a properly grounded 3-wire outlet. Additionally, building wiring and grounding must conform to applicable NEC (USA) codes for maximum protection against power surges.

Each vendor submitting an offer must address each of the requirements listed in the *Required Submittals from Qualified Bidders* section indicated above. Each vendor must also provide the necessary documentation supporting its ability to comply with each requirement listed in the Functional/Technical Requirements (see Pages 11-16). Vendor's bid not providing responses to the satisfaction of the evaluation committee for every requirement listed may be considered non-responsive and may be cause for rejection.

AT&T Response: AT&T understands and complies. AT&T has addressed each of the requirements listed in the *Required Submittals from Qualified Bidders* section indicated above. and has also provided the necessary documentation to support its ability to comply with each requirement listed in the Functional/Technical Requirements.

The successful bidder shall submit a schedule of all key delivery milestones within ten (10) days from contract award, commencing from the County's Notice-to-Proceed and including the operational date of each major element of the system, i.e. the start and completion date for each location within the county facilities. The successful bidder must guarantee to the County that they can meet that installation on schedule. Failing to do so may be grounds for contract termination.

AT&T Response: AT&T understands and complies. AT&T can meet the 3/1/05 installation date. AT&T will meet and exceed the County's requirements and expectations for a smooth implementation and ongoing operational/maintenance excellence through three key activities:

- ◆ **Fast, Smooth Conversion**
- ◆ **Comprehensive Network Management and Problem Resolution**
- ◆ **Responsive Maintenance and Support**

### *Fast, Smooth Conversion*

AT&T's service implementation and conversion is based on a planned, managed approach that speeds the implementation process, while minimizing risks and potential service disruptions.



## **Snohomish County– Turnkey Public Access Phone Services**

---

AT&T has proposed a realistic implementation and transition approach that will ensure the continuity of services and meet the County's objectives.

AT&T offers the "know how" gained from more than 119 years of experience in designing, installing, and supporting some of the world's largest networks and most complex systems.

AT&T's implementation and conversion strategy centers on three key principles:

**1. Detailed Planning and Management.** AT&T will provide the highest quality management and support services possible. We will work closely with the County to design, order, implement, and manage the ongoing performance of all equipment and services. We have designed extensive checkpoints in the implementation process to ensure that individual installations are performed correctly and on time. We will assume total responsibility for the public and inmate pay telephone service, from inception and throughout the life of the contract.

**2. Extensive Support Resources.** AT&T and our subcontractors will use their respective corporate resources and expertise to the fullest to ensure the successful implementation and transition of the County's inmate telephone services. By combining experienced project management personnel, state-of-the-art support tools, proven implementation processes, and highly skilled service/technical specialists, AT&T will meet all objectives set forth in our offer. We have both the resources and the processes in place to ensure the smooth, rapid implementation of the proposed services.

The AT&T Team, led by an extremely dedicated and qualified Project/Implementation Manager will develop detailed implementation plans and schedules for each facility. AT&T incorporates checkpoints within the implementation process to ensure that all installations are performed correctly and on time.

The AT&T Project/Implementation Manager will hold regular meetings with County personnel to plan, schedule, and oversee the implementation. The on-site Project Manager during implementation will be dedicated full-time to plan, manage, and support all aspects of the program.

**3. Service Continuity.** AT&T will plan and implement all ordered services to ensure service continuity for users. The AT&T team will work closely with the County and current providers to ensure a smooth, orderly transition of services. The AT&T Team is highly experienced in the installation and support of the proposed systems and services.

A high-level overview of AT&T's proposed implementation schedule, which illustrates AT&T's intent for a fast and smooth conversion, is provided below.

### **AT&T Approach for Snohomish County:**

#### *Major Milestones for Implementation of Inmate Facilities*

Pre-Installation Activities include items 1 through 11 below. These standard procedures include building and staging the systems prior to deployment. Items 12 through 21 outline typical installation procedures. Training, item 22, begins the post-installation phase of the project.

1. Contract Signed
2. Meeting Schedule Set: Identifies meetings, contacts, and attendees between



## Snohomish County– Turnkey Public Access Phone Services

the AT&T Team and County.

3. Initial Implementation Meeting: AT&T Implementation Team meet to layout and discuss the full implementation plan so that potential obstacles are considered and contingency plans are made. Decide specific features, day-to-day contact, working process, branding etc.
4. Site Surveys: Dates are agreed to with each facility for site survey visits. Site surveys are conducted to determine the specific requirements of each facility, including cable, electrical, equipment, and phone locations.
5. Service Order Issued: Dial tone for Inmate phone lines, electrical, conduit, and cable (if needed) are ordered. Order station equipment.
6. WAN Connections Ordered (if required).
7. LAN/Equipment/Cable Installations Scheduled: Network, cabling, and necessary hardware is finalized and installations scheduled.
8. Branding Developed/Each Site (if required): This refers to the recorded message heard by the called party, which identifies that the call is coming from the "[XYZ] Jail." This begins the production of chips, which contain this digitized message.
9. Employee Information/Security Check: AT&T will provide information on employees who will participate on-site in installation activities for purposes of security check and clearance.
10. Establish Conversion Plan with Current Vendor: This contact with the current vendor is designed to ensure that the conversion to new service goes smoothly and without service interruptions.
11. Station equipment is shipped.
12. Drop of old station equipment and install of new station equipment.
13. Inmate Computer Equipment Assembled, Staged, and Delivered to Sites. The system equipment is assembled and forwarded to a staging and testing area prior to shipment. The system is typically shipped two weeks prior to cutover. Bills of Lading for equipment parts and kits are identified for each installed site, and for the County facility assigned contact to receive the shipment for storage until installation.
14. Admin/LIDB Installation.
15. Feature Selection Finalized: Other options in system design and operation are also addressed.
16. Deliver Training Materials and determine whom to train.
17. Installation Begins: Install computers, communications links, and other equipment, as well as System Integrity checks.
18. Software Installed, Programmed, and Tested.
19. System Data Conversion: This requires taking the data from the old system and converting to the new, block database online, remote system check.
20. Begin Cutover: Phones are cutover line-by-line and tested to ensure no interruption of service. The cutover is complete upon successful completion of the final system test.
21. Clean-up and Final Acceptance: Installation is complete and the administrator takes charge of the system.
22. System Training Begins.



## Snohomish County– Turnkey Public Access Phone Services

Following are the post-installation activities that occur in a typical system deployment. Should any of the installation tasks change, the AT&T Team will apprise the County immediately.

- Validation
- Block Number Process
- Daily Downloads
- Call Detail Records
- Daily system Check
- Call Rating
- CDR Conversion
- Diagnostics
- Remote Maintenance

### AT&T's Proposed Implementation Schedule

WEEK	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Site Surveys	■	■																
Implementation Plan		■	■															
Project Manager at Jail			■															
Equipment Order/Delivery			■	■	■	■												
Functional Testing				■	■	■	■											
Equip. Assembly & Test					■	■	■	■	■									
Site Installation–1, 2& 3 Facility							■	■	■									
User Training								■	■	■								
System Acceptance										■	■	■	■					

### ***Comprehensive Network Management and Problem Resolution***

AT&T combines proactive network management and fast, responsive problem resolution to provide the operational excellence the County expects. The AT&T Team will provide full management and problem resolution support for the proposed network and systems. The AT&T Team will proactively monitor and manage the network and all components. Facilities and personnel can report troubles via a toll-free number 24 hours a day, 7 days a week. Additionally, AT&T will support both the implementation and ongoing services with an experienced, qualified Account Team that includes Executive Management support, a permanent Contract Team Manager, and a full-time Project/ Implementation Manager.

### ***Responsive Maintenance and Support***

AT&T offers full system maintenance and support over the term of the contract to ensure continued availability and peak performance for all components. AT&T will maintain all network services and facilities to AT&T's exacting quality and performance levels. The AT&T Team will maintain all payphones and inmate telephone systems, including performing all necessary preventive maintenance.



## Snohomish County— Turnkey Public Access Phone Services

### ***Training***

AT&T will provide system training for designated County personnel, covering the complete system with a system user guide. All training is provided by employees of AT&T and/or subcontractors that have gone through certified training provided by AT&T.

AT&T will provide on-site or classroom training for various levels of facility staff including system administrators, special investigators, and data entry specialists, as appropriate. AT&T will provide a combination of instructor-lead training and on-the-job training which emphasize hands on demonstrations to familiarize participants with the Inmate System.

### **III.) Inmate Telephone System:**

There will be no charge for the telephone lines, station equipment, cabling, contractor work, associated wiring or any other cost to install and maintain the inmate telephone service. The vendor must comply with all applicable regulations and mandates set forth by the Public Service Commission (PSC) and the Federal Communications Commission (FCC). The vendor is responsible that each installation is in compliance with the Americans with Disabilities Act. The vendor is responsible for all permits applicable to the installation, operation, and maintenance of the telephone equipment, enclosures, associated wiring, and dial tone services. The vendor must provide assurance that its system is free from claims of patent infringement and must agree to indemnify the County with regard to patent infringement liability associated with the utilization of its inmate telephone system. The vendor must supply completely new equipment, phones and inmate system equipment. The vendor must provide the detailed nomenclature of the equipment that will be used. The vendor will be responsible for all costs and/or penalties associated with the replacement of the existing stations and equipment.

AT&T Response: AT&T understands and complies. AT&T is qualified to install, maintain, and provide coin and inmate telephones, Intralata, and Interlata calling services at the County's facilities. AT&T's proposal is a complete turnkey, fully operational system providing the most advanced devices and products available in the inmate telephone industry today. AT&T will install, operate, maintain, and provide coin and inmate telephones, and Intralata and Interlata calling services at no cost to the County.

AT&T will comply with all applicable regulations and mandates set forth by the Public Service Commission (PSC) and the Federal Communications Commission (FCC) and will be compliant with the Americans with Disabilities Act.

AT&T will indemnify the County with regard to any patent infringement liability associated with the utilization of its inmate system equipment.

The following hardware equipment is included with the ICS:

- On-Site Multimedia PC Workstation(s)
- Dedicated Color HP Printers
- Digital Advanced Intelligence Tapes (for recording backup)
- Network/Connectivity Hardware (cable, hub, and channel bank, if applicable)

The facility will be equipped with a P3 500 PC Workstation, 128 megs of RAM, a 20 gigabyte





## **Snohomish County– Turnkey Public Access Phone Services**

---

hard-drive (9/3/3) and 128 cache memory, a 17" VGA color monitor, a PS2 keyboard, external speakers for monitoring and dedicated printer. The ICS and the workstation(s) each come with an external power supply.

The County requires a Project Manager (one point of contact) from the successful bidder.

AT&T Response: AT&T understands and complies. Howard Tharp, Contract Team Manager, will be the key contact person for Snohomish County. Howard can be reached at the following

AT&T Contract Account Manager Howard Tharp Address: 9257 Phinney North Seattle, WA 98103 Office: 206-297-8319 Cell: 206-321-3291 Fax: 206-297-2916 hptharp@att.com
---

The County requires a "Turn Key" Inmate system from one vendor. Bidders must disclose a list of subcontractors, if applicable. Due to security requirements and service concerns, subcontracting, if any, is subject to approval by the County, with respect to any subcontractor intended to be used to provide inmate calling services (i.e. Service calls, long distance carriers, etc.)

AT&T Response: AT&T understands and complies. AT&T, the world's communication leader, will serve as the Prime Contractor. AT&T will provide the County "One Company" that is responsible for the entire system, including local and long distance service, call processing equipment and telephone sets. AT&T will provide the County with dial tone for both local and long distance service from the world class AT&T network. AT&T will be responsible and accountable for all aspects of the program, including overseeing subcontractors.

Cooper Communications Group (CCG) will be AT&T's subcontractor on this project. CCG is AT&T's national installation and maintenance workforce and is certified to install, service, and maintain all inmate associated phones and processors. For more responsive maintenance service and support, Site Administrators/Technicians (SAT) are fully trained on the maintenance and repair of both inmate telephone and call control systems, thus providing a single source for service.

### **IV.) Commissions:**

The successful bidder must pay on "Gross Revenue" or "Raw Income" on inmate phones. No expense, bad debt, un-billables or any other debit will be deducted from the commissions. Commissions must be paid within 30 days of the last billed call.

**The minimum acceptable commission is 40% of the gross revenue.**

AT&T Response: AT&T understands and complies. AT&T takes gross revenue to a higher level than any other provider. AT&T pays on all "Accepted calls" period. We do not deduct for



## Snohomish County– Turnkey Public Access Phone Services

unbillables, uncollectible, or fraud. AT&T's offer is a no cost turnkey solution to Snohomish County. AT&T urges the County not to be fooled by claims from other vendors about "increased" revenue due to "billing" strategies. Unbillable calls are a growing issue in the inmate market today. AT&T has seen upwards of 80% of calls from some facilities that are billed to "virtual" Telephone companies that do not accept billing from ANY company. Inmate friends and families have learned if you subscribe your home phone to one of these companies you never receive a bill!!! AT&T takes a proactive stance and BEFORE cutover we will call ALL the unbillable numbers from the county's data base and set up billing with each individual.

Commission formula is:

Total Accepted Call revenue X Commission Rate = Total Commission Revenue

AT&T will only charge called parties for positively "accepted calls" all other call types will not be billed.

AT&T typically provides commission payments based on the 16<sup>th</sup> of the month to the 15<sup>th</sup> of the following month. A commission check and revenue report will be sent by the 20<sup>th</sup> day of the following month. A sample revenue report is included in Attachment F.

### **V.) Moves, Changes, Additions & Deletions:**

The County shall have the right to initiate-moves, changes, additions, and/or deletions of telephone stations. The County will work with the successful bidder to establish telephone locations and the number of stations required at each. These moves, changes, additions and/or deletions will be accomplished at no cost to the County, and must be documented and accomplished within 7 business days of the initial request.

AT&T Response: AT&T understands and complies. AT&T will add or delete telephones at no cost to the County.



## SNOHOMISH COUNTY INSURANCE REQUIREMENTS

All contracts, licenses, permits, or other written agreements wherein Snohomish County is being insured by the other contracting party or where there is a "Hold Harmless" provision shall contain the following insurance provisions.

### INSURANCE

1. Such contracting party shall obtain and maintain continuously liability insurance appropriate to the activity and/or other insurance necessary to protect the public within limits of liability not less than:

\$1,000,000.00 Combined Single Limit/Bodily Injury & Property Damage

with coverage endorsements to include Broad Form Contractual, Broad Form Property Damage, Owner's Contractor's Protective, XCU, Auto and Non-owned Auto, unless such additional coverage endorsements are not applicable.

2. Such insurance shall name as additional insured Snohomish County, its officers, elected officials, agents, and employees and shall not be reduced or cancelled without thirty (30) days written prior notice to the County.
3. Such insurance, in its provision for additional insured, shall include a "Cross Liability Endorsement", "Severability of Interests", or "Separation of-Insureds" provision indicating:

"The inclusion of more than one insured under this policy shall not affect the rights of any insured as respects any claim, suit, or judgment made or brought by or for any other insured or by or for any employee of any other insured. The policy shall protect each insured in the same manner as though a separate policy had been issued to each except that nothing herein shall operate to increase the company's liability beyond the amount or amounts for which the insurer would have been liable had only one insured been named."

4. If coverage is on a claims-made basis, the retroactive date shall be prior to or coincide with the date of this contract, and the policy shall state that coverage is claims made, and state the retroactive date. The Contractor shall maintain coverage for the duration of this contract. It is further agreed that either the Contractor or County may invoke the tail option on behalf of the other party and that the Extended Reporting Period premium shall be paid by the Contractor.
5. Where there are specialized contracts, such as franchises, exhibitions, carnivals, livestock shows, rodeos, or other conditions that are extraordinary, then additional insurance



## Snohomish County– Turnkey Public Access Phone Services

requirements may be imposed in each individual case.

### PROOF OF INSUPANCE

The successful bidder will be required to provide satisfactory written evidence of proper insurance coverage within ten (10) days after bid award.

Proof of insurance must be in the following form:

Declaration pages of your commercial general liability which pertain to the project scope of work, and required coverage, along with a copy of the additional insured endorsement (ISOCG2010) that adds "Snohomish County, its officers, elected officials, agents, and employees" as an additional insured. The County may request that the successful bidder provide a copy of the entire policy, if questions arise about particular coverages.

**NOTE**  
**THE STANDARD ACCORD FORM (CERTIFICATE OF INSURANCE)**  
**IS NOT ACCEPTABLE AS PROOF OF INSURANCE.**

**THE BID AWARD IS NOT CONSIDERED FINAL UNTIL THE APPROPRIATE INSURANCE**  
**DOCUMENTS ARE RECEIVED AND APPROVED BY THE COUNTY.**

Please make it clear to your firm's insurance representative that the insurance industry's standard Accord Form or other similar insurance certificates are **NOT** acceptable as proof of appropriate insurance coverage. Also, submittal of proper insurance documents in a timely manner is extremely important.

Please provide a copy of these guidelines to your insurance representative.

AT&T Response: AT&T understands and complies.



## Snohomish County– Turnkey Public Access Phone Services

### FUNCTIONAL/TECHNICAL REQUIREMENTS

Desired Specifications	Exact Specifications
<p>1. <b>Reporting</b> - Detailed reports are required showing calls made and commissions paid broken down by facility (Central Jail (old and new facilities), Denney Juvenile Justice Center, Indian Ridge Corrections Facility). This will be provided at no additional cost. <u>The monitoring and recording system at each correctional facility must be either TNETIX or VAC. The platform must offer 24 hour, 7 day a week access to call processing, automated operator system fraud prevention, 3-way call detection, pin lock, call blocking and custom call reports upon demand and monthly. The recording system shall hold 90 days of recorded calls online, and automatically archive the oldest recordings to CD or DVD before overwriting.</u></p>	<p>AT&amp;T Response: AT&amp;T understands and meets this requirement. AT&amp;T proposes the Evercom Call Manager. The Live application allows for immediate, real-time monitoring of calls in progress via the multi-media PC workstation. Facility personnel (with appropriate password privileges) are able to monitor live calls by simply highlighting the call in progress and clicking on the speaker icon. This process is undetectable by either the inmate or the called party and does not disrupt the recording process. Furthermore, concise descriptions of activity are displayed for each phone in use, for example, the system displays the specific telephone location, inmate PIN and name, the destination number dialed, city and state of the destination, time and duration of call, any restrictions such as "Watched" or "Private", and the status of the call, such as "In Progress," "Calling Destination," "Get Acceptance".</p> <p>Authorized individuals have the ability to disconnect a "call in progress" through the Live Monitor application. This feature allows the authorized user to disable a specific telephone and/or multiple telephones on command. Facility personnel are also able to enable telephones that were previously marked disabled, by a simple click of the mouse. This functionality is password protected and requires the appropriate password input before enabling or disabling a "call in progress."</p> <p>The ICS allows for call alerting on watched or "Hot" numbers. Numbers can be entered into the system and labeled as "watched" to alert facility personnel that a call to that number is being attempted. The Watch Number Alert feature sends an audible alarm to the workstation with a message that states which number has been dialed and from which location in the facility it was dialed, and flags the attempt in the call detail record.</p> <p>The ICS is equipped with a remote call-forwarding feature for those numbers that are under surveillance by the investigative unit. The Covert Alert feature allows authorized personnel to monitor a call, from any designated remote location, while the call is in progress. Once a number is assigned a 'covert' status, the user simply enters a telephone number (cellular, home, office, etc.) from which he/she wants the call sent to for 'Live' monitoring. The call is then automatically re-routed once the call is accepted by the called party and in progress. There are no distance barriers to the retrieval process so the remote telephone number can be located within the facility or across the country. As an additional benefit, administrators may continue to monitor other calls, through the on-site workstation, while utilizing the 'Covert Alert' remote live call-forwarding feature.</p>



## Snohomish County—Turnkey Public Access Phone Services

The ICS also provides the ability to automatically eliminate any monitoring or recording of special calls, such as to legal counsel, by designating the number as a "private" number. In the event that a retrieval of a "private" call is attempted, the System will inform the user that, "This call is prohibited from monitoring."

### **RECORDING:**

The ICS's unique, fully integrated recording application, works independently of other products so there is never a need for separate manufactures' product to work along side the ICS. The ICS employs large capacity hard drives along with RAID (Redundant Array of Inexpensive Disks) that virtually extend the call storage period and enhance system redundancy and call backup to meet your specific needs. The ICS also utilizes an AIT (Advanced Intelligent Tape) device for long-term storage and archival of inmate conversations. Investigators are able to retrieve recorded calls quickly by directly accessing the system hard drive, or merely inserting a tape into their workstation. With the ICS all calls are maintained on-site for easy access when immediate retrieval of information is critical to your investigative team.

The ICS's fully digital recording function utilizes multiple redundant high capacity one hundred eighty (180) gigabyte hard disk drives for on-line storage for 900,000 minutes of storage time. The ICS also utilizes seventy (70) gigabyte industry-standard Advanced Intelligent Tape (AIT) for long-term storage and future archival of call recordings. This AIT capacity along with our unique compression technology equals approximately 2,900 hours or 174,000 minutes per tape. This amount far exceeds the storage capacity of an optical CDR device, which offers approximately 58 hours, or 3,500 minutes per disk.

An AIT device holds approximately 11,600 (15-min) calls versus 233 (15-min) calls per optical CDR device.

Once the hard drive reaches its designated capacity, the ICS automatically begins to transfer recorded call data to the Advanced Intelligent Tape (AIT). The ICS then instructs the user how to label the tape for archiving purposes.

The ICS is equipped to record all calls simultaneously and also listen to a pre-recorded call, while calls continue to be recorded, without loss of information and/or call recordings. The ICS records the entire conversation from the time the inmate lifts the handset off the cradle to termination of the call. Because the recording and monitoring applications are fully integrated features of the ICS, call synchronization between call record time and recording time is guaranteed.



## **Snohomish County– Turnkey Public Access Phone Services**

### **STORAGE AND ARCHIVAL:**

The ICS's recording feature is a fully digital system, utilizing multiple redundant high capacity one hundred and eighty (180) gigabyte hard disk drives for storage and seventy (70) gigabyte industry-standard Advanced Intelligent Tape (AIT) for long term storage and future archival of call recordings. This AIT capacity along with our unique compression technology equals approximately 2,900 hours or 174,000 minutes per tape. This amount far exceeds the storage capacity of an optical CDR device, which offers approximately 58 hours, or 3,500 minutes per disk.

Once the hard drive reaches its designated capacity, the ICS automatically begins to transfer recorded call data to the Advanced Intelligent Tape (AIT). The ICS then instructs the user how to label the tape for archiving purposes. This means that investigators are able to retrieve recorded calls quickly by directly accessing the system hard drive, or merely inserting a tape into their workstation. An AIT device holds approximately 11,600 (15-min) calls versus 233 (15-min) calls per optical CDR device.

### **CALL TRACKER:**

The ICS offers Call Tracker, an investigative tool used to establish a permanent record log containing specific (user-defined) information such as tracking number or relative to the conversation and/or specific case. Call Tracker is accessible through the Investigative Reports, and will automatically enter the destination number, PIN (if applicable), date and time of the call with each entry. Authorized facility personnel will then enter the information relative to the call such as a tracking number, inmate's name, and any comments in the open fields available. To search for a specific record, investigators enter information (complete or partial) into the open fields pertaining to the record and the system will retrieve and display the record and play the conversation with a click of the mouse.

### **PLAYBACK AND RESTORE:**

The Investigative Reports application allows quick and easy access to call detail records and embedded conversations associated with the record. Authorized Users can locate a specific call [for playback] by date, time, number, phone location, inmate PIN, call type, etc.

The ICS provides 'true' call portability through the Transporter feature. This fully integrated feature gives authorized personnel the ability to copy one or multiple calls to a CD that can then be played on any PC without the ICS software. This feature provides complete call portability when transporting evidence to court and/or for simply reviewing calls when you are away from the office. This process also captures the call details specific to each conversation and displays this information on the PC



## Snohomish County—Turnkey Public Access Phone Services

monitor which includes the following:

- Date of the call
- Duration of the call
- Called number
- Prisoner ID Number and name
- Location within facility

### **RECORDED CALL PORTABILITY:**

AT&T offers two options for the transference of recorded calls for greater portability and off-site access.

- 1) To further enhance portability, selected calls may be copied onto a CD in either audio or data format. This gives investigators the ability to play the calls on any CD player or remote PC when necessary.
- 2) The ICS offers the option of fully restoring a pre-recorded call from an AIT cartridge to the hard drive, by highlighting the call, and clicking on the "restore" icon in the playback application. The call is immediately restored to the hard drive where the facility is then able to re-record the call to a tape recorder or CD for enhanced portability in instances that require evidence to be broadcasted in court.

### **DATE/TIME STAMPING:**

The ICS is programmed to automatically produce a time and date stamp on each completed call. For example, the message will state "January 1, 2000 – 10:00A.M." at the beginning of each recorded call.

Prior to installation, the ICS is programmed to automatically prohibit calls to pay-per-call, directory assistance and emergency services, including: 800, 888, 877, 900, 976, 550, 555-1212, 700, 500, 911, 411, etc. Further, the ICS automatically prohibits calls to all long distance carrier access codes including 10-XXX, 101-XXXX Primary Interstate Carrier (PIC) codes, all local numbers which access long distance carriers such as 950-XXXX and toll-free area codes and exchanges.

### **ADDITIONAL BLOCKING FEATURES:**

The ICS has the capability to block an unlimited number of calls at any one time. Number blocking is accomplished in one of two methods; 1) enter the number(s) to be blocked in the Restrict Number Editor through the on-site workstation, or 2) submit the number(s) to be blocked to AT&T. Either option provides for immediate restriction of the number once it is entered into the system. The Snohomish may submit a list of numbers they wish to have blocked and AT&T will enter the numbers into the system prior to installation.





## Snohomish County– Turnkey Public Access Phone Services

Further, if a number needs to be flagged as a "watched" number for investigative purposes, or perhaps labeled as "private" in order to avoid being monitored or recorded, this is immediately accomplished with the quick click of the mouse. The ICS also allows "Wildcard" blocking which can block inmates from calling large groups of unknown phone numbers (i.e. hospitals, government offices, college campuses, party lines, and payphones).

The ICS provides multilingual automated (synthesized) operator assistance in English, Spanish, Chinese, Creole, Vietnamese, and Tagalog. Additional languages may be incorporated into the System to suit the needs of the facility. With the ICS, inmates never have access to or the need to access a live operator.

Upon positive acceptance of a call, the called party has the capability to over-ride the inmate's language selection by selecting another language. This function eliminates any attempts by the inmate to confuse the called party with a language he/she does not understand.

Professionally recorded voice prompts, featured by the ICS, allow for specific call progressions and requirements. When monitoring and recording, a voice prompt informs both parties that the call is being recorded and may be monitored by department personnel. In cases where time restrictions are placed on inmate calls, both the inmate and called party are warned one minute prior to termination of the call. Customized random tag lines are also available as a precautionary measure to deter fraudulent use of phone. Voice prompts are easily manipulated and can be customized to meet the facility's wishes.

The following provides a point-by-point presentation of the automated call messages and features:

- Professionally recorded voice prompts that allow for specific call progressions and requirements.
- A personalized prompt that identifies the facility and the inmate on each attempted call.
- A voice prompt informs both parties that the call is recorded and monitored.
- Both parties are warned one minute prior to the call being terminated when time restrictions are applied.
- Random tag lines are also available as a precautionary measure to deter fraudulent use of phone.
- Security parameters may be set in place by allowing only prerecorded names to be used every time an inmate makes a call.
- All audio is muted between parties prior to call acceptance.

Voice prompts are easily manipulated and can be customized to meet your needs.



## Snohomish County– Turnkey Public Access Phone Services

2. **Equipment**–All necessary hardware, switching equipment, cabling, computing devices and, end user devices shall be provided, installed and supported 24 hours a day 365 days a year at no cost to Snohomish County.

AT&T Response: AT&T understands and meets this requirement. All necessary hardware, switching equipment, cabling, computing devices and, end user devices shall be provided, installed and supported 24 hours a day 365 days a year at no cost to Snohomish County.

The appropriate jail administrative personnel will be provided with the AT&T National Service Desk toll-free service number (1-888-430-7447) to report all inmate equipment malfunctions. Calls are answered by a live-operator within 3 rings and callers are not placed on hold. This service will be made available to jail personnel on a 24-hour/365-day basis. Live operators at AT&T's Service Bureau log in all calls, recording the name of the calling party together with a call back number, if applicable, and the time/date of the call and the facility affected. The Service Bureau also prompts the caller for any additional information that will be useful in dispatching AT&T's local technician, including the telephone number and location of the phone that requires servicing and the problem reported. Once a complete record of the complaint is made a trouble ticket reference number is issued to the caller and AT&T's Bureau representative cues the call for dispatch to the local area technician.

3. **Inmate phone switching and monitoring** – Inmate phone switching equipment sized appropriately for each location (Central Jail, Denney Juvenile Justice Center, Indian Ridge Corrections Facility). Acceptable vendors/models for Inmate Services are: Value Added Communications (VAC) Inmate Call Processing and Information Management Technology or T-Netix equipment.

Monitoring and control of all system functions shall be available at a minimum of one dedicated administrative/investigative workstation per switching appliance. Access to all administrative and investigative functions shall be available at each physical location where inmate telephones are installed. If access to administrative and investigative functions are designed to be accessed via the County's network, adequate

AT&T Response: AT&T understands and deviates from this requirement. AT&T proposes an alternative Inmate Calling system. The ICS should be installed in a temperature and humidity controlled environment. The ICS hardware has multiple sizes depending on the number of inmate phones hosted by each system. The smallest ICS is the CM 1000. The dimensions are 16.5 " deep by 13" wide by 14" high, and it serves up to 16 phones. The next model, CM 2000, is 18.25" deep by 8.5" wide by 15.25" high and serves up to 48 phones. The CM 3000 is 27.25" deep by 17" wide by 11" high and serves up to 72 phones. The largest ICS is CM 4000. This system comes in a rack and each system serves 72 phones. Between two and four systems can go in a rack, and the racks are 3' long by 3' deep by 6' high. Multiple CM 4000 systems may be networked together to serve any number of inmate phones; there is no maximum number of phones that can be handled by the ICS.



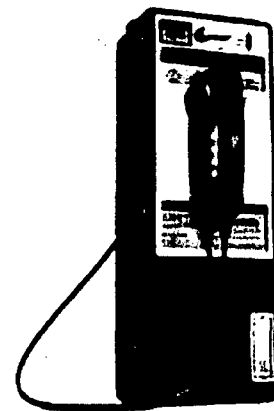
## Snohomish County- Turnkey Public Access Phone Services

firewalls, approved by the County, shall be provided, installed and maintained by the vendor to ensure inmate telephone system and County network security. List system requirements for remote access to administrative and investigative if remote access is utilized. The requirement for recording and archiving calls does not apply to the Indian Ridge Correction Center or Denny juvenile Justice Center. (changed per Amendment 5)

4. **Public Coin Phones** - Acceptable models are: Millenium, ProTel, or equivalent.

A network connection and firewall is provided in the event the facility chooses to connect to the ICS network. Through this connection authorized users can monitor and control inmate calling from facility owned PC's. AT&T suggests the use of Windows XP as an operating platform. If Window XP is not available, the PC will be required to have Windows Internet Explorer 6.0 or higher, Windows Media Player 7.0 or higher and Nero CD burning software for workstations required to transport calls to CD.

AT&T Response: AT&T understands and meets this requirement. AT&T proposes to replace the existing coin telephone sets with the Elcotel Series 5 "smart" coin public terminal (or similar equipment). The Elcotel Series 5 "smart" coin public terminal is a fully remote programmable and downloadable, coin-pay station that is completely line powered for maximum protection from electrical outages. Its state-of-the-art features include:




- ◆ Self diagnostics detect and record numerous alarm conditions and transmit them to the host system for analysis and dispatch as required. The include, but are not limited to, coin jam, coin box full, coin box removed, inactivity, and handset failure.
- ◆ Call Type Counters are updated with each call and downloaded daily to the host system.
- ◆ A self-resetting volume control button.
- ◆ Full, stored-memory rating functionality.
- ◆ A 50-number programmable speed dial memory function.
- ◆ An ADA compliant handset with full acoustic coupling capability.

See Attachment H for additional telephone specifications.



## Snohomish County- Turnkey Public Access Phone Services

<p>5. <b>TDD Equipment - Acceptable models are: Ultratec "the Pay Phone TDD" Model M240, M240 FS or equivalent.</b></p>	<p>AT&amp;T Response: AT&amp;T understands and meets this requirement. AT&amp;T will provide portable TTD's to meet the ADA requirements for hearing impaired inmates at no cost to Snohomish County.</p> <p>AT&amp;T proposes the Ultratec M120 (or similar equipment for TDD access requirements.</p> <p>Used in thousands of facilities nationwide, the Ultratec M120 offers maximum protection against vandalism, making it a perfect solution for the inmate environment. The Ultratec M120 is FCC approved, works with all types of public phones, and does not affect use of hearing public.</p>  <p>The Ultratec M120 will meet the operational specifications of this RFP. Specifications for the Ultratec M120 are provided in Attachment H.</p>
<p>6. <b>Long distance calls permitted-from public pay telephones are - cent-paid, 0+, 3<sup>rd</sup> number billing, credit card, calling card, and collect. Coin-less public pay phones should allow 0+, credit card, calling card, collect, and 3<sup>rd</sup> number billing. Inmate phones will allow outgoing collect calls only. These services must be available for use 24 hours a day, seven days per week (24/7).</b></p>	<p>AT&amp;T Response: AT&amp;T understands and meets this requirement. Long distance calls such as cent-paid, 0+, 3<sup>rd</sup> party calling, credit card, calling card and collect calls are permitted from public pay telephones.</p> <p>The proposed ICS and telephones only allow outgoing, collect (optionally debit) calls.</p> <p>These services are available 24 hours a day, seven days per week (24/7).</p>
<p>7. <b>The system for inmate Calling service must have the following operational standards:</b></p> <p>a One-way, out-going only service;</p>	<p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The proposed ICS allows outgoing, collect (optionally debit) calls only. The lines used for the inmate telephones are ordered from the local</p>



## Snohomish County– Turnkey Public Access Phone Services

<p>b Collect-only, station-to-station-calling;</p> <p>c Direct dialed calls of any type must be prohibited;</p> <p>d Access to "411" and/or "555-1212" information service must be prohibited;</p>	<p>exchange carrier (LEC) to allow outgoing calls only. The ICS is not capable of answering calls. The only incoming line provided by the LEC will be utilized as a dedicated modem line for remote access and diagnostic testing. Further, we propose to install "dumb" telephone instruments that serve as a tool from which inmates are able to place outgoing calls only.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The proposed ICS allows outgoing, collect (optionally debit) calls only. The lines used for the inmate telephones are ordered from the local exchange carrier (LEC) to allow outgoing calls only. The ICS is not capable of answering calls. The only incoming line provided by the LEC will be utilized as a dedicated modem line for remote access and diagnostic testing. Further, we propose to install "dumb" telephone instruments that serve as a tool from which inmates are able to place outgoing calls only.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The proposed ICS allows outgoing, collect (optionally debit) calls only. The lines used for the inmate telephones are ordered from the local exchange carrier (LEC) to allow outgoing calls only. The ICS is not capable of answering calls. The only incoming line provided by the LEC will be utilized as a dedicated modem line for remote access and diagnostic testing. Further, we propose to install "dumb" telephone instruments that serve as a tool from which inmates are able to place outgoing calls only.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. Prior to installation, the ICS is programmed to automatically prohibit calls to pay-per-call, directory assistance and emergency services, including: 800, 888, 877, 900, 976, 550, 555-1212, 700, 500, 911, 411, etc. Further, the ICS automatically prohibits calls to all long distance carrier access codes including 10-XXX, 101-XXXX Primary Interstate Carrier (PIC) codes, all local numbers which access long distance carriers such as 950-XXXX and toll-free area codes and exchanges.</p>
--	--



## Snohomish County-- Turnkey Public Access Phone Services

<p>e Access to "800, 866, 877 and 888" numbers must be prohibited;</p>	<p>AT&amp;T Response: AT&amp;T understands and meets this requirement. Prior to installation, the ICS is programmed to automatically prohibit calls to pay-per-call, directory assistance and emergency services, including: 800, 888, 877, 900, 976, 550, 555-1212, 700, 500, 911, 411, etc. Further, the ICS automatically prohibits calls to all long distance carrier access codes including 10-XXX, 101-XXXX Primary Interstate Carrier (PIC) codes, all local numbers which access long distance carriers such as 950-XXXX and toll-free area codes and exchanges</p>
<p>f Access to multiple long distance carriers via 800+, 888+, - 900+, 950+, 976+, or 10XXX numbers and other calls as defined from time to time by the County must be prohibited;</p>	<p>AT&amp;T Response: AT&amp;T understands and meets this requirement. Prior to installation, the ICS is programmed to automatically prohibit calls to pay-per-call, directory assistance and emergency services, including: 800, 888, 877, 900, 976, 550, 555-1212, 700, 500, 911, 411, etc. Further, the ICS automatically prohibits calls to all long distance carrier access codes including 10-XXX, 101-XXXX Primary Interstate Carrier (PIC) codes, all local numbers which access long distance carriers such as 950-XXXX and toll-free area codes and exchanges</p>
<p>g Access to the "911" emergency system must be prohibited;</p>	<p>AT&amp;T Response: AT&amp;T understands and meets this requirement. Prior to installation, the ICS is programmed to automatically prohibit calls to pay-per-call, directory assistance and emergency services, including: 800, 888, 877, 900, 976, 550, 555-1212, 700, 500, 911, 411, etc. Further, the ICS automatically prohibits calls to all long distance carrier access codes including 10-XXX, 101-XXXX Primary Interstate Carrier (PIC) codes, all local numbers which access long distance carriers such as 950-XXXX and toll-free area codes and exchanges</p>
<p>h Cut-off control switches or equivalent functionality must be provided to facility officials to control telephone service availability. The County will specify the location of the switches.</p>	<p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The ICS is quite flexible in its ability to classify and define the functions of individual phones and groups of phones within a facility and globally. Up-to-the-minute on/off call times and call durations may be determined by authorized personnel, as well as the application of any specific calling restrictions that may be necessary. The ICS allows authorized personnel</p>



## Snohomish County— Turnkey Public Access Phone Services

<p>i. Telephone station equipment must be powered by the telephone line and require no additional power source</p> <p>j. The system must be capable of requiring the use of authorized Personal Identification Numbers (PIN) assigned to each inmate although not required at the present time;</p>	<p>to assign specific call restrictions per PIN, per phone, per location, per PAN (personal allowed number) list, and globally. Facilities utilizing the PIN application are able to assign special disciplinary time periods or specific call and time restrictions to individual PINs. Such restrictions could possibly mean only certain types of calls and call lengths are allowed from specially designated phones. The ICS is able to configure an institution's inmate phones in a wide variety of ways and under different criteria:</p> <ul style="list-style-type: none"><li>• On/Off times may be programmed at each minute, 24 hours a day.</li><li>• On/Off times may be programmed to be unique to each day of the week.</li><li>• On/Off times may be programmed to be unique to different areas within a facility.</li></ul> <p>The entire phone system may be turned On/Off with a couple clicks of the mouse at the on-site workstation and/or manipulated by toggle switches located in a secure location of the facility(s).</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. AT&amp;T inmate telephones are line powered.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The Prisoner Identification Number (PIN) application requires an inmate to use their pre-assigned number when placing a call. Utilizing the PIN application allows you to identify, by name, individuals making calls while monitoring or playing back recorded calls. To further strengthen the control of inmate calling privileges, the PIN application allows administrators to assign special disciplinary time periods or specific call and time restrictions, which can be assigned by PIN. The PIN application helps investigators quickly isolate and identify useful data by the using PINs when running reports.</p> <p>The Personal Allowed Number (PAN) application takes security one-step further by providing tight control on all numbers called from the facility. The PAN application allows administrators to associate a "personal allowed number" list with each PIN, so that</p>
---	--



## Snohomish County– Turnkey Public Access Phone Services

<p>k. The system must be able to take an individual station out of service. Provide the County the procedures and the length of time in minutes that will be required to take a station off-line;</p>	<p>the inmate is unable to make calls except to those pre-specified numbers on his or her list. To further control the telephone usage of inmates, telephones may be programmed with specific call restrictions and call durations by PIN. Once a number is restricted/blocked in the system, calls to that number are prohibited until otherwise modified by authorized personnel. The ICS can also assign a speed dial number to each PAN to further alleviate the problem of inmate's stealing or using other PIN/PANs.</p> <p>The following options are available to the facility when utilizing the PIN application:</p> <ul style="list-style-type: none"><li>- PIN assignment with open number calling privileges</li><li>- PIN assignment with no restrictions or designated number list</li><li>- PIN assignment with specific call restrictions</li><li>- PIN assignment with a designated number list</li><li>- Or, any combination as described above</li></ul> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The ICS is quite flexible in its ability to classify and define the functions of individual phones and groups of phones within a facility and globally. Up-to-the-minute on/off call times and call durations may be determined by authorized personnel, as well as the application of any specific calling restrictions that may be necessary. The ICS allows authorized personnel to assign specific call restrictions per PIN, per phone, per location, per PAN (personal allowed number) list, and globally. Facilities utilizing the PIN application are able to assign special disciplinary time periods or specific call and time restrictions to individual PINs. Such restrictions could possibly mean only certain types of calls and call lengths are allowed from specially designated phones. The ICS is able to configure an institution's inmate phones in a wide variety of ways and under different criteria:</p> <ul style="list-style-type: none"><li>• On/Off times may be programmed at each minute, 24 hours a day.</li><li>• On/Off times may be programmed to be unique to each day of the week.</li><li>• On/Off times may be programmed to be unique to different areas within a facility.</li></ul>
---	---





## Snohomish County– Turnkey Public Access Phone Services

<p>I. The system must be capable of executing queries on demand, including whether or not a specific telephone number is in the system;</p>	<p>The entire phone system may be turned On/Off with a couple clicks of the mouse at the on-site workstation and/or manipulated by toggle switches located in a secure location of the facility(s).</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. Much of ICS's functionality is based on Microsoft® SQL Server™ multi-user relational database management system, which provides powerful tools for the creation, maintenance, and administration of large databases. SQL gives the ICS the ability to organize and process large amounts of data in a fast and efficient manner. SQL has significant data replication capabilities that provide substantial data backup security. Authorized personnel are able to generate call detail reports, on demand, through the on-site multimedia workstation, via the Investigative Reports application. Reports are also generated by the System Administrator in one of two ways, through the Investigative Reports application, which is based on standardized reports, user specified parameters, and ASCII format.</p> <p>The call management reports are maintained on-site in the SQL tables for a minimum of one year. The billing reports are extracted from the System daily and maintained in our corporate headquarters in Irving, Texas.</p> <p>The ICS will generate call detail reports based on site-specific parameters determined by authorized personnel. All reports can be generated through the Investigative Reports graphical interface application based on the following standardized reports:</p> <ol style="list-style-type: none"><li>1) Specific phone number(s)</li><li>2) Specific PIN number(s)</li><li>3) Number of calls</li><li>4) Duration of calls</li><li>5) Type of calls (i.e. complete, incomplete, blocked)</li><li>6) Date and time ranges</li><li>7) All calls from an originating phone (regardless of CO concentration)</li><li>8) Phone numbers called most frequently</li><li>9) Call detail per selected Housing Unit, Cellblock, or Pod</li><li>10) Phone numbers being called by multiple inmates</li><li>11) Call detail of numbers that are "watched" or under investigation</li></ol>
---	---



## Snohomish County-- Turnkey Public Access Phone Services

<p>m The system must have the ability to have restrictions vary by the combination of inmate and called-party so that special treatment may be afforded for calls to attorneys or other privileged communications.</p>	<p>12) Summary of phone usage in number of calls and minutes per phone groups 13) Facility wide calling and minute totals by phone 14) Graphic display of inmate phone usage by hour of day 15) Graphic display of system wide usage per hour of day 16) Call detail of all in-state calls 17) Call detail of all out-of-state calls</p> <p>The time frame for developing and delivering such reports is dependent on the user entry and retrieval capabilities. AT&amp;T will fully train authorized personnel in the process for generating reports on demand through the proposed ICS</p> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The ICS also provides the ability to automatically eliminate any monitoring or recording of special calls, such as to legal counsel, by designating the number as a "private" number. In the event that a retrieval of a "private" call is attempted, the System will inform the user that, "This call is prohibited from monitoring."</p>
<p>n All collect calls must be processed <u>without</u> the involvement of a live operator.</p>	<p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The ICS provides multilingual automated (synthesized) operator assistance in English, Spanish, Chinese, Creole, Vietnamese, and Tagalog. Additional languages may be incorporated into the System to suit the needs of the facility. <u>With the ICS, inmates never have access to or the need to access a live operator.</u></p> <p>Upon positive acceptance of a call, the called party has the capability to over-ride the inmate's language selection by selecting another language. This function eliminates any attempts by the inmate to confuse the called party with a language he/she does not understand.</p> <p>Professionally recorded voice prompts, featured by the ICS, allow for specific call progressions and requirements. When monitoring and recording, a voice prompt informs both parties that the call is being recorded and may be monitored by department personnel. In cases where time restrictions are placed on inmate calls, both the inmate and called party are warned one minute prior</p>



## Snohomish County– Turnkey Public Access Phone Services

<p>o. The system must be able to detect, and when detected disconnect in real time, the called party's attempt to access 3-way calling or conference calling on all calls Local, InterLata, and IntraLata. Prevent 3-way calls; following the connection of the call between the inmate and the called party, regardless of whether the called has first accepted the call.</p> <p>p The 3-way calling prevention features must be able to be deactivated on a per number dialed, per inmate basis. This would permit call transfer or 3-way conferencing of specific inmate calls placed to certain telephone numbers such as those at attorney's offices.</p>	<p>to termination of the call. Customized random tag lines are also available as a precautionary measure to deter fraudulent use of phone. Voice prompts are easily manipulated and can be customized to meet the facility's wishes.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. Our new three way detect feature detects silence utilizing a patent pending algorithm which dynamically senses a three-way event during the conversation. Our three-way detection software utilizes a variety of techniques to isolate three way calls. If a three-way call is detected, the ICS can be configured to do one of the following:</p> <ul style="list-style-type: none"><li>• Play a tag line stating three way calling is not allowed</li><li>• Flag the record as a three way call</li><li>• Terminate the call in progress</li></ul> <p>Current field results from our sites utilizing this new patent pending technology approach 90% effectiveness in accuracy in both detecting and disconnecting three way calls. Sensitivity levels can be adjusted to meet the needs of the facility.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. Our new three way detect feature detects silence utilizing a patent pending algorithm which dynamically senses a three-way event during the conversation. Our three-way detection software utilizes a variety of techniques to isolate three way calls. If a three-way call is detected, the ICS can be configured to do one of the following:</p> <ul style="list-style-type: none"><li>• Play a tag line stating three way calling is not allowed</li><li>• Flag the record as a three way call</li><li>• Terminate the call in progress</li></ul> <p>Current field results from our sites utilizing this new patent pending technology approach 90% effectiveness in accuracy in both detecting and disconnecting three way calls. Sensitivity levels can be adjusted to meet the needs of the facility.</p> <hr/>
---	--



## Snohomish County– Turnkey Public Access Phone Services

<p>q. Call acceptance by the called party is to be accomplished through an active process initiated by the called party. The active process required is the dialing of a digit on the called party's telephone;</p>	<p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The system will only complete a call once it detects positive acceptance by the called party. The preferred method for call acceptance is dual tone multi-frequency (DTMF) as it is more accurate than rotary detect, although provisions will be made for users with rotary dial phones. The called party depresses a specific number on their keypad to accept or reject a call. The called party also has the option of blocking any further calls from the facility. Call charges begin upon positive acceptance of the call by the called party.</p>
<p>r. The active call acceptance method must permit the called party to accept the call by dialing the digit specified not only on a Touch Tone telephone but also on a rotary dial telephone;</p>	<p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The system will only complete a call once it detects positive acceptance by the called party. The preferred method for call acceptance is dual tone multi-frequency (DTMF) as it is more accurate than rotary detect, although provisions will be made for users with rotary dial phones. The called party depresses a specific number on their keypad to accept or reject a call. The called party also has the option of blocking any further calls from the facility. Call charges begin upon positive acceptance of the call by the called party.</p>
<p>s. During the call set up process, a prerecorded announcement identifying that the collect call is coming from a specific inmate at a specific Correctional Institution must be heard by the answering party. No pre-acceptance communication by the inmate who is placing the call is permitted. However, the inmate must be able to hear the call set up announcements and acceptance results which occur, after the call has been answered.</p>	<p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The ICS provides multilingual automated (synthesized) operator assistance in English, Spanish, Chinese, Creole, Vietnamese, and Tagalog. Additional languages may be incorporated into the System to suit the needs of the facility. <u>With the ICS, inmates never have access to or the need to access a live operator.</u></p> <p>Upon positive acceptance of a call, the called party has the capability to over-ride the inmate's language selection by selecting another language. This function eliminates any attempts by the inmate to confuse the called party with a language he/she does not understand.</p> <p>Professionally recorded voice prompts, featured by the ICS, allow for specific call progressions and requirements. When monitoring and recording, a voice prompt informs both parties that the call is being recorded and may be monitored by department personnel. In cases where time restrictions are placed on inmate calls, both the</p>



## Snohomish County– Turnkey Public Access Phone Services

inmate and called party are warned one minute prior to termination of the call. Customized random tag lines are also available as a precautionary measure to deter fraudulent use of phone. Voice prompts are easily manipulated and can be customized to meet the facility's wishes.

The following provides a point-by-point presentation of the automated call messages and features:

- Professionally recorded voice prompts that allow for specific call progressions and requirements.
- A personalized prompt that identifies the facility and the inmate on each attempted call.
- A voice prompt informs both parties that the call is recorded and monitored.
- Both parties are warned one minute prior to the call being terminated when time restrictions are applied.
- Random tag lines are also available as a precautionary measure to deter fraudulent use of phone.
- Security parameters may be set in place by allowing only prerecorded names to be used every time an inmate makes a call.
- All audio is muted between parties prior to call acceptance.
- Voice prompts are easily manipulated and can be customized to meet your needs.

With the ICS, the line of communication is fully muted until the system detects positive acceptance by the called party. The inmate is not able to listen to the status of the call in progress. If the call is not completed, (refusal, busy signal, unauthorized number, etc.) The ICS informs the inmate of the reason the call was not completed via automated voice response.

When mute acceptance is turned on, the inmate will simply hear a tagline of "Please wait while your call is in progress". After this prompt, the inmate will hear nothing until the called party positively accepts the call. Upon acceptance, both parties will hear, "Your call is subject to recording and monitoring. Thank you for using AT&T." Otherwise, the inmate will receive an automated response as to the reason the call was not accepted, such as "No one is answering at this time."



## Snohomish County– Turnkey Public Access Phone Services

t. The system must be capable of providing an announcement that overlays, as background to the voice conversation, stating that the call is from a Correctional -Institution. The system must allow this overlay announcement to be automatically played intermittently during the call;

AT&T Response: AT&T understands and meets this requirement. Personalized prompts that identify the facility on each attempted call will be included with the ICS. Random tag lines are also available as a precautionary measure to deter the fraudulent use of phones. Further security parameters may be set in place by allowing only prerecorded names to be used every time an inmate makes a call.

u The control and administration functions are performed to include but not be limited to time of day and day of week restrictions

AT&T Response: AT&T understands and meets this requirement. The ICS is quite flexible in its ability to classify and define the functions of individual phones and groups of phones within a facility and globally. Up-to-the-minute on/off call times and call durations may be determined by authorized personnel, as well as the application of any specific calling restrictions that may be necessary. The ICS allows authorized personnel to assign specific call restrictions per PIN, per phone, per location, per PAN (personal allowed number) list, and globally. Facilities utilizing the PIN application are able to assign special disciplinary time periods or specific call and time restrictions to individual PINs. Such restrictions could possibly mean only certain types of calls and call lengths are allowed from specially designated phones. The ICS is able to configure an institution's inmate phones in a wide variety of ways and under different criteria:

- On/Off times may be programmed at each minute, 24 hours a day.
- On/Off times may be programmed to be unique to each day of the week.
- On/Off times may be programmed to be unique to different areas within a facility.

The entire phone system may be turned On/Off with a couple clicks of the mouse at the on-site workstation and/or manipulated by toggle switches located in a secure location of the facility(s).

**ON-SITE CALL DURATION ADJUSTMENTS:**  
To provide greater control, the ICS offers an on-site administrative tool called the 'Action Setup Menu', with expanded per phone/number/location functionality. The Action Setup Menu gives



## Snohomish County-- Turnkey Public Access Phone Services

	<p>authorized personnel access to application functionality such as the adjustment/assignment of call duration limits, monitoring and recording for specific phones, individualized call times per location and/or phone, number exempt status and programmable on/off automation. As with all ICS applications, the Action Setup Menu offers a simple user-friendly environment with point-and-click access to telephone setup and call time automation.</p> <p>The ICS provides a high level of security for entry to each system function through our 'Secure Access' application. Secure Access is a multi-level password application specifically designed to allow the facility Administrator the ability to assign different levels of access to those individuals that will utilize all or a portion of the ICS's application software. Secure Access provides nine potential levels of access with three initial levels (high, medium and low) pre-set by AT&amp;T. Once the system is installed, the facility administrator may modify the initial access levels and/or input additional levels based on facility clearance objectives and designated entry to each application. It is important to note that not only can you limit individual access to each application, but you may limit access to each function within each application.</p>
<p>v. The system must provide centralized system reporting capabilities and must be capable of producing immediate, real-time reports; capabilities and must be capable of</p>	<p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The ICS is equipped with a powerful search engine that enables authorized facility personnel access to valuable call detail information and statistical data. This application provides 15 standard reports with parameter fields that allow the user to define the information content of each report based on the following criteria options:</p> <ul style="list-style-type: none"><li>• Per phone, per location and per inmate</li><li>• Destination number (partial and/or full number entry)</li><li>• Date and time range</li><li>• Call duration and call frequency</li><li>• Call type (i.e. completed, incomplete, blocked, etc.)</li><li>• Number restriction and/or status assignment</li><li>• Personal allowed number cross referencing</li><li>• Graphical display of call fluctuation</li><li>• Local, intraLATA, interLATA, interstate and</li></ul>



## Snohomish County– Turnkey Public Access Phone Services

<p>w. The system must be able to establish call time limits by telephone number for inmate calls. A warning tone or announcement must be given to the caller prior to the call being terminated. The system must be able to have this limiting factor disengaged for specific numbers i.e., attorney's numbers;</p>	<ul style="list-style-type: none"><li>international</li><li>Broad search with no data entry</li><li>Suspected fraudulent call activity</li></ul> <p>The Investigative Reports compiles the data and displays the information on the workstation monitor in report format in a matter of seconds regardless of the volume of information retrieved. Further, this application provides multiple functions for call playback, copying calls to remote media and restoring calls from an archival mode. There are no limits to the type of information available through the Investigative Reports. This unique application will even assist you in generating a report with little or no concrete information available. For example, our Frequently Called Number Report will display information relative to the amount of calls to a particular number and reflect the location(s) from within the facility the number was called.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The ICS is quite flexible in its ability to classify and define the functions of individual phones and groups of phones within a facility and globally. Up-to-the-minute on/off call times and call durations may be determined by authorized personnel, as well as the application of any specific calling restrictions that may be necessary. The ICS allows authorized personnel to assign specific call restrictions per PIN, per phone, per location, per PAN (personal allowed number) list, and globally. Facilities utilizing the PIN application are able to assign special disciplinary time periods or specific call and time restrictions to individual PINs. Such restrictions could possibly mean only certain types of calls and call lengths are allowed from specially designated phones. The ICS is able to configure an institution's inmate phones in a wide variety of ways and under different criteria:</p> <ul style="list-style-type: none"><li>On/Off times may be programmed at each minute, 24 hours a day.</li><li>On/Off times may be programmed to be unique to each day of the week.</li><li>On/Off times may be programmed to be unique to different areas within a facility.</li></ul> <p>The entire phone system may be turned On/Off with a couple clicks of the mouse at the on-site</p>
---	--





## **Snohomish County- Turnkey Public Access Phone Services**

- x. The system must be capable of denying certain specific telephone numbers from inmate calling. The centralized processor must have the capacity to block at least 500,000 common eleven-digit numbers;

workstation and/or manipulated by toggle switches located in a secure location of the facility(s).

AT&T Response: AT&T understands and meets this requirement. Prior to installation, the ICS is programmed to automatically prohibit calls to pay-per-call, directory assistance and emergency services, including: 800, 888, 877, 900, 976, 550, 555-1212, 700, 500, 911, 411, etc. Further, the ICS automatically prohibits calls to all long distance carrier access codes including 10-XXX, 101-XXXX Primary Interstate Carrier (PIC) codes, all local numbers which access long distance carriers such as 950-XXXX and toll-free area codes and exchanges.

### **ADDITIONAL BLOCKING FEATURES:**

The ICS has the capability to block an unlimited number of calls at any one time. Number blocking is accomplished in one of two methods; 1) enter the number(s) to be blocked in the Restrict Number Editor through the on-site workstation, or 2) submit the number(s) to be blocked to AT&T. Either option provides for immediate restriction of the number once it is entered into the system. Snohomish County may submit a list of numbers they wish to have blocked and AT&T will enter the numbers into the system prior to installation.

Further, if a number needs to be flagged as a "watched" number for investigative purposes, or perhaps labeled as "private" in order to avoid being monitored or recorded, this is immediately accomplished with the quick click of the mouse. The ICS also allows "Wildcard" blocking which can block inmates from calling large groups of unknown phone numbers (i.e. hospitals, government offices, college campuses, party lines, and payphones).

- y. The system should be capable of providing simultaneous call capabilities to all inmate telephones i.e., there must be no line blockage between the inmate station and the servicing central office;

AT&T Response: AT&T understands and meets this requirement. The ICS allows for inmates to place calls simultaneously throughout the facility as well as allow administrators to conduct all the system capabilities (recording, monitoring, reporting, etc..) while calls are in progress.



## **Snohomish County– Turnkey Public Access Phone Services**

<p><b>z.</b> The system must be capable of processing calls on a selective bilingual basis ( English and Spanish). The inmate must be able to select the preferred language using no more than a two-digit code.</p> <p><b>aa.</b> The system must provide for the prevention of completing a call to a number that has been call forwarded to another number.</p>	<p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The ICS provides multilingual automated (synthesized) operator assistance in English, Spanish, Chinese, Creole, Vietnamese, and Tagalog. Additional languages may be incorporated into the System to suit the needs of the facility. <u>With the ICS, inmates never have access to or the need to access a live operator.</u></p> <p>Upon positive acceptance of a call, the called party has the capability to over-ride the inmate's language selection by selecting another language. This function eliminates any attempts by the inmate to confuse the called party with a language he/she does not understand.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The system will allow completion of only one dialed number per individual attempt. To place additional calls the individual must repeat the entire dialing sequence. Chain calling, incoming calls, third-party calls, credit card calls, etc. are not permitted. Additionally, the ICS has a "Multiple Dialing" feature that prohibits two or more inmates from placing a call to the same number simultaneously. The ICS will block each attempted call until the initial call is terminated.</p> <hr/>
<p><b>8.</b> The inmate telephones must be new or in like new condition and have the physical and design characteristics that include the following:</p>	<p>AT&amp;T Response: AT&amp;T understands and meets this requirement. AT&amp;T proposes to replace the existing inmate telephone sets with the CT1000 (or similar equipment), which is specifically designed for the inmate market and will meet or exceed the requirements of Snohomish County. The stainless steel and powder coated cold rolled steel provide rugged vandal resistant telephone housing designed for inmate use.</p> <p>The CT1000 is specially designed to operate in prisons, inmate facilities, and other high traffic, high vandalism areas and will meet or exceed the requirements of Snohomish County. Features of the CT1000 include:</p> <ul style="list-style-type: none"><li>▪ Heavy duty 14-gauge stainless steel housing</li><li>▪ Built-in volume control and background noise reduction circuitry</li><li>▪ Designed for durable and maintenance free operation</li></ul>



## Snohomish County– Turnkey Public Access Phone Services

<p>a. Chrome plated DTN dial that is water, flame and shock resistant.</p> <p>b. Hearing-aid compatible.</p> <p>c. A steel housing that protects the electronic components of the telephone.</p> <p>d. Paint/finish is mar and scratch resistant.</p> <p>e. Operating ease with concise instructions on the faceplate.</p> <p>f. A weatherproof housing design that resists the most severe weather conditions.</p>	<ul style="list-style-type: none"><li>▪ Line powered</li><li>▪ Wall mounts in any location, including outdoors</li></ul> <p>See Attachment H for additional inmate telephone specifications.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The dial is chrome plated and is water, flame and shock resistant.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The telephone is hearing aid compatible.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The telephone has a heavy duty 14-gauge stainless steel housing</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The stainless steel and powder coated cold rolled steel provide rugged vandal resistant telephone housing designed for inmate use.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. Each Inmate Telephone that AT&amp;T has proposed for replacement will contain a protected dialing instruction window. The window is clearly visible by the user and the signage behind the window is only accessible from inside of the phone. AT&amp;T will install signage in the window that will meet the requirements of the County. This feature will be provided at no cost to the County.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The telephone wall mounts in any location, including outdoors with an Operating Temperature –40 to +140 Degrees Fahrenheit</p>
<p>g. Industry standard design.</p> <p>h. An armored handset cord that is resistant to stretching and breaking to eliminate out-of-service conditions.</p>	<p>AT&amp;T Response: AT&amp;T understands and meets this requirement. AT&amp;T proposes to replace the existing inmate telephone sets with the CT1000 (or similar equipment), which is specifically designed for the inmate market and will meet or exceed the requirements of Snohomish County.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The handset cord is an armored cord with steel lanyard and heavy gauge steel retainer that eliminates breaking.</p>



## Snohomish County– Turnkey Public Access Phone Services

<p>i. Tamper proof housing.</p> <p>j. Installation reinforced by security studs to prevent easy removal of the telephone.</p> <p>9. The following system and usage reports, at a minimum are required on a monthly basis. The successful bidder, at no Cost, may provide other reports deemed important:</p> <p>a. Total gross revenue and commission by Institution/Department/<u>location</u></p> <p>b. Frequently called number report.</p> <p>c. Station Message Detail Recording (SMDR) reports which include:</p>	<p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The stainless steel and powder coated cold rolled steel provide a rugged vandal resistant telephone housing designed for inmate use.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The telephone wall mounts in any location, including outdoors and is reinforced to prevent easy removal.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. AT&amp;T will provide reports as required by the County.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. AT&amp;T typically provides commission payments based on the 16<sup>th</sup> of the month to the 15<sup>th</sup> of the following month. A commission check and revenue report will be sent by the 20<sup>th</sup> day of the following month. A sample revenue report is included in Attachment F. AT&amp;T will customize reports to meet the needs of the County.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. The Frequently Called Number (FCN) feature allows investigators to generate a report based on user-defined threshold criteria. For example, by entering '50' in the parameter field the system will display only those numbers that have been called 50 times or more within a designated time frame. Once the report is displayed on screen a simple click of the mouse will automatically produce a second report that represents all areas of the facility from which a specific number has been called. From this report investigators can analyze data to determine specific call patterns, detail suspicious activity and selectively assign a watched number status to potential fraudulent numbers.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. Much of ICS's) functionality is based on Microsoft® SQL Server™ multi-user relational database management system, which provides</p>
---	--



## Snohomish County- Turnkey Public Access Phone Services

<p>Duration of all calls;</p> <p>Date and time of all calls;</p> <p>Call charge - local, IntraLATA and InterLATA; and</p> <p>Inmate telephone being used by code</p>	<p>powerful tools for the creation, maintenance, and administration of large databases. SQL gives the ICS the ability to organize and process large amounts of data in a fast and efficient manner. SQL has significant data replication capabilities that provide substantial data backup security. Authorized personnel are able to generate call detail reports, on demand, through the on-site multimedia workstation, via the Investigative Reports application. Reports are also generated by the System Administrator in one of two ways, through the Investigative Reports application, which is based on standardized reports, user specified parameters, and ASCII format.</p> <p>The call management reports are maintained on-site in the SQL tables for a minimum of one year. The billing reports are extracted from the System daily and maintained in our corporate headquarters in Irving, Texas.</p> <p>The ICS will generate call detail reports based on site-specific parameters determined by authorized personnel. All reports can be generated through the Investigative Reports graphical interface application based on the following standardized reports:</p> <ol style="list-style-type: none"><li>1) Specific phone number(s)</li><li>2) Specific PIN number(s)</li><li>3) Number of calls</li><li>4) Duration of calls</li><li>5) Type of calls (i.e. complete, incomplete, blocked)</li><li>6) Date and time ranges</li><li>7) All calls from an originating phone (regardless of CO concentration)</li><li>8) Phone numbers called most frequently</li><li>9) Call detail per selected Housing Unit, Cellblock, or Pod</li><li>10) Phone numbers being called by multiple inmates</li><li>11) Call detail of numbers that are "watched" or under investigation</li><li>12) Summary of phone usage in number of calls and minutes per phone groups</li><li>13) Facility wide calling and minute totals by phone</li><li>14) Graphic display of inmate phone usage by hour of day</li><li>15) Graphic display of system wide usage per hour of day</li><li>16) Call detail of all in-state calls</li><li>17) Call detail of all out-of-state calls</li></ol> <p>The time frame for developing and delivering such</p>
--	--



## Snohomish County– Turnkey Public Access Phone Services

<p>10. <b>Exclusively our inmates, with outside citizens being billed for the collect calls, will use the inmate telephones. Therefore, it is essential that the services be provided at reasonable and customary rates and charges. The vendor's rates must be in compliance with the following specifications:</b></p> <p>a The cost for the initial period for a local call will not exceed the rates of the Dominant carrier for local inmate calls</p> <p>b The cost for IntraLATA inmate calls will not exceed the dominant carrier for the same services provided in transmitting the same call</p> <p>c. InterLATA call rates will not exceed the FCC and PSC approved rates of AT&amp;T for the same services provided in transmitting the same call</p>	<p>reports is dependent on the user entry and retrieval capabilities. AT&amp;T will fully train authorized personnel in the process for generating reports on demand through the proposed ICS.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. AT&amp;T's rates will comply with the following specifications.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. AT&amp;T is the dominant carrier and all charges will reflect the rates in effect at the time of the call. There will be no add-ons.</p> <p>Please note that AT&amp;T's rates are subject to the jurisdiction of the State Public Utility Commission and the Federal Communications Commission, and therefore AT&amp;T may be required to change the rates charged in the event that the applicable tariffs or service guides governing such rates necessitate changes, and AT&amp;T is unable to retain the rates specified herein.</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. AT&amp;T is the dominant carrier and all charges will reflect the rates in effect at the time of the call. There will be no add-ons.</p> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. AT&amp;T is the dominant carrier and all charges will reflect the rates in effect at the time of the call. There will be no add-ons.</p> <p>Please note that AT&amp;T's rates are subject to the jurisdiction of the State Public Utility Commission and the Federal Communications Commission, and therefore AT&amp;T may be required to change the rates charged in the event that the applicable tariffs or</p>
---	---



## Snohomish County– Turnkey Public Access Phone Services

	service guides governing such rates necessitate changes, and AT&T is unable to retain the rates specified herein.
<p>d. Time of day and day of week discounts as approved by the PSC Will be applied to IntraLATA and interLATA -calls using the same stipulation</p> <p>e. All collect calls placed from the inmate telephones will be charged at Station-to-station rates. Person-to-person rates will not be allowed.</p>	<p>AT&amp;T Response: AT&amp;T understands and meets this requirement. Time of day and day of week discounts will be applied to IntraLATA and interLATA -calls</p> <hr/> <p>AT&amp;T Response: AT&amp;T understands and meets this requirement. All collect calls placed from the inmate telephones will be charged at Station-to-station rates. Person-to-person rates will not be allowed.</p> <hr/>

## AMENDMENT TO BID

## County of Snohomish - Purchasing Division

Delivery Address:  
2802 Wetmore Ave, 4<sup>th</sup> Floor  
Everett, Washington 98201  
(425) 388-3344

Mailing Address:  
3000 Rockefeller Ave, MS 507  
Everett, Washington 98201  
(425) 388-3344

Date Prepared: September 28, 2004

Bid Number: 74-04

Department: Information Services

Amendment Number: One (1)

General Description: Turnkey Public Access Phone Services,  
Annual Contract

---

The following information modifies and amends Formal Bid 74-04 in part:

The deadline for submission of bids has been extended to 3:00 p.m., October 19, 2004.

All other information remains unchanged.

Bidders are requested to sign and return amendment with sealed bid acknowledging receipt.

  
David Gibson, Purchasing Manager

AT&T  
Company Name  
DeLeonora RFP MANAGER  
Title (Signature)  
10/18/04  
Date



# AMENDMENT TO BID

## County of Snohomish - Purchasing Division

Delivery Address:  
2802 Wetmore Ave, 4<sup>th</sup> Floor  
Everett, Washington 98201  
(425) 388-3344

Mailing Address:  
3000 Rockefeller Ave, MS 507  
Everett, Washington 98201  
(425) 388-3344

Date Prepared: September 29, 2004

Bid Number: 74-04

Department: Information Services

Amendment Number: Two (2)

General Description: Turnkey Public Access Phone Services,  
Annual Contract

The following information modifies and amends Formal Bid 74-04 in part:

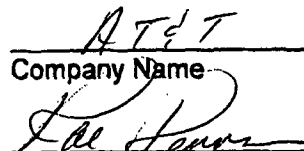
Page 5, General Administrative Requirements, Paragraph 4:

Add: Written questions may be sent to [don.fitzthum@co.snohomish.wa.us](mailto:don.fitzthum@co.snohomish.wa.us)

All other information remains unchanged.

Bidders are requested to sign and return amendment with sealed bid acknowledging receipt.

  
David Gibson, Purchasing Manager

  
Company Name  
Title (Signature) RFP MANAGER  
10/18/04  
Date

## AMENDMENT TO BID

### County of Snohomish - Purchasing Division

**Delivery Address:**  
2802 Wetmore Ave, 4<sup>th</sup> Floor  
Everett, Washington 98201  
(425) 388-3344

**Mailing Address:**  
3000 Rockefeller Ave, MS 507  
Everett, Washington 98201  
(425) 388-3344

Date Prepared: October 12, 2004

Bid Number: 74-04

Department: Information Services

Amendment Number: Three (3)

General Description: Turnkey Public Access Phone Service, Annual Contract

---

The following information modifies and amends Formal Bid 74-04 in part:

Page 6, Scope of Work, II. General Requirements, Paragraph 2:

Add: The service provider will determine the most efficient, reliable and economical methodology to provide the required functionality. If any system administrative or investigative functions are reliant on the use of the County's network, the vendor is solely responsible to ensure compatibility with the existing network, network operating system, network workstation hardware and network workstation operating system. Snohomish County presently utilizes Windows XP. Outgoing telephone service from each facility shall be independent of and not reliant upon the County's computer network system.

Page 11, Functional/Technical Requirements, 1.:

Add: The recording system shall hold 90 days of recorded calls online, and automatically archive the oldest recordings to CD or DVD before overwriting.

Page 11, Functional/Technical Requirements, 3.:

Delete: "System 100".

Add: Monitoring and control of all system functions shall be available at a minimum of one dedicated administrative/investigative workstation per switching appliance. Access to all administrative and investigative functions shall be available at each physical location where inmate telephones are installed. If access to administrative and investigative functions are designed to be accessed via the County's computer network, adequate firewalls, approved by the County, shall be provided, installed and maintained by the vendor to ensure inmate telephone system and County network security. List system requirements for remote access to administrative and investigative if remote access is utilized.

Replace: "new" with "new or in like new condition".

Page 2, Scope of Work,

Add: Attachment A (current and required new telephone information)

DEPARTMENT	USER	ADDRESS	CURRENT PHONE	NEW PHONE	TDD	PHONE NO.
<b>COIN PHONE REQUIREMENTS</b>						
SHERIFF	Stanwood Police Dept	8727 271st St NW Stanwood, WA 98292 15928 Mill Creek Blvd.	No	Yes		
	South Precinct	Mill Creek, WA 98012 14000 179th SE	No	Yes		
	East Precinct	Monroe, WA 98272 15100 40th Ave NE	No	Yes		
	North Precinct	Marysville, WA 98271	No	Yes		
	Gold Bar Police	503 Lewis Ave. Gold Bar, WA 98251	No	Yes		
	Darrington Police	1115 Seeman St. Darrington, WA 98241	No	Yes		
Superior Court	Everett Courthouse	3000 Rockefeller, 2nd Floor Everett, WA 98201	Yes	No		425-259-9959
	Everett Courthouse	3000 Rockefeller, 5th Floor Everett, WA 98201	Yes	No		425-259-9940
	Everett Courthouse	3000 Rockefeller, 5th Floor Everett, WA 98201	Yes	No		425-258-9800
District Court	Cascade District Court	415 E. Burke St. Arlington, WA 98223	Yes	No		360-435-9903
	Evergreen District Court	14414 179th Ave SE Monroe, WA 98272	Yes	No		360-794-9942
	South District Court	20520 68th Ave. W. Lynnwood, WA 98036	Yes	No		425-771-9837
	Everett Courthouse	3000 Rockefeller, 3rd Floor Everett, WA 98201	Yes	No	Yes	425-258-9942
Prosecuting Attorney	Mission Bldg	3000 Rockefeller, 1st Fl Everett, WA 98201	Yes	No		425-259-9907
	Mission Bldg	3000 Rockefeller, 1st Fl Everett, WA 98201	Yes	No		425-259-9862
Human Resources	Old Admin Bldg	3000 Rockefeller, 1st Floor Everett, WA 98201	Yes	No	Yes	425-259-9919
	Old Admin Bldg	3000 Rockefeller, 1st Floor Everett, WA 98201	Yes	No		425-259-9981
Treasurer	Old Admin Bldg	3000 Rockefeller, 2nd Floor Everett, WA 98201	Yes	No		425-339-9845

DEPARTMENT	USER	ADDRESS	CURRENT PHONE	NEW PHONE	TDD	PHONE NO.
<b>COIN PHONE REQUIREMENTS</b>						
PDS	Old Admin Bldg	3000 Rockefeller, 5th Floor Everett, WA 98201	Yes	No		425-339-9952
PARKS	McCollum Park Pool	600 128th St. Everett, WA 98204	Yes	No		425-337-9932
	Flowing Lake Park	17900 48th SE. Snohomish, WA 98290	Yes	No		360-568-9941
	Kayak Park	15610 Marine Dr. Stanwood, WA 98292	Yes	No		360-650-9913
	Evergreen State Fairgrounds	14405 179th SE, West Entrance Monroe, WA 98272	Yes	No		360-805-9923
	Evergreen State Fairgrounds	14405 179th SE, Horse Arena Monroe, WA 98272	Yes	No		360-805-9921
	Evergreen State Fairgrounds	14405 179th SE, S of Restrooms Monroe, WA 98272	Yes	No		360-794-9986
	Evergreen State Fairgrounds	14405 179th SE, Bunny Barn Monroe, WA 98272	Yes	No		360-794-9903
	Evergreen State Fairgrounds	14405 179th SE, Grandstand Monroe, WA 98272	Yes	No		360-794-9992
	Evergreen State Fairgrounds	14405 179th SE, Bunny Barn Monroe, WA 98272	Yes	No		360-794-9923
	Evergreen State Fairgrounds	14405 179th SE, Dairy Barn Monroe, WA 98272	Yes	No		360-805-9916
	Evergreen State Fairgrounds	14405 179th SE, 400 Bldg Monroe, WA 98272	Yes	No		360-794-9922
	Evergreen State Fairgrounds	14405 179th SE, East Gate Monroe, WA 98272	Yes	No		360-794-9939
	Administration Bldg	1624 Virginia Snohomish, WA 98290	Yes	No		425-397-9902
Airport	Airport	10012 33rd Ave W. Everett, WA 98208	Yes	No		425-353-9910
	Airport	3220 100th St. SW Everett, WA 98208	Yes	No		425-355-9910
	Airport	3220 100th St. SW Everett, WA 98208	Yes	No		425-355-9937
	Airport	3220 100th St. SW Everett, WA 98208	Yes	No		425-355-9949
	Airport	3220 100th St. SW Everett, WA 98208	Yes	No		425-353-9836

DEPARTMENT	USER	ADDRESS	CURRENT PHONE	NEW PHONE	TDD	PHONE NO.
<b>COIN PHONE REQUIREMENTS</b>						
ALL	New Admin Bldg, 1st Floor	3000 Rockefeller Everett, WA 98201	No	Yes		New Service
	New Admin Bldg, 2nd Floor	3000 Rockefeller Everett, WA 98201	No	Yes		New Service
	New Admin Bldg, 3rd Floor	3000 Rockefeller Everett, WA 98201	No	Yes		New Service
	New Admin Bldg, 6th Floor	3000 Rockefeller Everett, WA 98201	No	Yes		New Service
	New Admin Bldg, 8th Floor	3000 Rockefeller Everett, WA 98201	No	Yes	YES	New Service
	New Admin Bldg, Basement	3000 Rockefeller Everett, WA 98201	No	Yes		New Service
	Entrance to Courthouse	3000 Rockefeller Everett, WA 98201	No	Yes		New Service

**INMATE  
PHONES  
REQUIRED**

Inmate Services	Old Jail	1918 Wall Everett, WA 98201	41			
	Evergreen Work Camp	14405 179th Ave SE Monroe, WA 98272	2			
		14414 179th Ave SE Monroe, WA 98272	2			
	Indian Ridge	19601 Nicks Rd. Arlington, WA 98223	13			
	Denny Juvenile Justice Ctr	2801 10th St. Everett, WA 98201	13			
	Work Release	3001 Oakes Ave. Everett, WA 98201	13			
	New Jail	3025 Oakes Ave. Everett, WA 98201		150		

The deadline for submission of bids has been extended to 3:00 P.M., November 2, 2004.

All other information remains unchanged.

Bidders are requested to sign and return amendment with sealed bid acknowledging receipt.

\_\_\_\_\_  
David Gibson, Purchasing Manager

A7ET  
\_\_\_\_\_  
Company Name  
[Signature] RFP MANAGER  
\_\_\_\_\_  
Title (Signature)  
10/18/04  
\_\_\_\_\_  
Date

AMENDMENT TO BID

County of Snohomish - Purchasing Division

Delivery Address:  
2802 Wetmore Ave, 4<sup>th</sup> Floor  
Everett, Washington 98201  
(425) 388-3344

Mailing Address:  
3000 Rockefeller Ave, MS 507  
Everett, Washington 98201  
(425) 388-3344

Date Prepared: October 19, 2004

Bid Number: 74-04

Department: Information Services

Amendment Number: Four (4)

General Description: Turnkey Public Access Phone Service, Annual Contract

---

The following information modifies and amends Formal Bid 74-04 in part:

Page 5, General Administrative Requirements, Paragraph 4:

Add: The deadline for written questions is 4:00 P.M., October 22, 2004.

**The deadline for submission of bids has been extended to 3:00 P.M., November 9, 2004.**

All other information remains unchanged.

Bidders are requested to sign and return amendment with sealed bid acknowledging receipt.

\_\_\_\_\_  
David Gibson, Purchasing Manager

*AT&T*  
\_\_\_\_\_  
Company Name

*Steve Plummer* RFP MANAGER  
\_\_\_\_\_  
Title (Signature)

*10/19/04*  
\_\_\_\_\_  
Date

AMENDMENT TO BID

County of Snohomish - Purchasing Division

Delivery Address:  
2802 Wetmore Ave, 4<sup>th</sup> Floor  
Everett, Washington 98201  
(425) 388-3344

Mailing Address:  
3000 Rockefeller Ave, MS 507  
Everett, Washington 98201  
(425) 388-3344

Date Prepared: October 22, 2004

Bid Number: 74-04

Department: Information Services

Amendment Number: Five (5)

General Description: Turnkey Public Access Phone Service, Annual Contract

---

The following information modifies and amends Formal Bid 74-04 in part:

Page 11, Functional/Technical Requirements, Specification 3:

Add: The requirement for recording and archiving calls does not apply to the Indian Ridge Correction Center or Denny Juvenile Justice Center.

All other information remains unchanged.

Bidders are requested to sign and return amendment with sealed bid acknowledging receipt.

\_\_\_\_\_  
David Gibson, Purchasing Manager

AT&T  
\_\_\_\_\_  
Company Name

Pat Pearson RFP Manager  
\_\_\_\_\_  
Title (Signature)

10/25/04  
\_\_\_\_\_  
Date



AMENDMENT TO BID

County of Snohomish - Purchasing Division

Delivery Address:

2802 Wetmore Ave, 4<sup>th</sup> Floor  
Everett, Washington 98201  
(425) 388-3344

Mailing Address:

3000 Rockefeller Ave, MS 507  
Everett, Washington 98201  
(425) 388-3344

Date Prepared: October 25, 2004

Bid Number: 74-04

Department: Information Services

Amendment Number: Six (6)

General Description: Turnkey Public Access Phone Service, Annual Contract

---

The following information modifies and amends Formal Bid 74-04 in part:

Amendment 3, Page 4, Inmate Phones Required:

Delete: The requirement for inmate phones at Evergreen Workcamp (total of 4 phones).

Page 6, Scope of Work, General Requirements, Paragraph 3:

Add: The current (year to date) average daily population for the Main Jail, Indian Ridge and Work Release is 833 inmates. The projected Average Daily Population for the Main Jail, Indian Ridge and Work Release after the new jail is occupied will be 1220 inmates. The current (year to date) average daily population for the Denny Juvenile Justice Center is 70 inmates.

All other information remains unchanged.

Bidders are requested to sign and return amendment with sealed bid acknowledging receipt.

\_\_\_\_\_  
David Gibson, Purchasing Manager

AT&T  
\_\_\_\_\_  
Company Name

  
\_\_\_\_\_  
Title (Signature)

RFP MANAGER

10/26/04  
\_\_\_\_\_  
Date



## COMMERCIAL GENERAL LIABILITY DECLARATIONS

Greensburg, Pennsylvania

A Stock Company

## POLICY NUMBER

MWZY 55616

MWZY 54957

RENEWAL OF NUMBER

## POLICYHOLDER SERVICE OFFICE

Old Republic Risk Management, Inc.  
445 South Moorland Road, Suite 300  
Brookfield, WI 53005  
(877) 797-3400

## PRODUCER

Marsh USA Inc.  
New York, NY #255

## NAMED INSURED AND MAILING ADDRESS:

AT&T Corp. (See Form B)  
295 North Maple Avenue  
Basking Ridge, NJ 07920

POLICY PERIOD: FROM 10-15-02 TO 10-15-05 AT 12:01 A.M. STANDARD TIME AT YOUR MAILING ADDRESS SHOWN ABOVE.

IN RETURN FOR THE PAYMENT OF THE PREMIUM, AND SUBJECT TO ALL THE TERMS OF THIS POLICY, WE AGREE WITH YOU TO PROVIDE THE INSURANCE AS STATED IN THIS POLICY.

## LIMITS OF INSURANCE

EACH OCCURRENCE LIMIT	\$ 2,500,000	
DAMAGE TO PREMISES RENTED TO YOU LIMIT	\$ 2,500,000	Any one premises
MEDICAL EXPENSE LIMIT	\$ N/A	Any one person
PERSONAL AND ADVERTISING INJURY LIMIT	\$ 2,500,000	Any one person or organization
GENERAL AGGREGATE LIMIT	\$ N/A	
PRODUCTS/COMPLETED OPERATIONS AGGREGATE LIMIT	\$ 5,000,000	

## RETROACTIVE DATE (CG 00 02 ONLY)

THIS INSURANCE DOES NOT APPLY TO "BODILY INJURY", "PROPERTY DAMAGE" OR "PERSONAL AND ADVERTISING INJURY" WHICH OCCURS BEFORE THE RETROACTIVE DATE, IF ANY, SHOWN BELOW.

RETROACTIVE DATE: None

(ENTER DATE OR "NONE" IF NO RETROACTIVE DATE APPLIES)

## DESCRIPTION OF BUSINESS

## FORM OF BUSINESS:

- ☐ INDIVIDUAL      ☐ JOINT VENTURE      ☐ LIMITED LIABILITY COMPANY  
☒ ORGANIZATION, INCLUDING A CORPORATION (BUT NOT INCLUDING A PARTNERSHIP, JOINT VENTURE OR LIMITED LIABILITY COMPANY)      ☐ PARTNERSHIP      ☐ TRUST

BUSINESS DESCRIPTION: Communication

## ALL PREMISES YOU OWN, RENT OR OCCUPY

LOCATION NUMBER ADDRESS OF ALL PREMISES YOU OWN, RENT OR OCCUPY

## CLASSIFICATION AND PREMIUM

LOCATION NUMBER	CLASSIFICATION	CODE NO.	PREMIUM BASE	RATE		ADVANCE PREMIUM	
				Prem/ Ops	Prod/Comp Ops	Prem/ Ops	Prod/Comp Ops
	On File With Company		\$	\$	\$	\$	\$

STATE TAX OR OTHER (IF APPLICABLE) \$ N/A

TOTAL PREMIUM (SUBJECT TO AUDIT) \$

TOTAL SHOWN IS PAYABLE: \$ AT INCEPTION. \$ AT EACH ANNIVERSARY (IF POLICY PERIOD IS MORE THAN ONE YEAR AND PREMIUM IS PAID IN ANNUAL INSTALLMENTS)

AUDIT PERIOD (IF APPLICABLE) ☐ ANNUALLY ☐ SEMI-ANNUALLY ☐ QUARTERLY ☐ MONTHLY

## ENDORSEMENTS

ENDORSEMENTS ATTACHED TO THIS POLICY: See Forms Index

THESE DECLARATIONS, TOGETHER WITH THE COMMON POLICY CONDITIONS AND COVERAGE FORM(S) AND ANY ENDORSEMENT(S), COMPLETE THE ABOVE NUMBERED POLICY.

Countersigned (Date): 1/15/03

By (Authorized Representative)

JAN 29 2003

1-8-03

#

POLICY NUMBER: MWZY 55616

COMMERCIAL GENERAL LIABILITY  
CG 20 10 10 01**THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.****ADDITIONAL INSURED – OWNERS, LESSEES OR  
CONTRACTORS – SCHEDULED PERSON OR  
ORGANIZATION**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

**SCHEDULE****Name of Person or Organization:**

Snohomish County, its officers, elected officials, agents and employees.

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

- A. Section II – Who Is An Insured is amended to include as an insured the person or organization shown in the Schedule, but only with respect to liability arising out of your ongoing operations performed for that insured.
- B. With respect to the insurance afforded to these additional insureds, the following exclusion is added:

**2. Exclusions**

This insurance does not apply to "bodily injury" or "property damage" occurring after:

- (1) All work, including materials, parts or equipment furnished in connection with

such work, on the project (other than service, maintenance or repairs) to be performed by or on behalf of the additional insured(s) at the site of the covered operations has been completed; or

- (2) That portion of "your work" out of which the injury or damage arises has been put to its intended use by any person or organization other than another contractor or subcontractor engaged in performing operations for a principal as a part of the same project.

U-40A

**ENDORSEMENT**

Additional Premium:

Return Premium:

This endorsement, effective 12-3-04 forms a part of Policy No. MWZY 55616  
policy effective date 10-15-02 expiration date 11-19-05 issued to AT&T Corp.  
by OLD REPUBLIC INSURANCE COMPANY, Greensburg, Pennsylvania

It is hereby understood and agreed that the following form is added to this policy on behalf of Snohomish  
County, its officers, elected officials, agents and employees.

CG 20 10 10 01

Additional Insured - Owners, Lessees Or Contractors -  
Scheduled Person Or Organization

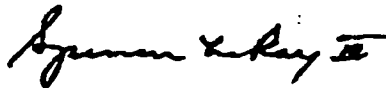
All other terms and conditions remain the same.

Endorsement #2 (04-05)

Nothing herein contained shall be held to vary, alter, waive or extend any of the terms, conditions, agreements or  
limitations of the Policy or any Endorsement attached thereto, except as herein set forth.

This Endorsement shall not be valid until countersigned by a duly authorized representative of the Company.

Attest:



Secretary



President

Countersigned at Brookfield, Wisconsin this 3rd day of December, 2004.



Authorized Representative.

12/3/04