



NEBRASKA DEPARTMENT OF CORRECTIONAL SERVICES

Telmate Response to:
RFP 5289 Z1

Contact: Ian Dunnington
National Sales Director
(415) 933-7139
proposals@telmate.com

TRANSFORMING INMATE COMMUNICATIONS



e LLC
t for Proposal
89 Z1

Robert Thompson / Nancy Storant
State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508
Phone: 402-471-6500
Fax: 402-471-2089

rielpurchasing@nebraska.gov



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16:00
06/17 9750

TO: STATE PURCHASING BUREAU
ROBERT THOMPSON / NANCY STO
1526 K STREET
SUITE 130
LINCOLN NE 68508

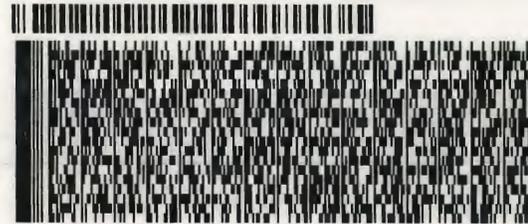
(402) 471-6500

REF: NE DOC RFP 5289 Z1

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I. PROPOSAL INSTRUCTIONS

This section documents the mandatory requirements that must be met by bidders in preparing the Technical and Cost Proposal. Bidders should identify the subdivisions of “Project Description and Scope of Work” clearly in their proposals; failure to do so may result in disqualification. Failure to respond to a specific requirement may be the basis for elimination from consideration during the State’s comparative evaluation.

Proposals are due by the date and time shown in the Schedule of Events. Content requirements for the Technical and Cost Proposal are presented separately in the following subdivisions; format and order:

A. PROPOSAL SUBMISSION

1. REQUEST FOR PROPOSAL FORM

By signing the “Request for Proposal for Contractual Services” form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the Terms and Conditions stated in this Request for Proposal unless otherwise agreed to, and certifies bidder maintains a drug free work place environment.

The Request for Proposal for Contractual Services form must be signed in ink and returned by the stated date and time in order to be considered for an award.

Further, Section III. Terms and Conditions must be returned with the proposal response...

A. MANDATORY REQUIREMENTS

The proposals will first be examined to determine if all mandatory requirements listed below have been addressed to warrant further evaluation. Proposals not meeting mandatory requirements will be excluded from further evaluation. The mandatory requirement items are as follows:

1. Request for Proposal For Contractual Services form, signed in ink;
2. Corporate Overview;
3. Completed Section III;
4. Technical Approach; and
5. Cost Proposal.



Telmate Response: We have read, understand and will comply.



Per the RFP instructions above we have ordered our proposal as follows:

Section 1: Request for Proposal For Contractual Services Form

- ❖ Request for Proposal For Contractual Services Form
- ❖ Cover Letter
- ❖ Executive Summary
- ❖ Insurance Certificate

Section 2: Corporate Overview

Section 3: Completed Section III

Section 4: Technical Approach

- ❖ Technical Approach (per Subsection (V)(A)(3) on RFP page 46)
- ❖ **Project Description and Scope of Work** (per Section V (introduction paragraph on RFP page 44) and IV (RFP pages 32 through 43))

Section 5: Cost Proposal (Separate Manila Envelope, per request)

Attachment 1: Financials (Separate Manila Envelope, as Proprietary and Confidential)

Attachment 2: Disaster Recovery Plan (Separate Manila Envelope, as Proprietary and Confidential)

Attachment 3: Personnel and Resumes

Attachment 4: Acknowledgment of Addenda

Attachment 5: Equipment Specifications

Attachment 6: LEC List

Attachment 7: Forms A, B, and C

Attachment 8: Letters of Recommendation



Section 1:
Request for
Proposal For
Contractual
Services Form



Section 1: Request for Proposal For Contractual Services Form

This section contains:

- ❖ Request for Proposal For Contractual Services Form (signed in ink) (two pages)
- ❖ Cover Letter (one page)
- ❖ Executive Summary (seven pages)
- ❖ Insurance Certificate and Cover Page (two pages)

**State of Nebraska (State Purchasing Bureau)
REQUEST FOR PROPOSAL FOR CONTRACTUAL
SERVICES FORM**

RETURN TO:
State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508
Phone: 402-471-6500
Fax: 402-471-2089

SOLICITATION NUMBER	RELEASE DATE
RFP 5289 Z1	April 11, 2016
OPENING DATE AND TIME	PROCUREMENT CONTACT
June 1, 2016 2:00 p.m. Central Time	Robert Thompson / Nancy Storant

This form is part of the specification package and must be signed in ink and returned, along with proposal documents, by the opening date and time specified.

PLEASE READ CAREFULLY!

SCOPE OF SERVICE

The State of Nebraska, Administrative Services (AS), Materiel Division, State Purchasing Bureau, is issuing this Request for Proposal, RFP Number 5289 Z1 for the purpose of selecting a qualified contractor to provide Inmate Calling Services.

Written questions are due no later than April 21, 2016, and should be submitted via e-mail to as.materielpurchasing@nebraska.gov. Written questions may also be sent by facsimile to (402) 471-2089.

A Pre-Proposal Conference and Site Visits with mandatory attendance will be held on May 2, 3, 4, and 5, 2016 at the times and locations listed in the schedule of events.

Bidder should submit one (1) original of the entire proposal. Proposals must be submitted by the proposal due date and time.

PROPOSALS MUST MEET THE REQUIREMENTS OUTLINED IN THIS REQUEST FOR PROPOSAL TO BE CONSIDERED VALID. PROPOSALS WILL BE REJECTED IF NOT IN COMPLIANCE WITH THESE REQUIREMENTS.

1. Sealed proposals must be received in State Purchasing Bureau by the date and time of proposal opening per the schedule of events. No late proposals will be accepted. No electronic, e-mail, fax, voice, or telephone proposals will be accepted.
2. This form "REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES" MUST be manually signed, in ink, and returned by the proposal opening date and time along with bidder's proposal and any other requirements as specified in the Request for Proposal in order for a bidder's proposal to be evaluated.
3. It is the responsibility of the bidder to check the website for all information relevant to this solicitation to include addenda and/or amendments issued prior to the opening date. Website address is as follows: <http://das.nebraska.gov/materiel/purchasing.html>

IMPORTANT NOTICE: Pursuant to Neb. Rev. Stat. § 84-602.02, all State contracts in effect as of January 1, 2014, and all contracts entered into thereafter, will be posted to a public website. Beginning July 1, 2014, all contracts will be posted to a public website managed by the Department of Administrative Services.

In addition, all responses to Requests for Proposals will be posted to the Department of Administrative Services public website. The public posting will include figures, illustrations, photographs, charts, or other supplementary material. Proprietary information identified and marked according to state law is exempt from posting. To exempt proprietary information you must submit a written showing that the release of the information would give an advantage to named business competitor(s) and show that the named business competitor(s) will gain a demonstrated advantage by disclosure of information. The mere assertion that information is proprietary is not sufficient. (Attorney General Opinion No. 92068, April 27, 1992) The agency will then determine if the interests served by nondisclosure outweigh any public purpose served by disclosure. Cost proposals will not be considered proprietary.

To facilitate such public postings, the State of Nebraska reserves a royalty-free, nonexclusive, and irrevocable right to copy, reproduce, publish, post to a website, or otherwise use any contract or response to this RFP for any purpose, and to authorize others to use the documents. Any individual or entity awarded a contract, or who submits a response to this RFP, specifically waives any copyright or other protection the contract or response to the RFP may have; and, acknowledge that they have the ability and authority to enter into such waiver. This reservation and waiver is a prerequisite for submitting a response to this RFP and award of the contract. Failure to agree to the reservation and waiver of protection will result in the response to the RFP being non-conforming and rejected.

Any entity awarded a contract or submitting a RFP agrees not to sue, file a claim, or make a demand of any kind, and will indemnify, hold, and save harmless the State and its employees, volunteers, agents, and its elected and appointed officials from and against any and all claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses ("the claims"), sustained or asserted against the State, arising out of, resulting from, or attributable to the posting of contracts, RFPs and related documents.

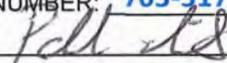
BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the terms and conditions unless otherwise agreed to (see Section III) and certifies that bidder maintains a drug free work place environment.

Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603 DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Contractors. This information is for statistical purposes only and will not be considered for contract award purposes.

NEBRASKA CONTRACTOR AFFIDAVIT: Bidder hereby attests that bidder is a Nebraska Contractor. "Nebraska Contractor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this RFP.

I hereby certify that I am a **Resident disabled veteran or business located in a designated enterprise zone** in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

FIRM: Telmate, LLC
COMPLETE ADDRESS: 655 Montgomery St., 18th Floor; San Francisco, CA 94111
TELEPHONE NUMBER: 703-517-4212 FAX NUMBER: 415-520-0343
SIGNATURE:  DATE: 6/10/2016
TYPED NAME & TITLE OF SIGNER: Pablo Nichols, General Counsel

Robert Thompson/Nancy Storant
State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508

June 10, 2016

Re: RFP 5289 Z1 to provide Inmate Calling Services to the State of Nebraska

Dear Mr. Thompson and Ms. Storant:

Telmate is pleased to respond to your Request for Proposal for Inmate Calling Services. Telmate would be honored to support your team's mission to protect and serve the citizens of Nebraska. Our dedicated account management and facility support representatives will ensure we serve the State with state-of-the-art technology, service and support providing the community and facility staff with the best value.

With that in mind, we are offering the following at no cost to the State:

- Comprehensive inmate telephone services
- Optional video visitation and secure inmate tablet solutions
- Powerful investigative tools with chain of custody
- Inmate applications such as grievances, requests and commissary ordering
- Integration with your JMS and commissary systems
- Pain-free installation with zero downtime for inmate calls
- Dedicated on-site systems administrator
- Telmate lobby kiosks for each of your facilities
- Full-time dedicated technical support staff
- Full-time dedicated system administrator
- 24/7/365 live, US-based, bilingual facility support
- Ongoing maintenance, equipment replacement, repair and upgrades
- Ongoing complimentary training throughout the contract

All of Telmate's products, including inmate telephones, IVR, and tablets, operate on a single web-based system, which your staff can access and control from any computer with an Internet connection. Plus, our implementation plan allows a change in vendors with the lowest impact.

We highly suggest you provide us the opportunity ***to give you a detailed, live presentation of the Telmate solution*** to fully demonstrate what makes Telmate's technology the most advanced in the industry. Please reach out to me at either (415) 933-7139 or proposals@telmate.com should you have any questions for Telmate.

Sincerely,



Ian Dunnington
National Sales Director, Telmate, LLC



Executive Summary

Telmate: A Full-Service Inmate Communications Provider

Telmate is a full-service, US-based inmate communications provider with a national presence that includes headquarters in the San Francisco Bay Area, offices in Los Angeles and Ontario, Oregon, and sales, account management and technical staff based locally across the country. Telmate has long history of inmate-communication trailblazing that began nearly twenty years ago. We started as Pinnacle Public Services in 1998, providing service and installation to the leading inmate providers. We have provided inmate telephone and video-visitation services since 2005, and continue to be one of the fastest growing companies in our industry.

Telmate's cutting edge solutions not only improve operational efficiencies, but also provide inmates and their friends and family with the best inmate phone system in the world. We make inmate phone management seamless and trouble free for facility staff. The Telmate solutions were designed in-house specifically to meet the changing needs of the inmate sector.

Our suite of inmate communications offerings includes:

- ❖ VoIP-based inmate communication services (ICS)
- ❖ Video (and other) visitation hosting and scheduling services
- ❖ Tablets – complete with tools for jail administration and inmate rehabilitation
- ❖ Investigative tools – we store all data for criminal investigations and court proceedings
- ❖ Guardian GPS tracking services

From city and county jails to federal facilities, we serve inmate populations of all sizes—many exceeding 2,000 beds. We provide unmatched customer service to over 300 correctional facilities spanning 39 U.S. states and five Canadian provinces.

At Telmate, we operate at the intersection of high technology and exemplary service to provide an inmate communications experience with increased calling activity and reduced recidivism. We combine cutting-edge managed communication products with outstanding, responsive customer service, along with the most innovative, feature rich investigator tool set in the industry, which is provided free of charge with every ICS installation.

Our innovative, proprietary technology is designed to benefit the welfare of inmates by facilitating communication with their loved ones and providing the opportunity for them to educate themselves and prepare to reenter mainstream society. At the same time, our focus is always on the facility, and providing our customers with increased efficiency and ease of use.



This helps free up your staff's time so they can spend less time on administrative tasks and focus on maintaining a safe and secure correctional environment.

Telmate: Systems and Services Proposed

Telmate's proposal includes all of the services desired by the State of Nebraska, as detailed in RFP Number 5289Z1. Specifically, Telmate will provide at no cost to the State:

- ❖ Comprehensive inmate telephone services
- ❖ Low call rates that encourage connections to friends and family
- ❖ A free, optional video visitation and secure inmate tablet solution
- ❖ Powerful investigative tools with chain of custody
- ❖ Inmate applications such as grievances, requests and commissary ordering
- ❖ Integration with your OMS/JMS and commissary systems
- ❖ Pain-free installation with zero downtime for inmate calls
- ❖ Dedicated on-site systems administrator
- ❖ Telmate kiosks for each of your facilities
- ❖ Full-time dedicated technical support staff
- ❖ Full-time dedicated system administrator
- ❖ 24/7/365 live, US-based, bilingual facility support
- ❖ Friends and family and Inmate customer service
- ❖ Ongoing maintenance, equipment replacement, repair and upgrades
- ❖ Ongoing complimentary training throughout the contract

All of Telmate's products, including inmate telephones, video visitation, IVR, and tablets, operate on a single unified platform. You'll have complete control over your entire inmate communications network, all from one centralized system, which authorized users can access from any computer with an Internet connection. This also means that your staff only has to be trained on one system. Our solutions will be complete, turn-key, and provided at no cost to the State of Nebraska. Our proposal is inclusive of all features and functionality described in our response, and will include free installation, training, repair, replacement, support, additional equipment as needed, and integrations to third-party software.

The team proposed for the State is highly experienced in managing implementations – in fact, we consider ourselves change management expert, and we have met or beat all of our install timelines. We provide a low-stress, low-change installation and focus on taking the stress out of change by easing you into the new technology. Our goal is to take the burden off of you during this process, and our customers are always surprised to see that our installations are less hectic than expected. And as part of the implementation process, we provide you with hands-on,



on-site, ongoing training to ensure your staff is 100% comfortable with the technology and understands how to fully utilize its time-saving features and functionalities.

Because every ICS provider is different, we look forward to the opportunity to provide the Authority with a detailed, live presentation of the Telmate solution in order to fully demonstrate what makes Telmate's technology the most advanced in the industry.

Telmate: An Extra Set of Hands to Ease Staff Burdens

At Telmate, we understand that in our industry, facilities are frequently short-staffed, and inmate communications is another responsibility that your staff has to manage. We believe that it is the responsibility of the inmate services provider to act as an extra set of hands and ease the burden on facility staff so they can focus on other priorities.

Our central, unified platform automates many of the tedious tasks that take facility staff away from their ultimate responsibility of maintaining safety and order in your facility, and our seamless integrations ensure that your facility systems work together as effectively as possible. Our innovative investigator toolset enables your investigators to more effectively pursue their investigations, with new features being added all the time. Our customers regularly report not just an increase in call volume, but also an increase in efficiency as a result of partnering with Telmate.

The following are just a few of the ways Telmate will ease the burden on your staff:

One Unified System

All of Telmate's products, including inmate telephones and video visitation, operate as part of a single unified system. One login gives you access to all services in one place. This keeps things simple for your facility staff as they only need to learn one system.

Video Visitation (Optional)

With our remote and on-site video visitation solution, no staff time is required to schedule visits. All scheduling is managed within the system, and friends and family simply log on, use the kiosk in the lobby, or call our customer service department to schedule a visit with an inmate. Additionally, the tablet hardware is a small footprint on the walls of the facility. It is space-saving and can fit in pods throughout your facility, so your staff will not have to move inmates around for them to use the video-visitation devices.



Prepaid Calling Accounts

By going cardless we automate prepaid calling and eliminate the possibility that the cards will be used as a form of currency between the inmates. This helps to improve safety and security at your facility, lessens the burden on staff time dealing with issues around the stealing, gambling with, or weaponizing PIN cards, and creates an environment that supports making telephone calls.

Inmate Messaging

Telmate provides inmates with the ability to send and receive secure messages and photos to friends and family. This saves time that your staff would have spent sorting through incoming paper mail. A wide range of facility review and approval options is included. Inmate messaging also helps to prevent contraband, such as methamphetamine-laced ink, from reaching your inmates through traditional mail. Finally, inmate messaging opens up a whole new channel of evidence for your investigators.

Inmate Customer Service

With Telmate, inmates can leave a voicemail for our customer service staff, so your staff does not have to field these complaints.

Training

We not only train your facility staff, we train the inmates and their friends and family, as well. We take this burden off facility staff. The successful on-boarding of all users of the system is our number one goal post implementation.

PREA, Crime Tips, Grievances, & Requests

Telmate's inmate telephone system allows inmates to submit anonymous crime tips and PREA reports, as well as grievances and requests, all without paper forms and the staff time typically associated with processing that paperwork. The elimination of paper forms also saves substantial amounts of paper, providing a greener solution that can equate to significant money savings.

Voice Biometrics

Telmate empowers inmates to confidently use the phones from day one, including recording their names for voice biometrics purposes, so your staff can focus on other responsibilities.



Telmate: Your Trusted Technology Partner

Telmate's customer service philosophy is based on the fact that we see our customers as our partners, working together on a mission to facilitate inmate communication and education, reduce recidivism, alleviate facility headaches, and drive investigative efforts. Telmate will become your trusted, human technology partner. Unlike other providers that seek to get entrenched within your facilities and then sell all of their ancillary products and services, Telmate is solely focused on inmate communications technology and will interface with any of your other vendors to create the best solution.

Because we serve a finite number of partners, you will be a known entity, not just a number. Unlike our competitors with thousands of facility customers, we choose our clients carefully and service about 300 facilities in total. We pride ourselves on our outstanding customer service, and hire as we grow so we can continue that level of support.

Our Clients Say:

"Telmate has been outstanding in its customer service and has always partnered with ODOC to find solutions to an ever changing environment. I highly recommend Telmate as a company and a partner. Their attention to details, ODOC's unique needs and our passion to impact our population has made them an excellent vendor for inmate communication technology for the Oregon Department of Corrections."

- Shelli Honeywell, Oregon Department of Corrections

"After 37 years in law enforcement I would not recommend anyone but Telmate for these services. This company is awesome - we started our first contract with them in 2008 and it gets better every year. Our agency and community partners love their products and the support. We just renewed our contract with them for five years and built in two five-year extensions due to their commitment to service and investment in technology."

- Michael Anderson, Commander, Clark County Sheriff's Office, Washington

"We have been more than satisfied with Telmate as our phone and tablet provider. I have worked in the correctional industry for 29 years and can say without a doubt - Telmate is the most innovative service provider I have contracted with. Telmate technicians were prompt in working with my staff and eliminating any integration concerns."

- Barry Brady, Jailer, Marion County Detention Center, Kentucky

"Telmate has made Effingham the leader in advanced corrections technology in the state of Georgia. Recently, we installed the latest technology in wireless tablets for corrections. With the Telmate tablets offering positive resources like news, music and educational resources, our inmates have been able to find productive use of their time. Inmates understand the tablets are



a privilege and they don't want them taken away for disciplinary reasons. As a result, we have seen a decrease in both inmate-on-inmate and inmate-to-staff violence."

- Brian Barrs, Jail Administrator, Effingham County Jail, Georgia

"Our overall impression with the tablets has been positive response in our daily operation and inmate population. Our inmates seem more content, staying busy with non-destructive activities with the tablets. The movies and games, as well as the digital magazines, seem to keep them occupied during their stay. We are very satisfied with the outcome of the tablets."

- Josh Carey, Lieutenant, Hamilton County Sheriff's Office, Indiana

Telmate: Improving Communities through Communications

Our community programs and initiatives embody our company mission: To create secure technology that empowers inmates to break the cycle of recidivism while protecting and serving facilities and our communities.

Our community-based programs include:

Telmate Cares - Telmate Cares seeks to establish a positive brand in the communities we serve, aid in the recruitment of talented employees who want to make a difference, and enhance corporate culture into one that embraces a sense of community. Just this year Telmate's Ontario, Oregon team celebrated a successful end to three weeks of its food drive in bringing together 5,679 food items to be donated to the Oregon Food Bank. Previous projects have included:

- ❖ Supporting after-school and summer programs to inspire kids by providing positive, character-building opportunities and mentors
- ❖ Leading an anti-bullying initiative
- ❖ Holding fundraisers for a special drive to help distribute hygienic supplies to a community in need

"Deck the Halls with Calls" - For the past four years, Telmate has offered "Deck the Halls with Calls," a yearly event where Telmate donates over one million minutes of communications time, including phone calls, messages and photo sharing to incarcerated men and women so they can connect with loved ones during the holiday season.

Kids GO First - In 2014, Telmate announced its partnership with the Idaho Department of Health and Welfare, Child Protective Services to sponsor children in foster care so they can connect with their incarcerated loved ones during the holiday season.



Telmate: Best Qualified for the Work

In working with the State, we will do our part to align with the Nebraska Department of Correctional Services' mission to,

"Serve and protect the public by providing control, humane care and program opportunities for those individuals placed in its custody and supervision, thereby facilitating their return to society as responsible persons."

Telmate understands that inmate communication to the outside is a critical piece in reducing recidivism and improving communities. The State of Nebraska is a leader in creating a correctional environment in which inmates are provided with opportunities to reach the outside world, easier and cheaper than ever before.

At our core, Telmate's mission is *"To create secure technology that empowers inmates to break the cycle of recidivism while protecting and serving facilities and our communities."*

With a new vendor, the State of Nebraska has a unique opportunity to make a change that will improve the lives of your facility staff and the friends and family of inmates, all the while providing opportunities for inmates to become better citizens and neighbors through access to education.

We promise to provide the State with the latest technology, the best customer service experience, and the best value if you award this contract to Telmate. Our proposal will demonstrate that Telmate has the best staff, customer service, infrastructure capacity and financial strength to serve the NDCS. We have the competencies, experience and relentless focus on our customers to ensure that this contract is executed with full compliance, and that your goals and aspirations are exceeded.



Insurance Certificate

4. EVIDENCE OF COVERAGE

The Contractor should furnish the State, with their proposal response, a certificate of insurance coverage complying with the above requirements to the attention of the Buyer at 402-471-2089 (fax)

Administrative Services
State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508

These certificates or the cover sheet shall reference the RFP number, and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration, and amounts and types of coverage afforded. If the State is damaged by the failure of the Contractor to maintain such insurance, then the Contractor shall be responsible for all reasonable costs properly attributable thereto.

Notice of cancellation of any required insurance policy must be submitted to Administrative Services State Purchasing Bureau when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

 **Telmate Response:** We have read, understand and will comply.

On the following page is the Telmate standard insurance certificate policy number 29474767 valid from 4/21/16 to 4/21/17 per the requirements under Section III(F)(4) on pages 12 and 13 of the RFP. We will amend this coverage upon contract award. Please be aware we have never been denied insurance for any amount during our company's history.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

4/15/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Wortham San Antonio Inc. 131 Interpark Blvd. San Antonio, TX 78216 www.worthaminsurance.com	CONTACT NAME: Tina Pase PHONE (A/C, No, Ext): 210-249-2368 FAX (A/C, No): 210-223-2806 E-MAIL ADDRESS: tina.pase@worthaminsurance.com													
	<table border="1"> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> <tr> <td>INSURER A: Hartford Fire Insurance Company</td> <td>20621</td> </tr> <tr> <td>INSURER B:</td> <td></td> </tr> <tr> <td>INSURER C:</td> <td></td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Hartford Fire Insurance Company	20621	INSURER B:		INSURER C:		INSURER D:		INSURER E:		INSURER F:
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INSURER B:														
INSURER C:														
INSURER D:														
INSURER E:														
INSURER F:														
INSURED Telmate, LLC IntelMate, LLC 655 Montgomery Street, Ste. 1800 San Francisco CA 94107														

COVERAGES **CERTIFICATE NUMBER:** 29474767 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		65UUNKL4771	4/21/2016	4/21/2017	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		65UUNZF6041	4/21/2016	4/21/2017	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000		65RHUZF5138	4/21/2016	4/21/2017	EACH OCCURRENCE \$ 4,000,000 AGGREGATE \$ 4,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/> N/A	65WEAK3895	4/21/2016	4/21/2017	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Errors & Omissions		65TE028425714	4/21/2016	4/21/2017	Limit: \$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER For Information Only	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE John L. Wortham & Son, L.P.

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ACORD 25 (2016/03)

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Section 2:
Corporate
Overview



Section 2: Corporate Overview

The Corporate Overview section of the Technical Proposal should consist of the following subdivisions:

a. BIDDER IDENTIFICATION AND INFORMATION

The bidder must provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the bidder first organized to do business and whether the name and form of organization has changed since first organized.

 **Telmate Response:** We have read, understand and will comply.

Telmate, LLC (Formed in Delaware, 2009) is our full name and we are a Limited Liability Company. Our headquarters are located at 655 Montgomery St. #1800 / San Francisco, CA 94111. Telmate was established in 2009, with roots going back to 2005. Telmate has not changed its name or form of business since it was first organized. We also have significant customer service and manufacturing in rural Oregon, and offices in Los Angeles, CA. Sales, Marketing, Technical support and Account Managers are located throughout the US.

b. FINANCIAL STATEMENTS

The bidder must provide financial statements applicable to the firm. If publicly held, the bidder must provide a copy of the corporation's most recent audited financial reports and statements, and the name, address, and telephone number of the fiscally responsible representative of the bidder's financial or banking organization.

 **Telmate Response:** We have read, understand and will comply.

Telmate is not a publicly held corporation. We will provide the requested bank reference upon award. We have provided financial statements in Attachment 1 - Financials (Confidential).

If the bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information, must be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm must provide a banking reference.

 **Telmate Response:** We have read, understand and will comply.



Telmate LLC Response to State of Nebraska RFP 5289 Z1 for Inmate Calling Services

As stated above, Telmate is not a publicly held corporation. We have provided financial statements in Attachment 1 - Financials (Confidential). Our financial statements will show us to be profitable, with minimal debt and solid financial standing.

We will provide the requested bank reference upon award. In the interim, we have included our financials for your review.

The bidder must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

 **Telmate Response:** We have read, understand and will comply.

Telmate has no judgments, pending or expected litigation, or other real or potential financial reversals which might materially affect the viability or stability of our organization.

The State may elect to use a third-party to conduct credit checks as part of the corporate overview evaluation.

 **Telmate Response:** We have read, understand and will comply.

Telmate understands this provision and will comply with any requests for further information related to credit checks.

c. CHANGE OF OWNERSHIP

If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the bidder must describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded contractor(s) will require notification to the State.

 **Telmate Response:** We have read, understand and will comply.

Telmate is a privately owned company. We do not anticipate any change in ownership or control of the company during the twelve months post this proposal due date.

d. OFFICE LOCATION

The bidder's office location responsible for performance pursuant to an award of a contract with the State of Nebraska must be identified.

 **Telmate Response:** We have read, understand and will comply.

Telmate's office location for performance under this contract is: 655 Montgomery St. / 18th Floor / San Francisco, CA 94111



e. RELATIONSHIPS WITH THE STATE

The bidder shall describe any dealings with the State over the previous two (2) years. If the organization, its predecessor, or any party named in the bidder's proposal response has contracted with the State, the bidder shall identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

 **Telmate Response:** We have read, understand and will comply.

Telmate has had no contracts/dealings with the State of Nebraska over the past two years.

f. BIDDER'S EMPLOYEE RELATIONS TO STATE

If any party named in the bidder's proposal response is or was an employee of the State within the past two (2) months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

If any employee of any agency of the State of Nebraska is employed by the bidder or is a Subcontractor to the bidder, as of the due date for proposal submission, identify all such persons by name, position held with the bidder, and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the bidder may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.

 **Telmate Response:** We have read, understand and will comply.

Telmate does not have any employees who have been employed by the State of Nebraska within the past two months. Further, Telmate does not have any subcontractors who have been employees of the State.

g. CONTRACT PERFORMANCE

If the bidder or any proposed Subcontractor has had a contract terminated for default during the past five (5) years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the bidder's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the bidder or litigated and such litigation determined the bidder to be in default.

It is mandatory that the bidder submit full details of all termination for default experienced during the past five (5) years, including the other party's name, address, and telephone number. The response to this section must present the bidder's position on the matter. The



Telmate LLC Response to State of Nebraska RFP 5289 Z1 for Inmate Calling Services

State will evaluate the facts and will score the bidder's proposal accordingly. If no such termination for default has been experienced by the bidder in the past five (5) years, so declare.

If at any time during the past five (5) years, the bidder has had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason, describe fully all circumstances surrounding such termination, including the name and address of the other contracting party.

 **Telmate Response:** We have read, understand and will comply.

Telmate will not use subcontractors for this project.

The following accounts were terminated by or with Telmate within the past five years:

Albertville AL PD (Reason for termination: the customer had lower than expected revenue and we made the determination to not continue the contract after it was renewed)

Contact Name and Number: Chief Doug Pollard: 256-878-1212

Contracting Party Name and Address:

Albertville Police Department
201 South Broad Street
Albertville, Alabama 35950
United States

Arab PD AL (Reason for termination: lower than expected revenue, which meant we lost money serving them)

Contact Name and Number: Chief Ed Ralston and Tonya Nix, Executive Secretary: 256-586-7525

Contracting Party Name and Address:

Arab City Jail
740 N. Main Street
Arab, Alabama, 35016
United States

Carter County Commission, KY (Reason for termination: mutually terminated for convenience; the county neglected to prevent auto-renewal in 2016)

Contact Name and Number: R.W. Boggs, Jailer, 606-475-1606

Contracting Party Name and Address:

Carter County Detention Center
13 Crossbar Road
Grayson, Kentucky, 41143



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Grant County Jail KY (Reason for termination: terminated for mutual convenience at request of Jailer in 2016)

Contact Name and number: Jailer Chris Hankins: Cell phone: 859-816-2684; office: 859-824-5191

Contracting Party Name and Address:

Grant County Jail
212 Barnes Road
Williamstown, KY. 41097
United States

Fremont PD CA (Reason for termination: unexpectedly low revenue account; terminated for mutual convenience in 2015)

Contact Name and Number: Lt. Steve Pace, Detention Facility Manager: 510-790-6817

Contracting Party Name and Address:

Fremont Police Department,
1990 Stevenson Blvd.
Fremont, CA. 94538

Guntersville PD AL (Reason for termination: termination for mutual convenience 2015)

Contact Name and Number: Chief Jim Peterson: 256-571-7571

Contracting Party Name and Address:

Guntersville Police Department
340 Blount Avenue
Guntersville, Alabama. 35976
United States

Utah County UT (Reason for termination: convenience in 2015)

Contact Name and Number: Chief Deputy Darin Durfey: 801-851-8062

Contracting Party Name and Address:

Utah County Jail;
3075 N Main St,
Spanish Fork, Utah 84660
United States



h. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE

The bidder shall provide a summary matrix listing the bidder's previous projects similar to this Request for Proposal in size, scope, and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.

 **Telmate Response:** We have read, understand and will comply.

Telmate has provided three narrative project descriptions in the format/matrix address each requested element below.

The bidder must address the following:

i. Provide narrative descriptions to highlight the similarities between the bidder's experience and this Request for Proposal. These descriptions must include:

- a) The time period of the project;
- b) The scheduled and actual completion dates;
- c) The Contractor's responsibilities;
- d) For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and
- e) Each project description shall identify whether the work was performed as the prime Contractor or as a Subcontractor. If a bidder performed as the prime Contractor, the description must provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.

 **Telmate Response:** We have read, understand and will comply.

We are providing reference and project summary information for the following three Telmate clients:

- 1. Montana Department of Corrections
- 2. Oregon Department of Corrections
- 3. Oklahoma County Jail, Oklahoma City, OK

Montana Department of Corrections (MDOC) service summary (ADP= 1,710):

a) The time period of the project;

Telmate has served MDOC from February 2011 until the present.



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b) **The scheduled and actual completion dates;**

Our scheduled completion date was to go live on February 1, 2011 and we met both the installation and cutover deadlines. Our installation was completed with minimal disruption to the facility.

c) **The Contractor's responsibilities;**

Telmate has provided a comprehensive inmate communication system (ICS) that synchronizes with MDOC's offender management system and ancillary IT and data services. Additionally Telmate provides investigator tools as part of the solution to allow for efficient access to information contained within the system.

Telmate also provides lobby kiosks that allow friends and family another way to deposit cash or to make credit card deposits on offender pre-paid phone accounts.

d) **For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and**

Mike Raczowski, IT Manager / Tel: 406 444-9660 / Fax: 406 444-4920 / mrazowski@mt.gov

e) **Each project description shall identify whether the work was performed as the prime Contractor or as a Subcontractor. If a bidder performed as the prime Contractor, the description must provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.**

Telmate performed this project as the prime contractor. Our installation and cutover both occurred on time by February 1st, 2011 and the budget is immaterial, as we do not pass on any installation costs or associated fees with any installations at this time.

Oregon Department of Corrections (ODOC) service summary (ADP=14,590):

a) **The time period of the project;**

Telmate has served ODOC from July 2012 until the present.

b) **The scheduled and actual completion dates;**

Our scheduled completion date was to go live on September 1, 2009 and we met this deadline, our installation was done with minimal disruption to their facilities and staff. The facility staff were particularly open to minimizing the number of days by allowing us to work long work days.



c) **The Contractor's responsibilities;**

Telmate has provided a comprehensive ICS that synchronizes with ODOC's offender management system and ancillary IT and data services. We also provide Lobby Kiosk technology to allow for friends and family members to deposit funds on offender pre-paid accounts. In addition we provide depositor verification by our system called Telmate Verified.

d) **For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and**

Kelly Morton, Operations Manager / Tel: 503-945-0932/ Fax: 503-945-7178 / kelly.m.morton@doc.state.or.us

e) **Each project description shall identify whether the work was performed as the prime Contractor or as a Subcontractor. If a bidder performed as the prime Contractor, the description must provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.**

Telmate performed this project as the prime contractor. Our installation and cutover both occurred on time by October 1st, 2012 and budget was immaterial because Telmate paid for all installation, labor costs, data connectivity and fees, and did not pass on any of these costs to the State of Oregon, following our normal business practice.

Oklahoma County Jail, Oklahoma City, OK service summary (ADP=2,300):

a) **The time period of the project;**

Telmate has served ODOC since September 2009 until the present.

b) **The scheduled and actual completion dates;**

Our scheduled completion date was to go live on September 1, 2009 and we met this deadline, again, with minimal disruption to the facility.

c) **The Contractor's responsibilities;**

Telmate has provided a comprehensive ICS that synchronizes with the Oklahoma County's offender management system and ancillary IT and data services. Additionally Telmate provides investigator tools as part of the solution to allow for efficient access to information contained within the system. Telmate also provides lobby kiosks that allow friends and family another way to deposit cash or to make credit card deposits on offender pre-paid phone accounts.



d) For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and

Major Jack Herron / Tel: 405 713-1936 / Fax: (405) 713-6443 / jack.herron@doc.state.or.us

e) Each project description shall identify whether the work was performed as the prime Contractor or as a Subcontractor. If a bidder performed as the prime Contractor, the description must provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.

Telmate performed this project as the prime contractor. Our installation and cutover both occurred on time by December 1st, 2009 and the budget is immaterial, as previously stated, we do not pass any installation costs or maintenance costs whatsoever to the facilities we serve.

ii. Contractor and Subcontractor(s) experience must be listed separately. Narrative descriptions submitted for Subcontractors must be specifically identified as Subcontractor projects.

 **Telmate Response:** We have read, understand and will comply.

Telmate did not use subcontractors for these projects.

iii. If the work was performed as a Subcontractor, the narrative description shall identify the same information as requested for the Contractors above. In addition, Subcontractors shall identify what share of contract costs, project responsibilities, and time period were performed as a Subcontractor.

 **Telmate Response:** We have read, understand and will comply.

Telmate was the prime contractor for these projects.

i. SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH

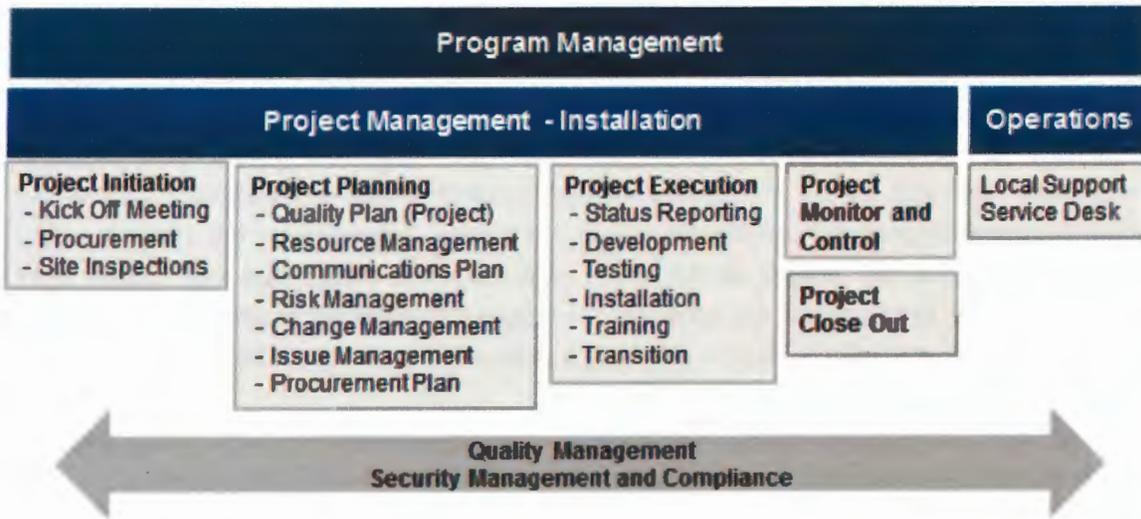
The bidder must present a detailed description of its proposed approach to the management of the project.

 **Telmate Response:** We have read, understand and will comply.

Telmate's program and project management methodologies are built on the core Project Management Institute practices and the guidelines in the Project Management Body of Knowledge (PMBOK). Telmate uses Agile methodology for the system development lifecycle phases. As shown in Figure 2-1 below, our program includes the development and installation of the NDCS ICS Project and long term operational and local support. Across the program, we instill solid Quality Management and Security Management policies and procedures.



Figure 2-1



Telmate invests in tools to provide support from requirements through finished deliverables including deployment of the new system, project management, checkpoints and periodic status reporting. Table 2-1 summarizes the tools Telmate integrates into our management approach to support the NDCS program and project.

Table 2-1

Tool(s)	Description of the Tool and Function
MS Project	MS Project is a project management tool that allows the creation and management of the schedule, assignment of resources to tasks, ability to track progress and budget, and analyze workloads. Telmate uses MS Project to create and update the Work Breakdown Structure (WBS), resource management allocation and for communication and reporting.
MS Word	Telmate uses MS Word to create and maintain project management documents and status reports.
Evernote	Evernote is a document management, knowledge management, and collaboration tool. Telmate uses Evernote for requirements management, workspace collaboration, knowledge sharing, and capturing lessons learned.
Telmate ICS Platform	The Telmate ICS Platform is an in-house built system that is used for configuration management and security management and compliance.



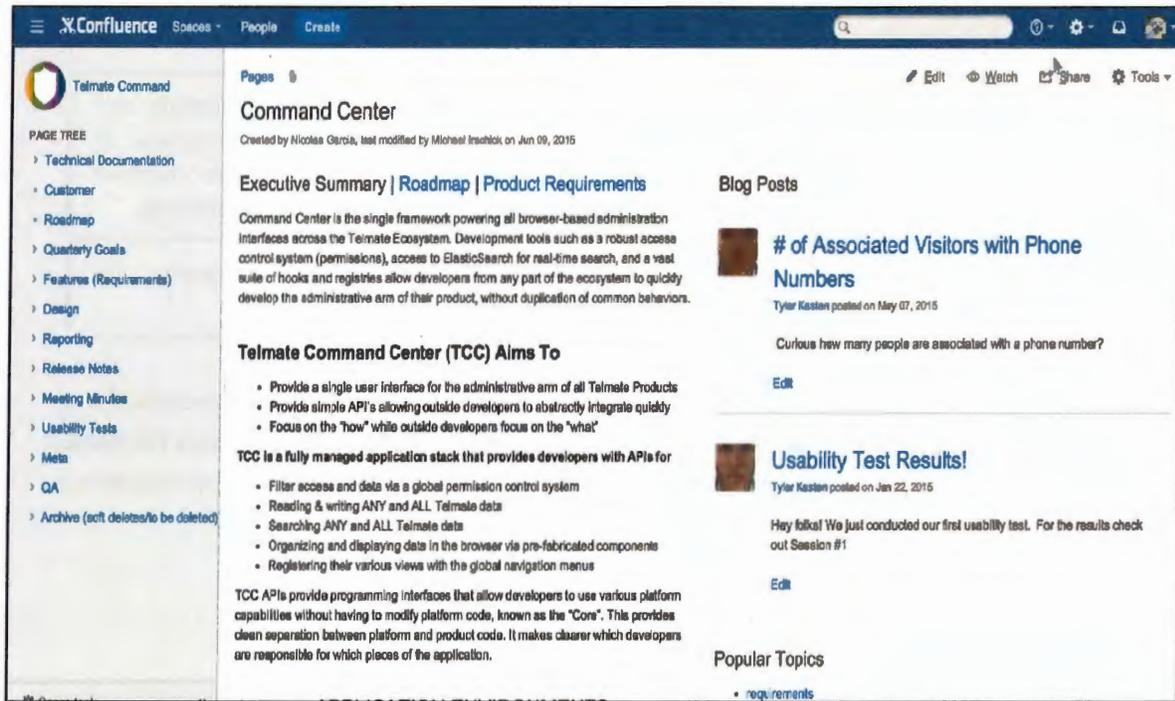
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JIRA	JIRA is an issue and change management tracking tool. Telmate uses JIRA for change management, issue management, risk management, service requests management and quality management.
New Relic	New Relic is a software analytics tool suite used by developers, operations, and software companies to understand how their applications are performing in development and in operations. Telmate uses New Relic to perform continual monitoring, analytical analysis, testing, and service level agreement (SLA) reporting.
Confluence	Confluence is team collaboration software. Telmate uses Confluence for communication, release note report, and reporting.

Figure 2-2 shows a sample of the Confluence tool Telmate uses for team collaboration and communication. On the left tree menu Telmate can navigate to specific functions (features, design information, reports, release notes, meeting minutes, testing and quality assurance information) specific to the project.



Figure 2-2



The bidder must identify the specific professionals who will work on the State’s project if their company is awarded the contract resulting from this Request for Proposal. The names and titles of the team proposed for assignment to the State project shall be identified in full, with a description of the team leadership, interface and support functions, and reporting relationships. The primary work assigned to each person should also be identified.

Telmate Response: Telmate has read, understands, and will comply.

We have included an org chart in Attachment 3 - Personnel and Resumes that describes the team leadership, interface, support functions, and reporting relationships, along with the primary work assigned to each person.

The bidder shall provide resumes for all personnel proposed by the bidder to work on the project. The State will consider the resumes as a key indicator of the bidder’s understanding of the skill mixes required to carry out the requirements of the Request for Proposal in addition to assessing the experience of specific individuals.

 **Telmate Response:** We have read, understand and will comply.



Telmate LLC Response to State of Nebraska RFP 5289 Z1 for Inmate Calling Services

We have included resumes for all proposed Telmate personnel in Attachment 3 - Personnel and Resumes.

Resumes must not be longer than three (3) pages. Resumes shall include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual. Any changes in proposed personnel shall only be implemented after written approval from the State.

 **Telmate Response:** We have read, understand and will comply.

We have provided resumes in Attachment 3 - Personnel and Resumes with all relevant information. Academic background and degrees are provided as they apply to each individual. References are provided with contact information for each. Physical addresses of all contacts will be supplied upon award.

j. SUBCONTRACTORS

If the bidder intends to Subcontract any part of its performance hereunder, the bidder must provide:

- i. name, address, and telephone number of the Subcontractor(s);
- ii. specific tasks for each Subcontractor(s);
- iii. percentage of performance hours intended for each Subcontract; and
- iv. total percentage of Subcontractor(s) performance hours.

 **Telmate Response:** We have read, understand and will comply.

Telmate will not use subcontractors for this project.



Section 3:
Completed
Section III



III. TERMS AND CONDITIONS

By signing the "Request for Proposal for Contractual Services" form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the Terms and Conditions unless otherwise agreed to, and certifies bidder maintains a drug free work place environment.

Bidders are expected to closely read the Terms and Conditions and provide a binding signature of intent to comply with the Terms and Conditions; provided, however, a bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, and (2) including an explanation for the bidder's inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable. Rejection in whole or in part of the Terms and Conditions may be cause for rejection of a bidder's proposal. **Bidders must include completed Section III with their proposal response.**

The State of Nebraska is soliciting bids in response to the RFP. The State of Nebraska will not consider proposals that propose the substitution of the bidder's contract, agreements, or terms for those of the State of Nebraska's. Any License, Service Agreement, Customer Agreement, User Agreement, Bidder Terms and Conditions, Document, or Clause purported or offered to be included as a part of this RFP must be submitted as individual clauses, as either a counter-offer or additional language, and each clause must be acknowledged and accepted in writing by the State. If the Bidder's clause is later found to be in conflict with the RFP or resulting contract the Bidder's clause shall be subordinate to the RFP or resulting contract.

A. GENERAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

The contract resulting from this Request for Proposal shall incorporate the following documents:

1. Amendment to Contract Award with the most recent dated amendment having the highest priority;
2. Contract Award and any attached Addenda;
3. The Request for Proposal form and the Contractor's Proposal, signed in ink
4. Amendments to RFP and any Questions and Answers; and
5. The original RFP document and any Addenda.

These documents constitute the entirety of the contract.

Unless otherwise specifically stated in a contract amendment, in case of any conflict between the incorporated documents, the documents shall govern in the following order of preference with number one (1) receiving preference over all other documents and with each lower numbered document having preference over any higher numbered document: 1) Amendment to Contract Award with the most recent dated amendment having the highest priority, 2) Contract Award and any attached Addenda, 3) the signed Request for Proposal form and the Contractor's Proposal, 4) Amendments to RFP and any Questions and Answers, 5) the original RFP document and any Addenda.

Any ambiguity in any provision of this contract which shall be discovered after its execution shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

Once proposals are opened they become the property of the State of Nebraska and will not be returned.

B. AWARD

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

All purchases, leases, or contracts which are based on competitive proposals will be awarded according to the provisions in the Request for Proposal. The State reserves the right to reject any or all proposals, in whole or in part, or to award to multiple bidders in whole or in part, and at its discretion, may withdraw or amend the Request for Proposal at any time. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal, and do not improve the bidder's competitive position. All awards will be made in a manner deemed in the best interest of the State. The Request for Proposal does not commit the State to award a contract. If, in the opinion of the State, revisions or amendments will require substantive changes in proposals, the due date may be extended.

By submitting a proposal in response to this Request for Proposal, the bidder grants to the State the right to contact or arrange a visit in person with any or all of the bidder's clients.

Once intent to award decision has been determined, it will be posted to the Internet at:

<http://das.nebraska.gov/materiel/purchasing.html>

Grievance and protest procedure is available on the Internet at:

http://das.nebraska.gov/materiel/purchase_bureau/docs/vendors/protest/ProtestGrievanceProcedureForVendors.pdf

Any protests must be filed by a vendor within ten (10) business days after the intent to award decision is posted to the Internet.

C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

The Contractor shall comply with all applicable local, state, and federal statutes and regulations regarding civil rights laws and equal opportunity employment. The Nebraska Fair Employment Practice Act prohibits Contractors of the State of Nebraska, and their Subcontractors, from discriminating against any employee or applicant for employment, with respect to hire, tenure, terms, conditions, compensation, or privileges of employment because of race, color, religion, sex, disability, marital status, or national origin (Neb. Rev. Stat. §§ 48-1101 to 48-1125). The Contractor guarantees compliance with the Nebraska Fair Employment Practice Act, and breach of this provision shall be regarded as a material breach of contract. The Contractor shall insert a similar provision in all Subcontracts for services to be covered by any contract resulting from this Request for Proposal.

D. PERMITS, REGULATIONS, LAWS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

The Contractor shall procure and pay for all permits, licenses, and approvals necessary for the execution of the contract. The Contractor shall comply with all applicable local, state, and federal laws, ordinances, rules, orders, and regulations.

E. OWNERSHIP OF INFORMATION AND DATA

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

The State of Nebraska shall have the unlimited right to publish, duplicate, use, and disclose all information and data developed or derived by the Contractor pursuant to this contract.

The Contractor must guarantee that it has the full legal right to the materials, supplies, equipment, and other rights or titles (e.g. rights to licenses transfer or assign deliverables) necessary to execute this contract. The contract price shall, without exception, include compensation for all royalties and costs arising from patents, trademarks, and copyrights that are in any way involved in the contract. It shall be the responsibility of the Contractor to pay for all royalties and costs, and the State must be held harmless from any such claims.

F. INSURANCE REQUIREMENTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

The Contractor shall not commence work under this contract until all the insurance required hereunder has been obtained and such insurance has been approved by the State. The Contractor shall maintain all required insurance for the life of this contract and shall ensure that the State Purchasing Bureau has the most current certificate of insurance throughout the life of this contract. If Contractor will be utilizing any Subcontractors, the Contractor is responsible for obtaining the certificate(s) of insurance required herein under from any and all Subcontractor(s). The Contractor is also responsible for ensuring Subcontractor(s) maintain the insurance required until completion of the contract requirements. The Contractor shall not allow any Subcontractor to commence work on any Subcontract until all similar insurance required of the Subcontractor has been obtained and approved by the Contractor. Approval of the insurance by the State shall not limit, relieve, or decrease the liability of the Contractor hereunder.

If by the terms of any insurance a mandatory deductible is required, or if the Contractor elects to increase the mandatory deductible amount, the Contractor shall be responsible for payment of the amount of the deductible in the event of a paid claim.

Insurance coverages shall function independent of all other clauses in the contract, and in no instance shall the limits of recovery from the insurance be reduced below the limits required by this section.

1. WORKERS' COMPENSATION INSURANCE

The Contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contractors' employees to be engaged in

work on the project under this contract and, in case any such work is sublet, the Contractor shall require the Subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the Subcontractor's employees to be engaged in such work. This policy shall be written to meet the statutory requirements for the state in which the work is to be performed, including Occupational Disease. This policy shall include a waiver of subrogation in favor of the State. The amounts of such insurance shall not be less than the limits stated hereinafter.

2. COMMERCIAL GENERAL LIABILITY INSURANCE AND COMMERCIAL AUTOMOBILE LIABILITY INSURANCE

The Contractor shall take out and maintain during the life of this contract such Commercial General Liability Insurance and Commercial Automobile Liability Insurance as shall protect Contractor and any Subcontractor performing work covered by this contract from claims for damages for bodily injury, including death, as well as from claims for property damage, which may arise from operations under this contract, whether such operation be by the Contractor or by any Subcontractor or by anyone directly or indirectly employed by either of them, and the amounts of such insurance shall not be less than limits stated hereinafter.

The Commercial General Liability Insurance shall be written on an occurrence basis, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal Injury, and Contractual Liability coverage. The policy shall include the State, and others as required by the contract documents, as Additional Insured(s). This policy shall be primary, and any insurance or self-insurance carried by the State shall be considered excess and non-contributory. The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned, and Hired vehicles.

3. INSURANCE COVERAGE AMOUNTS REQUIRED

COMMERCIAL GENERAL LIABILITY	
General Aggregate	\$2,000,000
Products/Completed Operations Aggregate	\$2,000,000
Personal/Advertising Injury	\$1,000,000 per occurrence
Bodily Injury/Property Damage	\$1,000,000 per occurrence
Fire Damage	\$50,000 any one fire
Medical Payments	\$10,000 any one person
Damage to Rented Premises	\$300,000 each occurrence
Contractual	Included
XCU Liability (Explosion, Collapse, and Underground Damage)	Included
Independent Contractors	Included
Abuse & Molestation	Included
WORKER'S COMPENSATION	
Employers Liability Limits	\$500K/\$500K/\$500K
Statutory Limits- All States	Statutory - State of Nebraska
USL&H Endorsement	Statutory
Voluntary Compensation	Statutory
COMMERCIAL AUTOMOBILE LIABILITY	
Bodily Injury/Property Damage	\$1,000,000 combined single limit
Include All Owned, Hired & Non-Owned Automobile liability	Included
UMBRELLA/EXCESS LIABILITY	
Over Primary Insurance	\$5,000,000
COMMERCIAL CRIME	
Crime/Employee Dishonesty Including 3 rd Party Fidelity	\$1,000,000
SUBROGATION WAIVER	
"Workers' Compensation policy shall include a waiver of subrogation in favor of the State of Nebraska."	
LIABILITY WAIVER	
"Commercial General Liability & Commercial Automobile Liability policies shall be primary and any insurance or self-insurance carried by the State shall be considered excess and non-contributory."	

4. EVIDENCE OF COVERAGE

Telmate LLC Response to State of Nebraska RFP 5289 Z1 for Inmate Calling Services

The Contractor should furnish the State, with their proposal response, a certificate of insurance coverage complying with the above requirements to the attention of the Buyer at 402-471-2089 (fax)

Administrative Services
 State Purchasing Bureau
 1526 K Street, Suite 130
 Lincoln, NE 68508

These certificates or the cover sheet shall reference the RFP number, and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration, and amounts and types of coverage afforded. If the State is damaged by the failure of the Contractor to maintain such insurance, then the Contractor shall be responsible for all reasonable costs properly attributable thereto.

Notice of cancellation of any required insurance policy must be submitted to Administrative Services State Purchasing Bureau when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

G. COOPERATION WITH OTHER CONTRACTORS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

The State may already have in place or choose to award supplemental contracts for work related to this Request for Proposal, or any portion thereof.

1. The State reserves the right to award the contract jointly between two or more potential Contractors, if such an arrangement is in the best interest of the State.
2. The Contractor shall agree to cooperate with such other Contractors, and shall not commit or permit any act which may interfere with the performance of work by any other Contractor.

H. INDEPENDENT CONTRACTOR

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

It is agreed that nothing contained herein is intended or should be construed in any manner as creating or establishing the relationship of partners between the parties hereto. The Contractor represents that it has, or will secure at its own expense, all personnel required to perform the services under the contract. The Contractor's employees and other persons engaged in work or services required by the contractor under the contract shall have no contractual relationship with the State; they shall not be considered employees of the State.

All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination against the Contractor, its officers, or its agents) shall in no way be the responsibility of the State. The Contractor will hold the State harmless from any and all such claims. Such personnel or other persons shall not require nor be entitled to any compensation, rights, or benefits from the State including without limit, tenure rights, medical and hospital care, sick and vacation leave, severance pay, or retirement benefits.

I. CONTRACTOR RESPONSIBILITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
RN			

The Contractor is solely responsible for fulfilling the contract, with responsibility for all services offered and products to be delivered as stated in the Request for Proposal, the Contractor's proposal, and the resulting contract. The Contractor shall be the sole point of contact regarding all contractual matters.

If the Contractor intends to utilize any Subcontractor's services, the Subcontractor's level of effort, tasks, and time allocation must be clearly defined in the Contractor's proposal. The Contractor shall agree that it will not utilize any Subcontractors not specifically included in its proposal in the performance of the contract without the prior written authorization of the State. Following execution of the contract, the Contractor shall proceed diligently with all services and shall perform such services with qualified personnel in accordance with the contract.

J. CONTRACTOR PERSONNEL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
RN			

The Contractor warrants that all persons assigned to the project shall be employees of the Contractor or specified Subcontractors, and shall be fully qualified to perform the work required herein. Personnel employed by the Contractor to fulfill the terms of the contract shall remain under the sole direction and control of the Contractor. The Contractor shall include a similar provision in any contract with any Subcontractor selected to perform work on the project.

Contractor shall make his/her employees aware of Neb. Rev. Stat. 28-322.01 that states it shall be a Felony for individuals working for or under contract to the Department of Correctional Services to engage in sexual contact or relations with an inmate or parolee within the State correctional system, and that no inmate nor parolee is legally capable of giving consent to any such relationship.

Contractor's personnel shall be subject to departmental security checks prior to their arrival on site, and will carry proper identification with them at all time while on facility grounds.

Contractor shall inform his/her personnel of the Nebraska Department of Correctional Services Tobacco Policy, which states that tobacco and tobacco-related products are contraband and must not be carried into any NDCS-owned or controlled property. Such products must remain in Contractor's locked vehicle while on NDCS-owned or controlled property.

Personnel commitments made in the Contractor's proposal shall not be changed without the prior written approval of the State. Replacement of key personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

The State reserves the right to require the Contractor to reassign or remove from the project any Contractor or Subcontractor employee.

In respect to its employees, the Contractor agrees to be responsible for the following:

1. any and all employment taxes and/or other payroll withholding;
2. any and all vehicles used by the Contractor's employees, including all insurance required by state law;
3. damages incurred by Contractor's employees within the scope of their duties under the contract;
4. maintaining workers' compensation and health insurance and submitting any reports on such insurance to the extent required by governing State law; and

5. determining the hours to be worked and the duties to be performed by the Contractor's employees.

K. CONTRACT CONFLICTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
RN			

Contractor shall insure that contracts or agreements with sub-contractors and agents, and the performance of services in relation to this contract by sub-contractors and agents, does not conflict with this contract.

L. STATE OF NEBRASKA PERSONNEL RECRUITMENT PROHIBITION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
RN			

The Contractor shall not, at any time, recruit or employ any State employee or agent who has worked on the Request for Proposal or project, or who had any influence on decisions affecting the Request for Proposal or project.

M. CONFLICT OF INTEREST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
RN			

By submitting a proposal, bidder certifies that there does not now exist any relationship between the bidder and any person or entity which is or gives the appearance of a conflict of interest related to this Request for Proposal or project.

The bidder certifies that it shall not take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its services hereunder or which creates an actual or appearance of conflict of interest.

The bidder certifies that it will not employ any individual known by bidder to have a conflict of interest.

N. PROPOSAL PREPARATION COSTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
RN			

The State shall not incur any liability for any costs incurred by bidders in replying to this Request for Proposal, in the demonstrations and/or oral presentations, or in any other activity related to bidding on this Request for Proposal.

O. ERRORS AND OMISSIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

The bidder shall not take advantage of any errors and/or omissions in this Request for Proposal or resulting contract. The bidder must promptly notify the State of any errors and/or omissions that are discovered.

P. BEGINNING OF WORK

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

The bidder shall not commence any billable work until a valid contract has been fully executed by the State and the successful Contractor. The Contractor will be notified in writing when work may begin.

Q. ASSIGNMENT BY THE STATE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

The State shall have the right to assign or transfer the contract or any of its interests herein to any agency, board, commission, or political subdivision of the State of Nebraska. There shall be no charge to the State for any assignment hereunder.

R. ASSIGNMENT BY THE CONTRACTOR

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

The Contractor may not assign, voluntarily or involuntarily, the contract or any of its rights or obligations hereunder (including without limitation rights and duties of performance) to any third party, without the prior written consent of the State, which will not be unreasonably withheld.

S. DEVIATIONS FROM THE REQUEST FOR PROPOSAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

The requirements contained in the Request for Proposal become a part of the terms and conditions of the contract resulting from this Request for Proposal. Any deviations from the Request for Proposal must be clearly defined by the bidder in its proposal and, if accepted by the State, will become part of the contract. Any specifically defined deviations must not be in conflict with the basic nature of the Request for Proposal, mandatory requirements, or applicable state or federal laws or statutes. "Deviation", for the purposes of this RFP, means any proposed changes or alterations to either the contractual language or deliverables within the scope of this RFP. The State discourages deviations and reserves the right to reject proposed deviations.

T. GOVERNING LAW

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

The contract shall be governed in all respects by the laws and statutes of the State of Nebraska. Any legal proceedings against the State of Nebraska regarding this Request for Proposal or any resultant contract shall be brought in the State of Nebraska administrative or judicial forums as defined by State law. The Contractor must be in compliance with all Nebraska statutory and regulatory law.

U. ATTORNEY'S FEES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

In the event of any litigation, appeal, or other legal action to enforce any provision of the contract, the Contractor agrees to pay all expenses of such action, as permitted by law, including attorney's fees and costs, if the State is the prevailing party.

V. ADVERTISING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

The Contractor agrees not to refer to the contract award in advertising in such a manner as to state or imply that the company or its services are endorsed or preferred by the State. News releases pertaining to the project shall not be issued without prior written approval from the State.

W. STATE PROPERTY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
RN			

The Contractor shall be responsible for the proper care and custody of any State-owned property which is furnished for the Contractor's use during the performance of the contract. The Contractor shall reimburse the State for any loss or damage of such property; normal wear and tear is expected.

X. SITE RULES AND REGULATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
RN			

The Contractor shall use its best efforts to ensure that its employees, agents, and Subcontractors comply with site rules and regulations while on State premises. If the Contractor must perform on-site work outside of the daily operational hours set forth by the State, it must make arrangements with the State to ensure access to the facility and the equipment has been arranged. No additional payment will be made by the State on the basis of lack of access, unless the State fails to provide access as agreed to between the State and the Contractor.

Y. NOTIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
RN			

During the bid process, all communication between the State and a bidder shall be between the bidder's representative clearly noted in its proposal and the buyer noted in Section II.A. Procuring Office and Contact Person, of this RFP. After the award of the contract, all notices under the contract shall be deemed duly given upon delivery to the staff designated as the point of contact for this Request for Proposal, in person, or upon delivery by U.S. Mail, facsimile, or e-mail. Each bidder should provide in its proposal the name, title, and complete address of its designee to receive notices.

1. Except as otherwise expressly specified herein, all notices, requests, or other communications shall be in writing and shall be deemed to have been given if delivered personally or mailed, by U.S. Mail, postage prepaid, return receipt requested, to the parties at their respective addresses set forth above, or at such other addresses as may be specified in writing by either of the parties. All notices, requests, or communications shall be deemed effective upon personal delivery or three (3) calendar days following deposit in the mail.
2. Whenever the Contractor encounters any difficulty which is delaying or threatens to delay its timely performance under the contract, the Contractor shall immediately give notice thereof in writing to the State reciting all relevant information with respect thereto. Such notice shall not in any way constitute a basis for an extension of the delivery schedule or be construed as a waiver by the State of any of its rights or remedies to which it is entitled by law or equity or pursuant to the provisions of the contract. Failure to give such notice, however, may be grounds for denial of any request for an extension of the delivery schedule because of such delay.

Either party may change its address for notification purposes by giving notice of the change, and setting forth the new address and an effective date.

For the duration of the contract, all communication between Contractor and the State regarding the contract shall take place between the Contractor and individuals specified by the State in writing. Communication about the contract between Contractor and individuals not designated as points of contact by the State is strictly forbidden.

Z. EARLY TERMINATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

The contract may be terminated as follows:

1. The State and the Contractor, by mutual written agreement, may terminate the contract at any time.
2. The State, in its sole discretion, may terminate the contract for any reason upon thirty (30) calendar day's written notice to the Contractor. Such termination shall not relieve the Contractor of warranty or other service obligations incurred under the terms of the contract. In the event of termination the Contractor shall be entitled to payment, determined on a pro rata basis, for products or services satisfactorily performed or provided.
3. The State may terminate the contract immediately for the following reasons:
 - a. if directed to do so by statute;
 - b. Contractor has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, or has ceased operating in the normal course of business;
 - c. a trustee or receiver of the Contractor or of any substantial part of the Contractor's assets has been appointed by a court;
 - d. fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by its Contractor, its employees, officers, directors, or shareholders;
 - e. an involuntary proceeding has been commenced by any party against the Contractor under any one of the chapters of Title 11 of the United States Code and (i) the proceeding has been pending for at least sixty (60) calendar days; or (ii) the Contractor has consented, either expressly or by operation of law, to the entry of an order for relief; or (iii) the Contractor has been decreed or adjudged a debtor;
 - f. a voluntary petition has been filed by the Contractor under any of the chapters of Title 11 of the United States Code;
 - g. Contractor intentionally discloses confidential information;
 - h. Contractor has or announces it will discontinue support of the deliverable;
 - i. second or subsequent documented "vendor performance report" form deemed acceptable by the State Purchasing Bureau; or
 - j. Contractor engaged in collusion or actions which could have provided Contractor an unfair advantage in obtaining this contract.

AA. FUNDING OUT CLAUSE OR LOSS OF APPROPRIATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

The State may terminate the contract, in whole or in part, in the event funding is no longer available. The State's obligation to pay amounts due for fiscal years following the current fiscal year is contingent upon legislative appropriation of funds for the contract. Should said funds not be appropriated, the State may terminate the contract

with respect to those payments for the fiscal years for which such funds are not appropriated. The State will give the Contractor written notice thirty (30) calendar days prior to the effective date of any termination, and advise the Contractor of the location (address and room number) of any related equipment. All obligations of the State to make payments after the termination date will cease and all interest of the State in any related equipment will terminate. The Contractor shall be entitled to receive just and equitable compensation for any authorized work which has been satisfactorily completed as of the termination date. In no event shall the Contractor be paid for a loss of anticipated profit.

BB. BREACH BY CONTRACTOR

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

The State may terminate the contract, in whole or in part, if the Contractor fails to perform its obligations under the contract in a timely and proper manner. The State may, by providing a written notice of default to the Contractor, allow the Contractor to cure a failure or breach of contract within a period of thirty (30) calendar days (or longer at State's discretion considering the gravity and nature of the default). Said notice shall be delivered by Certified Mail, Return Receipt Requested, or in person with proof of delivery. Allowing the Contractor time to cure a failure or breach of contract does not waive the State's right to immediately terminate the contract for the same or different contract breach which may occur at a different time. In case of default of the Contractor, the State may contract the service from other sources and hold the Contractor responsible for any excess cost occasioned thereby.

CC. ASSURANCES BEFORE BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

If any document or deliverable required pursuant to the contract does not fulfill the requirements of the Request for Proposal/resulting contract, upon written notice from the State, the Contractor shall deliver assurances in the form of additional Contractor resources at no additional cost to the project in order to complete the deliverable, and to ensure that other project schedules will not be adversely affected.

DD. ADMINISTRATION – CONTRACT TERMINATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

- Contractor must provide confirmation that upon contract termination all deliverables prepared in accordance with this agreement shall become the property of the State of Nebraska; subject to the ownership provision (section E) contained herein, and is provided to the State of Nebraska at no additional cost to the State.
- Contractor must provide confirmation that in the event of contract termination, all records that are the property of the State will be returned to the State within thirty (30) calendar days. Notwithstanding the above, Contractor may retain one copy of any information as required to comply with applicable work product documentation standards or as are automatically retained in the course of Contractor's routine back up procedures.

EE. PENALTY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

In the event that the Contractor fails to perform any substantial obligation under the contract, the State may withhold all monies due and payable to the Contractor, without penalty, until such failure is cured or otherwise adjudicated. Failure to meet the dates for the deliverables as agreed upon by the parties may result in an assessment of penalty due the State of \$500.00 per day for outages of phones in one Housing Unit (HU) for six (6) or more hours, and \$1,000.00 per day for outage of phones in two (2) HUs at one (1) institution for six (6) or more hours, and/or \$5,000.00 per day for outage of an institution for six (6) or more hours per day, until the deliverables are approved. Contractor will be notified in writing when penalty will commence.

FF. PERFORMANCE BOND

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

The Contractor will be required to supply a cashier's check or a bond executed by a corporation authorized to contract surety in the State of Nebraska, payable to the State of Nebraska, which shall be valid for the life of the contract to include any renewal and/or extension periods. The amount of the cashier's check or bond must be \$500,000.00. The check or bond will guarantee that the Contractor will faithfully perform all requirements, terms and conditions of the contract. If the Contractor chooses to provide a cashier's check, the check must show an expiration date on the check. Cashier's checks will only be allowed for contracts for three (3) years or less, including all renewal options. Failure to comply shall be grounds for forfeiture of the check or bond as liquidated damages. Amount of forfeiture will be determined by the agency based on loss to the State. The bond or cashier's check will be returned when the service has been satisfactorily completed as solely determined by the State, after termination or expiration of the contract.

GG. FORCE MAJEURE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

Neither party shall be liable for any costs or damages resulting from its inability to perform any of its obligations under the contract due to a natural disaster, or other similar event outside the control and not the fault of the affected party ("Force Majeure Event"). A Force Majeure Event shall not constitute a breach of the contract. The party so affected shall immediately give notice to the other party of the Force Majeure Event. The State may grant relief from performance of the contract if the Contractor is prevented from performance by a Force Majeure Event. The burden of proof for the need for such relief shall rest upon the Contractor. To obtain release based on a Force Majeure Event, the Contractor shall file a written request for such relief with the State Purchasing Bureau. Labor disputes with the impacted party's own employees will not be considered a Force Majeure Event and will not suspend performance requirements under the contract.

HH. PROHIBITION AGAINST ADVANCE PAYMENT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

Payments shall not be made until contractual deliverable(s) are received and accepted by the State.

II. PAYMENT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

State will render payment to Contractor when the terms and conditions of the contract and specifications have been satisfactorily completed on the part of the Contractor as solely determined by the State. Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §§ 81-2401 through 81-2408). The State may require the Contractor to accept payment by electronic means such as ACH deposit. In no event shall the State be responsible or liable to pay for any services provided by the Contractor prior to the Effective Date, and the Contractor hereby waives any claim or cause of action for any such services.

JJ. INVOICES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

Invoices for payments must be submitted by the Contractor to the agency requesting the services with sufficient detail to support payment. The terms and conditions included in the Contractor's invoice shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such invoice shall be binding upon the State, and no action by the State, including without limitation the payment of any such invoice in whole or in part, shall be construed as binding or estopping the State with respect to any such term or condition, unless the invoice term or condition has been previously agreed to by the State as an amendment to the contract.

Invoices: NE Department of Correctional Services

Accounts Payable
 P.O. Box 94661
 Lincoln, NE 68509-4661
 Or Via e-mail to: DCS.AccountsPayable@nebraska.gov
 Accounts Payable Contact (402) 479-5715

KK. RIGHT TO AUDIT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
RN			

Contractor shall establish and maintain a reasonable accounting system that enables the State to readily audit contract. The State and its authorized representatives shall have the right to audit, to examine, and to make copies of or extracts from all financial and related records (in whatever form they may be kept, whether written, electronic, or other) relating to or pertaining to this contract kept by or under the control of the Contractor, including, but not limited to those kept by the Contractor, its employees, agents, assigns, successors, and Subcontractors. Such records shall include, but not be limited to, accounting records, written policies and procedures; all paid vouchers including those for out-of-pocket expenses; other reimbursement supported by invoices; ledgers; cancelled checks; deposit slips; bank statements; journals; original estimates; estimating work sheets; contract amendments and change order files; back charge logs and supporting documentation; insurance documents; payroll documents; timesheets; memoranda; and correspondence.

Contractor shall, at all times during the term of this contract and for a period of five (5) years after the completion of this contract, maintain such records, together with such supporting or underlying documents and materials. The Contractor shall at any time requested by the State, whether during or after completion of this contract and at Contractor's own expense make such records available for inspection and audit (including copies and extracts of records as required) by the State. Such records shall be made available to the State during normal business hours at the Contractor's office or place of business. In the event that no such location is available, then the financial records, together with the supporting or underlying documents and records, shall be made available for audit at a time and location that is convenient for the State. Contractor shall ensure the State has these rights with Contractor's assigns, successors, and Subcontractors, and the obligations of these rights shall be explicitly included in any subcontracts or agreements formed between the Contractor and any Subcontractors to the extent that those Subcontracts or agreements relate to fulfillment of the Contractor's obligations to the State.

Costs of any audits conducted under the authority of this right to audit and not addressed elsewhere will be borne by the State unless certain exemption criteria are met. If the audit identifies overpricing or overcharges (of any nature) by the Contractor to the State in excess of one-half of one percent (.5%) of the total contract billings, the Contractor shall reimburse the State for the total costs of the audit. If the audit discovers substantive findings related to fraud, misrepresentation, or non-performance, the Contractor shall reimburse the State for total costs of audit. Any adjustments and/or payments that must be made as a result of any such audit or inspection of the Contractor's invoices and/or records shall be made within a reasonable amount of time (not to exceed 90 days) from presentation of the State's findings to Contractor.

LL. INSPECTION AND APPROVAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
RN			

Final inspection and approval of all work required under the contract shall be performed by the designated State officials. The State and/or its authorized representatives shall have the right to enter any premises where the Contractor or Subcontractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations shall be at reasonable times and in a manner that will not unreasonably delay work.

MM. CHANGES IN SCOPE/CHANGE ORDERS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

The State may, upon the written agreement of Contractor, make changes to the contract within the general scope of the RFP. The State may, at any time work is in progress, by written agreement, make alterations in the terms of work as shown in the specifications, require the Contractor to make corrections, decrease the quantity of work, or make such other changes as the State may find necessary or desirable. The Contractor shall not claim forfeiture of contract by reasons of such changes by the State. Changes in work and the amount of compensation to be paid to the Contractor shall be determined in accordance with applicable unit prices if any, or a pro-rated value.

Corrections of any deliverable, service or performance of work required pursuant to the contract shall not be deemed a modification. Changes or additions to the contract beyond the scope of the RFP are not permitted.

NN. SEVERABILITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

If any term or condition of the contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the particular provision held to be invalid.

OO. CONFIDENTIALITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

All materials and information provided by the State or acquired by the Contractor on behalf of the State shall be regarded as confidential information. All materials and information provided by the State or acquired by the Contractor on behalf of the State shall be handled in accordance with federal and state law, and ethical standards. The Contractor must ensure the confidentiality of such materials or information. Should said confidentiality be breached by a Contractor; Contractor shall notify the State immediately of said breach and take immediate corrective action.

It is incumbent upon the Contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a (i)(1), which is made applicable to Contractors by 5 U.S.C. 552a (m)(1), provides that any officer or employee of a Contractor, who by virtue of his/her employment or official position has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

PP. PROPRIETARY INFORMATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

Data contained in the proposal and all documentation provided therein, become the property of the State of Nebraska and the data becomes public information upon opening the proposal. If the bidder wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska's public record statutes. **All proprietary information the bidder wishes the State to withhold must be submitted in a sealed package, which is separate from the remainder of the proposal, and provide supporting documents showing why such documents should be marked proprietary.** The separate package must be clearly marked PROPRIETARY on the outside of the package. **Bidders may not mark their entire Request for Proposal as proprietary.** Bidder's cost proposals may not be marked as proprietary information. Failure of the bidder to follow the instructions for submitting proprietary and copyrighted information may result in the information being viewed by other bidders and the public. Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. § 84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, bidders submitting information as proprietary may be required to prove specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive. Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State's definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.

QQ. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION/COLLUSIVE BIDDING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

By submission of this proposal, the bidder certifies that it is the party making the foregoing proposal and that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham proposal, or that anyone shall refrain from bidding; that the bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other bidder, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and further that the bidder has not, directly or indirectly, submitted the proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

RR. STATEMENT OF NON-COLLUSION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

The proposal shall be arrived at by the bidder independently and be submitted without collusion with, and without any direct or indirect agreement, understanding or planned common course of action with, any person; firm; corporation; bidder; Contractor of materials, supplies, equipment or services described in this RFP. Bidder shall not collude with, or attempt to collude with, any state officials, employees or agents; or evaluators or any person involved in this RFP. The bidder shall not take any action in the restraint of free competition or designed to limit independent bidding or to create an unfair advantage.

Should it be determined that collusion occurred, the State reserves the right to reject a bid or terminate the contract and impose further administrative sanctions.

SS. PRICES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

All prices, costs, and terms and conditions outlined in the proposal shall remain fixed and valid commencing on the opening date of the proposal until an award is made or the Request for Proposal is cancelled.

Per Addendum Eight, dated June 2, 2016, the second paragraph has been removed and replaced with:

Prices offered herein will remain firm from the date of the award for five (5) years. Prices may be subject to change after the initial five (5) year period. Such changes shall be based on industry changes as evidenced by revised printed price lists, verifiable documented cost increases or notices. A request for price increase shall be provided in writing, to The Nebraska State Purchasing Bureau at least thirty (30) days prior to any price increase of the contract. No price increases are to be billed to NDCS without prior written approval by the State Purchasing Bureau and the NDCS Purchasing Division. State Purchasing Bureau reserves the right to accept or reject any price increase request. In the event new prices are not acceptable, the contract may be cancelled. Approved price increases shall become part of the new contract as an amendment and will be recognized as firm contract pricing. Revised pricing will carry over to any subsequent renewals or revisions unless specifically revised and agreed upon by both parties.

The State will be given full proportionate benefit of any price decrease during the term of the contract. Contractor represents and warrants that all prices for services, now or subsequently specified, are as low as and no higher than prices which the Contractor has charged or intends to charge customers other than the State for the same or similar products and services of the same or equivalent quantity and quality for delivery or performance during the same periods of time. If, during the term of the contract, the Contractor shall reduce any and/or all prices charged to any customers other than the State for the same or similar products or services specified herein, the Contractor shall make an equal or equivalent reduction in corresponding prices for said specified products or services.

Contractor also represents and warrants that all prices set forth in the contract and all prices in addition, which the Contractor may charge under the terms of the contract, do not and will not violate any existing federal, state, or municipal law or regulations concerning price discrimination and/or price fixing. Contractor agrees to hold the State harmless from any such violation. Prices quoted shall not be subject to increase throughout the contract period unless specifically allowed by these specifications.

TT. BEST AND FINAL OFFER

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

The State will compile the final scores for all parts of each proposal. The award may be granted to the highest scoring responsive and responsible bidder. Alternatively, the highest scoring bidder or bidders may be requested to submit best and final offers. If best and final offers are requested by the State and submitted by the bidder, they will be evaluated (using the stated criteria), scored, and ranked by the Evaluation Committee. The award will then be granted to the highest scoring bidder. However, a bidder should provide its best offer in its original proposal. Bidders should not expect that the State will request a best and final offer.

UU. ETHICS IN PUBLIC CONTRACTING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

No bidder shall pay or offer to pay, either directly or indirectly, any fee, commission compensation, gift, gratuity, or anything of value to any State officer, legislator, employee or evaluator based on the understanding that the receiving person's vote, actions, or judgment will be influenced thereby. No bidder shall give any item of value to any employee of the State Purchasing Bureau or any evaluator.

Bidders shall be prohibited from utilizing the services of lobbyists, attorneys, political activists, or consultants to secure the contract. It is the intent of this provision to assure that the prohibition of state contact during the procurement process is not subverted through the use of lobbyists, attorneys, political activists, or consultants. It is the intent of the State that the process of evaluation of proposals and award of the contract be completed without external influence. It is not the intent of this section to prohibit bidders from seeking professional advice, for example consulting legal counsel, regarding terms and conditions of this Request for Proposal or the format or content of their proposal.

If the bidder is found to be in non-compliance with this section of the Request for Proposal, they may forfeit the contract if awarded to them or be disqualified from the selection process.

VV. INDEMNIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

1. GENERAL

The Contractor agrees to defend, indemnify, hold, and save harmless the State and its employees, volunteers, agents, and its elected and appointed officials ("the indemnified parties") from and against any and all claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses ("the claims"), sustained or asserted against the State, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the Contractor, its employees, Subcontractors, consultants, representatives, and agents, except to the extent such Contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.

2. INTELLECTUAL PROPERTY

The Contractor agrees it will, at its sole cost and expense, defend, indemnify, and hold harmless the indemnified parties from and against any and all claims, to the extent such claims arise out of, result from, or are attributable to, the actual or alleged infringement or misappropriation of any patent, copyright, trade secret, trademark, or confidential information of any third party by the Contractor or its employees, Subcontractors, consultants, representatives, and agents; provided, however, the State gives the Contractor prompt notice in writing of the claim. The Contractor may not settle any infringement claim that will affect the State's use of the Licensed Software without the State's prior written consent, which consent may be withheld for any reason.

If a judgment or settlement is obtained or reasonably anticipated against the State's use of any intellectual property for which the Contractor has indemnified the State, the Contractor shall, at the Contractor's sole cost and expense, promptly modify the item or items which were determined to be infringing, acquire a license or licenses on the State's behalf to provide the necessary rights to the State to eliminate the infringement, or provide the State with a non-infringing substitute that provides the State the same functionality. At the State's election, the actual or anticipated judgment may be treated as a breach of warranty by the Contractor, and the State may receive the remedies provided under this RFP.

3. PERSONNEL

The Contractor shall, at its expense, indemnify and hold harmless the indemnified parties from and against any claim with respect to withholding taxes, worker's compensation, employee benefits, or any other claim, demand, liability, damage, or loss of any nature relating to any of the personnel provided by the Contractor.

4. SELF-INSURANCE

The State of Nebraska is self-insured for any loss and purchases excess insurance coverage pursuant to Neb. Rev. Stat. § 81-8,239.01 (Reissue 2008). If there is a presumed loss under the provisions of this agreement, Contractor may file a claim with the Office of Risk Management pursuant to Neb. Rev. Stat. §§ 81-8,829 – 81-8,306 for review by the State Claims Board. The State retains all rights and immunities under the State Miscellaneous (Section 81-8,294), Tort (Section 81-8,209), and Contract Claim Acts (Section 81-8,302), as outlined in Neb. Rev. Stat. § 81-8,209 *et seq.* and under any other provisions of law and accepts liability under this agreement to the extent provided by law.

5. ALL REMEDIES AT LAW

Nothing in this agreement shall be construed as an indemnification by one party of the other for liabilities of a party or third parties for property loss or damage or death or personal injury arising out of and during the performance of this lease. Any liabilities or claims for property loss or damages or for death or personal injury by a party or its agents, employees, contractors or assigns or by third persons, arising out of and during the performance of this lease shall be determined according to applicable law.

WW. NEBRASKA TECHNOLOGY ACCESS STANDARDS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
RN			

Contractor shall review the Nebraska Technology Access Standards, found at <http://nltc.nebraska.gov/standards/2-201.html> and ensure that products and/or services provided under the contract are in compliance or will comply with the applicable standards to the greatest degree possible. In the event such standards change during the Contractor's performance, the State may create an amendment to the contract to request the contract comply with the changed standard at a cost mutually acceptable to the parties.

XX. ANTITRUST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

The Contractor hereby assigns to the State any and all claims for overcharges as to goods and/or services provided in connection with this contract resulting from antitrust violations which arise under antitrust laws of the United States and the antitrust laws of the State.

YY. DISASTER RECOVERY/BACK UP PLAN

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

The Contractor shall have a disaster recovery and back-up plan, of which a copy should be provided to the State, which includes, but is not limited to equipment, personnel, facilities, and transportation, in order to continue services as specified under the specifications in the contract in the event of a disaster.

ZZ. TIME IS OF THE ESSENCE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

Time is of the essence in this contract. The acceptance of late performance with or without objection or reservation by the State shall not waive any rights of the State nor constitute a waiver of the requirement of timely performance of any obligations on the part of the Contractor remaining to be performed.

AAA. RECYCLING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PW			

Preference will be given to items which are manufactured or produced from recycled material or which can be readily reused or recycled after their normal use as per Neb. Rev. Stat. § 81-15,159.

BBB. DRUG POLICY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

Contractor certifies it maintains a drug free work place environment to ensure worker safety and workplace integrity. Contractor agrees to provide a copy of its drug free workplace policy at any time upon request by the State.

CCC. EMPLOYEE WORK ELIGIBILITY STATUS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of an employee.

If the Contractor is an individual or sole proprietorship, the following applies:

1. The Contractor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at <http://das.nebraska.gov/materiel/purchasing.html>
The completed United States Attestation Form should be submitted with the Request for Proposal response.
2. If the Contractor indicates on such attestation form that he or she is a qualified alien, the Contractor agrees to provide the US Citizenship and Immigration Services documentation required to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
3. The Contractor understands and agrees that lawful presence in the United States is required and the Contractor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. § 4-108.

DDD. CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND INELIGIBILITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

The Contractor, by signature to this RFP, certifies that the Contractor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency from participating in transactions (debarred). The Contractor also agrees to include the above requirements in any and all Subcontracts into which it enters. The Contractor shall immediately notify the Department if, during the term of this contract, Contractor becomes debarred. The Department may immediately terminate this contract by providing Contractor written notice if Contractor becomes debarred during the term of this contract.

Contractor, by signature to this RFP, certifies that Contractor has not had a contract with the State of Nebraska terminated early by the State of Nebraska. If Contractor has had a contract terminated early by the State of Nebraska, Contractor must provide the contract number, along with an explanation of why the contract was terminated early. Prior early termination may be cause for rejecting the proposal.

EEE. POLITICAL SUB-DIVISIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

The Contractor may extend the contract to political sub-divisions conditioned upon the honoring of the prices charged to the State. Terms and conditions of the Contract must be met by political sub-divisions. Under no circumstances shall the State be contractually obligated or liable for any purchases by political sub-divisions or other public entities not authorized by Neb. Rev. Stat. § 81-145, listed as "all officers of the state, departments, bureaus, boards, commissions, councils, and institutions receiving legislative appropriations." A listing of Nebraska political subdivisions may be found at the website of the Nebraska Auditor of Public Accounts.

FFF. OFFICE OF PUBLIC COUNSEL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

If it provides, under the terms of this contract and on behalf of the State of Nebraska, health and human services to individuals; service delivery; service coordination; or case management, Contractor shall submit to the jurisdiction of the Office of Public Counsel, pursuant to Neb. Rev. Stat. §§ 81-8,240 et seq. This section shall survive the termination of this contract and shall not apply if Contractor is a long-term care facility subject to the Long-Term Care Ombudsman Act, Neb. Rev. Stat. §§ 81-2237 et seq.

GGG. LONG-TERM CARE OMBUDSMAN

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PN			

If it is a long-term care facility subject to the Long-Term Care Ombudsman Act, Neb. Rev. Stat. §§ 81-2237 et seq., Contractor shall comply with the Act. This section shall survive the termination of this contract.



Section 4:
Technical
Approach



Section 4: Technical Approach

This section contains:

- ❖ Technical Approach (per Subsection (V)(A)(3) on RFP page 46)
- ❖ **Project Description and Scope of Work** (per Section V (introduction paragraph on RFP page 44) and IV (RFP pages 32 through 43))



Section 4: Technical Approach

1. TECHNICAL APPROACH

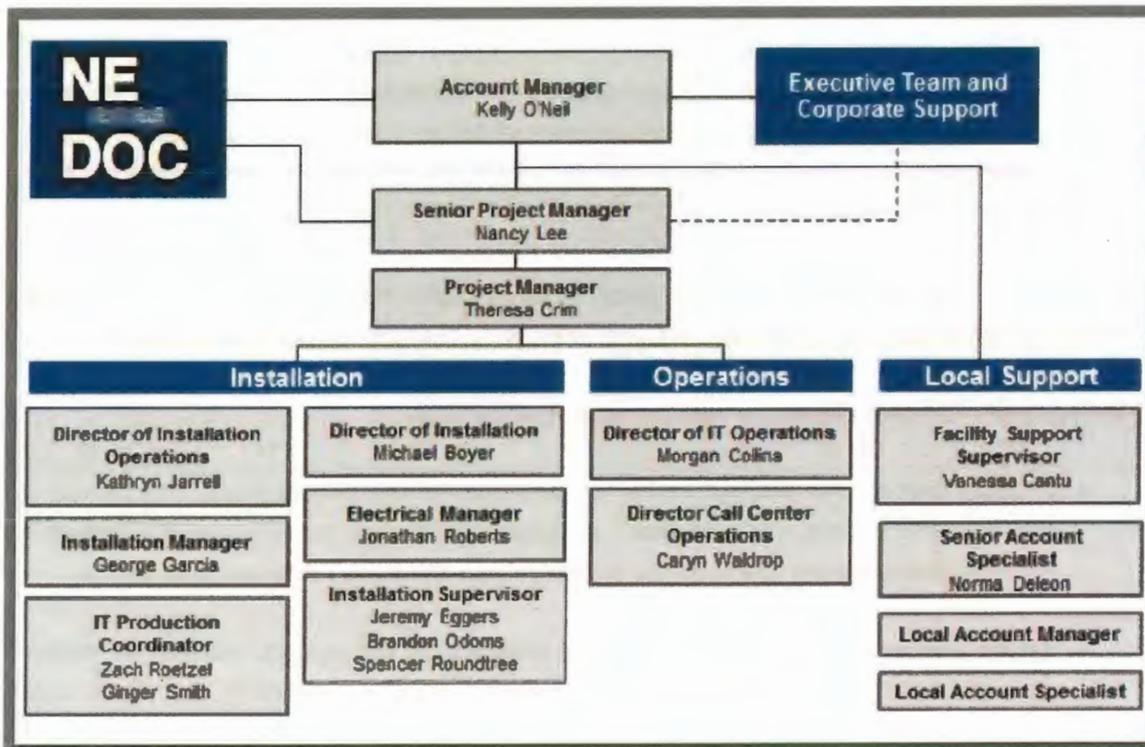
The technical approach section of the Technical Proposal must consist of the following subsections:

a. Understanding of the project requirements;

Telmate Response: We have read, understand and will comply.

Telmate has created a project organization to ensure the successful installation of the inmate communications services (ICS) platform into all of the NDCS facilities. As shown in Figure 4-1, we have Installation, Operations and Local Support teams. Our Account Manager oversees the Installation, Operations and Local Support, and is the main point of contact for NDCS. Our Senior Project Manager and Project Manager are the main points of contact for the Installation and Operations.

Figure 4-1





b. Proposed development approach;

 **Telmate Response:** We have read, understand and will comply.

Telmate utilizes an Agile/SCRUM development methodology because our technology solutions are predominantly software based. Please see Figure 4-2 below.

Figure 4-2



An Agile/SCRUM methodology uses incremental software application development while maintaining a completely transparent list of upgrades or corrections to be implemented later. At Telmate, we have implemented a two-week product delivery schedule, called a Sprint. Agile software development with the SCRUM method relies on progressive developments at a constant rhythm of two weeks.

Upgrades can therefore be more easily integrated. The agile methodology used by Telmate gives us the ability to design, plan, and achieve intentional change, rapidly and reliably.

There are three defined roles in the Agile/SCRUM methodology:

- **Product Owner:** The product owner is the leader of the project team. This person is the one who defines and prioritizes the product features, and chooses the date and content of each sprint based on the workload that the team communicates to him.
- **Scrum Master:** The Scrum Master is the facilitator of the project. This person makes sure that everyone works on their specified tasks by eliminating roadblocks and protecting team members from exterior interferences.



- **Team Member:** A team is typically made up of 4-10 team members. The team is all the IT specialists who are necessary on a given project. An architect, a designer, a developer, a tester, etc. The team is self-organizing and remains unchanged during a sprint.

Our Sprint Team conducts the following types of meetings in the Agile/SCRUM methodology to ensure that requirements are being met and they are being prioritized correctly.

1. **Daily Meetings:** The team meets for approximately 15 minutes every day to review the assignments and any risks or issues.
2. **Planning meetings:** The team meets once every two weeks to decide the features that make up the upcoming sprint.
3. **Demonstration Meetings:** The team meets every two weeks, on the last day of a Sprint, to present what each team member has done during the sprint. They organize a demonstration of new features. This is an informal meeting lasting around 1.5 to 2 hours.
4. **Wrap Up meetings:** The team meets every two weeks, after the Sprint, to analyze successful and unsuccessful aspects of their activity. This meeting usually lasts 15 to 30 minutes. Everyone attends, and voices their opinions about how the Sprint went, and a rough idea of the future improvements to be made is voted on.

c. **Technical considerations;**

 **Telmate Response:** We have read, understand and will comply.

Based on the requirements, Telmate does not anticipate any particular technical challenges with the design or implementation of this project. Telmate has extensive experience installing and maintaining inmate telephone systems. Our experience has helped us develop best practices in installation and cutover procedures. Our teams work together on a regular basis and strategically plan for a smooth transition of service. The Telmate installation team has completed more than 200 equipment installation projects across the United States, and Telmate has successfully handled installation, cutover and full ICS service at similar multi-site facilities including the Montana and Oregon Department of Corrections. Our unique scalable plan means that we can install and turn up our equipment in 5 days or less, whether a facility has 50 beds or 5000.

At Telmate, we consider ourselves change-management experts. We provide a low-stress, low-change installation and focus on taking the stress out of change by easing you into the new technology. Our goal is to take the burden off of you during this process, and our customers are always surprised to see that our installations are less hectic than expected.



Cutover

By fully testing the ICS equipment and circuits prior to cutover, there will be no risk of service interruptions due to the changeover to the new Telmate ICS system. The Telmate team has followed this plan in all of our multi-site implementations throughout the U.S. and Canada.

Once the Telmate ICS system is installed it will be running on the circuits provided by Telmate and will not have any impact on the existing inmate telephone system. There will be absolutely no interruption of service at that time. On the cutover date, the inmate phones will be unplugged from the existing inmate telephone system and reconnected, via Amphenol connections, to the Telmate ICS system.

Per the NDCS's instructions, installation of all telephones and related equipment shall be completed during normal business hours, Monday through Thursday between the hours of 6:00 am and 4:00 pm EST. Telmate understands that each facility has flexibility to specify alternate hours.

The cutover will be conducted at the discretion of the facility. Telmate recommends that this occurs during the time the facility has all phones off (for example, during a headcount time), prior to the phones coming on at the beginning of the day, or after the phones go off for the day. This will minimize any downtime for the facilities and eliminate complaints or grievances from the inmates.

Telmate will coordinate with the current provider for removal (and disposal if needed) of the existing inmate phones in all of the NDCS facilities. Once all instruments have been replaced, the new system will be flash cut from the NDCS's existing vendor platform to Telmate, during low-use time periods, or during lockdown. All onsite work will be performed in accordance with the NDCS standard operating procedures.

And as part of the implementation process, we provide you with hands-on, on-site, ongoing training to ensure your staff is 100% comfortable with the technology and understands how to fully utilize its time-saving features and functionalities.

Telmate makes the following assumptions in creating the implementation plan:

- Full cooperation to provide the Telmate team to have site access during facility hours.
- Staff escorts as needed to help complete installation and implementation tasks within secure areas.
- Ability to secure reasonably priced and fast data circuits (5 megs up and 30 megs down).



Telmate LLC Response to State of Nebraska RFP 5289 Z1 for Inmate Calling Services

- Availability of NDCS Project Staff for training and knowledge transfer.
- NDCS / State Project Staff willingness to provide the necessary contacts, and staff members who will collaborate with supervision and help with vendor management/integration needs.
- No hazardous/chemical conditions in the physical structure of the facilities.
- NDCS willingness to consider suggestions for new approaches to placement of necessary equipment or additional equipment.

Telmate has learned that each facility poses different change management challenges. Smaller facilities tend to be more resilient and adaptable to change, and large facilities with multiple stakeholders tend to be more resistant to change. However, large organizations, once adapting to change tend to be the more disciplined in adherence to the policies, procedures, systems and technology over the long-term because the knowledge is dispersed over more resources.

Telmate has also learned that just because a project has executive support from the Facility, that does not always mean that all stakeholders have been fully briefed on the rationale for the change in vendors, new technology, or new tools. Telmate mitigates this by consistently reinforcing the rationale as often as needed when introduced to new stakeholders and subcontractors to ensure alignment on the vision for the project.

Finally, Telmate has learned that not only the facility is impacted by change, but also the community, inmates' friends and family and the inmates* themselves. Telmate mitigates any resistance through education and awareness, press releases, onsite training for friends and family, and advertising outreach and other methodologies as required.

* Telmate understands that an incarcerated individual in Nebraska may be referred to as an "inmate" or an "offender" depending on context. To remain consistent in the RFP, we use the term "inmate" exclusively to refer to any incarcerated individual.

The following are just a few examples of Telmate's change-management expertise when working with multi-facility clients:

For the Montana Department of Corrections

The Montana Department of Corrections needed phones for their 2,000 inmates located across four facilities. They wanted the entire ICS system completely installed in 60 days. The Telmate Team installed and turned up equipment for 4 facilities in only five days, with two project managers and an installation crew of six.



For the Oregon Department of Corrections

The Oregon Department of Corrections needed phones for their 15,000 inmates located across 14 facilities. They wanted the entire ICS system completely installed in 6 months. Our team was able to install in 3 months. Telmate pre-installed hardware and backroom circuits over two months. 14 two-man teams were picked and trained; one PM with a technical partner. Teams arrived on a Saturday evening to complete final installation steps. The teams returned to their respective facilities at 6am and plugged into the Telmate system at the same time. The success of this project earned Telmate the ODOC 2013 Contractor of the Year award. We were the first phone vendor to ever earn this recognition. Please refer to the Attachments Tab of this proposal for a Letter of Recommendation from ODOC.

For the Oklahoma County Detention Center

The Oklahoma County Detention Center needed phones for their 2,500 inmates located on 13 floors of their detention facility located in Oklahoma City. The Telmate Team installed 150 phones in all the common areas of the detention center in one week. Over the next year, we installed nearly 1,400 phones in the detention center.

d. Detailed project work plan; and

 **Telmate Response:** We have read, understand and will comply.

In Table 4-1, we have provided a detailed project work plan. In addition, we have included a detailed draft 90-day implementation plan with due dates in our response to the next requirement under 1.e.

Table 4-1

Project Phase	Tasks
Project Initiation	<ul style="list-style-type: none"> ● Introductions ● Site Kick off Meeting ● Submit Initial Telecom and Equipment Orders (Preliminary Engineering and Design) ● Site Inspections conducted by Telmate Field Services Team ● Creation of Project Charter



Telmate LLC Response to State of Nebraska RFP 5289 Z1 for Inmate Calling Services

Project Planning	<ul style="list-style-type: none">● Risk Management Planning● Integration Plan review - Interface specifications / requirements review● Incumbent Exit Strategy● ICS, Installation Timeline Review● Project Plan Update<ul style="list-style-type: none">○ Schedule○ Budget○ Quality Plan○ HR Plan○ Communications Plan○ Risk Management Plan○ Procurement Plan● Engineering Schematics, Bill of Materials, and Manual of Procedure (MOP) Updates● Final Project Plan Review
Project Execution	<ul style="list-style-type: none">● Status Reporting and Meetings● Employee Onboarding / Training● Pre-Install Preparation - Customer Provisioning● Pre-Install Preparation - Huber Integration● LEC MPLS Cable Installations● Pre-Transition Installation Activities (Team 1, 2, 3)● Telmate Command User Interface Training● Transition Activities● Transfer to Telmate ICS
Project Monitor and Control	<ul style="list-style-type: none">● Integration Interface Quality Control● Installation Quality Control Checkpoint 1: Customer Provisioning● Installation Quality Control Checkpoint 2: Customer Pre-installation● Installation Quality Control Checkpoint 3: Equipment Testing / Functional Validation● Installation Quality Control Checkpoint 4: On Site Customer Acceptance● Installation Quality Control checkpoint 5: Customer Acceptance● Installation Quality Control Checkpoint 6: Initiate Post Implementation Site Engineering Monitoring (remote monitoring: 30 days)● Perform Integrated Change Control
Project Close Out	<ul style="list-style-type: none">● Project Close Out Reports



e. Deliverables and due dates.

 **Telmate Response:** We have read, understand and will comply.

Telmate has included a sample 90-day implementation plan with due dates in Table 4-2.1 through 4-2.4. Telmate has extensive experience installing and maintaining inmate telephone and VVS systems. Our experience has helped us develop best practices in installation and cutover procedures. We work together cohesively as a team and strategically plan everything so there will be no disruption of service to the NDCS. Our dedicated and committed installation crews are professionals that only work on installations, nothing else. In summary, this plan ensures that all the required components are deployed without interruption to the NDCS's operations.

Telmate's Transition Plan

To meet network service coordination requirements, Telmate will order the required network services immediately upon award. This will allow us to ensure that the network provider has the required resources to provide service. To avoid the risk of any transition problems, a network provisioning specialist will be assigned to the NDCS until the project is completely installed.

Provisioned services from the incumbent will remain active until all services for a facility have been replaced with the Telmate services. Additionally, all cable termination blocks installed by Telmate will be clearly labeled and considered the property of the NDCS while also providing a clear demarcation point. If any additional cabling work is required then Telmate will discuss with the facility maintenance personnel for approval. Only new cables that will meet all applicable Electronic Industries Alliance/Telecommunications Industry Alliance ("EIA/TIA") wiring standards will be used. All cables will be clearly marked at both ends.

By fully testing the ITS equipment and circuits prior to cutover, there will be no risk of service interruptions due to the changeover to the new Telmate ITS system. The Telmate team has followed this plan in all of our multi-site implementations throughout the U.S. and Canada.

Once the Telmate ITS system is installed it will be running on the circuits provided by Telmate and will not have any impact on the existing inmate telephone system. There will be absolutely no interruption of service at that time. On the cutover date, the inmate phones will be unplugged from the existing inmate telephone system and reconnected, via Amphenol connections, to the Telmate ITS system.



Telmate LLC Response to State of Nebraska RFP 5289 Z1 for Inmate Calling Services

The cutover will be conducted at the discretion of the facility. Telmate recommends this occurs during the time the facility has all phones off (for example, during a headcount time), prior to the phones coming on at the beginning of the day, or after the phones go off for the day. This will minimize any downtime for the facilities and eliminate complaints or grievances from the inmates.

Telmate will coordinate with the current provider for removal (and disposal if needed) of the existing inmate phones in all of NDCS facilities. Once all instruments have been replaced, the new system will be flash cut from NDCS's existing vendor platform to Telmate, during low-use time periods, or during lockdown. All onsite work will be performed in accordance with NDCS's Standard Operating Procedures.

Telmate will maintain a high level of sensitivity to avoid disruption of phone services to inmates and ensure facility security.



Telmate LLC Response to State of Nebraska RFP 5289 Z1 for Inmate Calling Services

Table 4-2.1

Name	Duration	Priority	Start	Finish	Complete	Cost	Work
Inmate Telephone System/VVS Installation Project Plan	81.4 d	3	9/5/16	12/5/16	0 %	\$ 0.00	648.0 h
Project Initiation	14.3 d	3	9/5/16	9/23/16	0 %	\$ 0.00	209 h
Upon contract execution - Account Executive to call	1.3 d	3	9/5/16	9/6/16	0 %	\$ 0.00	10 h
Project Manager introduction with DOC	1 d	3	9/5/16	9/6/16	0 %	\$ 0.00	8 h
On Site Kick-Off meeting with DOC team & Account Team	1.9 d	3	9/7/16	9/9/16	0 %	\$ 0.00	13 h
Submit Initial ITS & VVS Equipment orders	1 d	3	9/6/16	9/7/16	0 %	\$ 0.00	8 h
Site Inspections conducted by Field Services Team	7 d	3	9/14/16	9/23/16	0 %	\$ 0.00	176 h
Nebraska State Penitentiary Site inspection	7 d	3	9/14/16	9/15/16	0 %	\$ 0.00	40 h
Diagnostic and Evaluation Center Site inspection	7 d	3	9/15/16	9/15/16	0 %	\$ 0.00	40 h
Lincoln Correctional Center Site inspection	7 d	3	9/15/16	9/16/16	0 %	\$ 0.00	40 h
Community Correctional Center Lincoln Site inspection	7 d	3	9/16/16	9/16/16	0 %	\$ 0.00	40 h
Omaha Correctional Center Site inspection	7 d	3	9/16/16	9/17/16	0 %	\$ 0.00	40 h
Youth Rehab and Treatment Center, Geneva Site inspection	7 d	3	9/17/16	9/17/16	0 %	\$ 0.00	40 h
Youth Rehab and Treatment Center, Kerney Site inspection	7 d	3	9/17/16	9/18/16	0 %	\$ 0.00	40 h
Community Correctional Center Omaha Site inspection	7 d	3	9/18/16	9/18/16	0 %	\$ 0.00	40 h
NE Correctional Center for Women Site inspection	7 d	3	9/18/16	9/19/16	0 %	\$ 0.00	40 h
Work Ethic Camp Site inspection	7 d	3	9/20/16	9/21/16	0 %	\$ 0.00	40 h
Nebraska Correctional Youth Facility Site inspection	7 d	3	9/21/16	9/21/16	0 %	\$ 0.00	40 h
Tecumseh State Correctional Institution Site inspection	7 d	3	9/21/16	9/22/16	0 %	\$ 0.00	40 h
Correctional Services/Admin Site inspection	7 d	3	9/22/16	9/23/16	0 %	\$ 0.00	40 h
Correctional Services/Admin 2 Site inspection	7 d	3	9/23/16	9/23/16	0 %	\$ 0.00	40 h
Project Planning	14.6 d	3	9/9/16	9/23/16	0 %	\$ 0.00	270.0 h
Risk Management Planning	5.8 d	3	9/13/16	9/21/16	0 %	\$ 0.00	46 h
Integration Plan review - Interface specs/requirements review	4 d	3	9/9/16	9/15/16	0 %	\$ 0.00	32 h
Employee On-boarding process review	3 d	3	9/13/16	9/16/16	0 %	\$ 0.00	24 h
Incumbent Exit Strategy	4 d	3	9/19/16	9/23/16	0 %	\$ 0.00	40 h
Installation Timeline Review	7.6 d	3	9/9/16	9/21/16	0 %	\$ 0.00	60 h
Project Plan Update	5.3 d	3	9/16/16	9/23/16	0 %	\$ 0.00	24 h
Engineering Schematics, and Bill of Materials Updates	1.2 d	3	9/23/16	9/26/16	0 %	\$ 0.00	25.8 h
Final Project Plan Review	2.4 d	3	9/27/16	9/29/16	0 %	\$ 0.00	19 h
Project Execution	78.7 d	3	9/5/16	12/5/16	0 %	\$ 0.00	648.0 h
Direct & Manage Project Execution	78.4 d	3	9/5/16	12/5/16	0 %	\$ 0.00	648.0 h
Employee Onboarding / Training	36 d	3	9/6/16	10/14/16	0 %	\$ 0.00	272 h
Pre-Install Preparation - Customer Provisioning	2.1 d	3	9/29/16	10/3/16	0 %	\$ 0.00	42 h
Customer Provisioning	2.1 d	3	9/29/16	10/3/16	0 %	\$ 0.00	32.5 h
Customer Data Management	1.3 d	3	9/29/16	9/30/16	0 %	\$ 0.00	9.5 h
Pre-Install Preparation - Integration	21.3 d	3	9/29/16	10/31/16	0 %	\$ 0.00	130 h
Pre-Install Preparation - Integration	21.3 d	3	9/29/16	10/31/16	0 %	\$ 0.00	130 h
LEC MPLS T1 Installations	4.0 d	3	10/12/16	10/18/16	0 %	\$ 0.00	31.9 h
Pre-Transition Installation Activities	47.0 d	3	9/5/16	11/18/16	0 %	\$ 0.00	324.0 h
Nebraska State Penitentiary	6.4 d	3	9/21/16	9/29/16	0 %	\$ 0.00	97 h
Receipt & Pre-Install ITS Tasks	2.1 d	3	9/21/16	9/23/16	0 %	\$ 0.00	34 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	9/23/16	9/23/16	0 %	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	3.8 d	3	9/23/16	9/29/16	0 %	\$ 0.00	56 h
Clean-up and Exit	0.4 d	3	9/29/16	9/29/16	0 %	\$ 0.00	5 h
Diagnostic and Evaluation Center	6 d	3	9/30/16	10/10/16	0 %	\$ 0.00	89 h
Receipt & Pre-Install ITS Tasks	2.1 d	3	9/30/16	10/4/16	0 %	\$ 0.00	34 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	10/4/16	10/4/16	0 %	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	3.3 d	3	10/4/16	10/7/16	0 %	\$ 0.00	40 h
Clean-up and Exit	0.4 d	3	10/7/16	10/10/16	0 %	\$ 0.00	5 h
Lincoln Correctional Center	4.7 d	3	10/20/16	10/26/16	0 %	\$ 0.00	67 h
Receipt & Pre-Install ITS Tasks	1.3 d	3	10/20/16	10/21/16	0 %	\$ 0.00	22 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	10/21/16	10/21/16	0 %	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	2.8 d	3	10/21/16	10/26/16	0 %	\$ 0.00	38 h
Clean-up and Exit	0.4 d	3	10/26/16	10/26/16	0 %	\$ 0.00	5 h
Community Correctional Center Lincoln	4.7 d	3	10/27/16	11/3/16	0 %	\$ 0.00	67 h
Receipt & Pre-Install ITS Tasks	1.3 d	3	10/27/16	10/28/16	0 %	\$ 0.00	22 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	10/28/16	10/31/16	0 %	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	2.8 d	3	10/28/16	11/2/16	0 %	\$ 0.00	38 h
Clean-up and Exit	0.4 d	3	11/2/16	11/3/16	0 %	\$ 0.00	5 h
Omaha Correctional Center Site Inspection	7.2 d	3	11/3/16	11/14/16	0 %	\$ 0.00	109 h
Receipt & Pre-Install ITS Tasks	2.3 d	3	11/3/16	11/7/16	0 %	\$ 0.00	30 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	11/7/16	11/8/16	0 %	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	4.3 d	3	11/7/16	11/14/16	0 %	\$ 0.00	64 h
Clean-up and Exit	0.4 d	3	11/14/16	11/14/16	0 %	\$ 0.00	5 h
Youth Rehab and Treatment Center, Geneva	54.9 d	3	9/5/16	11/21/16	0 %	\$ 0.00	63 h
Receipt & Pre-Install ITS Tasks	1.3 d	3	11/15/16	11/16/16	0 %	\$ 0.00	22 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	11/16/16	11/16/16	0 %	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	2.5 d	3	11/16/16	11/21/16	0 %	\$ 0.00	34 h
Clean-up and Exit	0.4 d	3	9/5/16	9/5/16	0 %	\$ 0.00	5 h
Youth Rehab and Treatment Center, Kerney	32.4 d	3	9/7/16	10/24/16	0 %	\$ 0.00	15.4 h
Receipt & Pre-Install ITS Tasks	0.4 d	3	10/21/16	10/21/16	0 %	\$ 0.00	4 h
MPLS Test & Turn-up Activities with AT&T	0.2 d	3	10/21/16	10/21/16	0 %	\$ 0.00	1.4 h
Install ITS Phones (Connected to Incumbent Call Processor)	0.7 d	3	10/21/16	10/24/16	0 %	\$ 0.00	5 h
Clean-up and Exit	0.6 d	3	9/7/16	9/8/16	0 %	\$ 0.00	5 h
Community Correctional Center Omaha	4 d	3	10/20/16	10/26/16	0 %	\$ 0.00	56 h
Receipt & Pre-Install ITS Tasks	0.9 d	3	10/20/16	10/21/16	0 %	\$ 0.00	15 h



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Table 4-2.2

MPLS Test & Turn-up Activities with AT&T	0.3 d	3	10/21/16	10/21/16	0%	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	2.5 d	3	10/21/16	10/26/16	0%	\$ 0.00	34 h
Clean-up and Exit	0.4 d	3	10/26/16	10/26/16	0%	\$ 0.00	5 h
NE Correctional Center for Women	4 d	3	10/20/16	10/26/16	0%	\$ 0.00	56 h
Receipt & Pre-Install ITS Tasks	0.9 d	3	10/20/16	10/21/16	0%	\$ 0.00	15 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	10/21/16	10/21/16	0%	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	2.5 d	3	10/21/16	10/26/16	0%	\$ 0.00	34 h
Clean-up and Exit	0.4 d	3	10/26/16	10/26/16	0%	\$ 0.00	5 h
Work Ethic Camp Site Inspection	43.3 d	3	9/5/16	11/3/16	0%	\$ 0.00	50.3 h
Receipt & Pre-Install ITS Tasks	2.3 d	3	10/27/16	10/31/16	0%	\$ 0.00	38 h
MPLS Test & Turn-up Activities with AT&T	0.2 d	3	10/31/16	10/31/16	0%	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	3.0 d	3	10/31/16	11/3/16	0%	\$ 0.00	45.3 h
Clean-up and Exit	0.4 d	3	9/5/16	9/5/16	0%	\$ 0.00	5 h
Nebraska Correctional Youth Facility	4.5 d	3	11/4/16	11/10/16	0%	\$ 0.00	63 h
Receipt & Pre-Install ITS Tasks	1.4 d	3	11/4/16	11/7/16	0%	\$ 0.00	22 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	11/7/16	11/7/16	0%	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	2.5 d	3	11/7/16	11/9/16	0%	\$ 0.00	34 h
Clean-up and Exit	0.4 d	3	11/10/16	11/10/16	0%	\$ 0.00	5 h
Tecumseh State Correctional Institution	5.9 d	3	11/11/16	11/18/16	0%	\$ 0.00	89 h
Receipt & Pre-Install ITS Tasks	2.1 d	3	11/11/16	11/15/16	0%	\$ 0.00	34 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	11/15/16	11/15/16	0%	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	3.3 d	3	11/15/16	11/18/16	0%	\$ 0.00	48 h
Clean-up and Exit	0.4 d	3	11/18/16	11/18/16	0%	\$ 0.00	5 h
Correctional Services/Admin	3.5 d	3	10/20/16	10/25/16	0%	\$ 0.00	58.3 h
Receipt & Pre-Install ITS Tasks	1.1 d	3	10/20/16	10/21/16	0%	\$ 0.00	18 h
MPLS Test & Turn-up Activities with AT&T	0.2 d	3	10/21/16	10/21/16	0%	\$ 0.00	1.3 h
Install ITS Phones (Connected to Incumbent Call Processor)	2.4 d	3	10/21/16	10/25/16	0%	\$ 0.00	34 h
Clean-up and Exit	0.4 d	3	10/21/16	10/24/16	0%	\$ 0.00	5 h
Correctional Services/Admin 2	5.9 d	3	10/26/16	11/3/16	0%	\$ 0.00	88.3 h
Receipt & Pre-Install ITS Tasks	1.5 d	3	10/26/16	10/27/16	0%	\$ 0.00	25.3 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	10/27/16	10/27/16	0%	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	3.8 d	3	10/27/16	11/2/16	0%	\$ 0.00	56 h
Clean-up and Exit	0.4 d	3	11/2/16	11/3/16	0%	\$ 0.00	5 h
User Interface Training	1.0 d	3	12/4/16	12/4/16	0%	\$ 0.00	168 h
Nebraska State Penitentiary	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Diagnostic and Evaluation Center	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Lincoln Correctional Center	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Community Correctional Center Lincoln	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Omaha Correctional Center Site Inspection	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Geneva	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Kearney	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Community Correction Center Omaha	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
NE Correctional Center for Women	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Work Ethic Camp Site Inspection	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Nebraska Correctional Youth Facility	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Tecumseh State Correctional Institution	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Correctional Services/Admin	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Correctional Services/Admin 2	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Calibration	22 d	3	10/31/16	11/30/16	0%	\$ 0.00	0 h
Transition Activities	50.0 d	3	9/5/16	11/1/16	0%	\$ 0.00	558 h
Data Transfer Coordination	68.6 d	3	9/11/16	11/1/16	0%	\$ 0.00	18 h
Commissary and Kiosk Phone Time Purchase Data Upload	68.6 d	3	9/11/16	11/1/16	0%	\$ 0.00	18 h
Nebraska State Penitentiary	1 d	3	9/11/16	9/13/16	0%	\$ 0.00	8 h
Diagnostic and Evaluation Center	1 d	3	9/13/16	9/15/16	0%	\$ 0.00	8 h
Lincoln Correctional Center	1 d	3	9/18/16	9/20/16	0%	\$ 0.00	8 h
Community Correctional Center Lincoln	1 d	3	9/20/16	9/22/16	0%	\$ 0.00	8 h
Omaha Correctional Center Site Inspection	1 d	3	9/26/16	9/28/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Geneva	1 d	3	9/28/16	9/30/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Remy	1 d	3	10/2/16	10/4/16	0%	\$ 0.00	8 h
Community Correction Center Omaha	1 d	3	10/4/16	10/6/16	0%	\$ 0.00	8 h
NE Correctional Center for Women	1 d	3	10/9/16	10/11/16	0%	\$ 0.00	8 h
Work Ethic Camp Site Inspection	1 d	3	10/11/16	10/13/16	0%	\$ 0.00	8 h
Nebraska Correctional Youth Facility	1 d	3	10/16/16	10/18/16	0%	\$ 0.00	8 h
Tecumseh State Correctional Institution	1 d	3	10/23/16	10/25/16	0%	\$ 0.00	8 h
Correctional Services/Admin	1 d	3	10/25/16	10/27/16	0%	\$ 0.00	8 h
Correctional Services/Admin 2	1 d	3	10/30/16	11/1/16	0%	\$ 0.00	8 h
ITS/VVS Transfer	50.0 d	3	9/5/16	11/25/16	0%	\$ 0.00	548 h
Nebraska State Penitentiary	2 d	3	11/6/16	11/8/16	0%	\$ 0.00	22 h
Transition Preparation	0.6 d	3	11/6/16	11/6/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/6/16	11/8/16	0%	\$ 0.00	16 h
Installation Finalization	0.8 d	3	11/6/16	11/7/16	0%	\$ 0.00	6 h
Clean-up and exit	0.6 d	3	11/7/16	11/8/16	0%	\$ 0.00	3 h
Diagnostic and Evaluation Center	2.6 d	3	11/8/16	11/10/16	0%	\$ 0.00	26.5 h
Transition Preparation	0.6 d	3	11/8/16	11/8/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/8/16	11/10/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/8/16	11/9/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/9/16	11/10/16	0%	\$ 0.00	3 h



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Table 4-2.3

Lincoln Correctional Center	2.6 d	3	11/13/16	11/15/16	0%	\$ 0.00	26.5 h
Transition Preparation	0.6 d	3	11/13/16	11/13/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/13/16	11/15/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/14/16	11/15/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/15/16	11/15/16	0%	\$ 0.00	3 h
Community Correctional Center Lincoln	2.6 d	3	11/15/16	11/17/16	0%	\$ 0.00	26.5 h
Transition Preparation	0.6 d	3	11/15/16	11/15/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/15/16	11/17/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/16/16	11/17/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/17/16	11/17/16	0%	\$ 0.00	3 h
Omaha Correctional Center Site Inspection	2.6 d	3	11/20/16	11/22/16	0%	\$ 0.00	26.5 h
Transition Preparation	0.6 d	3	11/20/16	11/20/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/20/16	11/22/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/21/16	11/22/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/22/16	11/22/16	0%	\$ 0.00	3 h
Youth Rehab and Treatment Center, Geneva	71.3 d	3	11/6/16	11/8/16	0%	\$ 0.00	26.5 h
Transition Preparation	71.3 d	3	11/6/16	11/6/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/6/16	11/8/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/6/16	11/7/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/7/16	11/8/16	0%	\$ 0.00	3 h
Youth Rehab and Treatment Center, Kearney	71.3 d	3	11/8/16	11/10/16	0%	\$ 0.00	26.5 h
Transition Preparation	71.3 d	3	11/8/16	11/8/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/8/16	11/10/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/8/16	11/9/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/9/16	11/10/16	0%	\$ 0.00	3 h
Community Correction Center Omaha	71.3 d	3	11/13/16	11/15/16	0%	\$ 0.00	26.5 h
Transition Preparation	71.3 d	3	11/13/16	11/13/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/13/16	11/15/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/14/16	11/15/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/15/16	11/15/16	0%	\$ 0.00	3 h
NE Correctional Center for Women	2.6 d	3	11/15/16	11/17/16	0%	\$ 0.00	26.5 h
Transition Preparation	0.6 d	3	11/15/16	11/15/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/15/16	11/17/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/16/16	11/17/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/17/16	11/17/16	0%	\$ 0.00	3 h
Work Ethic Camp Site Inspection	73.7 d	3	11/20/16	11/22/16	0%	\$ 0.00	13.5 h
Transition Preparation	73.7 d	3	11/20/16	11/20/16	0%	\$ 0.00	1 h
Transition	1.2 d	3	11/20/16	11/22/16	0%	\$ 0.00	9.8 h
Installation Finalization	0.2 d	3	11/21/16	11/22/16	0%	\$ 0.00	1.5 h
Clean-up and exit	0.3 d	3	11/22/16	11/22/16	0%	\$ 0.00	1.3 h
Nebraska Correctional Youth Facility	74.3 d	3	11/6/16	11/8/16	0%	\$ 0.00	26.5 h
Transition Preparation	74.3 d	3	11/6/16	11/6/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/6/16	11/8/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/6/16	11/7/16	0%	\$ 0.00	10 h
Clean-up and exit	2.3 d	3	11/7/16	11/8/16	0%	\$ 0.00	3 h
Tecumseh State Correctional Institution	74.4 d	3	11/8/16	11/10/16	0%	\$ 0.00	26 h
Transition Preparation	74.4 d	3	11/8/16	11/8/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/8/16	11/10/16	0%	\$ 0.00	10 h
Installation Finalization	1.3 d	3	11/8/16	11/9/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/9/16	11/10/16	0%	\$ 0.00	3 h
Correctional Services/Admin	72.1 d	3	11/13/16	11/15/16	0%	\$ 0.00	26.5 h
Transition Preparation	72.1 d	3	11/13/16	11/13/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/13/16	11/15/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/14/16	11/15/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/15/16	11/15/16	0%	\$ 0.00	3 h
Correctional Services/Admin 2	76.7 d	3	11/15/16	11/17/16	0%	\$ 0.00	176 h
Transition Preparation	0.7 d	3	11/15/16	11/15/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/15/16	11/17/16	0%	\$ 0.00	10 h
Installation Finalization	1.3 d	3	11/16/16	11/17/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/17/16	11/17/16	0%	\$ 0.00	3 h
Distribute Information / Stakeholder Updates / Report Performance	43.0 d	3	9/12/16	12/2/16	0%	\$ 0.00	36 h
Telmate & DOC Project Team Meeting - Touch Point: Pre-Transition Installation Review	0.3 d	3	10/18/16	10/18/16	0%	\$ 0.00	2.5 h
Telmate & DOC Project Team Meeting - Touch Point: Transition Schedule Review	0.4 d	3	10/23/16	11/22/16	0%	\$ 0.00	1.5 h
Project Monitor & Control	81.3 d	3	9/5/16	12/5/16	0%	\$ 0.00	387 h
Perform Quality Control	81.3 d	3	9/5/16	12/5/16	0%	\$ 0.00	387 h
Integration Interface Quality Control	6 d	3	10/20/16	10/28/16	0%	\$ 0.00	112 h
Installation Quality Control Checklist 1: Customer Provisioning	62.3 d	3	9/7/16	12/2/16	0%	\$ 0.00	47 h
Nebraska State Penitentiary	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Diagnostic and Evaluation Center	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Lincoln Correctional Center	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Community Correctional Center Lincoln	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Omaha Correctional Center Site Inspection	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Geneva	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Kearney	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Community Correction Center Omaha	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
NE Correctional Center for Women	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Work Ethic Camp Site Inspection	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h



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Table 4-2.4

Nebraska Correctional Youth Facility	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Tecumseh State Correctional Institution	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Correctional Services/Admin	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Correctional Services/Admin 2	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Installation Quality Control Checkpoint 2: Customer Pre-Installation	66.0 d	3	9/12/16	11/16/16	0%	\$ 0.00	82 h
Nebraska State Penitentiary	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Diagnostic and Evaluation Center	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Lincoln Correctional Center	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Community Correctional Center Lincoln	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Omaha Correctional Center Site Inspection	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Geneva	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Kerney	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Community Correction Center Omaha	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
NE Correctional Center for Women	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Work Ethic Camp Site Inspection	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Nebraska Correctional Youth Facility	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Tecumseh State Correctional Institution	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Correctional Services/Admin	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Correctional Services/Admin 2	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Installation Quality Control Checkpoint 3: Equipment Testing / Functional Validation	47.0 d	3	9/5/16	11/28/16	0%	\$ 0.00	40 h
Nebraska State Penitentiary	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Diagnostic and Evaluation Center	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Lincoln Correctional Center	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Community Correctional Center Lincoln	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Omaha Correctional Center Site Inspection	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Geneva	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Kerney	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Community Correction Center Omaha	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
NE Correctional Center for Women	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Work Ethic Camp Site Inspection	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Nebraska Correctional Youth Facility	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Tecumseh State Correctional Institution	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Correctional Services/Admin	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Correctional Services/Admin 2	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Installation Quality Control Checkpoint 4: On Site Customer Acceptance	50.0 d	3	9/5/16	11/28/16	0%	\$ 0.00	60 h
Nebraska State Penitentiary	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Diagnostic and Evaluation Center	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Lincoln Correctional Center	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Community Correctional Center Lincoln	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Omaha Correctional Center Site Inspection	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Geneva	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Kerney	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Community Correction Center Omaha	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
NE Correctional Center for Women	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Work Ethic Camp Site Inspection	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Nebraska Correctional Youth Facility	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Tecumseh State Correctional Institution	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Correctional Services/Admin	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Correctional Services/Admin 2	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Installation Quality Control checkpoint 5: Customer Acceptance	1 d	3	12/4/16	12/5/16	0%	\$ 0.00	16 h
Installation Quality Control Checkpoint 6: Initiate Post Implementation Site Eng Monitoring (remote monitoring: 30 days)	1 d	3	11/28/16	12/1/16	0%	\$ 0.00	8 h
Perform Integrated Change Control	49.0 d	3	10/18/16	12/4/16	0%	\$ 0.00	22 h
Project Close	47.0 d	3	9/23/16	12/5/16	0%	\$ 0.00	25 h
Close Project Phase	47.0 d	3	9/23/16	12/5/16	0%	\$ 0.00	12 h
Telmate & DOC Project Team Meeting - Touch Point : Customer Acceptance & Account Team Transition	1.6 d	3	12/4/16	12/5/16	0%	\$ 0.00	13 h

Deliverables

Software

The following software packages are to be implemented:

- Stand-alone Telephone Platform
- Advanced Feature Applications:



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- ◆ Telephone Application: Inmate/Detainee Telephone System Application (IDTSA)
- ◆ Video Visitation Service Application (VVSA) - application for video visitation
- ◆ Electronic Messaging Application (EMA) - application for electronic messaging
- ◆ Additional Technology to include:
 - JMS/OMS/Commissary integrations
 - IVR, Interactive Voice Response Technology
- Options for Movies, Music, Games, News, e-Books, and Other Entertainment
 - ◆ Crime tips and PREA Reporting
 - ◆ Inmate Grievance and Electronic Inmate Request Handling
 - ◆ Inmate Voicemail
 - ◆ Telmate Investigator to include:
 - Call Pattern Analysis
 - Contact Analysis
 - Communication Timeline
 - Automated Alarms
 - Configurable Alerts
 - Predictive Relationship Analysis
 - Relationship Visualization Tools
 - Call Destination Mapping
 - Live Call Monitoring
 - Call and Video Playback
 - Inmate and Contact Profiles
 - Voice and Image Biometrics
 - 3-Way Call Detection
 - Evidence Reporting
 - Configurable Alarms and Alerts
 - Telmate Timeline
 - Telmate Investigation Tree
 - Telmate Geo-location
 - Telmate investigator Dossier
 - Reporting options (at minimum):
 - ◆ All Details
 - ◆ Call Notes
 - ◆ Top Called Numbers
 - ◆ Shared Numbers (by more than 1 Inmate/Ward)
 - ◆ Multiple Inmate/Ward Destinations
 - ◆ Top Phones/Trunks
 - ◆ Top Inmate Pins
 - ◆ Call Summary by Day



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- ◆ Call Summary by Week
- ◆ Call Summary by Month
- ◆ Call Summary by Year
- ◆ Call Report by Category
- ◆ Name of Visitor
- ◆ Duration of Visit
- ◆ All Inmates the Visitor Met With
- ◆ Time and Dates of all Visitations

Note: Telmate's system reporting includes Detail of Call and Detail of Video control option capabilities. Call/Video Details reports are fully configurable and can display several reporting fields such as Phone/Video Station Location, Time of Call, Destination Number, Frequently Called Numbers, Duration of Call, Telephone ID, Inmate/Ward telephone numbers, Alarm Settings, Multiple Called Numbers, Name of Visitor, Duration of Visit, All Inmates the Visitor Met With, Time and Dates of all Visitations, and more. All call/video detail reports are easily exportable for printing.

Hardware

The scope includes installation hardware for:

- Stand-alone Telephones
- CTD – single device for telephone calling and advanced features
- Corrections-grade, wireless charging stations
- Servers
- Wireless access points
- Pay Phones and Social Worker Phones
- Software as required to operate the system
- Stand-alone Telephone Servers
- Telephone Application: Inmate/Detainee Telephone System Application
- Communications monitoring and storage
- Network connectivity, servers, routers, switches, hubs, cabling



Project Description and Scope of Work

VI. PROJECT DESCRIPTION AND SCOPE OF WORK

The bidder should provide the following information in response to this Request for Proposal.

A. PROJECT OVERVIEW

The State of Nebraska is seeking qualified bidders to submit proposals to furnish, install, and maintain an Inmate Calling System for use in all present and future correctional facilities. The intent of this RFP is to award a single statewide contract that will enable inmates at all State Correctional facilities and youth at the Department of Health and Human Services (DHHS) rehabilitation and treatment centers to make collect, debit, and pre-paid calls from State facilities. The State will require inmate access to local, Intrastate, Interstate and International calling. The State has special security requirements and has a prime objective of controlling inmate telephone usage and limiting the use of the telephone system for fraudulent activity.

 **Telmate Response:** We have read, understand and will comply.

Telmate's system will enable inmates to make collect, debit, pre-paid, local, Intrastate, Interstate and International calls from State facilities. Telmate was designed specifically for the corrections industry and does not use traditional phone lines. Preventing fraudulent calling activity is of paramount importance for Telmate. For this reason, it is impossible for inmates to direct dial calls, place multiple-party calls, dial 911, or engage in any fraudulent calling activity such as chain or switch-hook dialing.

The system at each Nebraska Department of Correctional Services (NDCS) and Youth Rehabilitation and Treatment Center (YRTC) facility must allow for investigative personnel located either at the facility or central administration to remotely access each of the systems via a secure, password protected method. Specified NDCS/YRTC personnel must have the ability to change, modify, or view any privileges or restrictions pertaining to inmates at their facility.

 **Telmate Response:** We have read, understand and will comply.

Telmate's centralized, unified platform will enable investigative personnel at all State-facility locations or at central administration to remotely access the system via a secure, password-protected method. Authorized NDCS/YRTC personnel will be able to change, modify, or view any privileges or restrictions pertaining to inmates at their facility via Telmate Command, accessible through any Web-connected computer.

The system features shall include, but are not limited to: central and remote site network administration, centralized web based database where access will be limited by facility,



automated operator, call branding, call blocking, three- way call detect, call forwarding detect, answering supervision, call duration limits and other inmate/youth calling restrictions, call monitoring and recording, hot number tracking and system reporting. The contractor shall install and operate prison inmate/youth telephones and all related equipment including wiring for the inmate/youth telephones, installation, and any related hardware and software/firmware specifically identified in this RFP without cost to the State.

 **Telmate Response:** We have read, understand and will comply.

Telmate's system has all the features required above. Telmate will install and operate prison inmate/youth telephones and all related equipment including wiring for the inmate/youth telephones, installation, and any related hardware and software/firmware specifically identified in this RFP without cost to the State.

The bidder may include any other information that is believed to be relevant to this procurement but not specifically asked for in this RFP. Bidder may explain in detail any innovation, alternatives or more cost effective approaches available in any area of this RFP. Contractor may provide optional or alternant products or services available to the State. Optional products must be clearly identified as optional and provide the optional cost separately from the bid cost per minute. If bidding an alternant proposal, the bidder must provide a complete separate RFP response including all mandatory requirements (section II. N.)

 **Telmate Response:** We have read, understand and will comply.

Telmate is submitting one cost proposal (separate) with the option to add and remove features, as the State requires through Telmate's change-management process. We describe the following no-cost-to-the-State optional features below.

Lobby Kiosks

Telmate will install multiple lobby kiosks in mutually agreed upon locations, at no cost to the state. These kiosks provide a wealth of services to help with inmate deposits and to promote the consistent use of the Telmate Verified solution. Below are some of the important benefits of Telmate lobby kiosks, which:

- Makes it easy for Nebraska friends and family to fund inmate accounts
- Helps to make it easier for Nebraska friends and family to handle geographical challenges (*i.e.*, they will be able to use any lobby kiosk to fund an inmate account regardless of where that inmate is housed be it in Lincoln, Omaha, York or any other site)
- Better enable investigators to track the identities and residences of all depositors to



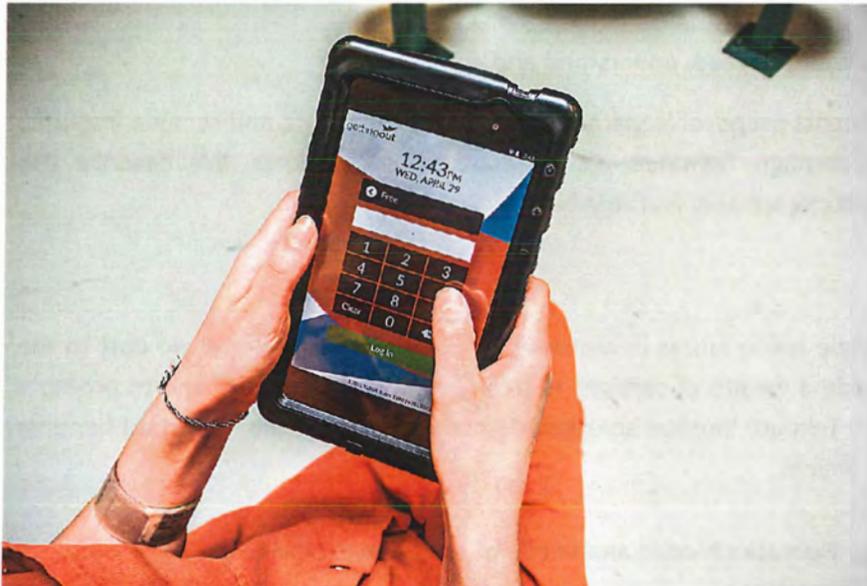
NDCS inmate accounts (often actional information that can help investigators better understand criminal networks)

Telmate's investigator tools are provided free of charge.

Tablets

The Telmate Tablet is a fully customizable, corrections-grade wireless device specifically designed for correctional facilities. Now securely deployed in 35 facilities nationwide, we are currently transacting more than 4 million minutes a month on our platform, which has been in the field for over two years. The Telmate Tablet brings a new wave of benefits to both facility staff and inmates. With its detention-safe operating system and network, it is much more than simply an entertainment device. Designed to enable inmate education, minimize recidivism, encourage good behavior through incentive based learning, and simplify facility administrative tasks including facility requests and inmate grievances, our inmate tablets are revolutionizing correctional facility administration, criminal investigations, prison resources, and inmate communications by bringing them all into the modern age of personal touch-screen devices. Figure 4-3 below shows a tablet in hand.

Figure 4-3





Tablet Hardware

The Telmate Tablet is battery powered via inductive, wall-mounted charging shelves. Table 4-3 below contains our hardware specifications for our tablets:

Table 4-3

<p><u>Operating System</u> TelmateCustomOS (based on Android™ 4.1)</p> <p><u>Display</u> 7" WXGA (1920x1280) Screen</p> <p><u>IPS Panel</u> 10 finger multi-touch support</p> <p><u>Memory</u> 1GB</p> <p><u>Storage</u> 16 GB</p> <p><u>Camera</u> 1.2 MP Front Camera <i>(used only for security photo at each login)</i></p>	<p><u>Battery</u> WiFi: 9.5 hours, 4325mAh,*2 16Wh Li-polymer 3G:9 hours, 4325mAh,*3 16Wh Li-polymer Dimensions 198.5 x 120 x 10.45 mm</p> <p><u>Weight</u> 340g</p> <p><u>Interface</u> Headset Jack, 1x micro-USB, 2x Digital microphone, 2x High Quality Speakers, 1x Docking PIN <u>Sensor</u> G-Sensor, Light Sensor, Gyroscope, E-compass, GPS, NFC, Hall Sensor</p>
<p><u>Notes:</u></p> <p>*1: Battery life may vary by use. Stated battery life measured by playing 720p video at 100 nits brightness, with an external headset, Wi-Fi turned on.</p> <p>*2: Battery life may vary by use. Stated battery life measured by playing 720p video at 100 nits brightness, with an external headset, Wi-Fi turned on.</p>	

The Telmate Tablet and its related equipment were designed specifically for a correctional setting. On-site equipment includes:

- Inmate tablets
- Wireless charging stations
- Network equipment (routers and switches)
- Telmate Gateway server appliance.

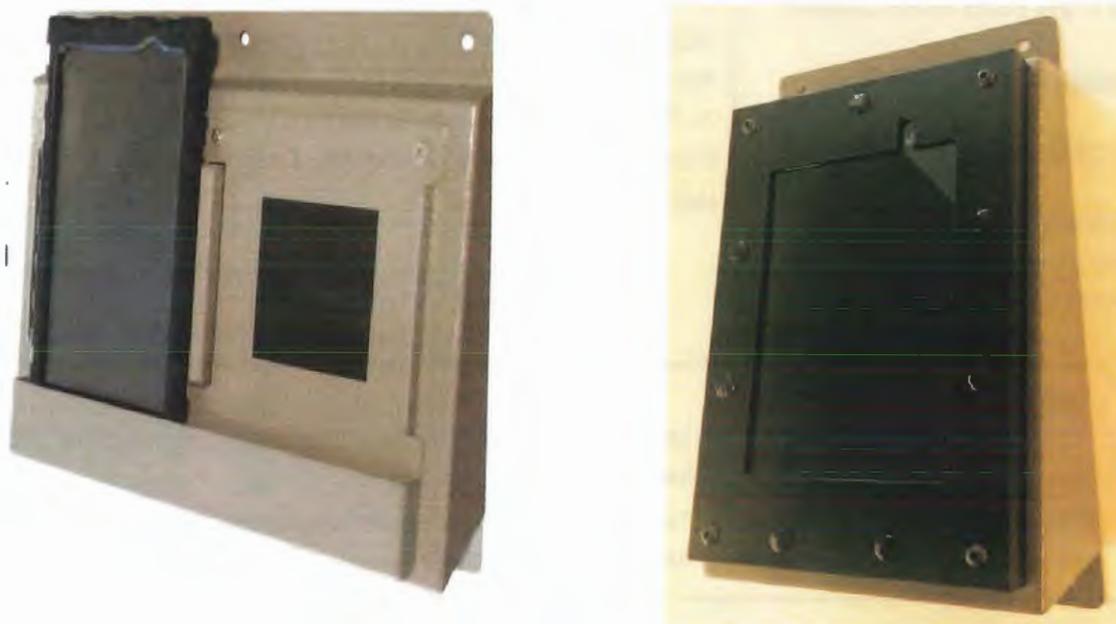


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The Telmate Tablet includes camera controls that ensure the camera is available for only two purposes: inmate identity verification upon log-in, and video visitation. Telmate has two solutions to prevent inmates from panning their environment with the camera. First, we can mount the tablet physically to a stand that is designed to withstand a correctional environment. Second, we have in development a solution in which the camera would only function when the tablet is set in its charging station. This would allow inmates to hold and use the tablet for all purposes except filming, thereby preventing them from panning their environments.

Figure 4-4 shows two pictures of a corrections-grade Telmate Tablet: on the left is a removable tablet in a charging station and on the right is our tablet in a wall-mounted station.

Figure 4-4



All equipment and hardware that we provide is Telmate-owned, and we will be responsible for all installation, maintenance, repair, replacement, future upgrades, and ongoing support at no cost to the State.

Authorized facility staff may securely access and control Telmate inmate tablets via any standard web browser (Internet Explorer, Firefox, Chrome, etc.) over an existing State network



connection. No special equipment or software is needed, just a standard computer with web access.

Facility staff will have instant access to tablet data that includes all non-privileged inmate communications, tablet-usage history, and tablet content that can be reviewed and customized to meet facility needs. The tablet data, including message exchange between inmates and approved contacts, are reviewable and searchable by staff, providing a wealth of information for audits, data analysis, and criminal investigations.

Tablet Software

The Telmate Tablet runs a custom version of Android, which only connects to approved, secure access points on the Telmate independent network. Inmates cannot reset the tablet devices to a default Android ROM, as there is no default ROM on the device. They have no access to device settings (other than user preferences like volume, rotation, and brightness control) and they cannot see or access alternative networks. Camera controls ensure the camera is available for only two purposes: inmate identity verification upon log-in and video visitation, and we limit the ability of inmates to pan their environment. The Telmate Tablet has no cellular capabilities and no media slots, which provides additional site-specific security and control. We will provide your officers Command and Control tablets at no charge, and we furnish installation, hardware repair, replacement, and corrections-grade wireless connectivity at no cost to the State.

Authorized facility staff may securely access and control Telmate inmate tablets via any standard web browser (Internet Explorer, Firefox, Chrome, etc.). No special equipment or software is needed, just a standard computer with web access. Facility staff will have instant access to tablet data that includes all non-privileged inmate communications, tablet-usage history, and tablet content that can be reviewed and customized to meet facility needs. The tablet data, including message exchange between inmates and approved contacts, are reviewable and searchable by staff, providing a wealth of information for audits, data analysis, and criminal investigations. The State will have the full ability to approve any apps, games, news or music choices available via secure websites. Telmate Command allows for complete monitoring of tablets on a per tablet or per inmate basis. We also provide log-in photos of inmates, each time they log in. Facility staff may block a specific inmate, access to tablets for a set amount of time. Staff may remotely lock tablets, block access to exchanged data such as messages and photos. Staff may additionally remove or add specific websites or apps from tables. There is currently no need to remotely wipe content as inmate specific photos and messages are not saved on inmate tablets between sessions. All messages and photos to inmates are fully reviewable for the life of the contract.



We will set up the tablet according to your specific needs upon installation, and will provide full training to facility staff and inmates, including how-to videos that provide step-by-step instructions for all essential tablet functions.

Tablet Network Security Enhancements

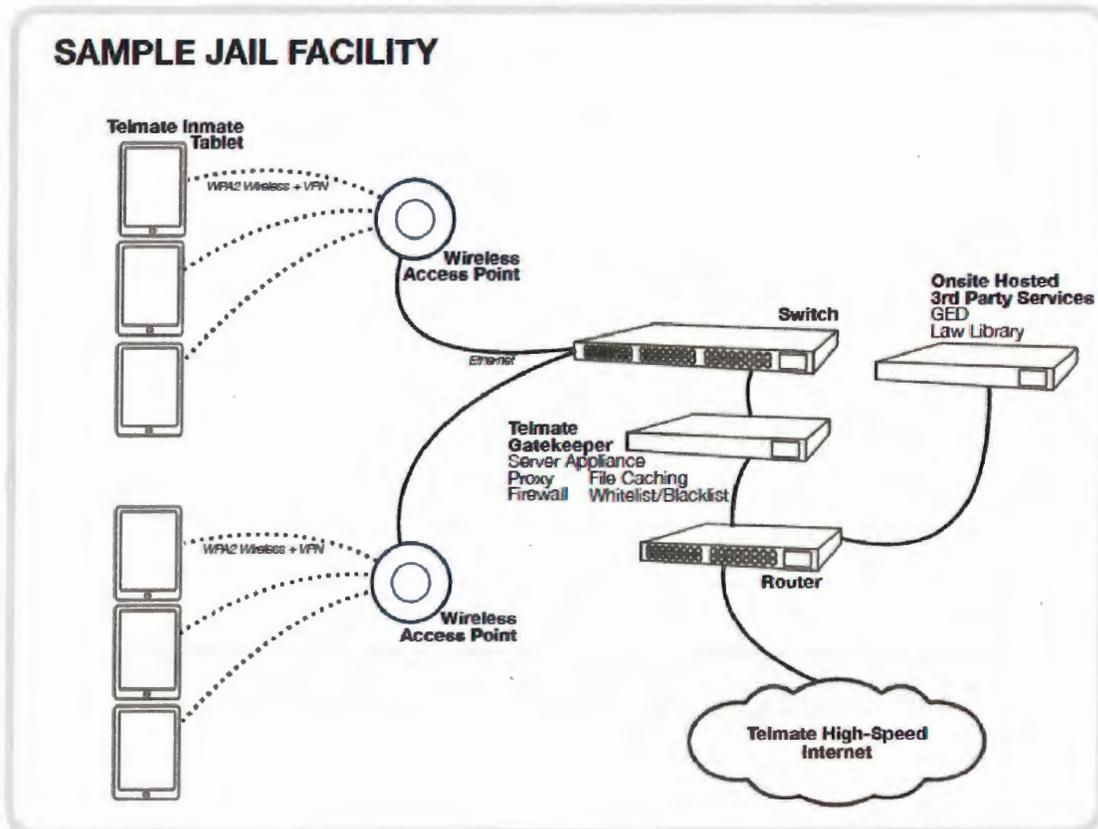
The tablet network (see Figure 4-5 below) will be completely isolated from the State's servers. All tablet communications route over an encrypted VPN running on a highly-secure, invisible wireless WPA2 network. Additionally, Telmate's network architecture routes all communication through a Telmate Gateway server appliance, which is both a firewall (to limit connections to a strict whitelist of facility-allowed devices and allowed destination URLs) and a proxy server (to ensure no direct connection to the internet).

The Telmate Gateway further prevents any inmate-to-inmate communication via the Telmate tablets. Telmate's network design ensures that in the event of any component failure, there will be no escalation of privileges. The Telmate network security has never been broken, nor have inmates ever gained open access to the Internet. We have designed these features to execute the highest data access security within your facilities.



Figure 4-5

TELMATE TABLET NETWORK



Tablet Universal Access Distribution Model

We provide inmate tablets according to a universal access distribution model. This means inmates can purchase access to the tablet by the minute at a low cost (or free for some applications), and access everything it has to offer, instead of needing to purchase a tablet. In addition, we provide indigent inmates access to the tablet free of charge.



This universal access model is ideal for correctional facilities like yours in these respects:

- By ensuring every inmate has access to the tablet, facility staff can shift paper-based administrative burdens (including facility requests and inmate grievances) to a convenient, cost-effective, state-of-the-art, digital technology (described in detail below) that runs on one unified system.
- Since inmates will not own the tablets, should the facility need to restrict an inmate's access to tablet privileges for disciplinary reasons, the staff member can do so with a few computer clicks -- there is no need to rescind property and increase the risk a violent confrontation.
- Facility staff can use the tablet not only as a reliable, secure communication device for the inmate population as a whole, but also to record and monitor all non-privileged communications for both administrative and investigative purposes.

Tablet Key Capabilities and Benefits

Table 4-4 below shows some of the key benefits of the Telmate Tablet, for both facility staff and inmates.

Table 4-4

Telmate Tablet Benefits For Facility Staff
Operational Efficiencies
Tracking and Monitoring
Data Gathering for Investigations
Security and Control

Telmate Tablet Benefits For Inmates
Education, Law Library, Spiritual/Recovery Content
Messaging and Photo Sharing



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Real-time Inmate Trust Balance and Commissary Ordering
Video Visitation (in development)
Movies, Music, Games, News, e-Books, and Other Entertainment

Telmate Tablet Benefits For Staff and Inmates
Electronic Inmate-Facility Communication
Universal Access for Inmates to Enable Comprehensive Administrative Solutions
Crime tips and PREA Reporting
Maintenance, Customer Support, and Training

Facility Benefits

The Telmate Tablet replaces pen and paper as a means for secure inmates-facility communication, such as:

- Inmate-Facility Correspondence
- Grievances
- Sick Call Slips
- Commissary Ordering
- Crime tip and PREA Reporting

Staff can read and respond to inmate communication from any web-enabled device.

This is a no-cost, digital, and customizable solution: we can create custom forms and other content designed specifically for State facilities. We can review your existing grievance and commissary forms, and upon your authorization, convert them to paperless digital forms, make them available on the tablets, and ensure they are routed to the correct staff.

The Telmate model is ideal for facilities looking to migrate their grievance/sick call and other administrative processes to a new platform because we provide universal access to all inmates. Regardless of their financial standing, they will always be able to access free services and



administrative resources on our tablets. If only a partial population of inmates has access to the tablets, a comprehensive administrative solution may not be possible; this is why we developed this model.

Inmate Communication with Friends and Family

Inmates can stay in touch with their friends and family through secure messaging (a type of closed-network email) and facility-approved photo sharing. We're also developing video visitation capabilities for the tablet. Once deployed, inmate and their friends and family can schedule their own appointments, and facility staff will have the ability to disable a visit or monitor a visit from any standard computer with web access.

Friends and family can message the inmates, send photos, schedule visits, and add money to inmate accounts through Telmate's easy-to-use web portal at www.gettingout.com from any standard personal computer or handheld device with web access. These services are complete with 24/7/365 bilingual (English and Spanish) U.S.-based customer support by email or phone.

Optional Inmate Education, Life-Skills Resources and Entertainment Solutions

The Telmate Tablet is an innovative educational tool. Designed to motivate inmates to educate themselves and prepare to re-enter society with valuable new life skills, its ultimate aim is to lower the rate of recidivism.

Our tablets come with a suite of educational content on multiple subjects including math, science, history, economics, and computer programming, as well as GED and other test preparation materials. They are also compatible with various learning management systems (LMS). The Telmate Tablet is designed to supplement -- not replace -- your current training system, and we can incorporate and integrate your learning tools, including any hardcopy documents, which can easily be scanned and uploaded. We will work with your training staff to understand your current system, and customize a solution that meets your specific needs.

The Telmate Tablet allows for the establishment of specific profiles, including an education profile, which means that education and other content can be made available to inmates only during certain times of day, if so desired by the State. We can also help set up a system that rewards inmates with access to messaging and entertainment content after completing educational content. The tablet is application-based and all activity can be tracked via Telmate Command.



The Telmate Tablet also provides a wealth of content for resources and entertainment, including popular electronic games, inmate to approved friends-and-family messaging, and streaming movies and music. Inmates do not purchase books, music or movies, they simply access this content on a per minute basis, providing revenue potential for the facilities.

We're adding more content all of the time, and we can work with the State to add new content, which may include facility-specific material, such as a prison handbook.

Video Visitation

Telmate will provide a complete video visitation solution including but not limited to infrastructure requirements, Offender Management System (OMS) interface, wiring, cabling, data storage, hardware and kiosks, software and updates, security, training, installation, maintenance, and customer support.

OMS Integration and Synchronization

Telmate's VVS shall interface with facility's OMS, at no cost to the State. The State will not be responsible for paying any amount(s) associated with the required interface(s). In addition, Telmate's VVS will synchronize with the OMS and be updated with all inmate housing assignments, movements, releases, restrictions, etc. necessary to validate the inmate's status and facilitate the scheduling process.

We look forward to demonstrating our tablet-based solution to your technical team.

The term of any contract awarded as a result of a proposal shall be five (5) years with the option to renew for three (3) additional one (1) year periods as mutually agreed upon by all parties. During the term of the contract circumstances beyond the control of the state may result in increases or decreases in revenue, as well as increase or decreases in required equipment and/or services. Such circumstances include, but are not limited to, increase/decrease in inmate population, in number of telephones and/or in number of correctional facilities. The committee representing the OCIO and the NDCS maintains sole authority to increase or decrease the quantity of facilities, inmate telephones, equipment and service, at the Contractors expense. The contractor may also be required to provide outdoor telephone services, as the need arises.

 **Telmate Response:** We have read, understand and will comply.



Telmate LLC Response to State of Nebraska RFP 5289 Z1 for Inmate Calling Services

Bidder must indicate their understanding and willingness to comply with the requirements of this RFP. In any case where the Bidder does not take written exception to a requirement it will be understood that the Bidder shall comply fully. In cases where the Bidder cannot comply with a requirement, the Bidder must state so immediately following the requirement in their proposal.

Telmate Response: We have read, understand and will comply.

B. PROJECT ENVIRONMENT

The Nebraska Inmate Calling System presently consists of twelve (12) facilities located throughout the State. Below is a list of facilities and locations. Attachment I shows each facility and their minutes used in 2014.

Telmate Response: We have read, understand and will comply.

Table 4-5 (from RFP)

<u>LOCATION/SITE ID</u>	<u>ADDRESS</u>	<u>CONTACT/PHONE</u>
Nebraska State Penitentiary Site ID 1145 (NSP)	4201 South 14th Street Lincoln, Nebraska	Ann Nortman Phone: 402-479-6684
Lincoln Correctional Center Site ID 1142 (LCC)	3216 West Van Dorn Lincoln, Nebraska	Paula Sparks Phone: 402-479-6153
Diagnostic and Evaluation Center Site ID 1140 (D&E)	3220 West Van Dorn Lincoln, Nebraska	Colby Hank Phone: 402-479-6382
Community Correctional Center Lincoln Site ID 1137 (CCCL)	2720 West Van Dorn Lincoln, Nebraska	Jerry Rotschafer Phone: 402-471-6265
Omaha Correctional Center Site ID 1146 (OCC)	2323 Avenue "J" Omaha, Nebraska	Scott Strode Phone: 402-522-7150



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Youth Rehab and Treatment Center Site ID 1150 (YRTC-G)	855 North 1st Street Geneva, Nebraska	William Hogue Phone: 402-754-3164 X 212
Youth Rehab and Treatment Center Site ID 1152 (YRTC-K)	2802 30th Avenue Kearney, Nebraska	Jolene Jarecki Phone: 308-338-2067
Community Correction Center Omaha Site ID 1148 (CCCO)	2320 Avenue "J" Omaha, Nebraska	Scott Strode Phone: 402-522-7150
NE Correctional Center for Women Site ID 1143 (NCCW)	1107 Recharge Road York, Nebraska	Tammie Bamesbarger Phone: 402-362-3317 x202
Work Ethic Camp Site ID 1149 (WEC)	2309 North Highway 83 McCook, Nebraska	Jerome Hollenhors Phone: 308-345-8405
Nebraska Correctional Youth Facility Site ID 1144 (NCYF)	2610 North 20th Street East Omaha, Nebraska	John Satriano Phone: 402-636-8632
Tecumseh State Correctional Institution Site ID 2975 (TSCI)	2725 North Highway 50 Tecumseh, Nebraska	Scott Busboom Phone: 402-335-5111
Correctional Services/Admin Site Id 1157 (CO)	801 W. Prospector Pl., #1 Lincoln, Nebraska	Brad Hansen Phone: 402-479-5617
Correctional Services/Admin 2 Site ID 7917	801 W. Prospector Pl., #1 Lincoln, Nebraska	Brad Hansen Phone: 402-479-5617



C. PROJECT REQUIREMENTS

Contractor must provide, install, and maintain at their expense all equipment, servers, workstations, telephones, telephone lines, cabling, recording equipment, and any other incidentals necessary to provide inmate calling services as proposed. The State of Nebraska will not be responsible for any costs associated with the implementation or ongoing maintenance of this service. Although some cabling may be available for contractor use, it will be the contractor's responsibility to maintain all cable associated with their system.

 **Telmate Response:** We have read, understand and will comply.

Telmate will provide and maintain all of the above equipment, cabling, and all ICS hardware and software, at no cost to the State.

Contractor will be required to provide at least one (1) full time (40 hours per week) system administrator and one (1) full time (40 hours per week) technical support staff. Additional staff may be required by the contractor to fulfill the contractor's responsibilities. This administrator and technical support staff must be trained and equipped to perform all functions related to the day to day operation and maintenance of the inmate calling systems including, but not limited to: State personnel training, line testing, equipment testing, telephone replacement, telephone repair, database information collection, data input, report generation, recording system operation, and miscellaneous maintenance. These individuals will be employed by the contractor with a full time commitment to work on the State of Nebraska account only. System administrator and technical support staff will be provided workspace at the NDCS central administrators office located in Lincoln, NE and will be expected to work from that space. A relief staff will be provided in the event that the primary individual is absent.

 **Telmate Response:** We have read, understand and will comply.

In addition to the two requested FTEs, Telmate will hire a minimum of two on-call service technicians as FTE dedicated to serving the NDCS for a total of four dedicated full-time employees.

NDCS shall retain final authority on all telephone/system placement and count. At any time the State may require the addition or removal of individual telephones, or complete systems, as the needs of the State dictate.

 **Telmate Response:** We have read, understand and will comply.

Contractor must be able to provide and install complete systems for State facilities that may open or allow for future expansion within ninety (90) days from written notification.

 **Telmate Response:** We have read, understand and will comply.



Telmate LLC Response to State of Nebraska RFP 5289 Z1 for Inmate Calling Services

All system equipment and software will remain the property and responsibility of the contractor. All digital call recordings and call detail records will become the property of the NDCS. For a period of one (1) year following the end of the contract, the contractor will make available in a searchable and playable format.

 **Telmate Response:** We have read, understand and will comply.

All digital call recordings and call detail records will be available in a searchable and playable format throughout the contract and for one year following the end of the contract. All phone calls recorded through Telmate are also instantly retrievable via any Web browser through Telmate Command. And Telmate's download capabilities are easier to use, quicker, and more flexible than similar features available from other providers.

All call data and voice recordings are stored off-site at our three geographically separated data centers on dedicated RAID 5 servers (multiple hard drives with built-in redundancy), with two backup RAID 5 servers providing further redundancy, ensuring the reliability of long-term storage and accessibility. Telmate guarantees that no call recording will ever be lost or unavailable.

Users with proper security clearance can download recorded calls from any computer with secure Internet access. Any or all calls may also be downloaded in a range of formats, including WAV. and MP3. Some formats are suitable for court; others are better suited to burning to a disc, emailing, or importing into iTunes and reviewing on an iPod or other MP3 player.

Facility staff may select any number of call recordings in the cart and select download, whether they have listened to the recordings or not. This generates a single zip file that contains all the desired audio files in the specified format, along with a PDF containing detailed information about the included audio files.

These downloaded files can be played using Windows Media Player, iTunes and numerous other players. Audio files can also be stored to CD/ DVD, thumb drive, hard drive, or emailed from your own email account. Recordings may be emailed to outside investigators using WAV. or MP3 file formats and include chain of custody information in an unalterable PDF. Each audio filename contains the name of the inmate, the number that was called, and the date/time when the call took place.

Without question, the NDCS retains the right to suspend inmate calling indefinitely for security purposes. This suspension may occur at any level to include Statewide. Inmate calling will only be suspended when absolutely necessary, and will be restored as soon as possible.



Telmate Response: We have read, understand and will comply.

The Contractor will be solely responsible for the ordering of, payment for, maintenance of, and troubleshooting on all local or interexchange telephone company lines or services necessary to provide inmate calling service. The contractor will be responsible for all telephone company coordination necessary to install, operate, and maintain their service. The contractor will be solely responsible for the integration and compatibility of the service with any and all circuits and facilities as may be provided by the local telephone company and/or carriers. The contractor will pay all invoices from any provider of ancillary or supporting service that is associated with the provision of those services in a timely manner.

Telmate Response: We have read, understand and will comply.

The contractor will not be authorized to obligate State funds.

Telmate Response: We have read, understand and will comply.

The NDCS or the OCIO will give all orders for installation, removal, or modification in writing. The contractor will not install, modify, remove, or make any changes to service without written approval.

Telmate Response: We have read, understand and will comply.

D. BUSINESS REQUIREMENTS

1. Commissions

To keep inmate calling rates as low as possible, The State of Nebraska will not accept a commission from the Inmate Calling Services.

Telmate Response: We have read, understand and will comply.

~~2. Rates~~

~~Per minute charges must be flat rate twenty-four (24) hours a day, seven (7) days a week. All connect/surcharge fees will be identified by type of call.~~

Per Addendum Three, dated April 26, 2016, and again Per Addendum Eight, dated June 2, 2016, this text has been removed and replaced with:

2. Rates

Per minute charges must be flat rate twenty-four (24) hours a day, seven (7) days a week.

Telmate Response: We have read, understand and will comply.

Telmate's rates and fees have been provided in Section 5 Cost Proposal (submitted separately).



Telmate LLC Response to State of Nebraska RFP 5289 Z1 for Inmate Calling Services

~~Rates must remain firm for the first five (5) years of the contract. Prices may be subject to change after the initial five (5) year period. All regulatory fees must be included in the rates, as no add-ons will be accepted. Such changes shall be based on industry changes as evidenced by revised printed price lists, verifiable documented cost increases or notices. A request for price increase shall be provided in writing, to The Nebraska State Purchasing Bureau at least thirty (30) days prior to any price increase of the contract. No price increases are to be billed to NDCS without prior written approval by the State Purchasing Bureau and the NDCS Purchasing Division. State Purchasing Bureau reserves the right to accept or reject any price increase request. In the event new prices are not acceptable, the contract may be cancelled. Approved price increases shall become part of the new contract as an amendment and will be recognized as firm contract pricing. Revised pricing will carry over to any subsequent renewals or revisions unless specifically revised and agreed upon by both parties. Bidders must provide their proposed rates for all categories listed on the cost proposal sheet.~~

Per Addendum Three, dated April 26, 2016, and again Per Addendum Eight, dated June 2, 2016, this text has been removed and replaced with:

~~Rates must remain firm for the first five (5) years of the contract. Prices may be subject to change after the initial five (5) year period. Such changes shall be based on industry changes as evidenced by revised printed price lists, verifiable documented cost increases or notices. A request for price increase shall be provided in writing, to The Nebraska State Purchasing Bureau at least thirty (30) days prior to any price increase of the contract. No price increases are to be billed to NDCS without prior written approval by the State Purchasing Bureau and the NDCS Purchasing Division. State Purchasing Bureau reserves the right to accept or reject any price increase request. In the event new prices are not acceptable, the contract may be cancelled. Approved price increases shall become part of the new contract as an amendment and will be recognized as firm contract pricing. Revised pricing will carry over to any subsequent renewals or revisions unless specifically revised and agreed upon by both parties. Bidders must provide their proposed rates for all categories listed on the cost proposal sheet.~~

 **Telmate Response:** We have read, understand and will comply.

Telmate's rates and fees have been provided in Section 5 Cost Proposal (submitted separately).

~~Failure to provide rates as outlined may be grounds for rejection of proposal.~~

Per Addendum Three, dated April 26, 2016, and again Per Addendum Eight, dated June 2, 2016, this text has been removed and replaced with:



Failure to provide rates as outlined may be grounds for rejection of proposal.

 **Telmate Response:** We have read, understand and will comply.

Telmate's rates and fees have been provided in **Section 5 Cost Proposal** (submitted separately).

Any and all charges billable to the inmates and their families must be detailed in the Bidder's cost proposal. Contractor may not assess any charges to any party in connection with this service that are not outlined in their proposal response.

Per Addendum Three, dated April 26, 2016, and again Per Addendum Eight, dated June 2, 2016, this text has been removed and replaced with:

Any and all charges billable to the inmates and their families must be detailed in the Bidder's cost proposal. Contractor may not assess any charges to any party in connection with this service that are not outlined in their proposal response.

 **Telmate Response:** We have read, understand and will comply.

All charges billable are included in **Section 5 Cost Proposal** (submitted separately).

3. Collect Billing

The Bidder must provide a list of Local Exchange Carriers (LEC), and Competitive Local Exchange Carriers (CLEC) names and Operating Company numbers for every LEC and CLEC at which the Bidder has an established collect billing arrangement. Collect calls to parties whose local telephone service is provided by a LEC or CLEC appearing on this list must not be blocked for any reason except in the event that the LEC or CLEC itself has placed a collect call restriction on that telephone line, or the line has been ported from a billable LEC to a CLEC. If collect calls are blocked due to LEC or CLEC restriction, the nature of this restriction must be presented to the NDCS/OCIO within twenty-four (24) hours of request.

 **Telmate Response:** We have read, understand and will comply.

Telmate has provided a list of LECs and CLECs and Operating Company numbers for every LEC and CLEC with which we have a billing arrangement in **Attachment 6 - LEC List**.

Telmate uses the same local exchanges that are used by the local telephone companies to determine whether a number is in the local calling area. Telmate subscribes to a 3rd party service that provides monthly updates to the local exchange table, which enables the Telmate system to correctly rate and route calls. This service is the most comprehensive in the United States, they are a clearinghouse that gathers data on all LECs and CLECs.



Collect Calls

On a daily basis we send the call records to Billing Services Group (BSG), an LEC telephone clearing, billing and settlement service, which processes the calls on our behalf. The rating of the call is done within the Telmate platform based on the origination number and billing number. The sorting, distribution to the LEC is done by BSG based upon the OCN of the billing number and LEC region. The billing of the Collect calls is done by the LEC. Again, this service is designed to have the most comprehensive billing agreements in the nation. Overview of BSG: BSG is the leader in Local Exchange Carrier (LEC) phone clearing, billing and settlement services. BSG has relationships with over 1,000 telecommunication providers to bill your business's toll, enhanced services and operator assisted call charges.

Telmate always commits to working with the customer to determine Local Exchange Carrier (LEC) fees and line surcharges. Upon award, we will determine the precise charges and fees to be assessed with the input of the NDCS. Telmate will not add ancillary charges or line fees outside of the already agreed-upon charges to the end user's bill.

With Telmate, taxes are applied at the LEC processing level based on the origination number and the termination number. Those taxes and other required fees are then paid from the LEC to Zero Plus Dialing, Inc. (ZPDI), who then remits the taxes on behalf of its' customers to the appropriate taxing jurisdiction.

Telmate processes collect calls in a real-time environment. We then, on a daily basis, send the call records to ZPDI, who processes the calls on our behalf. The rating of the call is done within the Telmate platform and is based on the origination number and billing number. The sorting and distribution to the LEC is done by ZPDI and is based upon the Operating Company Number (OCN) of the billing number and LEC region. The billing of the collect calls is done by the LEC.

The Bidder must detail how called parties are billed when they have either "collect calling blocks", or a line serviced by a LEC which the contractor does not have a direct collect billing agreement. If called party is required to contact the contractor in order to establish an account, provide the toll free number that is available for this purpose. This number must be answered within six (6) minutes.



Telmate Response: We have read, understand and will comply.

Calls to telephone numbers that can accept collect calls are billed to the called party's billing address. For numbers that cannot receive collect calls, Telmate offers an alternative: our Preview Plus Program, which captures revenue for the facility that might otherwise be lost and ensures accurate billing.



Preview Plus allows calls to be made to almost any number in the world (as permitted by each facility), even if those numbers do not accept traditional collect billing.

Inmates without any funds can call anywhere, including mobile phones, VOIP numbers, Skype, Google Voice, and international numbers. Each time an inmate calls a new number, the inmate is given a free one-to-two minute call giving them a chance to ask the called party to pay for the call. At the end of the free call, the called party has the opportunity to create an account and provide a live operator with credit card information to continue the call. Telmate's system will notify the inmate, rather than the called party, via recorded message if they have reached set limits for any call or call type. Likewise, the inmate will be notified if his or her balance is insufficient to place a call.

There is no need for a called party to contact an employee at Telmate in order to establish an account; however, our customer support number (1-800-205-5510) is available 24 hours a day. This number is always answered within at least three rings, well within the required six minutes.

If direct billing accounts must be established for called parties who cannot be billed directly from the local carrier, contractor may not ask called parties for any type of pre-payment or deposit at the time of account establishment. Calling from the inmate to these called party numbers must be available within twenty-four (24) hours of account establishment.

 **Telmate Response:** We have read, understand and will comply.

Called parties do not need to establish direct billing accounts in these cases. Calls to telephone numbers that can accept collect calls are billed to the friend or family's billing address. For numbers that cannot receive collect calls, Telmate offers an alternative: our Preview Plus Program, which helps keep inmates connected to friends and family, captures revenue for the facility that might otherwise be lost, and ensures accurate billing. For more information on Telmate's Preview Plus Program, please refer to our response to the previous question.

If a called party would prefer to not set up an account, Telmate enables them to quickly and easily pay for a single call with a credit card.

Due dates on all invoices must be no sooner than fifteen (15) days from invoice mailing. Contractor may not block calling to a direct billed number unless the account is thirty (30) days past due. Contractor may require a refundable deposit not to exceed \$75.00 to restore calling for any account that has not been paid within thirty (30) days of bill due date.



 **Telmate Response:** We have read, understand and will comply.

Contractor will be required to certify to the State of Nebraska in writing, on a yearly basis that they have completed a self-audit of rates, and that called parties have been billed in accordance with the contract award rates. Contractor will be required to provide an electronic copy of ALL collect call detail files that are sent to local exchange carriers or third party billing companies to the State on at least a quarterly basis. This file must contain originating facility, called to number, date, time, and charge for each call detail record billed. Contractor will be required to provide a refund within sixty (60) days of request for any calls that are either billed in error, billed incorrectly, or do not appear on the monthly call detail file sent to the State. Rates may be audited periodically by the NDCS to ensure accuracy. Call detail records will be periodically checked against call records on the system itself. Call detail records must match system records. If discrepancies become excessive, the State may hire an independent party to perform complete monthly audits of call records until discrepancies are taken care of at the contractor's expense.

 **Telmate Response:** We have read, understand and will comply.

Telmate will certify on a yearly basis that we have completed a self-audit of rates, and that called parties have been billed in accordance with the contract award rates. We will provide the State with an electronic copy of collect call detail files on a quarterly basis. Call Details reports are pre-configured and can display several reporting fields such as Originating Facility, Phone Station Location, Time of Call, Destination Number, Charge for Each Call, Frequently Called Numbers, Duration of Call, Telephone ID, Inmate telephone numbers, Alarm Settings, Multiple Called Numbers, and more. All of these reports are easily exportable for printing. Call detail reports may be modified at the discretion of the State using the Customize Columns feature, when running reports. Authorized users can download Telmate reports as CSV, Excel, HTML, and PDF files and attach or incorporate them into email. Telmate will provide a refund within 60 days of request for any calls that are billed in error, incorrectly, or do not appear on the monthly call detail file sent to the State.

4. Debit Recharge

Dollar values to inmate accounts will be sold directly to inmates by facility staff. The State of Nebraska will compile a daily file on all sales and provide to the contractor (to be mutually agreed upon). Contractor must add dollar values to inmate accounts within eight (8) hours of receipt. The Contractor must explain their procedure for accounting of inmate debit balances. Contractor will bill according to the files received during a calendar month.

 **Telmate Response:** We have read, understand and will comply.



The procedure for accounting of inmate debit balances is as follows:

Procedure for Accounting of Inmate Debit Balances

For the NDCS, we will map out your current process for debit account balance reconciliation in order to minimize the negative impact of change on your internal systems and staff. We use a standard reconciliation report (see Figure 4-6 below) on a monthly basis providing the required information for real time and periodic inmate account balance verification.

Figure 4-6

Report: Prepaid Reconciliation - [redacted] Mitchell

Date	Id	Source	Label	Amount	Balance
06/08/2016 21:35	[redacted]	Fa1505	photoGettingOut Act As Photo FREE(not_chargeable) -- from: Mitchell([redacted]) -- GettingOut Act As(1505)	\$0.00	\$32.59
06/08/2016 21:16	[redacted]	St294005	InterlataPrepaid dialed [redacted] -7873	\$-2.24	\$32.59
06/08/2016 20:20	[redacted]	KI3345	Move InmateJMS Balance Transfer from [redacted] Mitchell to [redacted] Mitchell	\$34.83	\$34.83
				\$32.59	

Report: Prepaid Activity - [redacted] Mitchell

Date	Id	Source	Label	Destination	Actual minutes	Cost
06/08/2016 21:35	[redacted]		photoGettingOut Act As Photo FREE(not_chargeable) -- from: Mitchell([redacted]) -- GettingOut Act As(1505)		00:00	\$0.00
06/08/2016 21:16	[redacted]		0	541-350-7873	13:22	\$-2.24
06/08/2016 20:20	[redacted]		Move InmateJMS Balance Transfer from [redacted] Mitchell to [redacted] Mitchell		00:00	\$34.83
					13:22	\$32.59

5. Debit Billing

The NDCS will not allow for plastic pre-paid calling cards and requires that all pre-paid time purchased by inmates at all facilities be added to their accounts in the time specified in Section III.D.4 Debit Recharge. Contractor shall invoice the NDCS on a monthly basis for the combined dollar values added to inmate accounts during the previous calendar month, less refunds made to released inmates. No fees shall be charged for accounts to be closed and inmates shall receive a full refund of unused funds. Billings should be sent in one of the following methods:

NDCS Accounts Payable

P. O. Box 94661 Lincoln, Nebraska 68509

Or via email to: DCS.AccountsPayable@nebraska.gov

Telmate Response: We have read, understand and will comply.



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The State of Nebraska's Chief Information Security Officer has established a mandatory requirement that all file transmissions to and from the State of Nebraska be secured at both sides of the file transmission. Some of the suggested file transmission protocols to resolve this requirement are as follows:

- a. Connect Direct software
- b. SFTP server with public key authentication

 **Telmate Response:** We have read, understand and will comply.

The State will provide the contractor with a monthly file listing inmate released during the previous month. This file will be provided to the Contractor by the 5th of each month. Each inmate release file will include inmate name, inmate number, and release date. The contractor will be required to return that file by the 10th day of the same month and add the amount of funds remaining on each inmate's debit account so that refunds can be made to the inmate by the State. The total amount of refunds will be deducted from that month's payment to the contractor.

 **Telmate Response:** We have read, understand and will comply.

6. Prepay by Inmate Families

Contractors may require inmate families to Pre-pay for services if those families do not meet the Contractor's creditworthiness requirements for collect calling. When Pre-pay is required, the Contractor must be able to accept payment from inmate families using credit cards, debit cards, personal checks, and money orders. All monies paid to the contractor by inmate families will be credited to the families account and decremented at a rate equal to those in the bidder's cost proposal. Inmate family pre-pay accounts are considered "Debit" accounts and will be subject to the Debit calling rate. Contractors may charge a fee to families pay using methods other than credit/debit cards except for insufficient check fees. Bidders must outline their entire policy for Pre-pay in their bid proposal. Any setup fees will be identified within the proposal. All individuals utilizing a prepaid account will have name, address, and phone number in a searchable/exportable database that is accessible to the NDCS. Contractor must provide details pertaining to the verification process that are completed to set up an account.

 **Telmate Response:** We have read, understand and will comply.

Our pre-pay policy is as follows:

Prepaid calling allows inmates' friends and family to access funds in an account setup and maintained directly by them. Friends and family have several ways to deposit funds, which includes the Telmate Kiosk, GettingOut.com online portal, via telephone support, and through thousands of retail locations. Additionally, if a called party would prefer to not set up an



Telmate LLC Response to State of Nebraska RFP 5289 Z1 for Inmate Calling Services

account, Telmate enables them to quickly and easily pay for a single call with a credit card, making it easier than ever for inmates to stay in touch with friends and family.

The verification process to set up an account is as follows:

When making a call, inmates using Telmate's system verify their identities in a two-step process involving their identification numbers (PINs) and voice biometrics. We detail this process below, along with our other methods for secure calling practices.

With Telmate Verified, every interaction between an inmate and an outside party is a way to verify that party's identity. Prior to interacting with an inmate, an outside party must first register his or her photo ID, address, and phone number with Telmate and with your facility.

This means that whether it's a phone call, deposit, or visit, you'll know exactly who is communicating with whom, every time. Friends and family can get verified at a kiosk by swiping a photo ID (such as a driver's license) or by calling our customer service line, which is available 24/7/365. No other inmate telecommunication system provides this level of control.

Telmate can accept payment from inmate families using credit cards, debit cards, cashier's checks, and money orders; however, we cannot accept personal checks.

E. TECHNICAL REQUIREMENTS

1. General Calling Requirements

Nebraska inmates are allowed fifteen (15) cumulative minutes per day to place calls. The Contractor's system must be able to accumulate all daily call totals for each inmate and suspend calling once the cumulative fifteen (15) minute time limit has been reached. This includes any calls that may be in progress. Systems which are not able to limit calling for each inmate to fifteen (15) minutes per day will be rejected. It is preferred that the cumulative call limit be adjustable per phone number.

 **Telmate Response:** We have read, understand and will comply.

Telmate's system can accumulate all daily call totals for each inmate and suspend calling once the cumulative 15 minute time limit has been reached. The cumulative call limit can be adjustable per phone number. Authorized facility staff can set restrictions on call times through Telmate Command, accessible from any electronic device with a Web browser and an Internet connection. Telmate Command enables investigators to configure calling rules from the Call Rules screen, shown below. Additional restrictions on calling can be configured by inmate on the Inmate Details screen, shown in Figure 4-7 and Figure 4-8 below.



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Figure 4-7

Figure 4-8



It is preferred that inmates be able to place calls using a two (2) step verification process. The inmate's identification number must be used to identify each inmate account on the Contractor's system. Vendor must identify the various methods available for secure calling practices.

 **Telmate Response:** We have read, understand and will comply.

When making a call, inmates using Telmate's system verify their identities in a two-step process involving their identification numbers (PINs) and voice biometrics. We detail this process below, along with our other methods for secure calling practices.

With Telmate Verified, every interaction between an inmate and an outside party is a way to verify that party's identity. Prior to interacting with an inmate, an outside party must first register his or her photo ID, address, and phone number with Telmate and with your facility.

This means that whether it's a phone call, deposit, or visit, you'll know exactly who is communicating with whom, every time. Friends and family can get verified at a kiosk by swiping a photo ID (such as a driver's license) or by calling our customer service line, which is available 24/7/365. No other inmate telecommunication system provides this level of control.

Telmate Verified has a database of over 500,000 confirmed inmate affiliates, which allows investigators to search for warrants, flag deposits, connect gang affiliations, and uncover evidence to incriminate suspects in ongoing investigations.

With our Voice Biometric system, you always know which resident is making the call. Now, you'll also have a way to identify the individuals they are calling.

- **Data Matching:** The first time an unverified party is called, they'll be required to go through an automated process that confirms their identity. By answering a series of questions that are matched against a national database, called parties are verified, and the verification information is stored in the Telmate application. Verification questions include information like date of birth, address, last four digits of social security number and more.
- **Customer Service Assistance:** If a friend or family member has trouble with the automated system, or are calling from a rotary phone, a Telmate Customer Service Representative will come on the line and walk them through the process.
- **Alternate Verification:** If they are unable to verify, they can submit their ID and other information to the Customer Service Team or verify using a Telmate lobby kiosk.



Inmates must use both their PINs and voice-print identification to access the phone system. Telmate has several seamless methods for distribution of PINs, none of which require NDCS time. Telmate's system can collect inmate information from your OMS system and use any existing unique number as a PIN (like a booking number), or generate the PINs automatically. The inmate's unique PIN is created and sent to a dedicated printer for placement on a non-weaponizable card that contains the inmate's name, PIN number, and information explaining how to enroll in the Telmate biometric solution and how to use the new ICS.

Telmate can customize the cards to meet any needs that your facilities may have. PIN integrity is maintained through the platform's Voice Biometric Solution, which prevents the use of stolen PINs for fraud attempts. The NDSC may elect to use any unique number from the OMS as a PIN number, or Telmate can be configured to automatically assign a random (and unique) PIN number. There is no minimum or maximum length requirement for PIN numbers, so long as they are unique.

The system proposed must be capable of giving inmates the option of completing calls either on a debit account or prepaid account. It is preferred that a collect call option also be available.

 **Telmate Response:** We have read, understand and will comply.

Telmate provides debit, prepaid, and collect calling options to any destination number within the United States.

Debit

The Inmate Debit Account eliminates the need for calling cards and traditional collect call procedures, while saving your facility time and money. The inmate simply transfers funds from their trust account into their calling account right from any inmate phone, inmate kiosk, or commissary. Friends and family can also deposit funds into an inmate's calling account through a variety of deposit options. Facility staff can view and fully audit all prepaid deposits through Telmate Command.

Prepaid

Prepaid calling allows inmates' friends and family to access funds in an account setup and maintained directly by them. Friends and family have several ways to deposit funds, which includes the Telmate Kiosk, GettingOut.com online portal, via telephone support, and through thousands of retail locations. Additionally, if a called party would prefer to not set up an account, Telmate enables them to quickly and easily pay for a single call with a credit card, making it easier than ever for inmates to stay in touch with friends and family.



Collect

With collect calling, an inmate dials a destination number, and the called party has the option to accept the call charges or reject the call. Telmate, by default, requires positive call acceptance from all called parties. When the called party answers the phone, they hear a recording that typically resembles the following: *"You are receiving a call from [Inmate Name] at [Name of Facility]. This call is subject to recording and monitoring except for privileged communications between an attorney and client. Press 1 to accept the call, press 2 to reject the call, or press 3 for more options."* With Telmate, billing does not begin until a call has been positively accepted. Regardless of call type, if a call is declined, no charges will be assessed to either party.

Provide toll free services that allow inmates to access services that NDCS is obligated and/or elects to provide. Presently NDCS has identified two different services that are currently utilized.

 **Telmate Response:** We have read, understand and will comply.

Telmate will provide toll-free services that will allow NDCS to meet these objectives.

The contractor must be able to identify inmate legal calls, which will not be recorded.

 **Telmate Response:** We have read, understand and will comply.

Telmate's system will not record or monitor calls protected under attorney-client privilege. It is easy for authorized users to designate a particular destination number as not to be recorded and to be allowed for free. In Figure 4-9 below, a destination number is configured as an attorney number, and therefore calls to this number will not be recorded.

Figure 4-9

Destination Rules

Destination Number **541-212-9999**

Reason Non Recorded Recordable

Attorney / Recordable Attorney

Category Attorney, Direct Direct, Recordable

Accepts Collect Calls Yes ([revalidate](#))

Last Validation

Collect past 30 Days \$0.00

Last "Preview" Call

Fraud Flag



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All calls must be branded in the following manner: "You have a call from (inmate first and last name) at (correctional facility name) in (city) Nebraska. Contractor must provide branding process for accepting, rejecting or blocking a call.

 **Telmate Response:** We have read, understand and will comply.

Telmate allows call branding from the calling facility. When the called party answers the phone, they hear a recording that typically resembles the following: *"You are receiving a call from [Inmate Name] at [Name of the Facility]. This call is subject to recording and monitoring except for privileged communications between an attorney and client. Press 1 to accept the call, press 2 to reject the call, or press 3 for more options."* One of those additional options is the ability to block the call. The inmate's name, inserted into the above example, is recorded at the time of intake, and is the same voiceprint used for Telmate's voice biometric fraud prevention. A professional voice actor records the rest of the announcement, including the facility name.

The Contractor's system must be able to record inmate telephone calls, and recordings must be easily accessible to NDCS/DHHS designated State personnel.

 **Telmate Response:** We have read, understand and will comply.

Telmate's system will record inmate telephone calls, except for those not legally allowed to be recorded, and recordings will be easily accessible to NDCS/DHHS designated State personnel.

Telmate, by default, automatically stores all call recordings for the life of the contract plus any extensions. Upon request, we can also accommodate the deletion of recordings after a specific time range (such as after two years) but by default, we do not delete recordings without consulting with you first. At the end of the contract, all inmate phone recordings will be available to you for as long as you need them.

Telmate will make call recordings and associated data available to the State in a number of ways. Depending on the State's needs, Telmate can:

- Extend your access to everything beyond the contract period. We can easily extend the length of time that we hold onto recordings beyond the end of the contract to ensure a smooth transition.
- Provide all call recordings and call data on hard drives. We can provide hard drives (in USB enclosures for easy access) containing all call recordings and related call data (call detail information related to each call recording filename). We will provide this data per the State's preferences (Excel, CSV, SQL, etc.). Filenames automatically include the date and destination number, etc.



- Provide a Data API for individuals or third-party software to archive. Authorized users can export all call recordings and call data at any time directly from a web browser. Files are downloadable as WAV or MP3 files and call data is downloaded as an easily readable PDF file. Additionally, Telmate's Web Services API allows you to access your own call data and recordings automatically.

In addition to the methods listed above, if the State has a preferred method of transitioning call recordings and data at the end of the contract period, Telmate is open to discussing alternatives to the above-proposed methods.

2. Account/PIN Administration Requirements

When inmate accounts are established, inmates will provide a list of up to thirty (30) telephone numbers. These numbers must be programmed into an inmate "allowed call list". Inmates will only be permitted to dial numbers that appear on their "allowed call list". Contractor may provide alternative options for establishing phone lists.

 **Telmate Response:** We have read, understand and will comply.

Telmate has a comprehensive "Personal Allowed Number" (PAN) offering that provides this exact functionality. Telmate has two methods for assigning PAN numbers for inmates, neither option requires NDCS staff time.

Option 1 -- Traditional PAN: When an inmate dials a new number, the system verifies the number against the facility's blocked number list. If the number is not blocked, the ICS automatically assigns the phone number to their PIN account/PAN list. This is the option most often used, and allows inmates the greatest access to phone numbers while providing the facility with a complete list of everyone they have called. This solution allows for easy blocking of numbers and assigning call restrictions. There is no limit to the number of phone numbers that may be stored, for each inmate PAN list.

Option 2 -- Automated PAN: With called party identification, Telmate has designed a patent pending process to automate the adding of PAN numbers to an inmate's account. Telmate's unique system is user friendly, allowing for timely and efficient PAN additions to an inmate's allowed call list. This greatly increases ease of use, as well as the number of people the inmate can call.

The automated process positively verifies the identity of the called party who sets up a PAN account. The inmate verifies his or her identity using our Telmate Voice Biometric Solution and then enters the phone number that he or she wishes to connect with. If the phone number is



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not already on the inmates allowed call list, the system confirms the number is not a blocked (a Victim, admin blocked or NCO number, etc.). If the number is not blocked, the system dials the entered number.

The called party will then hear a recording indicating that they have received a free call from an inmate, followed by the name of the inmate, the facility, and a warning that the call may be monitored or recorded. The called party is then instructed to enter 1 to accept the call, 2 to deny the call, and 3 for more options. During the announcements the inmate is placed on hold, (during this time the inmate will hear music) the inmate is isolated so that at no point prior to the acceptance of the call may either party communicate with the other. The inmate keypad is muted. If the call party accepts the call, the automated operator informs the called party that the inmate [Inmate Name] would like to speak to them, but in order to do so they must complete an enrollment process.

During the enrollment process we ask the call recipient unique questions that only they would know the answer to and then we compare these responses against our proprietary database algorithms to positively confirm the identity of the called party. The entire process is performed in real-time. Additionally, the system will take those specific data elements and run them against any "not approved" list or "no contact order" list of the requesting inmate.

If the system approves both the called party and the requested number then the enrolled account can either be immediately connected to the inmate or their account information can be sent to the facility for review and approval. This process eliminates the tedious and time-consuming paper process of facility staff having to manually enroll PAN numbers, eliminating the wait time for both friends and family and inmates.

After the enrollment is completed and approved, the inmate is sent an automated voicemail informing them that an account has been added to their allowed call list to phone number "###-###-####" and that he or she can press 4 to call the number now. All numbers that an inmate attempts to add to their allowed call list are recorded in our database, and can be viewed via Telmate Command. Each entry will show the current status (approved, pending, denied by facility, denied by call recipient, etc.)

If the call is not answered by a live party on the requested number, the system will leave the call recipient a message on their answering machine or voicemail. This message will outline who is requesting to be connected, and from what facility. Telmate's algorithm for answer detection uses a mix of Enhanced Call Progress Analysis (ECPA) and social engineering to achieve virtually 100% accuracy in differentiating a live answer versus an answering machine or busy signal.



The automated message will also instruct the called party to do one of the following:

- Call customer service at 800-205-5510 to verify the called party identity. This process allows for the called party to offer their information over the phone to a live customer service representative.
- Go to www.telmate.com to verify the called party identity via a secure application page to ensure the highest levels of security and privacy.
- Go to the facility of the requesting inmate and enter information at the lobby kiosk to verify the called party identity. If the called party has a driver's license with a magnetic strip, which contains their personal information, and can also answer the data elements required to validate their identity, the called party will then be considered approved. A photo of the enrollee will be taken during the enrollment process and added to their contact information associated with the enrolled destination number on the allowed call list.

The Telmate system offers a complete history of new PAN attempts for investigative purposes. Below are some of the highlights of what is recorded for investigative purposes:

- The original photo of the enrollee as well as their photo ID is permanently stored.
- All of the numbers requested will be logged by the system and attached to the inmate profile for easy viewing by NDCS staff and investigators.
- All results will also be logged in the system and attached to the inmate profile. All calls and responses will be recorded and logged in the system.
- All of the attempts will contain a unique ID locator, day and time stamp and the result of the request.

If the identity cannot be verified with the above steps, the system will notify the called party that we are unable to verify their identity. He or she will be instructed to contact customer service to research the reason for the declined status in order to possibly re-enter the data or correct bad data inputs via their chosen or used method of validation.

With the installation of the Telmate fully automated PAN system, investigators will have the ability, for the first time, to know the identity of the called party. This is confirmed when the called party inputs the specific data elements, which if validated, results in over 99% probability the information is correct. Additionally, since the calls are being recorded and the PAN verification information is associated to the inmate, an investigation tree can now be created. Investigation staff can now more easily connect whom is speaking with whom and run verifiable cross checks to assure no contact orders are being followed, as well as numerous other possibilities.



The Contractor will have the capability of identifying social and legal calls.

Telmate Response: We have read, understand and will comply.

Telmate's system has the ability to identify social and legal calls, and will not record or monitor calls protected under attorney-client privilege. It is easy for authorized users to designate a particular destination number as not to be recorded and to be allowed for free. In the example in Figure 4-10, a destination number is configured as an attorney number, and therefore calls to this number will not be recorded.

Figure 4-10

Destination Rules

Destination Number **541-212-9999**

Reason

- Recordable
- Attorney**
- Attorney, Direct
- Direct, Recordable

Attorney / Recordable

Category

Accepts Collect Calls Yes ([revalidate](#))

Last Validation

Collect past 30 Days \$0.00

Last "Preview" Call

Fraud Flag

The contractor provided system administrator or technical support staff will be responsible for creating and maintaining inmate calling accounts. All accounts must be created within twenty-four (24) hours of receipt. The Contractor will utilize NDCS provided registration forms. Contractor may provide alternative options for phone number registry.

Telmate Response: We have read, understand and will comply.

The bidder will describe their process for the prerecorded announcement of the inmate's committed name or legal name change (first and last name) when creating account. System must not allow inmate to record his/her own name at any time. Both parties must be electronically blocked from hearing or communicating with the other party until the call is accepted. Inmate's voice will not be used during any announcement. Electronic security measures must prevent an inmate from interfering with or altering an announcement.



 **Telmate Response:** We have read, understand and will comply.

Telmate uses voice biometric technology to verify the inmate's identity and to prevent fraud and extortion.

When a called party answers the phone, he or she hears a recording that typically resembles the following:

"You are receiving a call from [Inmate Name] at [Name of the Facility] . This call is subject to recording and monitoring except for privileged communications between an attorney and client. Press 1 to accept the call, press 2 to reject the call, or press 3 for more options."

Since the NDCS does not want inmates to record their own names, we will have another individual record the names, or we will train NDCS staff to do so before cutover.

The voice biometric technology captures specific physical characteristics of the human voice and uses the information to identify callers. Our voice biometrics suite starts with the voice verification enrollment process. The enrollment process is simple. The first time the inmate uses the phone system he or she receives a personal identification number (PIN). The system will recognize that the PIN does not have an associated voiceprint. The inmate is then prompted to record aloud his or her PIN number and facility location. If no errors occur after 3 matches of tone, velocity, and annunciation, a qualified voiceprint is logged into the system.

The system allows for up to seven attempts, after seven failed attempts it will prompt the inmate to hang up and retry the process.

The solution continues the process of analysis with continuous voice biometrics, enhancing the security of Telmate's ICS, so the NDCS has peace of mind knowing exactly who is on the phone at any time throughout the call. Telmate's solution eliminates the need for authentication questions, and enables multi-factor security for every single call. The authentication runs in the background, but the NDCS staff will be able to access biometrics data, with confidence, via the same Telmate ICS interface. It also prevents inmates from using a stolen PIN to access the system.

The more an individual inmate interacts with the voice biometric system, the deeper the data is for that individual over time. The system captures a range of voiceprints and will identify different sounding voices associated with an individual. It takes into account the following:

- Emotional state



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- Age-related voice change
- Illness/injury
- Multi-lingual variances (stores a record of each language spoken by the specific inmate)

The voice record is stored in a library of the inmate's interaction with the system, even if they speak in different languages at different times. This recording history provides even greater accuracy because of the different biometric patterns associated with the same inmate speaking different languages at different times.

Fraud and Extortion Prevention

Once an inmate is identified with the voice biometric authentication, there is always a chance the phone will be passed to another individual in an attempt to bypass an inmate's calling restrictions, extort calling funds from another inmate, or try to trick investigators who are reviewing calls from the fraudulent inmate. To prevent a fraudulent phone call, Telmate continuously monitors the inmate's voice throughout the call, looking for any deviation indicating a second speaker has taken over the call. When a second voice is detected, Telmate flags the call for review and offers a probability percentage of who the new voice might belong to by comparing it to the voice prints of other inmates with access to that physical phone. Investigators can then quickly see at what point in the call the second voice was detected and how significant the change was. This is accompanied by a link (an audio bookmark on the recording) that will allow an investigator or staff-member to jump to the suspicious segment of the conversation. This powerful investigative tool is also known as an Automated Speaker Recognition System (ASRS).

Staff members at each NDCS/YRTC facility must be trained to create and maintain inmate accounts in the event that system administrator or technical support staff is not available. Method of training should include user manual, instructor presentation, or PowerPoint presentation.

 **Telmate Response:** We have read, understand and will comply.

A great ICS is nothing unless key staff and investigators know how to use it, and how to get the most out of it. A core extension of Telmate's mission to provide the best customer service and satisfaction, is our mission to ensure the NDCS staff are trained from launch and implementation through day-to-day operations. Below is a list of core training-related items and initiatives:

- **Training for Life of Contract:** Implementation and ongoing training are provided to the NDCS for the life of the contract at no charge. Telmate will provide complete launch, implementation and ongoing product training to new and existing NDCS staff covering all ICS features. As requested by the NDCS, initial staff training will be completed the



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week prior to the ICS going live. In addition, we will provide on-site training to the NDCS's staff within 24 hours of the ICS going live.

- **Coordination with Onsite Personnel:** Telmate will coordinate the presence of an on-site administrator or technician at the facilities on the day of implementation to place test calls and ensure the ICS is functioning properly, as well as provide job-side technical support for all facility staff as deemed necessary by the NDCS.
- **Types of training:** Telmate will provide on-site and online training sessions, and web-based support resources and videos are available to staff on demand.
- **Acknowledged and verified training:** All participating NDCS staff and Telmate trainers must complete and sign a training acknowledgement form.
- **Training resources:** Telmate will provide training manuals to NDCS staff at all training meetings at no charge. These manuals will become the property of the NDCS. Telmate will also provide full documentation for all of the ICS features and functionalities. Finally, if requested by the NDCS, Telmate can provide inmates with informational pamphlets describing applicable features and functionalities.
- **Product upgrades training:** As product upgrades are rolled out, updated training courses will be offered through online instructor-led courses, twice a month throughout the year. Telmate's ongoing training ensures that your staff stays on top of current and newly released ICS features, and makes the most of your system, all at no cost to NDCS.

Telmate Trainers and Resources

Telmate provides web-based video manuals and live training at no cost to the State. Experienced Telmate employees will be the client trainers to conduct all training through on-site, one-on-one, group classroom training sessions and online instructor-led classes. Telmate delivers standard training using both hands-on experience with your data and using instructor demonstrations to ensure each trainee understands all ICS concepts. Training is job specific to make the most of the staff's time and can be provided during multiple shifts to ensure full coverage of the facility.

Telmate training programs coupled with our easy-to-understand system interface, documentation and help resources will enable facility staff to use all features the first day of installation. Since products are web-based, after a two-to-three hour training session most



officers find it easy to maneuver through the features immediately using our drop down and click box menu capabilities.

In addition to standard training, Telmate will work with the client to customize the online training experience to meet the unique needs of the client staff and facility. We can design and offer specific, customized classes focused on various client agency functions like: creative investigations, optimal live call monitoring, and gaining operational efficiencies through system administration.

ICS Training Course Modules

Telmate is committed to providing your staff with training that will maximize the potential of the features implemented at your facility. Training courses are in a user-friendly, task-oriented format to teach your officers what they need to know to do their job efficiently. We present courses in separate modules based on the types of duties officers tend to perform using the ICS system, while expressing the unique features of applications.

Table 4-6 below presents the standard ICS training course modules and associated learning objectives. Telmate will work hand in hand with the client to design and offer any specific courses or training that support client specific initiatives or functions.

Table 4-6

Course Module	Objective
Getting Started	<ul style="list-style-type: none"> ● Logging in ● Navigating through the features ● Managing your password ● Contacting technical support for service calls
User Administration Details	<ul style="list-style-type: none"> ● Creating and changing user accounts ● Defining a user's role and granting access permission ● Resetting a user's password ● Deactivating and/or deleting users ● Running user management reports
Inmate Administration Activities	<ul style="list-style-type: none"> ● Adding and changing inmate phone accounts ● Deactivating inmate phone accounts ● Setting up the phones to meet your requirements



	<ul style="list-style-type: none">● Using administrative reports
Monitoring Activities	<ul style="list-style-type: none">● Reviewing Call Detail Records (CDRs)● Monitoring live calls● Listening to recorded calls● Using monitoring reports● Saving calls and burning to CD
Investigation Activities	<ul style="list-style-type: none">● Using CDRs for investigations● Recognizing trends in inmate activity● Using other investigative tools to collect information for evidence● Digging into the details
Super User Activities	<ul style="list-style-type: none">● Learning time-saving tips and tricks● Discussing actual facility situations and turning evidence into intelligence● Troubleshooting for operational and maintenance staff to minimize unnecessary service calls

Telmate will provide a curriculum specific to the client that can be used initially, and throughout the term of the agreement, to ensure we provide training in the manner and on the features most important to the client.

Training for Friends and Family

Telmate also provides training for the friends and family of inmates to ensure that they are comfortable with the procedures for setting up an account on gettingout.com (described further below), funding an inmate account, setting up a video visit, and similar pertinent services. Typically we provide this training in your facility lobby as part of the installation process. This ensures that friends and family know how to use the system from day one. We also provide marketing materials for friends and family that you can make available to them at your facility.

Our staff will remain onsite after go-live to work with friends and family in the lobby, so that we can train them on how to use our products, we will also show your staff resources on the lobby kiosk they can point friends and family to in order for them to “self-help”.

Training for Inmates

Telmate will ensure that *all* stakeholders who interact with our platform are thoroughly trained.



Our staff will train inmates in their housing units on how to use all of the technology, how to get tutorials, how to use our automated inmate customer service and how to use all the features and functionality that is allowed by your facilities.

Telmate's overarching goal for training is to empower users at all levels, to remove the burden of support from your staff, and to maximize the benefits your staff receive from our platform.

3. Collect Calling Requirements

The system must function as follows:

- a. Inmate goes off-hook, and is prompted to complete verification process. Preferably a two-step process.
- b. Inmate is then given an automated option to place a collect call or a debit call.
- c. Inmate selects option to place collect call.
- d. Inmate dials number.
- e. System validates dialed number against the inmates individual "allowed number list" or proposed system by contractor, and then places inmate on hold.
- f. System places call.
- g. When called party answers, system prompts called party to either accept or reject the call. The inmate and called party will not be able to hear one another until call is accepted.
- h. Either a call path is established, or inmate is notified that call was not completed, and the reason for unsuccessful completion.

 **Telmate Response:** We have read, understand and will comply.

Telmate will comply with all the above collect-call features, which is compatible with our Preview Plus solution. Regarding part "e," please see our answer to the earlier question on "allowed number list" detailing our "Personal Allowed Number" (PAN) solution. Inmates can make a collect call on Telmate's ICS using Preview Plus, which enables calling to almost any number in the world (as permitted by each facility), even if those numbers don't accept traditional collect billing. Inmates without any funds can call anywhere, including mobile phones, VOIP numbers, Skype, Google Voice, and international numbers.

Each time an inmate calls a new number, the inmate is given a free 1-2 minute call giving them a chance to ask the called party to pay for the call. At the end of the free call, the called party has the opportunity to create an account and provide a live operator with credit card information to continue the call. Telmate's system will notify the inmate, rather than the called party, via recorded message if they have reached set limits for any call or call type. Likewise, the inmate will be notified if his or her balance is insufficient to place a call.



4. Debit Calling Requirements

The system must function as follows:

- a. Inmate goes off-hook, and is prompted to complete verification process. Preferably a two-step process.
- b. Inmate is then given an automated option to place a collect call or a debit call.
- c. Inmate selects option to place a debit call.
- d. System plays the remaining dollar amount on card.
- e. Inmate dials number.
- f. System validates dialed number against the inmates individual "allowed number list" or proposed system by contractor, and then places inmate on hold.
- g. System places call.
- h. When called party answers, system prompts called party to either accept or reject the call. The inmate and called party will not be able to hear one another until call is accepted.
- i. Either a call path is established, or inmate is notified that call was not completed, and the reason for unsuccessful completion.

 **Telmate Response:** We have read, understand and will comply.

Telmate will comply with all the above debit-calling requirements, which are compatible with the solutions we already have in place. Regarding part "d," instead of cards, we provide a more secure debit solution as described below. Regarding part "e," please see our answer to the earlier question on "allowed number list," in which we detail our "Personal Allowed Number" (PAN) solution.

Telmate's Inmate Debit Account solution eliminates the need for calling cards and traditional collect call procedures, while saving your facility time and money. The inmate simply transfers funds from their trust account into their calling account right from any inmate phone, inmate kiosk, or commissary. Friends and family can also deposit funds into an inmate's calling account through a variety of deposit options. Facility staff can view and fully audit all prepaid deposits through Telmate Command.

We also have a prepaid calling solution that allows the inmate's friends and family to access funds in an account set up and maintained directly by them. Friends and family have several ways to deposit funds, including: the Telmate Kiosk, GettingOut.com online portal, telephone support, and thousands of retail locations. Additionally, if a called party prefers not to set up an account, Telmate enables them to quickly and easily pay for a single call with a credit card, making it easier than ever for inmates to stay in touch with friends and family.



5. Recording Requirements

Inmate calls must be recorded, and easily accessible to authorized NDCS/YRTC State personnel. It is the responsibility of the contractor to maintain call recordings on a redundant system to be accessible 24 hours a day to authorized NDCS/YRTC State personnel.

 **Telmate Response:** We have read, understand and will comply.

Unless protected by attorney-client privilege or specific NDCS requests, Telmate will record inmate calls and make the recordings easily accessible to authorized NDCS/YRTC State personnel. We maintain call recordings on a redundant system that will be accessible 24 hours a day to authorized NDCS/YRTC State personnel.

Telmate's central call architecture removes the impact and risk involved with situating data storage equipment at your facility and ensures an unassailable level of both security and reliability.

Telmate's ICS has been built in-house from the ground up, not as the indirect result of a series of corporate acquisitions. Telmate was not patched together from software built by multiple companies that merged. Instead, Telmate was built by a single team from the ground up as a centralized, VoIP-based system with all the advantages that come with this modern architecture.

For your facility, our centralized call architecture means:

- Continuous operation through catastrophic events. Even if several data centers were to fail (e.g. due to severe weather, earthquake, or 9/11-type event), operations would continue as normal.
- Massive fault tolerance. Six copies of every recording stored across four data centers that are thousands of miles apart means no lost calls or call data.
- All call recordings instantly retrievable anytime. Nothing is archived; every call is always available.
- Secure investigator access from anywhere. Centralized Web-based architecture means 24-hour access from work, home, or mobile devices.
- Plenty of room for growth. Our extra system capacity means that no extra servers or storage are needed to support growth.
- New features are instantly available. Telmate regularly adds additional features.
- Hardware upgrades without interruption. Our architecture allows us to upgrade every server without visiting your facility or interrupting a single phone call.
- An all-digital network. Telmate's central call architecture is all-digital, ensuring that each call remains digital throughout our network, and that the digital recording is an



exact match to what was transmitted.

Telmate has selected each data center location to ensure that it has the highest quality connection to the Internet fiber backbone, and a wide array of available outside power feeds and internal power generation capabilities. This means that each Telmate facility is hardened against all but the most extreme catastrophes, and even if that were to happen, Telmate can switch seamlessly to an alternate location that exists over 1,000 miles away from the problem.

The Contractor's system must be capable of locating call recordings by inmate name, inmate PIN, date, originating number, or called to number, name and/or address.

 **Telmate Response:** We have read, understand and will comply.

Telmate's ICS makes it easy to locate call recordings based on inmate name, inmate PIN, date of the call, originating number or called number, name and/or address via Telmate Command.

The Contractor will provide a system that allows NDCS staff to download to a variety of storage methods, to include CDs, DVDs, hard-drive, or email.

 **Telmate Response:** We have read, understand and will comply.

Telmate's Command Center allows NDCS staff to download to a variety of storage methods including CDs, DVDs, hard drive or email.

Telmate employs a "shopping cart" feature for efficiently downloading recordings to disc. Facility staff may select any number of call recordings in the cart and select download. This generates a single zip file that contains all the desired audio files in the specified format, along with a PDF containing detailed information about the included audio files. Staff are then asked to select the recording quality, with various file format options such as wav or mp3, and whether they would like to download a single zip file containing all recordings (and associated call data) or email a one-time link to the recordings to another investigator or attorney. These downloaded files can be played using Windows Media Player, iTunes and numerous other players.

Some formats are suitable for court; others are better suited to burning to a disc, emailing, or importing into iTunes and reviewing on an iPod or other MP3 player.

Each site must be capable of storing twelve (12) months of call recordings on the system hard drive or via means other than the system hard drive for immediate access. Fully hosted centralized platform will be allowed. Once call recordings become twelve (12) months old, the system must automatically download them to a permanent storage media maintained by



contractor, and be available to NDCS within 72 hours upon written request. Recordings are the property of the State of Nebraska.

 **Telmate Response:** We have read, understand and will comply.

Telmate's ICS allows NDCS to store twelve (12) months of call recordings within Telmate Command for immediate access. Once call recordings become twelve (12) months old, Telmate's system will automatically download them to a permanent storage media that we maintain, and will make available to NDCS within 72 hours upon written request. Telmate understands that recordings are the property of the State of Nebraska.

For more information on our recording capacity and the access we cover, please see our previous answer on access to recordings above.

The contractor provided system administrator needs the ability to monitor inmate calls for troubleshooting purposes.

 **Telmate Response:** We have read, understand and will comply.

6. System Security Requirements

Call forwarding and 3-way calls are a concern for NDCS/YRTC. Contractor's system must be able to identify call forwarding and three-way calls, and have the capability of real time notification including the method of notification.

 **Telmate Response:** We have read, understand and will comply.

Telmate employs variable silence, ringing and DTMF detection to monitor 3-way calling, conference calling and call forwarding to flag calls suspected of three-way or conference calling. Our system gives NDCS the following options when a 3-way call is detected:

- Immediately disconnect the call and flag it for live review by Telmate's in-house operators
- Maintain the call in progress, but flag the call for live review

Note: Prior to all calls we warn the inmate and called party that 3-way calls are prohibited.

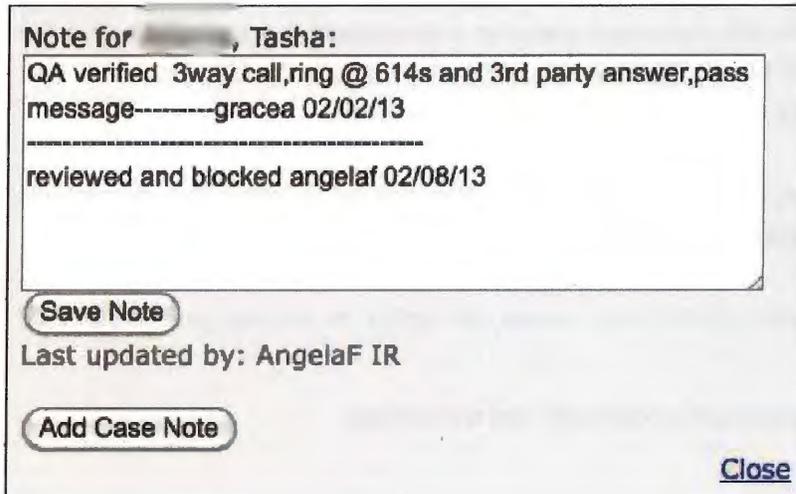
When Telmate's software flags a call as "3-Way Suspected," a Telmate customer service agent independently reviews the call and determines if a 3-way call was attempted, then changes the call status to either "3-Way Confirmed" or "3-Way Cleared." The same customer service representative adds notes, which include a shortcut to the time-stamp in the call recording where the 3-way was confirmed to have occurred. This entire review process takes Telmate customer service an average of 5 minutes (we constantly monitor this average review time) from the triggering of a software alarm. Telmate's customer service staff are bilingual and



comprehensively trained in 3-way call review.

Figure 4-11 is a screenshot showing a note created to indicate that a 3-way call has been identified.

Figure 4-11



Authorized users of Telmate Command can configure what is to be done with detected 3-way calls from the Call Rules screen, as shown below. Note that these settings can be implemented globally, at the facility level, for one or more groups of phones, an individual inmate, or a specific destination number. This gives NDCS total control and provides flexibility. NDCS may, for example, elect to disallow 3-way calling globally in order to make exceptions for inmates about whom they are attempting to gather evidence.

Figure 4-12 is a screenshot showing different ways to label a 3-way call.

Figure 4-12



The State reserves the right to shut down inmate telephones and/or limit inmate access to telephone calls in any or all areas of a particular facility as needed. Explain how this function can be managed with your system.



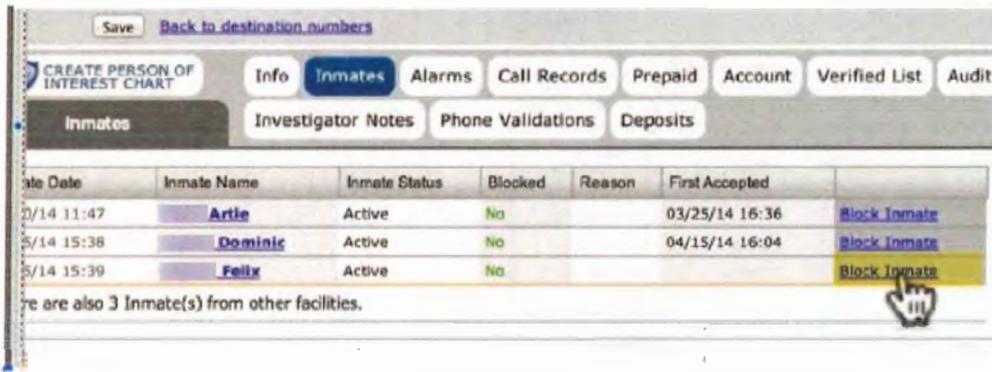
Telmate Response: We have read, understand and will comply.

Within Telmate’s ICS, any phone, or group of phones, in the system can be easily turned off using any one of the following methods:

- Phones can easily be turned off and on at any time via Telmate Command. Turning off (or back on) any phone requires just a few clicks from the Telmate Command Home screen.
- Phones can be scheduled to automatically turn off and on via Telmate Command with wide ranging rules that can be set and modified by facility staff.
- Telmate can install manual shutoff switches during installation, at no cost to the NDCS. These manual switches can quickly cut off access to phones in an emergency.
- Phone access for individual inmates can similarly be cut off, reactivated, or temporarily blocked for a specified amount of time with just a few clicks from your Home screen, as seen below.

Please see Figure 4-13 below for a screenshot showing our call-blocking solution.

Figure 4-13



Inmate telephones must be restricted from out-pulsing any dual-tone multi frequency (DTMF) digits once the call has been connected.

Telmate Response: We have read, understand and will comply.

Inmate telephones will be restricted from out-pulsing any dual-tone multi frequency (DTMF) digits once the call has been connected. Telmate was designed specifically for the corrections industry and does not use traditional phone lines. For this reason, it is impossible for inmates to direct dial calls, place multiple-party calls, dial 911, or engage in any fraudulent calling activity such as chain or switch-hook dialing.

By default, Telmate’s system requires positive call acceptance by way of DTMF confirmation.



Telmate's system supports rotary telephones.

Contractor must provide the proposed system with audit software that keeps track of access to system, i.e. time and date of all network logins, time spent logged in, changes made while logged in, calls monitored by user, etc. This access information will only be available to the NDCS Intel Coordinator or others as approved by the NDCS Intel Coordinator. Explain how your system accomplishes this.

Telmate Response: We have read, understand and will comply.

Telmate's ICS includes audit software that keeps track of access to system, i.e., time and date of all network logins, time spent logged in, changes made while logged in, calls monitored by user, etc. It automatically becomes part of a searchable audit trail. Authorized users can run reports on this data using Telmate Command. A sample audit log is included in Figure 4-14 below. The NDCS may limit access to audit information as it desires using Telmate Command.

Figure 4-14

Contacts Call Records Audit				
Starting 11/09/2012 00:00		Ending		Search
Run Report >				
ID	Date	User	Action	Note
507632211	01/28/2013 06:59	Jason	Insert	[Jeffery]
507632311	01/28/2013 06:59	Jason	Update	[Jeffery] Contacts updated
507632411	01/28/2013 06:59	Jason	Update	[Jeffery] Contacts updated
507632611	01/28/2013 07:00	Jason	Update	[Jeffery]
507712411	01/28/2013 09:52	Jason	Update	[Jeffery]
514900421	02/04/2013 08:58	Sinue	Listen	[Jeffery]-[02/02/2013 22:05 to 405-503-
514903221	02/04/2013 08:58	Sinue	Listen	[Jeffery]-[02/02/2013 22:05 to 405-503-
514909221	02/04/2013 09:08	Sinue	Listen	[Jeffery]-[02/03/2013 10:26 to 405-503-
514909721	02/04/2013 09:10	Sinue	Listen	[Jeffery]-[02/03/2013 11:07 to 405-672-
514910321	02/04/2013 09:11	Sinue	Listen	[Jeffery]-[02/03/2013 18:13 to 405-672-

The Contractor's system must have a real time "Call Alert" feature. This feature will alert staff that a designated inmate is making a call, or that an inmate is placing a call to a designated



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telephone number. Explain methods for real time notification, NDCS prefers email alerts, or phone call alerts.

Telmate Response: We have read, understand and will comply.

Telmate's system has a real time "Call Alert" feature that alerts staff when a specific inmate is making a call, or when that inmate is placing a call to a designated telephone number. Authorized users can activate Telmate's comprehensive Alarms feature to track specific inmates or destination numbers via their PINs. These authorized users can monitor, or even terminate, a live call via their cell phones, with no distance barriers to the retrieval process. The connection is completely silent and will not be detected by callers. Alarms and alerts may also be simply flagged within the software, and may be set to trigger an email.

The system will send Investigators an email and/or text message notifying them when an alarm is triggered. They can also be connected in real-time to live phone calls. Phone numbers and/or inmates to be alarmed and monitored can be automatically uploaded or manually entered.

To be connected with a live call from their cell phone, investigators must input their pre-assigned 4-digit PIN number. This prevents others from monitoring calls for which they are not granted access.

Setting up an alarm or alert can be accomplished in just a few clicks from the Alarms screen, shown in Figure 4-15 below.

Figure 4-15





System security should be available at varied levels of system access. Explain how your system restricts access to particular features or programs based on NDCS/YRTC user login. Contractor should identify various inmate data sets which may be restricted by user level.

Telmate Response: We have read, understand and will comply.

Administrators can quickly and easily create individual users or groups of users, and grant or restrict access to the system or specific functionalities for one or more users. An administrator may, for example, restrict users based on security levels that correspond to specific inmate data sets that best serve the needs of NDCS/YRTC.

The User's screens, shown in Figure 4-16 (New User), Figure 4-17 (Roles), and Figure 4-18 (Users List) below, enables administrators to view existing users in one place, and add or remove users or groups. Additionally, administrators can select the "Act As" option to view Telmate Command as the user would.

Table 4-7 below identifies various features, programs, and inmate data sets that may be restricted by user level.

Table 4-7

Staff Role	Investigator Role	Administrator Role
<ol style="list-style-type: none"> 1. Monitor Active Calls 2. Listen to Audio Files 3. Review Call History List 4. View notes 5. Suspend an inmate 6. Edit inmate information 7. Block an inmate from a certain number 8. Block a number from all inmates 9. Add a new number 10. Manage Allowed Numbers list 11. Run Reports 12. Disable Station/Group/All Phones 13. Set up a dynamic Group of inmates or destination 	<p><i>All items under the Staff Role, plus:</i></p> <ol style="list-style-type: none"> 1. Add notes 2. Flag calls 3. Download Audio Files 4. Create Contacts 5. Create Alarms 6. View 3-Way Flags 7. Switch Facilities via ORGS tab 8. Access Multi-facility Reports (ORGS tab) 	<p><i>All items under the Administrative Role, plus:</i></p> <ol style="list-style-type: none"> 1. Add and Delete Users 2. Access Audit Trail 4. Run Audit Reports 5. Adjust facility settings 6. Review Report on patrolling officer movements. 7. Hide Audio Files to viewable only by Admin role 8. Lock a user to a specific IP address



numbers		
14. Create a trouble ticket		

Figure 4-16



Users

New User

Identity

Display Name

Login

Password

Confirm Password

Next Login

Group

Domain

Organization

Show PINs only

Privileges

Role:

[Advanced Privileges >](#)

Figure 4-17



Users

Roles

Role Options

[Add New Role >](#)

[View Users >](#)

Label	User Count	Network Restricted	
Admin1	16	No	Details
Investigator2	193	Yes	Details
AdminV	0	Yes	Details
Counselor	23	Yes	Details
Shutdown	1	Yes	Details
Investigator1	14	Yes	Details
AdminA	1	No	Details
Agency Assiat	2	No	Details
Nail Room Staff	9	Yes	Details



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Figure 4-18

Update Date	Display Name	Login	Group	Any	Not Restricted	Role Name	Status	Last Login		
06/23/15 17:53	Ken	ken@telmate.com	[facility-wide]	Marketing	No	Yes	Active	09/08/15 15:31	Details	Act As
12/05/14 17:35	Kevin	jk@adaweb.net	[facility-wide]	Administrator	No	No	Active	04/11/15 11:20	Details	Act As
12/05/14 17:35	Bill	jb@adaweb.net	[facility-wide]	Administrator	No	No	Active	08/16/15 16:40	Details	Act As
11/22/14 19:09	kg	kg@adaweb.net	[facility-wide]	Administrator	No	No	Active	08/30/15 21:44	Details	Act As
08/25/14 10:06	b	b@adaweb.net	[facility-wide]	Administrator	No	No	Active	08/15/15 20:25	Details	Act As
04/23/14 14:09	st	st@adaweb.net	[facility-wide]	Administrator	No	No	Active	08/23/15 15:48	Details	Act As
04/23/14 14:09	bf	bf@adaweb.net	[facility-wide]	Administrator	No	No	Active	08/30/14 11:18	Details	Act As
04/23/14 14:08	tr	tr@adaweb.net	[facility-wide]	Administrator	No	No	Active	09/08/15 13:34	Details	Act As
07/19/13 11:48	Bookings	b@adacountyjuvenile	[facility-wide]	Booking	No	No	Active	09/08/15 13:15	Details	Act As
07/18/13 15:12	Jan	jk@adaweb.net	[facility-wide]	Administrator	No	No	Active		Details	Act As
07/09/13 09:12	Aime	aj@adaweb.net	[facility-wide]	Administrator	No	No	Active	08/28/15 04:03	Details	Act As
07/09/13 09:11	Steve	sr@adaweb.net	[facility-wide]	Administrator	No	No	Inactive	11/22/14 19:08	Details	Act As
07/09/13 09:11	Roderick	rh@adaweb.net	[facility-wide]	Administrator	No	No	Active		Details	Act As
07/09/13 09:08	Terry	jt@adaweb.net	[facility-wide]	Administrator	No	No	Active	05/10/15 15:48	Details	Act As
07/09/13 09:02	Ken	kg@adaweb.net	[facility-wide]	Administrator	No	No	Active	11/28/14 11:28	Details	Act As
07/09/13 09:01	Richard	rk@adaweb.net	[facility-wide]	Administrator	No	No	Active	08/10/15 15:23	Details	Act As

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Cellular and IP telephones present a security concern and need to be identified. The bidder must state in their RFP response, how their system will identify calls placed to cellular and IP phones, flag all call detail and recordings on said phones, and have the capability of real time notification including the method of notification.

Telmate Response: We have read, understand and will comply.

Telmate records and can flag every outgoing call, whether to a cell phone, landline, or VoIP call. The Telmate platform was not converted from a traditional telephone system or transitioned from an onsite solution to a centralized system. Telmate was built by a single team from the ground up as a centralized, VoIP-based system with all the advantages that come with this modern architecture.

Telmate can also identify metadata as explained below.



Metadata Analysis

Other Telmate Investigator Data Link Analysis Component Features include:

Alarms:

Telmate Investigator features a custom alarm and alert system whereby investigators can be notified in real-time if certain events occur, such as calls between key system users or suspicious deposits. For example, it allows investigators to listen to live calls from targeted inmates and to receive an email of the event to listen at a later time. These calls can be used in detecting missed evidence during a traffic stop, missed evidence from a narcotics related drug raid of a residence, and so on.

Call Pattern Analysis:

With Telmate Investigator, law enforcement can leverage our secured database to review the history of calls (origination, parties using the destination numbers, direct or three-ways call, time and content of the calls, the images and background of the calling party) and determine the pattern to further analyze potential suspicious activities and anticipate behavior to solve crimes and make arrests.

Contact Analysis:

Telmate Investigator enables law enforcement to pinpoint to the specific and relevant activities (calls, messages, voicemails, visits, deposits, etc.) among the person(s) and community of interests, and it helps discover the mode and link of contacts that may emerge as evidence before, during, and/or after the crime is committed.

Geolocation:

Telmate Investigator enables law enforcement to have an alternative to raw GPS coordinates. Telmate Investigator displays a map of multiple calls to cell phones, showing their geographical location (based on the location data of cell-tower) at the time of the call. Telmate leverages map marker clustering to enable the display of multiple events on a map interface. Each marker cluster can be clicked in order to drill down on activity and discover underlying call metadata.

Cell Phone Data Extraction:

Through our exclusive partnership with Access Data (the same technology utilized by the FBI and DOD), with a warrant or consent from the NDCS, all inmate cell phone data can be seamlessly imported into Telmate Investigator for instant evaluation and data analysis.

Inmate Booking Records:



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With a simple OMS integration, Telmate Investigator will import all inmate booking information including charges to save investigators the time of searching for it elsewhere.

Evidence Reporting:

Telmate Investigator's export tools makes is simple to share information with courts, investigators, other police departments, or prosecutors. This one-step process allows the investigator to share active or archived data (such as a recorded call) with a prosecutor regarding a current criminal target, case, action, or investigation. Prosecutors or neighboring agencies simply need a user name and password to access the user-friendly criminal intelligence database.

Depth of Data that Telmate will Provide the NDCS:

Within Telmate's ICS, NDCS investigators can also run instant, in-depth reports featuring the following additional phone account data in Table 4-8 below:

Table 4-8

Death records	Vehicles registered at subject's addresses
AKAs	Real property
Other SSNs associated with subject	Residency
Criminal records and traffic citations	Property owners of subject's addresses
Arrests	Foreclosures
Infractions	Watercraft
Judgments	FAA registrations
Lawsuits	Unclaimed assets
Relatives	UCC Filings
Associates	Licenses
Other records/names associated with	Business affiliations
Subject's SSN	Shareholders
Alternative addresses associated with subject	Political donors
Utility services	Voter registrations
Work affiliations	Marriages
Home addresses	Divorces
SSN and current address fraud alert	Licensed drivers at subject's addresses
Businesses registered at subject's addresses	Relatives
Driver's licenses	Associates
Real time vehicles	Neighbor listings for subject's addresses



Data Ownership

Telmate considers all collected data, including all communication, investigation, and usage data, to be the property of the customer. This means that data requests from outside parties, even those in the form of subpoenas, go straight to NDCS counsel, who will in turn, instruct Telmate in how to respond.

Bidder must identify their capability to provide technology allowing the facility to terminate the cell signal when signal is within a specified distance from the facility, and alert NDCS/YRTC staff.

Per Addendum Eight, dated June 2, 2016, the above paragraph was removed and replaced with:

Bidder must identify any capability or technology they have that might identify calls to cellular phones and their proximity to the correctional facility when calls are in progress



Telmate Response: We have read, understand and will comply.

Telmate is not tied to any one cell phone detection technology, so we can be agile enough to use the most cost-effective and cutting-edge detection companies out there.

Telmate currently recommends Hawk Ear Communications, LLC. (Formerly Blind Tiger), a provider of Managed Access Technologies (MAT).

Hawk Ear Communications provides government and public safety agencies worldwide a multilingual platform-as-a-service security, automation, management and unified communication management system named SmartDust. Hawk Ear Communications solves rapidly increasing security problems for global government agencies, public and private companies that require a deep and continuous understanding of assets, device profiles, and associated analytics of those devices within their facilities. Hawk Ear Communications' flagship product is Mobile Soap. Mobile Soap implements a communication umbrella that encompasses the customer's facilities and provides an easy-to-use dashboard that empowers customers with "one click" insight and control of the mobile environment.

- Originated out of US Military SOCOM/JIEDDO suppression of phones used as IED Triggers.
- Increase use of the ICS system with command and control of the inmate communication suite; ICS with voice biometrics, voice mail, email.



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- Monitor, Suppress and Intelligent Collections with Mobile Soap – BTC Wireless MAS including CDMA/GSM/UMTS/LTE/WiFi/WSN Detect, Defeat, with Location, Location tracking “Geofencing” and enhanced intelligence collections.
- Lower overall TCO through automating and tracking assets (tools, keys, people, inmates).

Mobile Soap – Hawk Ear’s Flagship Product:

- Provides managed access to wireless devices through a conceptual RF umbrella through SaaS Hosted Platform.
- Minimizes impact to non-targeted areas.
- Acquires devices on Wi-Fi/2G/3G/4G technologies.
- Is able to identify 4G/LTE.

Operates in one of three modes:

1. Data collection Analytics based upon keywords and inmate environment.
2. Device suppression Disabling device and provides its location for retrieval.
3. Monitor mode Phone model information along with location, transactions, and usage while the device is on the Mobile Soap system.

System must have the capability to provide detailed reports as defined by the NDCS/YRTC, to include but not be limited to:

- a. Number of calls completed by institution
- b. Number of calls to a specific number
- c. Number of calls by a specific inmate
- d. Number of terminated calls, including detailed reasons
- e. Number of calls per gallery
- f. Number of calls monitored by NDCS staff and institution, etc.

The option for the NDCS/YRTC to utilize voice to text translation and voice recognition with specific word or phrase search capabilities.



Telmate Response: We have read, understand and will comply.

Word Recognition Software

Telmate uses advanced voice-to-text technology to transcribe inmate phone calls within minutes of their completion, all within Telmate’s Web-based application. For investigators, no additional software is required to convert calls to text, and then to search and review



transcribed content. For inmates and called parties, no additional voice training or extra enrollments are required. English and Spanish are both transcribed (Telmate is adding more languages all the time, and will be prioritized upon facility request). Based on facility criteria, Telmate sends designated inmate calls through the transcription process after the call completes. The transcription is available within the same Telmate interface used for all other ICS functions. Within Telmate, next to each call record, is an icon that opens a window that includes the text transcription.

Staff can search for single or multiple keywords across all calls, or staff can limit searches to any combination of destination phone numbers or inmates. Telmate uses sophisticated search capabilities, which include boolean “and/or” operators, and the exclusion of terms to narrow a search. The transcription platform will allow for prepaid debit cards and green-dot card digits to be gathered and displayed to investigators at the NDCS.

7. NITC (Nebraska Information Technology Commission) Requirements

All equipment used must comply with Nebraska Information Technology Commission (NITC) and Nebraska Office of the Chief Information Officer Standards and Guidelines. The Standards and Guidelines are available at <http://www.nitc.ne.gov/standards/>. Specific standards include:

- a. 8-101 – Information Security Standard
- b. 8-102 – Data Security Standard
- c. 8-301 – Password Standard
- d. 8-303 – Remote Access Standard
- e. 8-304 – Remote Administration of Internal Devices Standard

All NDCS Computing resources must comply with AR 104.06 – Computer and Telephone Equipment Usage.

 **Telmate Response:** We have read, understand and will comply.

Upon thorough review of the NITC standards, all of our equipment including systems managed or hosted by Telmate on behalf of the Nebraska DOC are in full compliance. Further, Telmate understands that the agency may enact stronger security safeguard requirements, as necessary, to meet your individual business needs, or any new State or Federal regulations. Where conflicts exist between your current policy and any amended policy, the more restrictive policy shall take precedence. Telmate will ensure ongoing compliance with these standards should such changes be made. It is the responsibility of all Telmate staff to protect information resources and ensure that such resources are not misused by any party.

As part of our training plan, all users will be educated on the security protocols that exist within the Telmate platform, and will have security principles reinforced at that time.



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Our system supports full user management and controlled access to functions that have specific rights and privileges that will be assigned and agreed upon during your facility set-up, in concert with your IT security officer, and or delegates.

Our system supports the use of strong passwords linked to individually assigned User IDs. Additionally the Telmate platform is cloud-based, and will not be installed on the Nebraska DOC network, it will be completely separated.

On a regular basis, Telmate applications are scanned for vulnerabilities and weaknesses before being promoted to a production environment or after any major upgrades or changes have occurred. Additionally, Telmate remotely administers internal devices in the following ways:

- Use of strong authentication mechanisms
- Utilize device host access (by IP address) lists to restrict remote access
- Use of secure protocols that provide encryption of both passwords and data when reasonable and appropriate
- Grant permissions to only those with a job related need
- Implement the 'Principle of Least Privilege' to those who are granted permissions
- Reset factory default device passwords and regularly change any default accounts or passwords for the remote administration utility or application.
- Disable remote capabilities of devices or device accounts if remote access is not employed by the agency

8. Network and Cabling Requirements

a. WAN/Internet Service - DCS/OCIO will provide a basic VPN connection for remote system maintenance (see Remote Access section below). If the project requires a connection to the Internet beyond the remote support VPN, the contractor will need to establish their own contract with an Internet Service Provider (ISP) for service while following NDCS/OCIO guidelines for circuit equipment location. The contractor must provide their own Uninterrupted Power Supply (UPS) power for such equipment. There are physical limitations to installing new service at some facilities so the project manager will need to coordinate with the NDCS Engineering Department if construction is required. The Engineering Department will review property ownership and liability issues and must review the contract made between the contractor and their ISP who will provide service on NDCS property.

 **Telmate Response:** We have read, understand and will comply.

Telmate will establish a contract with an ISP and we will use our own UPS units. Telmate understands the NDCS will review the contract with the ISP.



b. Cabling. The contractor will provide at a minimum:

i. Network horizontal cabling from contractor's equipment to NDCS network. The current standard for NDCS is blue Category 6 cable and plenum cable where necessary to meet fire and safety codes. Rack mounted patch panels are generally preferred over wall mount blocks.

 **Telmate Response:** We have read, understand and will comply.

Telmate's network is highly decentralized, with minimal hardware located on-site. Telmate requires less onsite equipment at each facility than most other solutions, which means our hardware typically requires far less power and space than other inmate phone solutions. Because all equipment installed is modular, any component can be quickly replaced without the timely delays associated with troubleshooting traditional telecommunication products and the failure of any component will affect only a small group of phones. Thus, failures will rarely affect the entire facility.

Onsite, we install the following pieces of equipment:

- Telephones (mounting plate, receiver, numeric keypad)
- One analog telephone adapter per 24 phones (17" x 9" x 1.75")
- One router per install point (13" x 9" x 1.75")
- Uninterruptible Power Supply (UPS) with surge protection
- Optionally, a self contained kiosk is installed and connected via ethernet.

ii. The NDCS IT Manager must approve all network cabling design prior to installation to ensure industry and facility standards and codes are followed. After the contract is awarded the contractor will perform a site survey to determine where all new equipment will be installed and how to route cabling to the nearest existing telecommunications room. The contractor will communicate with facility maintenance departments for installation of all conduit for all cabling.

 **Telmate Response:** We have read, understand and will comply.

Please note that there are no servers, and there is no data storage hardware installed onsite in a standard installation. This minimizes the likelihood of an onsite failure, and means that no one facility is dependent on any other facility for the ICS to be operational.



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A typical installation includes two analog telephone adapters, one router, and a UPS with surge protection. This combination of equipment requires one standard power outlet. All telmate equipment is plugged into a UPS with surge protection.

iii. Wireless connectivity (such as 802.11) should be avoided if practical in these correctional services environments. Physical hard-wired cabling should be used instead to limit introduction of new security and operational problems in correctional services environments. If wireless is necessary and agreed upon by DCS, the installation methods and equipment must be approved by the NE OCIO.

 **Telmate Response:** We have read, understand and will comply.

Telmate will provide the information described above prior to installation.

c. Contractor will provide the following information before installation begins:

- i. Network diagrams or schematics that show logical or physical connectivity of system to include network infrastructure and server placement.
- ii. Switch port requirements – speed and duplex
- iii. Firewall rule sets and other special network requirements
- iv. Other LAN and WAN requirements – bandwidth or protocols

 **Telmate Response:** We have read, understand and will comply.

Telmate will provide the information described above prior to installation.

9. Client-Server Requirements

a. The contractor must identify if software will be installed on existing State workstations or if the contractor will be supplying new workstations. The contractor will need to identify if their application is web-based or a separate Windows-based application.

 **Telmate Response:** We have read, understand and will comply.

Telmate's application is web-based, and will not require any new software to be installed on State workstations.

b. As of this time, any new software installed on State workstations will need to be compatible with Windows 7 64 bit and Internet Explorer 10. If special client configurations or plugins are required, the contractor must specify.

 **Telmate Response:** We have read, understand and will comply.

Telmate's ICS does not require any new software to be installed on State workstations. Telmate ICS is a completely hosted platform, and utilizes the latest Software as a Service (SaaS) model



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to provide secure access remotely. This means NDCS staff and investigators will not have to install any additional software to use Telmate's ICS.

c. If new servers are required for the project, the physical location for those servers must be identified. If a server is serving multiple sites, it is recommended to place a Virtual Server(s) at the State of Nebraska Data Center for Enterprise Services. If a server is placed at each site, it will need to be a 19" rack mount server (as opposed to a desktop computer or tower) and it will need a proper housing such as a rack in a communications room that has proper environmental controls, power, and cooling. The contractor must ask the questions during the site surveys about if they can put their servers in existing racks or if they need to provide new racks or cabinets.

 **Telmate Response:** We have read, understand and will comply.

Telmate does not require new servers. We have listed the list of typical equipment used for installation in our answer to 8.b.i. Above.

d. Servers outside State Network/DMZ. If the application software is accessible outside the State network (from home for example), the contractor will need to demonstrate how their application meets encryption and security standards such as SSL, TLS, or VPN requirements. The accessibility should be negotiated closely with DCS to prevent unauthorized access to data. All web browser data should be passed through protocols using HTTPS instead of plain text HTTP.

 **Telmate Response:** We have read, understand and will comply.

Facility login sessions into Telmate's ICS are encrypted using the Secure Socket Layer (SSL) protocol, which is the same level of encryption used for online banking.

e. If servers will not be on State premises the contractor must demonstrate methods for data security, backups, and disaster recovery planning to meet DCS operational standards.

 **Telmate Response:** We have read, understand and will comply.

Data Security

Telmate's data security procedures are as follows:

- The person who discovers the incident will immediately call the U.S.- based Telmate Call Center located in Ontario, Oregon. The Call Center is fully staffed and available 24 hours a day, 365 days a year. Personnel who may discover an incident include:
- Telmate IT Department



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- Telmate Support – Contact the Telmate IT Department
- Facility Personnel – All facility personnel have Telmate’s Call Center phone number (1-800- 205-5510). This is the first step in incident reporting.
- If the person discovering the incident is a member of the IT department or affected department, proceed to step 5.
- If the person discovering the incident is not a member of the IT department, they will call the Call Center at 1-800- 205-5510.
- The Call Center will refer to the IT Department contact list and call the designated numbers in order on the list. The Call Center will log:
 - The name of the caller
 - Time of the call
 - Contact information about the caller
 - The nature of the incident
 - What equipment or persons were involved?
 - Location of equipment or persons involved
 - How the incident was detected
 - When the event was first noticed that supported the idea that the incident occurred
- The IT staff member who receives the call (or discovered the incident) will refer to their contact list for both management personnel to be contacted and incident response members to be contacted. The staff member will call those designated on the list. The staff member will contact the incident response manager using both email and phone messages while being sure other appropriate and backup personnel and designated managers are contacted. The staff member will log the information received in the same format as the grounds security office in the previous step. The staff member could possibly add the following:
 - Is the equipment affected business critical?
 - What is the severity of the potential impact?
 - Name of system being targeted, along with operating system, IP address, and location.
 - IP address and any information about the origin of the attack.
- Contacted members of the response team will meet or discuss the situation over the telephone and determine a response strategy.
- Is the incident real or perceived?
- Is the incident still in progress?
- What data or property is threatened and how critical is it?
- What is the impact on the business should the attack succeed? Minimal, serious, or critical?
- What system or systems are targeted, where are they located physically and on the network?



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- Is the incident inside the trusted network?
- Is the response urgent?
- Can the incident be quickly contained?
- Will the response alert the attacker and do we care?
- What type of incident is this? Example: virus, worm, intrusion, abuse, damage.
- An incident ticket will be created. The incident will be categorized into the highest applicable level of one of the following categories:
 - Category ONE - A threat to public safety or life.
 - Category TWO - A threat to sensitive data
 - Category THREE - A threat to computer systems
 - Category FOUR - A disruption of services
- IT Department will use forensic techniques, including reviewing system logs, looking for gaps in logs, reviewing intrusion detection logs, and interviewing witnesses and the incident victim to determine how the incident was caused. Only authorized personnel should be performing interviews or examining evidence, and the authorized personnel may vary by situation and the organization.
- The IT Department will recommend changes to prevent the occurrence from happening again or infecting other systems.
- Upon management approval, the changes will be implemented.
- Team members will restore the affected system(s) to the uninfected state. They may do any or more of the following:
 - Re-install the affected system(s) from scratch and restore data from backups if necessary. Preserve evidence before doing this.
 - Make users change passwords if passwords may have been sniffed.
 - Be sure the system has been hardened by turning off or uninstalling unused services. Be sure the system is fully patched.
 - Be sure real time virus protection and intrusion detection is running.
 - Be sure the system is logging the correct events and to the proper level.
- Documentation—the following shall be documented: How the incident was discovered.
 - The category of the incident.
 - How the incident occurred, whether through email, firewall, etc.
 - Where the attack came from, such as IP addresses and other related information about the attacker.
 - What the response plan was. What was done in response?
 - Whether the response was effective.
- Evidence Preservation—make copies of logs, email, and other communication. Keep lists of witnesses. Keep evidence as long as necessary to complete prosecution and beyond in case of an appeal.
- Notify proper external agencies—notify the police and other appropriate agencies if



- prosecution of the intruder is possible.
- Assess damage and cost—assess the damage to the organization and estimate both the damage cost and the cost of the containment efforts.
 - Review response and update policies—plan and take preventative steps so the intrusion can't happen again.
 - Consider whether an additional policy could have prevented the intrusion.
 - Consider whether a procedure or policy was not followed which allowed the intrusion, and then consider what could be changed to ensure that the procedure or policy is followed in the future.
 - Was the incident response appropriate? How could it be improved? Was every appropriate party informed in a timely manner?
 - Were the incident-response procedures detailed and did they cover the entire situation? How can they be improved?
 - Have changes been made to prevent a re-infection? Have all systems been patched, systems locked down, passwords changed, anti-virus updated, email policies set, etc.?
 - Have changes been made to prevent a new and similar infection? Should any security policies be updated?
 - What lessons have been learned from this experience?

Backups

All call data and voice recordings are stored off-site at our three geographically separated data centers on dedicated RAID 5 servers (multiple hard drives with built-in redundancy), with two backup RAID 5 servers providing further redundancy, ensuring the reliability of long-term storage and accessibility. Telmate guarantees that no call recording will ever be lost or unavailable. The locations are geographically separated by thousands of miles.

Disaster Recovery

We have included these details of our disaster recovery planning in **Attachment 2 - Disaster Recovery Plan (Confidential)**.

10. Remote Access (VPN) for System Support and Maintenance

a. NDCS will provide the contractor with a maximum of three individual VPN accounts upon request. The VPN system for the State of Nebraska is provided by the Nebraska OCIO.



Telmate Response: We have read, understand and will comply.

b. The contractor notifies the NDCS project manager about the need for remote access. NDCS will give the OCIO VPN form to the contractor and they will return one form for each person who needs access. The form will be signed by the NDCS project manager for authorization, and then the form will be given to NDCS IT to review network policies. IT will submit the request to



OCIO and when the account is ready, IT will send connection instructions to the contractor directly.

 **Telmate Response:** We have read, understand and will comply.

11. Network Requirements

The type of data network used will be the responsibility of the contractor, however all site information to include recording and monitoring must be made available to the central administration workstations on a "real time" basis.

 **Telmate Response:** We have read, understand and will comply.

All of the data that Telmate provides to NDCS (recording, monitoring and all call data) will be available on a real time basis via Telmate Command, our ICS web application.

The type of voice network used will be the responsibility of the contractor. A Voice over Internet Protocol (VoIP) solution will be permitted, however the contractor must provide some type of redundancy so that facilities are never isolated from electronic monitoring from the Central administration site.

 **Telmate Response:** We have read, understand and will comply.

Telmate's solution is VoIP-based and we provide very robust redundancy. All call data and voice recordings are stored off-site at our three geographically separated data centers on dedicated RAID 5 servers (multiple hard drives with built-in redundancy), with two backup RAID 5 servers providing further redundancy, ensuring the reliability of long-term storage and accessibility. Telmate guarantees that no call recording will ever be lost or unavailable.

All data and telephone network used by the contractor provided system must be installed, maintained, and paid for by the contractor. At no time will the contractor be permitted to use State resources.

 **Telmate Response:** We have read, understand and will comply.

Telmate agrees to install, maintain and pay for the VoIP-based network and equipment that we propose. We understand that we cannot use state resources.

All inmate telephones must be capable of functioning simultaneously. This will require a 1:1 ratio of telephones to outside lines.

 **Telmate Response:** We have read, understand and will comply.

Telmate's ICS is such that all inmate phones will be able to function simultaneously. Telmate's phone system is VoIP-based and runs on an Internet circuit. All phones can be off hook at the



same time and they will all have dial tone with call completion capability. This more than fulfills the 1:1 ratio requirement.

12. Telephone Equipment Requirements

All inmate telephones will be provided by contractors and must be heavy-duty wall mount phones to include:

- a. Hearing aid compatibility
- b. DTMF signaling
- c. Fully FCC and U.L. approved
- d. ADA compliant and compatible with TDD devices
- e. Armored cords
- f. Volume control

 **Telmate Response:** We have read, understand and will comply.

Telephone types and counts for each facility can be found in Attachment I.

 **Telmate Response:** We have read, understand and will comply.

Contractor must provide a portable telephone at each facility for use in segregation units and skilled nursing facility as indicated in Attachment 1.

 **Telmate Response:** We have read, understand and will comply.

Contractor will also provide cordless capability where identified.

 **Telmate Response:** We have read, understand and will comply.

Cordless Phone Option:

As requested, Telmate will provide Uniden WXI 2077 Waterproof Submersible cordless telephones and/or other wireless instruments (phones) for any required areas. The cordless phones are compatible with the Telmate System and support all the same user and administrative features available on the stationary and cart-mounted inmate phones including:

- Voice biometrics
- Calling rules
- Call monitoring and recording
- Required PIN codes
- Ability to turn features on and off

Uniden WXI 2077 Phone

Below is an abridged list of specifications:

- Waterproof casing for up to 3 ft. for 30 minutes



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- Rubberized hand-grip
- High visibility color screen
- No memory of previous digits entered

Contractor must provide one (1) TDD unit at each facility location as indicated in Attachment 1. Additional TDD units shall be provided as requested by NDCS. Digital monitoring capabilities must be available for TDD units.

 **Telmate Response:** We have read, understand and will comply.

Telmate's ICS provides digital monitoring for all TDD units. ALL inmate calls (including those placed through a portable TDD machine) are placed and billed through our inmate calling platform. There is no need for the NDCS staff phone to be used for TDD calls. Calls through TDD units function similarly to calls through a standard inmate phone. This means there is no difference in how a call is recorded/monitored, configured or billed from a TDD call and a standard phone call.

How TDD telephones work with Telmate's ICS:

Telmate uses a TDD device (Ultratec TDD Superprint 4425), which is fully compatible with Telmate's ICS. Telmate can provide this specific model of the NDCS's choosing. ALL calls, including TTY calls, are routed through Telmate's secure, unified platform and Telmate Verified, our proprietary automated identity verification process. Telmate will provide the NDCS with TTY/TDD devices, and because the NDCS's need for TDD devices may change over time, will install additional units as needed.

Pictured in Figure 4-19 below is the Ultratec TDD Superprint 4425, one of the most technologically advanced TDDs. It features a built-in printer, direct connect with two built-in phone jacks, plus auto-busy redial, three-way calling and TDD transfer.

Features:

- **Built-in 24-character printer** — prints everything you type in lowercase letters and everything the other person types in uppercase letters.
- **3 selectable print sizes** — choose from normal, bold or wide sizes.
- **32k memory** — enough to save hundreds of memos and telephone numbers.
- **Automatic date/time printing** — printed at the beginning of each call.
- **Turbo Code™ and Auto IDTM** — Turbo Code® lets you have "real-time" conversations with other Turbo Code® TTYs while Auto IDTM indicates to other callers that you're using a TTY.
- **E-Turbo** — for simplified relay calling.



How TDD calls are recorded/monitored via the ICS

Telmate offers two (2) proven solutions for TDD recording and monitoring, both of which allow monitoring and tracking of calls.

Figure 4-19

Superprint 4425 TDD/TTY Device



Solution 1

To make a TDD phone call using this solution, three things are needed:

- Access to the Telmate handset (the inmate wall mounted telephones)
- A TDD device (such as the one above)
- An active inmate PIN

If the Telmate phone has been specifically set up for TDD (which can be done on request with any Telmate phone), the inmate simply picks the handset up and places it on the TTY device. The TTY device will prompt the inmate (via text) to enter their PIN, and then for the number that they wish to dial.

If the Telmate phone has not been specifically set up for TDD, the inmate picks up the phone, presses 1 for English, presses 5 for TDD, enters their PIN, and then places the handset on the TDD device. If the inmate has poor hearing but is not entirely deaf, this process is sometimes



preferred. Also, this process allows the specific handset involved to be used by all inmates, rather than being reserved specifically for hearing impaired inmates using TDD devices.

Next, the outgoing call is listed real-time for facility administrators through our Web-based administration screens. The TDD call appears in searches and reports alongside regular voice calls. The only difference is that calls made with a TDD device do not have the "listen" feature available. The screenshot below shows a list of calls made with a TDD device. Notice that the "audio" column is blank, but otherwise the information for the TDD calls is identical to regular voice calls. Also, in the example below, calls that were placed to numbers not allowed to the inmate are marked as "Rejected" and were not connected. Calls that resulted in no answer were flagged as "Incomplete."

Solution 2

Alternately, TDD calls can be made directly through our touchscreen inmate kiosk by following the onscreen instructions. Like the calls made with the TDD device in solution one above, these calls also appear immediately (in real-time) in the Web-based Telmate facility administration system. The key difference with TDD calls made with the Telmate kiosk is that the text of the typed conversations is immediately available from within the Telmate system.

With the exception of cordless handsets, inmate telephones must be line powered.

 **Telmate Response:** We have read, understand and will comply.

Telephones placed in State facilities must utilize sturdy, high security construction, and have armored handset cords. Contractor shall provide spare telephone sets onsite at each location as indicated in Attachment 1. Contractor should provide as an attachment a photo and specifications of the telephone sets proposed.

 **Telmate Response:** We have read, understand and will comply.

Please see Attachment 5: Equipment Specifications for the required photos.

13. System Requirements

The Bidder's system must allow for programming of time frames when calls may or may not be placed. These calling windows must be programmable on a site-by-site basis.

 **Telmate Response:** We have read, understand and will comply.

Telmate's ICS allows for programming of time frames when calls are permitted/not permitted. These calling windows are programmable on a site-by-site basis. We will train NDCS staff on how to do this prior to cutover.



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The Bidder's system must have the ability to block telephone numbers on a global basis. The NDCS maintains a list of telephone numbers that must be blocked from access by the entire system.

 **Telmate Response:** We have read, understand and will comply.

Telmate's ICS allows for telephone numbers to be blocked globally, as well as by facility, housing pod or inmate PIN.

For the purpose of billing, and decrementing the inmate account, call timers may not begin until the inmate has an actual talk path established with the called party, and must end when one or both of the parties goes back on-hook.

 **Telmate Response:** We have read, understand and will comply.

The Bidder's system must be capable of storing all call detail records. System must be capable of producing real-time custom calling reports for investigative or auditing purposes. The following data elements must be available to query; PIN, called number, date, originating telephone set, time, originating number, terminating number, name and address, call duration, and call types. NDCS/YRTC prefers these data elements come from pre-paid calling, debit calling, and collect calling.

 **Telmate Response:** We have read, understand and will comply.

Telmate's Web interface called Telmate Command will allow NDCS to store and retrieve records of all call details, produce real-time custom calling reports, and query all of the data elements listed above, for pre-paid, debit, and collect calling. Telmate Command makes it easy to produce real-time custom call reports for both investigative and/or auditing purposes.

The Bidder's system must restrict incoming calls, with the exception of emergency situation(s) as defined by NDCS. This feature must be available on all inmate telephone sets.

 **Telmate Response:** We have read, understand and will comply.

Telmate's system will restrict all incoming calls, with the exception of emergency situations as defined and directed by NDCS.

The Bidder's system must be capable of processing calls and making announcements in both English and Spanish. The ability to add additional languages must be available. System announcement capabilities must be programmable, and the NDCS will approve all automated language prior to being put into production.

 **Telmate Response:** We have read, understand and will comply.



The Bidder's system must be capable of playing periodic voice overlays announcing that the current call is being placed from the (name, city, and state of the corrections facility). These announcements must be played at random intervals, no more than twice per fifteen (15) min call, and must be audible to the called party. Inmate voice must be muted during the playing of these announcements.

 **Telmate Response:** We have read, understand and will comply.

The Bidder system must allow for calling restrictions or suspensions at the individual account level. Individual inmate accounts must reside in the database for each facility Statewide. This will permit an inmate to be transferred from one facility to another without the need for establishing a new account.

 **Telmate Response:** We have read, understand and will comply.

Calling and time restrictions must be established at the facility level, and will vary from facility to facility depending on needs. The contractor must provide a system that allows designating inmates to place calls to a specified number and duration, above and beyond the standard duration of time.

 **Telmate Response:** We have read, understand and will comply.

The proposed system including monitoring and recording equipment must be expandable with software upgrades as they become available and are approved by the State. These upgrades must be performed at no cost to the State, at a mutually agreeable timeframe.

 **Telmate Response:** We have read, understand and will comply.

Telmate's centralized platform allows the rapid deployment of system enhancements and there is no need for a technician to visit a facility for software or server upgrades. We will make sure your facilities always have access to the latest technology and security. Our free ongoing training (scheduled to coincide with upgrades) means your staff will always be up-to-date on all new security and feature improvements. Upgrades and enhancements are typically released twice a year. All upgrades are tested on Telmate development servers before going to production.

Once development testing is completed, upgrades are rolled to a single production facility with which we have a strong working relationship. We then test the upgrade at this live facility for 72 hours to further confirm expected performance. Only after all upgrades have been thoroughly tested and approved are they put into full production. Upgrades are scheduled during low activity periods and are done without any interruption of service. All of our systems are redundant systems, so inmates can continue using the system even during this time.



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Additionally, our customer service representatives are notified in advance of any major upgrades, and they are instructed to be generous with free calls and refunded calls during the first 48 hours. In the event of a proposed hardware upgrade, Telmate will provide advance notice and work with the State to arrange a convenient time for a technician to visit. All future upgrades will be in compliance with federal and state rules and regulations.

The Bidder system must allow the person accepting a collect call to inquire about the charge for a call prior to accepting it. Explain how the bidder's proposed system meets this requirement.

 **Telmate Response:** We have read, understand and will comply.

With the Telmate ICS solution, the inmate dials the destination number (Telmate will verify that the number has not been blocked for the inmate), and if the inmate has a prepaid or debit account, they can use funds from the selected account to complete the call. When the inmate chooses to place a call and after the called party answers the phone, the called party will hear a recording that resembles the following:

"You are receiving a call from [Inmate Name] at [DOC facility] . This call is subject to recording and monitoring except for privileged communications between an attorney and client. Press 1 to accept the call, press 2 to reject the call, or press 3 for call rates."

The called party will hear a description of the calling rates prior to accepting the collect call by pressing 3.

All data for each NDCS facility to include call detail records, call recordings, and platform operating system must be backed up daily. Backups whether on tape or hard drive media must be maintained in such a manner that they can be used to restore 100% operation to a site regardless of outage cause within 24 hours. Outages that are a result of corrupt or missing data must not last more than 24 hours. Processes for system backup, redundancy, and recovery must be outlined in the bidder's response.

 **Telmate Response:** We have read, understand and will comply.

Telmate's system ensures that all details of call data, all records, voice recordings and the platform operating system is backed up not only daily, but continually every day. Backup data is stored off-site at our three geographically separated data centers on dedicated RAID 5 servers (multiple hard drives with built-in redundancy), with two backup RAID 5 servers providing further redundancy, ensuring the reliability of long-term storage and accessibility.

Please see **Telmate's Disaster Recovery Plan (Confidential) in Attachment 2** for more details



on our processes on system backup, redundancy, and recovery.

14. Live Monitoring Requirements

The Contractor's system must allow for live monitoring of calls in progress from individual workstations. Staff must be able to monitor multiple calls simultaneously. The Contractor's system must be able to show all active calls on a single screen, and staff must be able to move from one call to another quickly. Moving from one call to another must take no more than five (5) seconds. Live monitoring calls shall have the capability to be forwarded to designated NDCS/YRTC phone numbers.

 **Telmate Response:** We have read, understand and will comply.

Telmate's ICS solution monitors and records all inmate calls in progress from all inmate telephone unless there are restrictions that prohibit the recording and monitoring of certain calls, such as attorney-client privilege. Telmate's ICS will also exclude restricted or privileged calls and clearly designate non-recorded calls within the ICS user application.

Telmate's ICS is set up such that inmate and the called party are both reminded that the call may be recorded and monitored, unless the call is a confidential attorney call. The recorded reminder to both parties states:

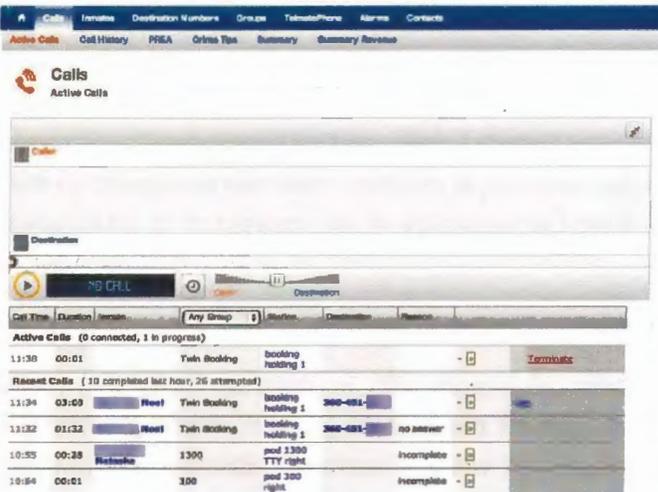
"This call is subject to recording and monitoring except for privileged communications between an attorney and client."

Telmate's ICS will show all active calls on a single screen. NDCS staff will be able to monitor multiple calls simultaneously and move from one call to another rapidly (in five seconds or less). Telmate's ICS also make it easy to forward live calls to NDCS/TRTC phone numbers.

Figure 4-20 below is a screenshot showing active calls.



Figure 4-20



15. Service Level Requirements

The following service levels will be met by the Contractor. The Contractor will not substitute or deviate from these service levels.

a. **CRITICAL:** Any outage where more than 30% of the assigned system extensions OR 30% of the assigned extensions to any particular building OR 30% of the system trunks are not operational for any reason. Contractor must respond to critical service level issues within one (1) hour. This may include remote dial in, or dispatch. Contractor must make every possible attempt to restore service within four (4) hours. With the exception of LEC service issues, critical service level outages must be resolved, or alternative means of communications established within eight (8) hours. Contractor must provide a detailed report to the NDCS Intel Coordinator within 48 hours of any critical outage. This report must outline the following:

- i. Time, date, and cause of outage
- ii. Time and date of first contractor response
- iii. Chronological list of actions taken to restore service
- iv. Name and contact number of person reporting outage

 **Telmate Response:** We have read, understand and will comply.

b. **MAJOR:** Any outage where more than 10% of the assigned system extensions OR 10% of the assigned extensions to any particular building OR 10% of the system trunks are not operational for any reason. Any instance where 10% or more of telephone calls are dropped or have static. Contractor must respond to major service level issues within three (3) hours. This may include remote dial in, or dispatch. Contractor must make every possible attempt to restore service



within ten (10) hours. With the exception of LEC service issues, major service level outages must be resolved, or alternative means of communications established within 16 hours. If a major outage is reported after business hours, it will be the contractor's responsibility to inform the caller that a charge may be incurred, and to offer the option to have the outage responded to on the next business day. If the caller chooses to wait until the next business day, the "clock" for response and resolution times will begin at 8:00 AM on that day. If the caller still requests after hours dispatch, the contractor may proceed with written authorization from the caller. An e-mail from a State Government e-mail address will be acceptable. All State e-mail addresses end with (Nebraska.gov) Contractor must provide a detailed report to the NDCS Intel Coordinator within seven (7) days of any major outage. This report must outline the following:

- i. Time, date, and cause of outage
- ii. Time and date of first contractor response
- iii. Chronological list of actions taken to restore service
- iv. The name and contact number of person reporting trouble

 **Telmate Response:** We have read, understand and will comply.

c. MINOR: A case where any assigned extensions, trunks, or system features are not operational, or are not functioning properly for any reason. Any instance where telephone calls are either dropped or have static. Incidents where features or functions of the telephone sets are not operating properly. Contractor must respond to minor service level issues within ten (10) hours. This may include remote dial in, or dispatch. Contractor must make every possible attempt to restore service within 24 hours. With the exception of LEC service issues, minor service level outages must be resolved, or alternative means of communications established within 36 hours. If a minor outage is reported after business hours it must not be handled by the contractor until the next business day. The "clock" for response and resolution times will begin at 8:00 AM on that day. Contractor must provide a detailed report to the NDCS Intel Coordinator within 30 days of any minor outage. This report must outline the following:

- i. Time, date, and cause of outage
- ii. Time and date of first contractor response
- iii. List of actions taken to restore service
- iv. The name and contact number of the person reporting trouble

 **Telmate Response:** We have read, understand and will comply.

PERFORM IMPLEMENTATION

1. Initial System Implementation and Installation

Contractor will be responsible for the creation of all existing accounts. Inmate account information can be provided to the contractor in an electronic format.



 **Telmate Response:** We have read, understand and will comply.

Telmate will work with NDCS in order to transfer and establish all inmate accounts in electronic format.

The contractor must designate a limited number of personnel, including the site administrator to participate in the system installation at State facilities. Contractors must pass a standard NDCS background check. They will also be prohibited from forming personal relationships of any kind with inmates, their friends, or their families.

 **Telmate Response:** We have read, understand and will comply.

The Bidder must provide a detailed plan for installation, test, and turn-up to the State. Cut-over of any individual facility shall not occur without prior approval of NDCS. Any changes in schedule must be approved by the State. Digital circuit and/or telephone line information must also be provided to include circuit ID numbers along with due dates.

 **Telmate Response:** We have read, understand and will comply.

Telmate understands that cut-over of any individual facility will only happen with prior approval of NDCS and that any changes in schedule must be approved by the State. Telmate will provide digital circuit and/or telephone line information along with circuit ID numbers as well as due dates.

Implementation Plan Summary

Upon notification of a contract award, Telmate will assign personnel to begin pre-planning immediately. Because each day of the transition process is critical, Telmate is committed to begin execution of the plan immediately in order to maintain our commitments to the NDCS.

Telmate is confident in our installation plan and our ability to deploy the right resources to support a system transition the size of the NDCS. Our staffing plan has been created to ensure we focus on your install so your staff can focus on more important tasks.

Minimizing the Transition Impact to Inmates as Well as Staff, Friends, and Families

By recognizing the needs of inmates, staff and friends and family, Telmate is able to minimize the impact of the transition. Changing from the current inmate telephone service to Telmate's inmate telephone service need not be difficult.

Telmate's experience with the security and operations of inmate facilities will expedite the tasks of site surveys and new equipment installation. Onsite activities will be carefully planned and scheduled with the NDCS to minimize disruption of daily operations. Telmate will provide



an extensive and comprehensive training program both initially and ongoing for administrative and investigative personnel. Downtime of telephone service to inmates will be minimal. Telmate and the NDCS will develop a plan of installation times and dates that will minimize the down-time for the inmate population at all the NDCS locations.

Friends and family are very important to Telmate and the NDCS. Prior to the transition to a new system, Telmate will provide a calling campaign to the phone numbers who are in the current ICS database informing them of the new system and some of the changes that will occur. A Telmate phone number and website will be provided to assist them in the change. Telmate's Customer Service Center will also be instrumental in a smooth transition of services.

Our plan, developed off of our historical expertise in transitioning large facilities, is specific to the NDCS and your unique operating environment. We recognize the stress that often accompanies these installations and have worked tirelessly to mitigate each identified area of concern. Telmate will deploy all of the resources necessary to provide an installation that delivers the technology on time and with full attention to the NDCS's specific needs.

Implementation Procedures

The project plan consists of the following activities:

- Project Initiation Phase
- Project Planning Phase
- Project Execution Phase
- Project Monitoring/Controlling Phase
- Project Closure Phase

Project Initiation Phase

Immediately after award, the Telmate project management team will host a meeting with the NDCS team to review project scope, critical success factors, and the implementation timeline. Site survey activities will be coordinated to ensure our project information is based on the latest physical characteristics of each location.

Project Planning Phase

During this phase, the Telmate project management team will coordinate material and human resources required for the project. Travel, facility access, deliveries, and customer training will be coordinated during this phase. Telmate will work directly with the local network providers to coordinate the installation of services and equipment required for the project. The Telmate project management team will coordinate all activities and timelines with the NDCS Team.



Project Execution Phase

During this phase, the on-site implementation team will travel to each location per the agreed upon schedule. The implementation team will coordinate cutover activities with the facilities to ensure a seamless transition of phone service. Transition of service can be coordinated for after hours or during inmate lockdown to limit service interruptions. If a service interruption is required, the activity will be coordinated with the facility staff in advance of the scheduled activity. The team will work within the schedule identified by the NDCS, Monday through Thursday, 6:00 am and 4:00 pm EST and will be flexible to meet the needs of the NDCS.

During the cutover, the team will perform a thorough inspection of the installation and will resolve any potential issues prior to finalizing the implementation. The technicians completing the installation activity will perform a walk-through with the facility staff to review all installation documentation and checklists. All equipment will be installed in accordance with the NDCS’s requirements.

Project Monitoring/Controlling Phase

During this phase, the Telmate project management team will focus on satisfying any outstanding action items. Additionally, the Telmate installation and site engineering team will exercise daily diagnostic checks and monitoring protocols to ensure the recently installed equipment is working well and meeting the requirements of the NDCS. The Telmate project management team and account manager will maintain frequent communication with the NDCS team until all outstanding action items are resolved and customer acceptance has been provided for the full implementation project.

Project Closure Phase

During this phase, the Telmate project management team will ensure there are no outstanding actions or deliverables, and will work with the NDCS to review the full implementation project and obtain customer acceptance. The Telmate project management team will transition support responsibilities to the Telmate account management team for long-term, ongoing account support. The Telmate project management team will complete all internal updates and project closure activities.

Table 4-9 below provides a detailed project work plan.

Table 4-9

Project Phase	Tasks
Project Initiation	<ul style="list-style-type: none"> ● Introductions ● Site Kick off Meeting



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	<ul style="list-style-type: none">● Submit Initial Telecom and Equipment Orders (Preliminary Engineering and Design)● Site Inspections conducted by Telmate Field Services Team● Creation of Project Charter
Project Planning	<ul style="list-style-type: none">● Risk Management Planning● Integration Plan review - Interface specifications / requirements review● Employee On-boarding process review● Incumbent Exit Strategy● ICS, CTD, Mobile CTD, and TDD Installation Timeline Review● Project Plan Update● Schedule● Budget● Quality Plan● HR Plan● Communications Plan● Risk Management Plan● Procurement Plan● Engineering Schematics, Bill of Materials, and Manual of Procedure (MOP) Updates● Final Project Plan Review
Project Execution	<ul style="list-style-type: none">● Status Reporting and Meetings● Employee Onboarding / Training● Pre-Install Preparation - Customer Provisioning● Pre-Install Preparation - Huber Integration● Pre-Install Preparation● LEC MPLS Cable Installations● Pre-Transition Installation Activities (Team 1, 2, 3)● Telmate Command User Interface Training● Transition Activities● Transfer to Telmate ICS
Project Monitor and Control	<ul style="list-style-type: none">● Integration Interface Quality Control● Installation Quality Control Checkpoint 1: Customer Provisioning● Installation Quality Control Checkpoint 2: Customer Pre-installation● Installation Quality Control Checkpoint 3: Equipment Testing /



	<p>Functional Validation</p> <ul style="list-style-type: none"> ● Installation Quality Control Checkpoint 4: On Site Customer Acceptance ● Installation Quality Control checkpoint 5: Customer Acceptance ● Installation Quality Control Checkpoint 6: Initiate Post Implementation Site Engineering Monitoring (remote monitoring: 30 days) ● Perform Integrated Change Control
Project Close Out	<ul style="list-style-type: none"> ● Project Close Out Reports

We have included a 90-day implementation plan with due dates in Table 4-10.1 through 4-10.4 below. Telmate has extensive experience installing and maintaining inmate telephone and VVS systems. Our experience has helped us develop best practices in installation and cutover procedures. We work together cohesively as a team and strategically plan everything so there will be no disruption of service to the NDCS. Our dedicated and committed installation crews are professionals that only work on installations, nothing else. In summary, this plan ensures that all the required components are deployed without interruption to the NDCS's operations.

Telmate's Transition Plan

To meet network service coordination requirements, Telmate will order the required network services immediately upon award. This will allow us to ensure that the network provider has the required resources to provide service. To avoid the risk of any transition problems, a network provisioning specialist will be assigned to the NDCS until the project is completely installed.

Provisioned services from the incumbent will remain active until all services for a facility have been replaced with the Telmate services. Additionally, all cable termination blocks installed by Telmate will be clearly labeled and considered the property of the NDCS while also providing a clear demarcation point. If any additional cabling work is required then Telmate will discuss with the facility maintenance personnel for approval. Only new cables that will meet all applicable Electronic Industries Alliance/Telecommunications Industry Alliance ("EIA/TIA") wiring standards will be used. All cables will be clearly marked at both ends.



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By fully testing the ITS equipment and circuits prior to cutover, there will be no risk of service interruptions due to the changeover to the new Telmate ITS system. The Telmate team has followed this plan in all of our multi-site implementations throughout the U.S. and Canada.

Once the Telmate ITS system is installed it will be running on the circuits provided by Telmate and will not have any impact on the existing inmate telephone system. There will be absolutely no interruption of service at that time. On the cutover date, the inmate phones will be unplugged from the existing inmate telephone system and reconnected, via Amphenol connections, to the Telmate ITS system.

The cutover will be conducted at the discretion of the facility. Telmate recommends this occurs during the time the facility has all phones off (for example, during a headcount time), prior to the phones coming on at the beginning of the day, or after the phones go off for the day. This will minimize any downtime for the facilities and eliminate complaints or grievances from the inmates.

Telmate will coordinate with the current provider for removal (and disposal if needed) of the existing inmate phones in all of NDCS facilities. Once all instruments have been replaced, the new system will be flash cut from NDCS's existing vendor platform to Telmate, during low-use time periods, or during lockdown. All onsite work will be performed in accordance with NDCS's Standard Operating Procedures.

Telmate will maintain a high level of sensitivity to avoid disruption of phone services to inmates and ensure facility security.



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Table 4-10.1

Name	Duration	Priority	Start	Finish	Complete	Cost	Work
Inmate Telephone System/VVS Installation Project Plan	81.4 d	3	9/5/16	12/5/16	0 %	\$ 0.00	648.0 h
Project Initiation	14.3 d	3	9/5/16	9/23/16	0 %	\$ 0.00	209 h
Upon contract execution - Account Executive to call	1.3 d	3	9/5/16	9/6/16	0 %	\$ 0.00	10 h
Project Manager introduction with DOC	1 d	3	9/5/16	9/6/16	0 %	\$ 0.00	8 h
On Site Kick-Off meeting with DOC team & Account Team	1.9 d	3	9/7/16	9/9/16	0 %	\$ 0.00	15 h
Submit Initial ITS & VVS Equipment orders	1 d	3	9/6/16	9/7/16	0 %	\$ 0.00	8 h
Site Inspections conducted by Field Services Team	7 d	3	9/14/16	9/23/16	0 %	\$ 0.00	176 h
Nebraska State Penitentiary Site Inspection	7 d	3	9/14/16	9/15/16	0 %	\$ 0.00	40 h
Diagnostic and Evaluation Center Site Inspection	7 d	3	9/15/16	9/15/16	0 %	\$ 0.00	40 h
Lincoln Correctional Center Site Inspection	7 d	3	9/15/16	9/16/16	0 %	\$ 0.00	40 h
Community Correctional Center Lincoln Site Inspection	7 d	3	9/16/16	9/16/16	0 %	\$ 0.00	40 h
Omaha Correctional Center Site Inspection	7 d	3	9/16/16	9/17/16	0 %	\$ 0.00	40 h
Youth Rehab and Treatment Center, Geneva Site Inspection	7 d	3	9/17/16	9/17/16	0 %	\$ 0.00	40 h
Youth Rehab and Treatment Center, Kerney Site Inspection	7 d	3	9/17/16	9/18/16	0 %	\$ 0.00	40 h
Community Correction Center Omaha Site Inspection	7 d	3	9/18/16	9/18/16	0 %	\$ 0.00	40 h
NE Correctional Center for Women Site Inspection	7 d	3	9/18/16	9/19/16	0 %	\$ 0.00	40 h
Work Ethic Camp Site Inspection	7 d	3	9/20/16	9/21/16	0 %	\$ 0.00	40 h
Nebraska Correctional Youth Facility Site Inspection	7 d	3	9/21/16	9/21/16	0 %	\$ 0.00	40 h
Tecumseh State Correctional Institution Site Inspection	7 d	3	9/21/16	9/22/16	0 %	\$ 0.00	40 h
Correctional Services/Admin Site Inspection	7 d	3	9/22/16	9/23/16	0 %	\$ 0.00	40 h
Correctional Services/Admin 2 Site Inspection	7 d	3	9/23/16	9/23/16	0 %	\$ 0.00	40 h
Project Planning	14.6 d	3	9/9/16	9/29/16	0 %	\$ 0.00	270.8 h
Risk Management Planning	5.8 d	3	9/13/16	9/21/16	0 %	\$ 0.00	46 h
Integration Plan review - Interface specs/requirements review	4 d	3	9/9/16	9/15/16	0 %	\$ 0.00	32 h
Employee On-boarding process review	3 d	3	9/13/16	9/16/16	0 %	\$ 0.00	24 h
Incumbent Exit Strategy	4 d	3	9/19/16	9/23/16	0 %	\$ 0.00	40 h
Installation Timeline Review	7.6 d	3	9/9/16	9/21/16	0 %	\$ 0.00	60 h
Project Plan Update	5.3 d	3	9/16/16	9/23/16	0 %	\$ 0.00	24 h
Engineering Schematics, and Bill of Materials Updates	1.2 d	3	9/23/16	9/26/16	0 %	\$ 0.00	25.8 h
Final Project Plan Review	2.4 d	3	9/27/16	9/29/16	0 %	\$ 0.00	19 h
Project Execution	78.7 d	3	9/5/16	12/5/16	0 %	\$ 0.00	648.0 h
Direct & Manage Project Execution	78.4 d	3	9/5/16	12/5/16	0 %	\$ 0.00	648.0 h
Employee Onboarding / Training	34 d	3	9/6/16	10/24/16	0 %	\$ 0.00	272 h
Pre-Install Preparation - Customer Provisioning	2.1 d	3	9/29/16	10/3/16	0 %	\$ 0.00	42 h
Customer Provisioning	2.1 d	3	9/29/16	10/3/16	0 %	\$ 0.00	32.5 h
Customer Data Management	1.1 d	3	9/29/16	9/30/16	0 %	\$ 0.00	9.5 h
Pre-Install Preparation - Integration	21.3 d	3	9/29/16	10/21/16	0 %	\$ 0.00	130 h
Pre-Install Preparation - Integration	21.3 d	3	9/29/16	10/21/16	0 %	\$ 0.00	130 h
LEC MPLS T1 Installations	4.0 d	3	10/12/16	10/18/16	0 %	\$ 0.00	21.9 h
Pre-Transition Installation Activities	47.8 d	3	9/5/16	11/18/16	0 %	\$ 0.00	324.8 h
Nebraska State Penitentiary	6.4 d	3	9/21/16	9/29/16	0 %	\$ 0.00	97 h
Receipt & Pre-Install ITS Tasks	2.1 d	3	9/21/16	9/23/16	0 %	\$ 0.00	34 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	9/23/16	9/23/16	0 %	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	3.8 d	3	9/23/16	9/29/16	0 %	\$ 0.00	56 h
Clean-up and Exit	0.4 d	3	9/29/16	9/29/16	0 %	\$ 0.00	5 h
Diagnostic and Evaluation Center	6 d	3	9/30/16	10/10/16	0 %	\$ 0.00	89 h
Receipt & Pre-Install ITS Tasks	2.1 d	3	9/30/16	10/4/16	0 %	\$ 0.00	34 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	10/4/16	10/4/16	0 %	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	3.3 d	3	10/4/16	10/7/16	0 %	\$ 0.00	48 h
Clean-up and Exit	0.4 d	3	10/7/16	10/10/16	0 %	\$ 0.00	5 h
Lincoln Correctional Center	4.7 d	3	10/20/16	10/26/16	0 %	\$ 0.00	67 h
Receipt & Pre-Install ITS Tasks	1.3 d	3	10/20/16	10/21/16	0 %	\$ 0.00	22 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	10/21/16	10/21/16	0 %	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	2.8 d	3	10/21/16	10/26/16	0 %	\$ 0.00	38 h
Clean-up and Exit	0.4 d	3	10/26/16	10/26/16	0 %	\$ 0.00	5 h
Community Correctional Center Lincoln	4.7 d	3	10/27/16	11/3/16	0 %	\$ 0.00	67 h
Receipt & Pre-Install ITS Tasks	1.3 d	3	10/27/16	10/28/16	0 %	\$ 0.00	22 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	10/28/16	10/31/16	0 %	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	2.8 d	3	10/28/16	11/2/16	0 %	\$ 0.00	38 h
Clean-up and Exit	0.4 d	3	11/2/16	11/3/16	0 %	\$ 0.00	5 h
Omaha Correctional Center Site Inspection	7.2 d	3	11/3/16	11/14/16	0 %	\$ 0.00	109 h
Receipt & Pre-Install ITS Tasks	2.3 d	3	11/3/16	11/7/16	0 %	\$ 0.00	38 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	11/7/16	11/8/16	0 %	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	4.3 d	3	11/7/16	11/14/16	0 %	\$ 0.00	64 h
Clean-up and Exit	0.4 d	3	11/14/16	11/14/16	0 %	\$ 0.00	5 h
Youth Rehab and Treatment Center, Geneva	54.9 d	3	9/5/16	11/21/16	0 %	\$ 0.00	63 h
Receipt & Pre-Install ITS Tasks	1.3 d	3	11/15/16	11/16/16	0 %	\$ 0.00	22 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	11/16/16	11/16/16	0 %	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	2.5 d	3	11/16/16	11/21/16	0 %	\$ 0.00	34 h
Clean-up and Exit	0.4 d	3	9/5/16	9/5/16	0 %	\$ 0.00	5 h
Youth Rehab and Treatment Center, Kerney	32.4 d	3	9/7/16	10/24/16	0 %	\$ 0.00	15.4 h
Receipt & Pre-Install ITS Tasks	0.4 d	3	10/21/16	10/21/16	0 %	\$ 0.00	4 h
MPLS Test & Turn-up Activities with AT&T	0.2 d	3	10/21/16	10/21/16	0 %	\$ 0.00	1.4 h
Install ITS Phones (Connected to Incumbent Call Processor)	0.7 d	3	10/21/16	10/24/16	0 %	\$ 0.00	5 h
Clean-up and Exit	0.6 d	3	9/7/16	9/8/16	0 %	\$ 0.00	5 h
Community Correction Center Omaha	4 d	3	10/20/16	10/26/16	0 %	\$ 0.00	56 h
Receipt & Pre-Install ITS Tasks	0.9 d	3	10/20/16	10/21/16	0 %	\$ 0.00	15 h



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Table 4-10.2

MPLS Test & Turn-up Activities with AT&T	0.3 d	3	10/21/16	10/21/16	0%	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	2.5 d	3	10/21/16	10/26/16	0%	\$ 0.00	34 h
Clean-up and Exit	0.4 d	3	10/26/16	10/26/16	0%	\$ 0.00	5 h
NE Correctional Center for Women	4 d	3	10/20/16	10/26/16	0%	\$ 0.00	56 h
Receipt & Pre-Install ITS Tasks	0.9 d	3	10/20/16	10/21/16	0%	\$ 0.00	15 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	10/21/16	10/21/16	0%	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	2.5 d	3	10/21/16	10/26/16	0%	\$ 0.00	34 h
Clean-up and Exit	0.4 d	3	10/26/16	10/26/16	0%	\$ 0.00	5 h
Work Ethic Camp Site Inspection	43.3 d	3	9/5/16	11/3/16	0%	\$ 0.00	303 h
Receipt & Pre-Install ITS Tasks	2.3 d	3	10/27/16	10/31/16	0%	\$ 0.00	38 h
MPLS Test & Turn-up Activities with AT&T	0.2 d	3	10/31/16	10/31/16	0%	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	3.0 d	3	10/31/16	11/3/16	0%	\$ 0.00	45.3 h
Clean-up and Exit	0.4 d	3	9/5/16	9/5/16	0%	\$ 0.00	5 h
Nebraska Correctional Youth Facility	4.5 d	3	11/4/16	11/10/16	0%	\$ 0.00	63 h
Receipt & Pre-Install ITS Tasks	1.4 d	3	11/4/16	11/7/16	0%	\$ 0.00	22 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	11/7/16	11/7/16	0%	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	2.5 d	3	11/7/16	11/9/16	0%	\$ 0.00	34 h
Clean-up and Exit	0.4 d	3	11/10/16	11/10/16	0%	\$ 0.00	5 h
Tecumseh State Correctional Institution	5.9 d	3	11/11/16	11/18/16	0%	\$ 0.00	89 h
Receipt & Pre-Install ITS Tasks	2.1 d	3	11/11/16	11/15/16	0%	\$ 0.00	34 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	11/15/16	11/15/16	0%	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	3.3 d	3	11/15/16	11/18/16	0%	\$ 0.00	48 h
Clean-up and Exit	0.4 d	3	11/18/16	11/18/16	0%	\$ 0.00	5 h
Correctional Services/Admin	3.5 d	3	10/20/16	10/25/16	0%	\$ 0.00	58.3 h
Receipt & Pre-Install ITS Tasks	1.1 d	3	10/20/16	10/21/16	0%	\$ 0.00	18 h
MPLS Test & Turn-up Activities with AT&T	0.2 d	3	10/21/16	10/21/16	0%	\$ 0.00	1.3 h
Install ITS Phones (Connected to Incumbent Call Processor)	2.4 d	3	10/21/16	10/25/16	0%	\$ 0.00	34 h
Clean-up and Exit	0.4 d	3	10/21/16	10/24/16	0%	\$ 0.00	5 h
Correctional Services/Admin 2	5.9 d	3	10/26/16	11/3/16	0%	\$ 0.00	89.3 h
Receipt & Pre-Install ITS Tasks	1.5 d	3	10/26/16	10/27/16	0%	\$ 0.00	25.3 h
MPLS Test & Turn-up Activities with AT&T	0.3 d	3	10/27/16	10/27/16	0%	\$ 0.00	2 h
Install ITS Phones (Connected to Incumbent Call Processor)	3.8 d	3	10/27/16	11/2/16	0%	\$ 0.00	56 h
Clean-up and Exit	0.4 d	3	11/2/16	11/3/16	0%	\$ 0.00	5 h
User Interface Training	1.0 d	3	12/4/16	12/4/16	0%	\$ 0.00	168 h
Nebraska State Penitentiary	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Diagnostic and Evaluation Center	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Lincoln Correctional Center	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Community Correctional Center Lincoln	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Omaha Correctional Center Site Inspection	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Geneva	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Kearney	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Community Correction Center Omaha	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
NE Correctional Center for Women	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Work Ethic Camp Site Inspection	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Nebraska Correctional Youth Facility	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Tecumseh State Correctional Institution	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Correctional Services/Admin	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Correctional Services/Admin 2	1 d	3	12/4/16	12/4/16	0%	\$ 0.00	8 h
Calibration	22 d	3	10/31/16	11/30/16	0%	\$ 0.00	0 h
Transition Activities	50.0 d	3	9/5/16	11/1/16	0%	\$ 0.00	558 h
Data Transfer Coordination	69.6 d	3	9/11/16	11/1/16	0%	\$ 0.00	18 h
Commissary and Kiosk Phone Time Purchase Data Upload	69.6 d	3	9/11/16	11/1/16	0%	\$ 0.00	18 h
Nebraska State Penitentiary	1 d	3	9/11/16	9/13/16	0%	\$ 0.00	8 h
Diagnostic and Evaluation Center	1 d	3	9/13/16	9/15/16	0%	\$ 0.00	8 h
Lincoln Correctional Center	1 d	3	9/18/16	9/20/16	0%	\$ 0.00	8 h
Community Correctional Center Lincoln	1 d	3	9/20/16	9/22/16	0%	\$ 0.00	8 h
Omaha Correctional Center Site Inspection	1 d	3	9/26/16	9/28/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Geneva	1 d	3	9/28/16	9/30/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Kearney	1 d	3	10/2/16	10/4/16	0%	\$ 0.00	8 h
Community Correction Center Omaha	1 d	3	10/4/16	10/6/16	0%	\$ 0.00	8 h
NE Correctional Center for Women	1 d	3	10/9/16	10/11/16	0%	\$ 0.00	8 h
Work Ethic Camp Site Inspection	1 d	3	10/11/16	10/13/16	0%	\$ 0.00	8 h
Nebraska Correctional Youth Facility	1 d	3	10/16/16	10/18/16	0%	\$ 0.00	8 h
Tecumseh State Correctional Institution	1 d	3	10/23/16	10/25/16	0%	\$ 0.00	8 h
Correctional Services/Admin	1 d	3	10/25/16	10/27/16	0%	\$ 0.00	8 h
Correctional Services/Admin 2	1 d	3	10/30/16	11/1/16	0%	\$ 0.00	8 h
ITS/VVS Transfer	50.0 d	3	9/5/16	11/25/16	0%	\$ 0.00	548 h
Nebraska State Penitentiary	2 d	3	11/6/16	11/8/16	0%	\$ 0.00	22 h
Transition Preparation	0.6 d	3	11/6/16	11/6/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/6/16	11/8/16	0%	\$ 0.00	18 h
Installation Finalization	0.8 d	3	11/6/16	11/7/16	0%	\$ 0.00	6 h
Clean-up and exit	0.6 d	3	11/7/16	11/8/16	0%	\$ 0.00	3 h
Diagnostic and Evaluation Center	2.6 d	3	11/8/16	11/10/16	0%	\$ 0.00	26.5 h
Transition Preparation	0.6 d	3	11/8/16	11/8/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/8/16	11/10/16	0%	\$ 0.00	18.5 h
Installation Finalization	1.3 d	3	11/8/16	11/9/16	0%	\$ 0.00	18 h
Clean-up and exit	0.6 d	3	11/9/16	11/10/16	0%	\$ 0.00	3 h



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Table 4-10.3

Lincoln Correctional Center	2.6 d	3	11/13/16	11/15/16	0%	\$ 0.00	26.5 h
Transition Preparation	0.6 d	3	11/13/16	11/13/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/13/16	11/15/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/14/16	11/15/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/15/16	11/15/16	0%	\$ 0.00	3 h
Community Correctional Center Lincoln	2.6 d	3	11/15/16	11/17/16	0%	\$ 0.00	26.5 h
Transition Preparation	0.6 d	3	11/15/16	11/15/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/15/16	11/17/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/16/16	11/17/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/17/16	11/17/16	0%	\$ 0.00	3 h
Omaha Correctional Center Site Inspection	2.6 d	3	11/20/16	11/22/16	0%	\$ 0.00	26.5 h
Transition Preparation	0.6 d	3	11/20/16	11/20/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/20/16	11/22/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/21/16	11/22/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/22/16	11/22/16	0%	\$ 0.00	3 h
Youth Rehab and Treatment Center, Geneva	71.3 d	3	11/6/16	11/8/16	0%	\$ 0.00	26.5 h
Transition Preparation	71.3 d	3	11/6/16	11/6/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/6/16	11/8/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/6/16	11/7/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/7/16	11/8/16	0%	\$ 0.00	3 h
Youth Rehab and Treatment Center, Kerney	71.3 d	3	11/8/16	11/10/16	0%	\$ 0.00	26.5 h
Transition Preparation	71.3 d	3	11/8/16	11/8/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/8/16	11/10/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/8/16	11/9/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/9/16	11/10/16	0%	\$ 0.00	3 h
Community Correctional Center Omaha	71.3 d	3	11/13/16	11/15/16	0%	\$ 0.00	26.5 h
Transition Preparation	71.3 d	3	11/13/16	11/13/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/13/16	11/15/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/14/16	11/15/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/15/16	11/15/16	0%	\$ 0.00	3 h
NE Correctional Center for Women	2.6 d	3	11/15/16	11/17/16	0%	\$ 0.00	26.5 h
Transition Preparation	0.6 d	3	11/15/16	11/15/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/15/16	11/17/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/16/16	11/17/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/17/16	11/17/16	0%	\$ 0.00	3 h
Work Ethic Camp Site Inspection	73.7 d	3	11/20/16	11/22/16	0%	\$ 0.00	13.5 h
Transition Preparation	73.7 d	3	11/20/16	11/20/16	0%	\$ 0.00	1 h
Transition	1.2 d	3	11/20/16	11/22/16	0%	\$ 0.00	9.8 h
Installation Finalization	0.2 d	3	11/21/16	11/22/16	0%	\$ 0.00	1.5 h
Clean-up and exit	0.3 d	3	11/22/16	11/22/16	0%	\$ 0.00	1.3 h
Nebraska Correctional Youth Facility	74.3 d	3	11/6/16	11/8/16	0%	\$ 0.00	26.5 h
Transition Preparation	74.3 d	3	11/6/16	11/6/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/6/16	11/8/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/6/16	11/7/16	0%	\$ 0.00	10 h
Clean-up and exit	2.3 d	3	11/7/16	11/8/16	0%	\$ 0.00	3 h
Tecumseh State Correctional Institution	74.4 d	3	11/8/16	11/10/16	0%	\$ 0.00	26 h
Transition Preparation	74.4 d	3	11/8/16	11/8/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/8/16	11/10/16	0%	\$ 0.00	10 h
Installation Finalization	1.3 d	3	11/8/16	11/9/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/9/16	11/10/16	0%	\$ 0.00	3 h
Correctional Services/Admin	72.1 d	3	11/13/16	11/15/16	0%	\$ 0.00	26.5 h
Transition Preparation	72.1 d	3	11/13/16	11/13/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/13/16	11/15/16	0%	\$ 0.00	10.5 h
Installation Finalization	1.3 d	3	11/14/16	11/15/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/15/16	11/15/16	0%	\$ 0.00	3 h
Correctional Services/Admin 2	76.7 d	3	11/15/16	11/17/16	0%	\$ 0.00	176 h
Transition Preparation	0.7 d	3	11/15/16	11/15/16	0%	\$ 0.00	3 h
Transition	1.3 d	3	11/15/16	11/17/16	0%	\$ 0.00	10 h
Installation Finalization	1.3 d	3	11/16/16	11/17/16	0%	\$ 0.00	10 h
Clean-up and exit	0.6 d	3	11/17/16	11/17/16	0%	\$ 0.00	3 h
Distribute Information / Stakeholder Updates / Report Performance	43.0 d	3	9/12/16	12/2/16	0%	\$ 0.00	36 h
Telmate & DOC Project Team Meeting - Touch Point : Pre-Transition Installation Review	0.3 d	3	10/18/16	10/18/16	0%	\$ 0.00	2.5 h
Telmate & DOC Project Team Meeting - Touch Point : Transition Schedule Review	0.4 d	3	10/23/16	11/22/16	0%	\$ 0.00	1.5 h
Project Monitor & Control	81.3 d	3	9/5/16	12/9/16	0%	\$ 0.00	387 h
Perform Quality Control	81.3 d	3	9/5/16	12/5/16	0%	\$ 0.00	387 h
Integration Interface Quality Control	6 d	3	10/20/16	10/28/16	0%	\$ 0.00	112 h
Installation Quality Control Checkpoint 1: Customer Provisioning	62.3 d	3	9/7/16	12/2/16	0%	\$ 0.00	47 h
Nebraska State Penitentiary	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Diagnostic and Evaluation Center	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Lincoln Correctional Center	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Community Correctional Center Lincoln	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Omaha Correctional Center Site Inspection	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Geneva	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Kerney	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Community Correction Center Omaha	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
NE Correctional Center for Women	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Work Ethic Camp Site Inspection	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h



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Table 4-10.4

Nebraska Correctional Youth Facility	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Tecumseh State Correctional Institution	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Correctional Services/Admin	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Correctional Services/Admin 2	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Installation Quality Control Checkpoint 2: Customer Pre-Installation	66.0 d	3	9/12/16	11/16/16	0%	\$ 0.00	82 h
Nebraska State Penitentiary	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Diagnostic and Evaluation Center	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Lincoln Correctional Center	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Community Correctional Center Lincoln	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Omaha Correctional Center Site Inspection	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Geneva	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Kerney	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Community Correction Center Omaha	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
NE Correctional Center for Women	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Work Ethic Camp Site Inspection	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Nebraska Correctional Youth Facility	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Tecumseh State Correctional Institution	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Correctional Services/Admin	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Correctional Services/Admin 2	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Installation Quality Control Checkpoint 3: Equipment Testing / Functional Validation	47.0 d	3	9/5/16	11/28/16	0%	\$ 0.00	46 h
Nebraska State Penitentiary	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Diagnostic and Evaluation Center	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Lincoln Correctional Center	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Community Correctional Center Lincoln	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Omaha Correctional Center Site Inspection	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Geneva	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Kerney	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Community Correction Center Omaha	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
NE Correctional Center for Women	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Work Ethic Camp Site Inspection	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Nebraska Correctional Youth Facility	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Tecumseh State Correctional Institution	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Correctional Services/Admin	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Correctional Services/Admin 2	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Installation Quality Control Checkpoint 4: On Site Customer Acceptance	50.0 d	3	9/5/16	11/28/16	0%	\$ 0.00	68 h
Nebraska State Penitentiary	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Diagnostic and Evaluation Center	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Lincoln Correctional Center	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Community Correctional Center Lincoln	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Omaha Correctional Center Site Inspection	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Geneva	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Youth Rehab and Treatment Center, Kerney	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Community Correction Center Omaha	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
NE Correctional Center for Women	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Work Ethic Camp Site Inspection	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Nebraska Correctional Youth Facility	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Tecumseh State Correctional Institution	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Correctional Services/Admin	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Correctional Services/Admin 2	1 d	3	9/14/16	9/23/16	0%	\$ 0.00	8 h
Installation Quality Control checkpoint 5: Customer Acceptance	1 d	3	12/4/16	12/5/16	0%	\$ 0.00	16 h
Installation Quality Control Checkpoint 6: Initiate Post Implementation Site Eng Monitoring (remote monitoring: 30 days)	1 d	3	11/28/16	12/1/16	0%	\$ 0.00	8 h
Perform Integrated Change Control	49.0 d	3	10/18/16	12/4/16	0%	\$ 0.00	22 h
Project Close	47.0 d	3	9/23/16	12/5/16	0%	\$ 0.00	25 h
Close Project Phase	47.0 d	3	9/23/16	12/5/16	0%	\$ 0.00	12 h
Telmate & DOC Project Team Meeting - Touch Point : Customer Acceptance & Account Team Transition	1.6 d	3	12/4/16	12/5/16	0%	\$ 0.00	13 h



PROVIDE POST IMPLEMENTATION SUPPORT

1. Customer Service Requirements

Contractor must provide 24 X 7 customer service, including holidays, to the State of Nebraska for the purpose of resolving problems with system hardware, software, calling functionality, recording functionality, and monitoring functionality.



Telmate Response: We have read, understand and will comply.

Telmate's customer service will include holidays and is provided to the State on a 24/7 basis. We agree to resolve any problems with system hardware, software, calling functionality, recording functionality, and monitoring functionality.

Telmate provides the best customer service in the industry -- to facility staff, inmates and inmates' friends and family. Telmate's culture is deeply rooted in accountability and outstanding customer service and repair, and it shows. We take great pride in our technology, but realize any product is only as good as its people. That's why we stand behind our products with comprehensive US-based customer service. We also guarantee an uptime of 99.993%, the best in the industry.

Telmate serves a finite number of partners, which means that you will always be a known entity, rather than just a number. Unlike our competitors with thousands of facilities, we choose our clients carefully and service a smaller group of customers. This allows us to provide every customer with the five-star service you deserve. We pride ourselves on our outstanding customer service. We focus our attention on our individual customers and hire as we grow so we can continue that level of support.

Facility Support

Facility support is available 24/7/365 in English and Spanish by phone (800-205-5510) or by email (fsr@intelmate.com). The phone line is always answered by a live operator, never by a recording, and is U.S.-based.

The support services include, but are not limited to: responding to and tracking service and repair issues related to both hardware and software, assisting with the creation of PINS and other system user needs, responding to any issues related to the JMS or Commissary integration, managing kiosk concerns, researching inmate calling difficulties, grievances, and overall support for facility staff for a variety of needs.



Facility staff may also use Intelmate.net, which provides online training and facilitates the submission of service ticket request forms. The training materials are useful for facility staff members who may need a quick reminder on how to use certain system features, and can also be used as an onboarding training tool to help get new facility staff members up to speed.

Three-Ring Challenge

We are known for our three-ring challenge, which means that our customer service representatives at the Facility Support Line (800-205-5510) pick up calls within three rings (and often one!) as a matter of standard practice. We believe in the human touch, that you have a right to speak with real people, not machines, and that those people should be based in the United States. Our customer service department is the largest group of employees within our company and includes numerous native-speaking bilingual staff members. Figure 4-21 below shows a picture of our customer support staff in Ontario, Oregon.

Figure 4-21: Telmate's Ontario, Oregon Support Center





Inmate Support

Telmate provides inmates with an easy-to-use customer support service from directly inside their own housing pod, and we train inmates in each pod on the day of live operation. Inmates can also dial 211# for the Telmate Automated Service line where they can leave a message and receive a pre-recorded answer.

Friends and Family Support

Friends and family may call our toll-free, 24/7/365, bilingual (English and Spanish) support line to receive help with complaints, refund requests, call-blocking and much more. If an issue requires further action, Telmate's system features a built-in trouble ticket system, so facility staff can monitor the status of a ticket from start to finish.

Friends and family may also use gettingout.com, provides friends and family with the ability to create an account, make a deposit, schedule video visitation, learn about calling and message (voice and email) options, send messages, view FAQs and video tutorials, and contact our customer service line.

Contractor must provide a dedicated contact to resolve all issues surrounding "Debit" transactions and accounting. The contractor must provide a trouble ticket system where each debit transaction issue is documented. The contractor must acknowledge receipt of each trouble ticket and respond to the State in writing on each resolution. All trouble ticket information and trending will be made available to the State upon request.

 **Telmate Response:** We have read, understand and will comply.

Telmate will provide a dedicated facility-support representative and a backup so that you have 24/7/365 service to resolve all issues surrounding debit transactions and accounting.

The Telmate Command dashboard provides a user-friendly interface that easily allows facility staff to create, view, and track service tickets. Telmate has a trouble ticketing system engineered directly into our Web-based application. Once an issue has been logged, it can be followed all the way through to completion. This issue tracking system (also known as public tickets) is part of the same application that is used for everything else related to Telmate -- there is no need to log into a new system to verify that your issue was resolved.

As shown in Figure 4-22 below, our system assigns each public ticket an ID number, creation date, subject title, status (open or closed), last updated timestamp, and a closed time stamp once the issue has been resolved. Clicking on the public ticket ID number will bring up more detailed information, including an entire history of notes, actions taken, and contact



information for those who worked on the public ticket. Facility staff can view the status of all public tickets at anytime.

Figure 4-22

Facilities
Public Tickets

[Add Ticket](#) Ticket Number

Any

ID	Created	Subject	Status	Closed	Last Updated
134629521	2013-02-07 12:37	Change Visitation Room	Closed	2013-02-07 12:37	2013-02-07 12:37
134574821	2013-02-06 23:20	credit visit	Closed	2013-02-06 23:20	2013-02-06 23:20

Contractor must assign a dedicated account representative other than the system administrator to the State of Nebraska account.

Telmate Response: We have read, understand and will comply.

Our dedicated Account Representative will be assigned upon award, in consultation with you by our Director of Account Management, Rob Gordon. Our Account Manager Resume is included in **Attachment 3 - Personnel and Resumes**.

Contractor must be willing to replace, either, the system administrator, support technician, or account representative at the State's request. The State will only make this request if attempts at corrective action have not resulted in the State's satisfaction.

Telmate Response: We have read, understand and will comply.

Contractor must provide usage reports or other statistical information associated with the contract as requested by the State within 5 business days of a written request.

Telmate Response: We have read, understand and will comply.

2. System Alarm Monitoring and Reporting

It is expected that the contractor monitor all equipment including LEC access lines on a continuous 24 X 7 basis including holidays. Any problems that effect system functionality in any way must be reported to the State immediately. A contact list will be given upon contract award.

Telmate Response: We have read, understand and will comply.



Telmate will monitor all equipment and LEC access lines will be fully functional 24 X 7 including holidays. Any problems affecting system functionality will be reported to the State immediately.

Contractor must provide a toll free number that will be answered by a live person. This number must be staffed 24 X 7 including holidays.

 **Telmate Response:** We have read, understand and will comply.

Facility support is available 24/7/365 in English and Spanish by phone (800-205-5510) or by email (fsr@intelmate.com). The phone line is always answered by a live operator, never by a recording, and is U.S.-based.

To reiterate, we are known for our three-ring challenge, which means that our customer service representatives pick up calls within two rings (and often one!) as a matter of standard practice. We believe in the human touch, that you have a right to speak with real people, not machines, and that those people should be based in the United States. Our customer service department is the largest group of employees within our company and includes numerous native-speaking bilingual staff members.

3. Trouble Reporting

Contractor must provide a detailed description of their escalation procedures. Upon award Contractor must provide a service escalation list to include names, office, cellular, and pager numbers.

 **Telmate Response:** We have read, understand and will comply.

Telmate's issue logging, resolution and escalation process can be broken down as follows:

- Automated Diagnostics – Telmate's automated diagnostics are so effective it often catches issues before humans are even aware of them.
- Maintenance and Support – Telmate dispatches local technicians, on an agreed schedule.
- Live, Toll-free Customer Service – Available 24 hours a day, 7 days a week, 365 days a year, with calls answered in 55 seconds or less.
- Issue Tracking Through our Web-based Application – Telmate customer service representatives log into the same unified system as the facility, making it seamless and instant to identify, track, and resolve issues.
- Remote Programming – Allows most issues not related to hardware to be resolved remotely, without burdening facility staff.
- Dedicated Account Representatives – Ensure that Telmate meets all facility needs.



Escalation Procedures

Telmate's escalation procedures for emergency outage/service issues are as follows:

1. Customer or automated monitoring promptly reports issue to Telmate: Facility contacts Telmate at 1-800-205-5510 (available 24/7/365) to work with Facility Support Specialist (FSR) along with Account Manager and Customer Support Specialist. This ensures proper tracking of lack of required service. Facility may also create its own "public ticket" in the Intelmate.net application. An FSR will create a service ticket and communicate back to the NDCS with resolution or proposed next steps. If a technician needs to be sent to repair, then they will be dispatched. Telmate IT staff will review the ticket information and provide any possible remote support necessary in order to resolve any issues. If resolved, no other action is needed or;
2. Director of Field Services is engaged in order to begin the escalation process: Depending on the ticket information and perspective problem, Internet provider may be contacted, hardware will be transported from a storage location or IT software support team will work on a software patch. If resolved, no further action is needed, or;
3. IT Director is engaged to further close out service ticket resolution: Based upon available information, IT Director assists in closing out Service Ticket. If resolved, no other action is needed, or;
4. CTO is engaged to further close out service ticket resolution: Based upon available information, CTO assists in closing out service ticket. If resolved, no other action is needed, or;
5. President is engaged to further resolve service ticket resolution: Based upon available information, President assists in closing out service ticket. If resolved, no other action is needed, or;
6. CEO is engaged to further resolve service ticket resolution: Based upon available information, CEO assists in closing out service ticket until satisfactory completion.

Responsive Facility Support

Telmate will respond to Level One repair requests within 1 hour and all other repair requests within 2 hours and will notify the NDCS that a Telmate technician is working toward resolution of the issue. The severity level will be included when the NDCS submits a repair request. If the repair request cannot be resolved remotely, Telmate will have a qualified technician on-site



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within 4 hours of the time the initial repair request was submitted. The NDCS will be notified prior to the technician arriving on site.

Telmate understands that a repair request may include, but is not limited to, service requests, non-working or damaged equipment, software and user application issues, interfaces, telephone outages and ICS failures. Telmate will keep the NDCS apprised of the progress and/or delays until the repair request is resolved to the NDCS's satisfaction.

Contractor must provide an automated trouble reporting system. Contractor must provide a 24-hour toll free number for reporting troubles.

 **Telmate Response:** We have read, understand and will comply.

Telmate's 24-hour toll free service number is 1-800-205-5510. Telmate's automated trouble reporting system is included within Telmate Command. We provide a dashboard with a user-friendly interface that easily allows facility staff to open and view service tickets, and more. Once an issue has been logged, it can be tracked all the way through to resolution. This issue tracking system (also known as public tickets) is engineered directly into Telmate Command for easy access to facility staff.

DELIVERABLES

1. Installation Period

Installation at each facility must be completed and all Inmate calling service available no later than 8:00 AM Central Standard Time on September 26, 2016

 **Telmate Response:** We have read, understand and will comply.

It will be the contractor's responsibility to keep the State informed of all timelines and work progress.

 **Telmate Response:** We have read, understand and will comply.



Section 5: Cost Proposal

B. COST PROPOSAL REQUIREMENTS

This section describes the requirements to be addressed by bidders in preparing the Cost Proposal. The bidder must submit the Cost Proposal in a section of the proposal that is a separate section or is packaged separately as specified in this RFP from the Technical Proposal section.

 **Telmate Response:** We have read, understand and will comply.

Per the requirements above, we are submitting our Cost Proposal separately in a sealed manila envelope.



Attachment 1:
Financials
(PROPRIETARY &
CONFIDENTIAL)



Attachment 1: Financials (Separately Submitted as PROPRIETARY and CONFIDENTIAL)

Proprietary information identified and marked according to state law is exempt from posting. To exempt proprietary information you must submit a written showing that the release of the information would give an advantage to named business competitor(s) and show that the named business competitor(s) will gain a demonstrated advantage by disclosure of information. The mere assertion that information is proprietary is not sufficient. (Attorney General Opinion No. 92068, April 27, 1992) The agency will then determine if the interests served by nondisclosure outweigh any public purpose served by disclosure. Cost proposals will not be considered propriety.

Per Addendum Three, dated April 26, 2016, this paragraph was replaced with the following:

In addition, all responses to Requests for Proposals will be posted to the Department of Administrative Services public website. The public posting will include figures, illustrations, photographs, charts, or other supplementary material. Proprietary information identified and marked according to state law is exempt from posting. To exempt proprietary information you must submit a written showing that the release of the information would give an advantage to named business competitor(s) and show that the named business competitor(s) will gain a demonstrated advantage by disclosure of information. The mere assertion that information is proprietary is not sufficient. (Attorney General Opinion No. 92068, April 27, 1992) The agency will then determine if the interests served by nondisclosure outweigh any public purpose served by disclosure. Cost Proposals will not be considered proprietary.

 **Telmate Response:** We have read, understand and will comply.

All proprietary information the bidder wishes the State to withhold must be submitted in accordance with the instructions outlined in Section III, Proprietary Information. From Section III: All proprietary information the bidder wishes the State to withhold must be submitted in a sealed package, which is separate from the remainder of the proposal, and provide supporting documents showing why such documents should be marked proprietary. The separate package must be clearly marked PROPRIETARY on the outside of the package.

 **Telmate Response:** We have read, understand and will comply.



Telmate LLC Response to State of Nebraska RFP 5289 Z1 for Inmate Calling Services

For the reasons that follow, we have submitted the information in Attachment 1 *in a separate, sealed manila envelope* as PROPRIETARY and CONFIDENTIAL.

The information in Attachment 1 is proprietary and confidential as a trade secret; specifically it is confidential financial information concerning the internal operations of the company. It would serve no public purpose to release the information and would give advantage to business competitors.

This section contains:

- ❖ Review Report of Independent Accountants and Consolidated Financial Statements, December 31, 2014 and 2013
- ❖ Review Report of Independent Accountants and Consolidated Financial Statements, December 31, 2013 and 2012
- ❖ Dun & Bradstreet Business Information Report



Attachment 2:
Disaster Recovery
Plan
(PROPRIETARY & CONFIDENTIAL)



Attachment 2: Disaster Recovery Plan (Separately Submitted as PROPRIETARY and CONFIDENTIAL)

Proprietary information identified and marked according to state law is exempt from posting. To exempt proprietary information you must submit a written showing that the release of the information would give an advantage to named business competitor(s) and show that the named business competitor(s) will gain a demonstrated advantage by disclosure of information. The mere assertion that information is proprietary is not sufficient. (Attorney General Opinion No. 92068, April 27, 1992) The agency will then determine if the interests served by nondisclosure outweigh any public purpose served by disclosure. Cost proposals will not be considered proprietary.

Per Addendum Three, dated April 26, 2016, this paragraph was replaced with the following:

In addition, all responses to Requests for Proposals will be posted to the Department of Administrative Services public website. The public posting will include figures, illustrations, photographs, charts, or other supplementary material. Proprietary information identified and marked according to state law is exempt from posting. To exempt proprietary information you must submit a written showing that the release of the information would give an advantage to named business competitor(s) and show that the named business competitor(s) will gain a demonstrated advantage by disclosure of information. The mere assertion that information is proprietary is not sufficient. (Attorney General Opinion No. 92068, April 27, 1992) The agency will then determine if the interests served by nondisclosure outweigh any public purpose served by disclosure. Cost Proposals will not be considered proprietary.

 **Telmate Response:** We have read, understand and will comply.

All proprietary information the bidder wishes the State to withhold must be submitted in accordance with the instructions outlined in Section III, Proprietary Information. From Section III: All proprietary information the bidder wishes the State to withhold must be submitted in a sealed package, which is separate from the remainder of the proposal, and provide supporting documents showing why such documents should be marked proprietary. The separate package must be clearly marked PROPRIETARY on the outside of the package.

 **Telmate Response:** We have read, understand and will comply.



Telmate LLC Response to State of Nebraska RFP 5289 Z1 for Inmate Calling Services

For the reasons that follow, we have submitted the information in Attachment 2 *in a separate, sealed manila envelope* as PROPRIETARY and CONFIDENTIAL.

The information in Attachment 2 is proprietary and confidential as a trade secret; specifically it is confidential technical information concerning the internal procedures of the company. It would serve no public purpose to release the information and would give advantage to business competitors.

This section contains the Telmate Disaster Recovery Plan.



Attachment 3:
Personnel and
Resumes

Project Management & Implementation Team Summary

Kevin O'Neil

President
Planning and Implementation 20%
Post Installation support 0%

Rob Gordon

Director of Account Management
Planning and Implementation 30%
Post Installation support 70%

Kathryn Jarrell

Director of Installation Operations
Planning and Implementation 100%
Post Installation Support 25%

Michael Boyer

Director of Installations
Planning and Implementation 100%
Post Installation Support 25%

Morgan Collins

Director of IT Operations
Planning and Implementation 100%

Caryn Waldrop

Director Call Center Operations
Planning and Implementation 25%
Post Installation Support 75%

Nancy Lee

Senior Project Manager
Planning and Implementation 100%
Post Installation support 25%

Theresa Crim

Project Manager
Planning and Implementation 100%
Post Installation support 50%

George Garcia

Installation Manager
Planning and Implementation 100%
Post Installation support 25%

Zach Roetzel

IT Production Coordinator
Planning and Implementation 100%
Post Installation support 25%

Ginger Smith

IT Production Coordinator
Planning and Implementation 100%
Post Installation support 25%

Kelly O'Neil

Senior Account Manager
Planning and Implementation 70%
Post Installation Support 100%

Vanessa Cantu

Facility Support Supervisor
Planning and Implementation 33%
Post Installation Support 100%

Norma Deleon

Senior Account Specialist
Planning and Implementation 80%
Post Installation Support 100%

Open Position

Local Account Manager
Planning and Implementation 100%
Post Installation Support 100%

Open Position

Local Account Specialist
Planning and Implementation 100%
Post Installation Support 100%

Jon Robertson

Electrical Manager
Planning and Implementation 100%
Post Installation Support 25%

Jeremy Eggers

Installation Supervisor
Planning and Implementation 100%
Post Installation Support 30%

Brandon Odoms

Installation Supervisor
Planning and Implementation 100%
Post Installation Support 30%

Spencer Roundtree

Installation Supervisor
Planning and Implementation 100%
Post Installation Support 30%

Ruben Favela

Call Center Manager
Planning and Implementation 20%
Post Installation support 80%

Zach Leija

Call Center Supervisor
Planning & Implementation 0%
Post Installation Support 100%

Al Meza

Call Center Supervisor
Planning & Implementation 0%
Post Installation Support 70%

Briana Delgado

Call Center Supervisor
Planning & Implementation 0%
Post Installation Support 70%

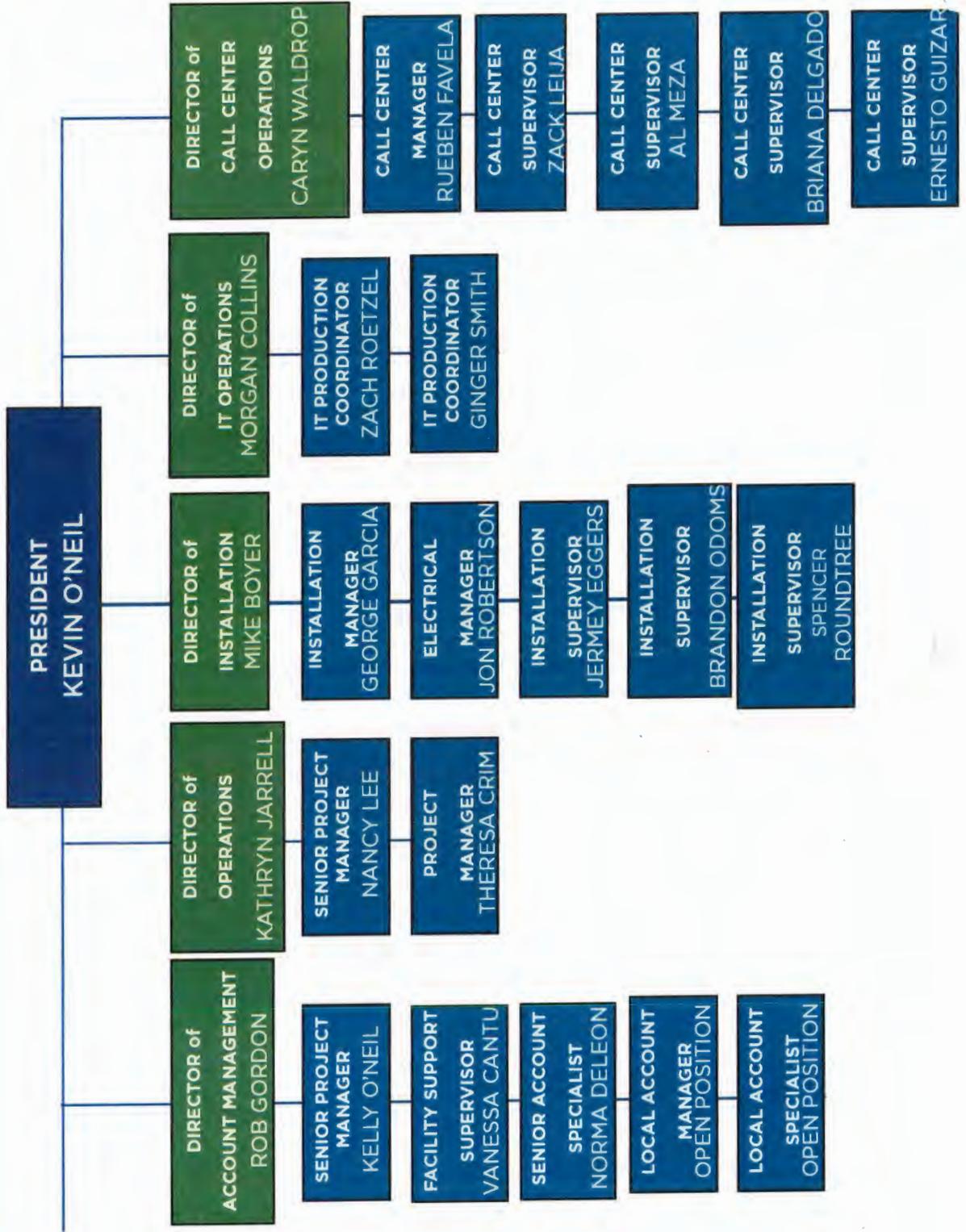
Ernesto Guizar

Call Center Supervisor
Planning & Implementation 0%
Post Installation Support 70%

NOTE: None of these Telmate employees will be assigned to another project during the implementation and post installation support period of this project

ORGANIZATIONAL CHARTS

PROJECT MANAGEMENT & IMPLEMENTATION TEAM



Kevin O'Neil | President and Founder

Summary of Qualifications

A visionary of public telephone technology, Mr. O'Neil combines 15 years of experience in the telecommunications industry with expertise in sales, marketing, customer service, product management, and operations. Prior to founding Telmate, Mr. O'Neil served as Vice President of Product Development at NSC Communications, and was responsible for diversifying and implementing new products for over 30,000 customers. Previously, Mr. O'Neil led Pay-Tel Northwest, as Vice President of Sales; to become the largest privately held public telephone company in the western region.

Job Description

Recognizing a need for a specialized suite of products and services in the correctional industry, Mr. O'Neil put his extensive telecommunications experience to work, shaping Telmate's growth and solidifying its position as the best provider of inmate communication services. As Telmate's president and co-founder, Mr. O'Neil has been instrumental in building and maintaining customer relationships, and in overseeing Telmate's operations and customer service center in Ontario, Oregon. Mr. O'Neil has helped Telmate build a reputation for having the best, most responsive customer care and field service in the market.

REFERENCES for Kevin O'Neil

Sergeant Jamie Harris
Lake County Sheriff's Department
jharris@lakecountysheriff.com
219-712-6296

Shellí Honeywell, MBA, JD
Oregon Department of Corrections
Shelli.Honeywell@doc.state.or.us
503.373.7557

Lt. Andy Kiehl
Canyon County Detention Center
akiehl@canyonco.org
208- 899-2698

Rob Gordon | Director of Account Management

Summary of Qualifications

With 36 years of law enforcement experience, Sheriff Gordon has a thorough understanding of what is important to law enforcement agencies, and is well- equipped to make sure PCJ's Telmate experience is as satisfactory as possible. In 2011, Sheriff Gordon retired from the Washington County Oregon Sheriff's Office, where he spent his entire civilian law enforcement career, serving as Sheriff since 2002.

Job Description

Mr. Gordon serves as director of account management, overseeing Telmate's Account Managers,, Account Specialists and the 24 hour Facility Support department.

Educational Background

Sheriff Gordon is a 1994 graduate of the FBI National Academy and in 2003 completed the Program for Senior Executives in State and Local Government at Harvard University. Sheriff Gordon holds a Bachelor of Arts degree in human resource management from George Fox University and the Basic Certificate in public management from the Mark O. Hatfield School of Government at Portland State University.

REFERENCES for Rob Gordon

Chief Ned Newlin
Kitsap Co. Sheriff's Office
nnewlin@co.kitsap.wa.us
360-337-7003

Commander Mike Anderson
Clark Co. Sheriff's Office
mike.anderson@clark.wa.gov
360-397-2185

Jana Prock
Tillamook County Jail
jprock@co.tillamook.or.us
503.815.3300

Kathryn Jarrell | Director of Installation Operations

Summary of Qualifications

Ms. Jarrell will be the central liaison between Telmate and County as the installation proceeds. Ms. Jarrell has been with Telmate since June of 2008 and has been instrumental in expanding the call center and establishing policies, procedures and best practices within our organization. She plays a key role in the day to day running of the business and has the skills necessary to oversee a seamless transition of services.

Ms. Jarrell comes to Telmate with almost two decades of telecommunications and operational experience. She worked for Intera Communications, one of the largest private Public Telephone companies in the United States for over 15 years where she was in charge of customer service, phone bill management and provisioning, with a high level of involvement in field services.

Awards and Honors

Oregon Department of Corrections 2013 Contractor of the Year

Work Experience

Facility Liaison & Director of Operations; Telmate, LLC; 2006-present

- Assist in all aspects of running the business, including call center management, field services, chargeback processing and installation coordination.
- Facilitate management of the Call Center via the manager and two supervisors.
- Responsible for the productivity of 100 customer service representatives.
- Responsible for the development of processes and procedures in the Call Center
- Designed the Standard Operating Procedures for Field Services and created systems for Installation Coordination.
- Facility support liaison and escalation point for research projects required by accounting and IT.
 - Assistant Director of Operations; Intera Group, Inc; 2000-2001
- Assisted the Director of Field Services with all aspects of managing technicians and collectors at four offices in three states.
- Responsible for the creation of standard operating procedures, safety compliance and repair ticket management.
- Acted as a liaison to all sub-contractors to ensure accuracy of collections, service and billing.
- Consolidated armored car services for all offices for simplified billing and an overall fee reduction.

Education

West Valley College; N. Hollywood, CA, BA 1994

REFERENCES for Kathryn Jarrell

Lafayette Parish Correctional Center
Jeremy Lantier
337-889-3892
Jeremy.Lantier@lafayettesheriff.com

Oregon Department of Corrections Kelley Morton
503-714-4788
Kelley.M.Morton@doc.state.or.us

Deputy Warden Timothy Hogan
Lake County Jail
thogan@lakecountysheriff.com
219-755-3362

Michael Boyer | Director of Installations

Summary of Qualifications

Mr. Boyer's extensive experience as a director of installations positions him as an ideal candidate to oversee a smooth, efficient transition of service for each PCJ facility. Mike has been with Telmate for the past five years. During his tenure he has worked as Operation Manager overseeing the payphone and inmate payphone divisions. Prior to joining Telmate Mr. Boyer worked for three years as a general contractor for Clow Construction.

Essential Functions:

- Organizes facility installs, site previews,
- Oversees order management for all communications equipment
- Manage on site installations.
- Manage Kiosk manufacturing in Ontario OR.
- Responsible for ongoing quality and service at Telmate accounts.
- Supervises crew of 15 installation managers, supervisors and technicians

Awards and Honors

- Oregon Department of Corrections 2013 Contractor of the Year

REFERENCES for Mike Boyer

Luke D. Krieger
Washington County Sheriff's Office
Luke_Krieger@co.washington.or.us
503- 846-2567

Cary Jeffers
Linn County Sheriff's Office
CJeffers@linnsheiff.org
541-812-2279

Captain Marty Robinson
Laurel County Detention Center
mrobinsonlcdc@windstream.net
606-878-9341

Morgan Collins | Director of IT Operations

Summary of Qualifications

Mr. Collins has worked in the technology industry for over 12 years, and he has a hands-on approach to the management of clients (expectations and satisfaction), jobs (time and budget) and teams (performance and resources).

Mr. Collins supervises Telmate's IT department, which is charged with the maintenance and stability of the Telmate inmate telephone system and Telmate video visitation system, as well as the development of new products and features.

Essential Functions:

- Supervises 40 employees in the IT department
- Escalation for difficult issues
- Organizes Agile planning Sprints
- Facility regular technical demonstrations
- Database Setup for all new accounts
- Liaison between operations and IT departments

Educational Background

Mr. Collins has a B.A. from New Mexico State University.

References for Morgan Collins

Alan Armstrong
Ada County Sheriff's Department
aarmstrong@adaweb.net
208-577-3404

Lenna Davis-Dhuyvetter
Thurston County Sheriff's Office – Corrections Bureau
davisl@co.thurston.wa.us
360-754-2932

Chief Deputy Richard Bush
Effingham County Jail
rbush@effinghamcounty.org
912-745-3449

Caryn Waldrop | Call Center Operations Director

Summary of Qualifications

Ms. Waldrop came to Telmate in 2014. Prior to joining Telmate, Ms. Waldrop worked with Citigroup for 15 years. During this time, she began as a customer service representative and sales associate, and worked her way up to managing 250 Call Center Representatives and a number of Managers for Citigroup. Ms. Waldrop is a four-time Citigroup Quality Excellence Award winner, an honor given to leaders who go above and beyond to make large-scale, substantial improvements. In her role with Citigroup she was responsible for driving the customer engagement programs and retention efforts across the Sears Division of 14 million cardholders. Additionally, she worked on national projects spanning six call center sites within the US, Puerto Rico, Guatemala and the Philippines.

Essential Functions:

- Leads our call center in Ontario, Oregon.
- Responsible for all aspects of friends and family customer support, including but not limited to prepaid deposits, refunds, call quality, video visitation, messaging and photo sharing, inmate issue reports and frequently asked questions.
- Works to ensure that our customer service teams are functioning optimally and providing the best possible experience for friends and family of incarcerated individuals.

REFERENCES for Caryn Waldrop

Oklahoma County Jail
Sheriff John Whetzel
johwhe@oklahomacounty.org
405-713-1051

Marion County Detention Center
Jailer Barry Brady
brady@mcjail.org
270-699-1096

Captain Mark Peterson
Snake River Correctional Institution
mark.e.peterson@doc.state.or.us
541-881-4706

Kelly O'Neil | Senior Account Manager

Summary of Qualifications

The Account Manager position exists to support facility operations for jails and correctional facilities using Telmate services. The Account Manager (AM) manages and expands relationships with all levels of the facility, their vendors and Telmate stakeholders. The AM is responsible for providing on-going communication and training support to ensure the customer's knowledge of and proficiency with system features. The AM is the first point of escalation, the customer advocate, and liaison. Through building strong relationships and providing world-class service, the AM is responsible for positioning Telmate for future sales opportunities and contract renewals.

Essential Functions:

- Develop and maintain a thorough knowledge of, and consistently follow all Telmate business SOP's and processes as well as client SOP's related to Telmate services.
- Maintain a thorough knowledge of specific products and services being used by each assigned client.
- Act as a primary point of contact with customers and resolve systems problems or technical issues as applicable.
- Build and maintain positive professional relationships with key Telmate support staff, enabling prompt issue resolution.
- Assist with new install coordination and communications from corporate offices.
- Monitor activities of new accounts to help ensure smooth transition to the Telmate platform.
- Prepare statistical reports for accounts as required.
- Maintain contact with field service personnel that support assigned accounts to maintain continuity of service and support.
- Maintain a strong relationship with the Independent Sales Representative (ISR) to ensure the sales strategy is in line with the company vision.
- Maintain detailed information on existing accounts and report as required.
- Participate in training on products and services in order to present solutions to existing customers to further the sales momentum.
- Conduct routine onsite account reviews with decision makers and key influencers; ensure accounts are satisfied with Telmate service levels and product offerings.
- Work closely with facility support staff to ensure the highest level of customer service.
- Maintain contact with field service personnel that support assigned accounts to maintain continuity of service and support.
- Participate in account team meetings and training sessions as required.

REFERENCES for Kelly O'Neil

Corporal Heather Ruptak
Washington County Sheriff's Office
503-846-2482
Heather_Ruptak@co.washington.or.us

Tia Snyder
Montana Department of Corrections
406-444-4236
tsnyder2@mt.gov

Captain Jeffrey Simmons
Oregon State Penitentiary
Jeffrey.E.Simmons@doc.state.or.us
541-881-4636

Vanessa Cantu | Facility Support Supervisor

Summary of Qualifications

The ASR/FSR Supervisor exists to support facility operations for jails and correctional facilities using Telmate services. Persons filling this role are technically proficient with the Telmate system and coordinates the day-to-day communication with facility staff that contact Telmate. The Supervisor will serve as a resource to ASR's, FSR's, AM's and other Facility Support staff that encounter unusual or complex problems, assist in selecting and training of new staff, and will provide supervision to the ASR and FSR's regardless of their geographic assignment.

Essential Functions:

- Maintain a strong relationship with assigned direct reports
- Schedule available staff for efficient coverage of required work hours
- Develop and maintain a thorough knowledge of, and consistently follow all Telmate business SOP's and processes
- Maintain a thorough knowledge of specific products and services available to client facilities
- Coordinate with call center managers and supervisors as changes in product or service are introduced. Jointly resolve common problems with call center managers.
- Act as a secondary point of contact with Account Managers that are experiencing a system problem or have technical questions.
- Assist in resolving those issues to completion.
- Assist or independently resolve the most complex problems the team encounters
- Develop, coordinate or facilitate proper training for the ASR and FSR employees. Coordinate initial technical training for Account Managers or others attending their initial "boot camp"
- Support emergency issue resolution during off-duty hours.
- Prepare statistical reports as required.
- Maintain detailed information on existing accounts and report as required.
- Participate and present training on products and services in order to present solutions to existing customers to further the sales momentum.
- Lead team meetings and training sessions as required.

REFERENCES for Vanessa Cantu

Sherry Glovan
Montana Department of Corrections
shglovan@mt.gov
406-846-1320 ext. 2366

Bob Culp
Oregon Department of Corrections
Bob.A.Culp@doc.state.or.us
503-378-5872

Lt. Robert Guerrero
Benton County Jail
robert.guerrero@co.benton.wa.us
509-222-3788

Norma Deleon | Senior Account Specialist

Summary of Qualifications

The primary responsibility of the Account Specialist Representative (ASR) is to support facility operations for existing accounts in the government sector. The ASR is an integral team member in managing and expanding relationships with all levels of the facility, their vendors and Telmate stakeholders. The ASR is often the first point of contact from facility staff reporting problems and as such is responsible for ensuring resolution and working in partnership with assigned Account Managers to clearly and consistently communicate with the facility.

Essential Functions:

- Maintain a strong relationship with the assigned Account Manager (AM), ensuring that all information regarding client satisfaction or concerns is known to the AM. Daily communication is generally required.
- Proficiency with the Telmate platform.
- Have thorough knowledge of, and consistently follow all Telmate business SOP's and processes.
- Acquire and maintain understanding of client SOP's that relate to Telmate services.
- Acquire and maintain knowledge of specific products and services being used by each assigned client.
- Act as the first point of contact with customers experiencing a system problem or have technical questions. Resolve those issues to completion.
- In each interaction with facility staff, document the concern or situation and the manner of resolution.
- Monitor activities of new accounts to help ensure smooth transition to the Telmate platform.
- Maintain SOP's, user manuals, training materials, and other communication related to the Facility Support function.
- Prepare statistical reports for accounts as required.
- Provide training to new or transferred employees. Provide training to satellite staff members during their initial orientation period.
- Maintain contact with field service personnel that support assigned accounts to maintain continuity of service and support.

REFERENCES for Norma DeLeon

Oklahoma County
Major Herron
JHerron@oklahomacounty.org
405-713-1936

Coconino County Jail
Lt. Figueroa
mfigueroa@coconino.az.gov
928.226.5075

Lt. Jay Davis
Blaine County Jail
jdavis@co.blaine.id.us
208-788-5555

Open Position | Local Account Manager

Summary of Qualifications

The Account Manager position exists to support facility operations for jails and correctional facilities using Telmate services. The Account Manager (AM) manages and expands relationships with all levels of the facility, their vendors and Telmate stakeholders. The AM is responsible for providing on-going communication and training support to ensure the customer's knowledge of and proficiency with system features. The AM is the first point of escalation, the customer advocate, and liaison. Through building strong relationships and providing world-class service, the AM is responsible for positioning Telmate for future sales opportunities and contract renewals.

Essential Functions:

- Develop and maintain a thorough knowledge of, and consistently follow all Telmate business SOP's and processes as well as client SOP's related to Telmate services.
- Maintain a thorough knowledge of specific products and services being used by each assigned client.
- Act as a primary point of contact with customers and resolve systems problems or technical issues as applicable.
- Build and maintain positive professional relationships with key Telmate support staff, enabling prompt issue resolution.
- Assist with new install coordination and communications from corporate offices.
- Monitor activities of new accounts to help ensure smooth transition to the Telmate platform.
- Prepare statistical reports for accounts as required.
- Maintain contact with field service personnel that support assigned accounts to maintain continuity of service and support.
- Maintain a strong relationship with the Independent Sales Representative (ISR) to ensure the sales strategy is in line with the company vision.
- Maintain detailed information on existing accounts and report as required.
- Participate in training on products and services in order to present solutions to existing customers to further the sales momentum.
- Conduct routine onsite account reviews with decision makers and key influencers; ensure accounts are satisfied with Telmate service levels and product offerings.
- Work closely with facility support staff to ensure the highest level of customer service.
- Maintain contact with field service personnel that support assigned accounts to maintain continuity of service and support.
- Participate in account team meetings and training sessions as required.

Open Position | Local Account Specialist

Summary of Qualifications

The primary responsibility of the Account Specialist Representative (ASR) is to support facility operations for existing accounts in the government sector. The ASR is an integral team member in managing and expanding relationships with all levels of the facility, their vendors and Telmate stakeholders. The ASR is often the first point of contact from facility staff reporting problems and as such is responsible for ensuring resolution and working in partnership with assigned Account Managers to clearly and consistently communicate with the facility.

Essential Functions:

- Maintain a strong relationship with the assigned Account Manager (AM), ensuring that all information regarding client satisfaction or concerns is known to the AM. Daily communication is generally required.
- Proficiency with the Telmate platform.
- Have thorough knowledge of, and consistently follow all Telmate business SOP's and processes.
- Acquire and maintain understanding of client SOP's that relate to Telmate services.
- Acquire and maintain knowledge of specific products and services being used by each assigned client.
- Act as the first point of contact with customers experiencing a system problem or have technical questions. Resolve those issues to completion.
- In each interaction with facility staff, document the concern or situation and the manner of resolution.
- Monitor activities of new accounts to help ensure smooth transition to the Telmate platform.
- Maintain SOP's, user manuals, training materials, and other communication related to the Facility Support function.
- Prepare statistical reports for accounts as required.
- Provide training to new or transferred employees. Provide training to satellite staff members during their initial orientation period.
- Maintain contact with field service personnel that support assigned accounts to maintain continuity of service and support.

Nancy Lee | Senior Project Manager

Summary of Qualifications

- Account Manager, Director of Call Center, Project Manager with Telmate for 5 years.
- 17 years with Securus Technologies in multiple positions supporting customers.
- In 2010 successfully oversaw the installation of 18 Department of Homeland Security ICE facilities in the most aggressive schedule undertaken by Telmate
- Total Years of Related Work Experience: 24 Years in Inmate Communications
- Telmate Employee, 5 years: Project Manager for system installations. Coordinate Field Installation Personnel, IT Support, Training and Customer Support
- Securus Technologies, various roles including Vice President and Director of Billing Operations, Vice President of Finance (1990-2007)

Essential Functions

- As Senior PM, Nancy facilitates all large complicated field projects at Telmate.
- From the initial project kick off call, to post live support, Nancy is responsible for the smooth transition of inmate communications services from the incumbent to Telmate.
- Conducts site survey tours
- Organizes and conducts staff training sessions
- Manages special requirements
- Ensures that all contractual deliverables are met
- Also very involved in contract management and account renewals.

Certifications: Certified Public Accountant – Inactive

REFERENCES for Nancy Lee

Commander Tommy Thompson
Rutherford County Jail
tthompson@rcsotn.org
615-904-3016

Kevin Hensley
Douglas County Jail
khensley@sheriff.douglas.ga.us
770-920-4954

Captain Mark Robbins
San Mateo County Jail
mrobbins@smcgov.org
(650) 363-4390

Theresa Crim | Project Manager

Summary of Qualifications

Project Manager

Responsible for performing installation related duties including, but not limited to: site previews, creating Scope of Work for Facility Staff and Install Team, and Manage and Monitor all steps of installation process, for over 30 projects across the country. Provide Telmate and Facility Staff training, as well as complete special projects on a professional level.

Account Manager

Managed 21 accounts across 5 states through client contact and site visits, while creating a thorough and comprehensive customer relations and retention program. Provided support to sales, marketing and operations, by identifying customer needs and recommending products and services to meet those needs. Responsible for client retention and revenue building by extending and renewing client contracts. This is a high-performing, self-managed position that requires excellent organizational skills, strong leadership abilities, and extensive relationship- building talent.

REFERENCES for Theresa Crim

Bonneville County Jail ID
Brian Covert
208-529-1315 ext: 5103
bcovert@co.bonneville.id.us

Greene County Jail
Sheriff Jim Arnott
417-868-4040
jarnott@greencountymo.org

Regional Adult Detention Facility
Sgt. William Hall
whall@icsso.org
760-353-1624

George Garcia | Installation Manager

Summary of Qualifications

The Installation manager collaborates with the project manager, account manager, and jail staff to ensure a successful Facility installation. This role has oversight of the installation team.

Essential Functions:

- Conduct facility site preview for new clients or existing clients installing a new product(s).
- Identify, troubleshoot, and work collaboratively to resolve hardware problems for products.
- Place and track equipment orders identified in collaboration with installation team members.
- Assist with coordinating projects, scheduling travel, and tracking equipment needs.
- Works collaboratively with other member of installation team for successful project implementation.
- Travels extensively to client locations for walk-throughs, installations, and problem resolution.

REFERENCES for George Garcia

Douglas County Sheriff's Office
Captain Kevin Hensley
770-920-4954
khensley@sheriff.douglas.ga.us

Penny Bartley
SCORE – South Correctional Entity
206-257-6281
pbartley@scorejail.org

Chris Flatmoe
McGuire Correctional Facility
cflatmoe@smcgov.org
650-599-1711

Jon Robertson | Electrical Manager

Summary of Qualifications:

The Electrical Manager role collaborates with the project manager, account manager, and jail electricians/staff to ensure a successful, safe and legal Facility installation. This role has oversight for the installation team.

Essential Functions:

- Utilizes electrical knowledge to identify and coordinate electrical needs required for a successful installation.
- Conduct facility electrical site preview for new clients or existing clients installing a new product(s).
- Identify, troubleshoot, and work collaboratively to resolve hardware problems for products.
- Place and track equipment orders identified in collaboration with installation team members.
- Assist with coordinating projects, scheduling travel, and tracking equipment needs.
- Works collaboratively with other member of installation team for successful project implementation.
- Travels extensively to client locations for walk-throughs, installations, and problem resolution.

REFERENCES for Jon Robertson

Marty Miller
Lafayette Parish Corrections
Miller@lafayettesheriff.com
337-236-5626

William Timmerman
Kalamazoo County Jail
wjtimm@kalcounty.com
269-385-6138

Jeff Smith
Nisqually Public Safety Complex
smith.jeff@nisqually-nsn.gov
360-459-9603

Jeremy Eggers | Installation Supervisor

Summary of Qualifications

Mr. Eggers joined Telmate in early 2008 as a service technician with 25 years of experience as a foreman and construction manager. He is now one of three installation supervisors, who manage the technical aspects of his accounts.

Key Work Experience

Warehouse Assistant; Telmate, LLC; 2008 - 2011

Installation Technician; Telmate LLC 2011 - June 2014

Installation Supervisor, Telmate LLC 2014 - present

Duties

Mr. Eggers oversees all aspects of correctional Telephone Devices:

- Backroom Setup
- Circuit Activation
- Hardware Installation
- Equipment Labeling
- Wiring and conduit installation
- System Turn-up

REFERENCES for Jeremy Eggers

Chad Holbrook
Ada County Sheriff's Office
cholbrook@adaweb.net
208-901-4532

Sgt. Robert Whitney
Canyon County Sheriff's Office
Whitneyr@canyonco.org
208-989-0247

Maja Wirkala
Baker County Jail
mcurtis@bakersheriff.org
541-523-8015

Brandon Odoms | Installation Supervisor

Summary of Qualifications

Mr. Odoms joined Telmate in 2012 as warehouse assistant. Prior to his employment at Telmate, Brandon worked for the Pacific Railroad as a track manager where he was responsible for the reliability and safety of over 100,000 miles of track in the Pacific Northwest.

Key Work Experience

Warehouse Assistant; Telmate, LLC; 2012 - 2013
Installation Technician; Telmate LLC 2013 - Oct 2014
Installation Supervisor, Telmate LLC 2014 - present

Mr. Odoms oversees all aspects of Correctional Telephone Device Installations

- Backroom Setup
- Circuit Activation
- Hardware Installation
- Equipment Labeling
- Wiring and conduit installation
- System Turn-up

REFERENCES for Brandon Odoms

Lt. Shauna Kellerman
Elmore County Jail
skellerman@elmorecounty.org
208-573-1661

LT. Brook Van Der Zwiep
Deschutes County Adult Jail
Phone# (541) 322-4812
Brook.Van-Der-Zwiep@deschutes.org

Yellowstone County Detention Facility
Sgt. Dan Paris
dparis@co.yellowstone.mt.gov
406-208-0522

Spencer Roundtree | Installation Supervisor

Summary of Qualifications

Mr. Roundtree joined Telmate in 2013 as Installation Technician. Spencer came to Telmate with extensive knowledge of Telephony, wiring and installation projects after working for Qwest for 10 years.

Key Work Experience

Installation Technician; Telmate LLC 2013 - January 2015
Installation Supervisor, Telmate LLC 2015 - present

Mr. Roundtree oversees all aspects of Correctional Telephone Device Installation

- Backroom Setup
- Circuit Activation
- Hardware Installation
- Equipment Labeling
- Wiring and conduit installation
- System Turn-up

REFERENCES for Spencer Roundtree

Sheriff Chad Huff
Payette County Sheriff's Office
chuff@payettecounty.org
208-642-6006 EXT 1146

Captain Mark Cowley
Bingham County Jail
mcowley@co.bingham.id.us
208-308-4162

Michael Mattern
Marshall County Jail
mikem@co.marshall.in.us
547-936-0226

Zach Roetzel | IT Production Coordinator

Summary of Qualifications

The Production Coordinator is a member of the Production Support team, joined by Linux Administrators and Developers responsible for critically important Production environment and applications. This role receives reports of system trouble from customer service staff, account managers, technicians in the field, or other internal employees. This information is used to attempt to verify and reproduce the issue, and/or provide direct assistance to the reporting party via impromptu training. If the report is legitimate system trouble, create a ticket in the reporting system, and escalate to developers for fix based on priority. Following fix, assure deployment of the fix into production and inform reporting party of resolution.

Essential Functions:

- Verify issues, by reproducing as reported
- Request and obtain additional information for reproduction as required
- Coordinate multiple reports to consolidate issues as necessary
- Troubleshoot means of reproduction of reported issue thru creative problem solving
- Access internal company IT resources such as diagnostic tools, reporting, monitoring tools, and databases
- Properly document issues for developer action in ticket tracking system
- Participate in daily stand-up and other ad-hoc meetings with developers to discuss issues
- Responsibility for issue resolution, promote issues of high importance to faster resolution time
- Communicate report issues and status to appropriate parties
- Collaborate with other Production Coordinators to sort and prioritize issues based on severity
- Alert management of any high impact issues thru email and verbal communications
- Provide general status reports on health of system to managers and supervisors
- Meet with heads of development teams regarding production issues resulting from their code in production
- Trend, analyze, and track system performance issues
- Draw conclusions based on prior experiences with issues
- Suggest methods of improvement to managers and supervisors based on knowledge and experience with issues
-

REFERENCES for Zach Roetzel

Boris Shukman
Atims
boriss@atims.com
818-709-5885 ext 3120

Matthew Thomas
Trinity Services Group
Matthew.Thomas@trinityservicesgroup.com
978-216-0517

Alberto Hernandez
Imperial County Jail
ahernandez@icso.org
760-353-1624

Ginger Smith | IT Production Coordinator

Summary of Qualifications

The Production Coordinator is a member of the Production Support team, joined by Linux Administrators and Developers responsible for critically important Production environment and applications. This role receives reports of system trouble from customer service staff, account managers, technicians in the field, or other internal employees. This information is used to attempt to verify and reproduce the issue, and/or provide direct assistance to the reporting party via impromptu training. If the report is legitimate system trouble, create a ticket in the reporting system, and escalate to developers for fix based on priority. Following fix, assure deployment of the fix into production and inform reporting party of resolution.

Essential Functions:

- Verify issues, by reproducing as reported
- Request and obtain additional information for reproduction as required
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- Access internal company IT resources such as diagnostic tools, reporting, monitoring tools, and databases
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- Trend, analyze, and track system performance issues
- Draw conclusions based on prior experiences with issues
- Suggest methods of improvement to managers and supervisors based on knowledge and experience with issues

REFERENCES for Ginger Smith

Canyon County Detention Center

Deputy Gail Howell

ghowell@canyonco.org

208-4455-5977

DeKalb County Jail

Deputy Chief Matt Martin

mmartin@dekalbcountysheriff.org

256-440-9452

Cherokee County Detention Center

Chief Harley Lamey

Hlamey@cherokeecounty-al.gov

256-927-6435

Ruben Favela | Call Center Manager

Summary of Qualifications

- Excellent facilitation/presentation skills that engage the adult learner.
- Strong Interpersonal communication skills.
- Ability to effectively coach, manage, and motivate staff to achieve a high level of performance
- Flexible work/shift schedule and availability
- Ability to work on multiple projects with minimal direction
- Strong Interpersonal communication skills
- Effectively communicate in both English and Spanish
- Posses a high degree of integrity
- Dependable, professional with four years experience providing effective and comprehensive training to new and current customer service representatives.
- Certified in call center manager (Benchmark Portal)
- Self motivated with ability to positively influence staff and clients
- Able to work in high-pressure environment
- Motivating the team to ensure best customer service
- Evaluating performance by suggesting improvements, providing feedback for corrective action
- Delivering call center CSR training

Training Coordinator Duties

- Conduct bi-annual assessment of call center training needs and review of current training material to ensure up to date and accurate
- Create, develop and review training content based on the needs of our internal customers within Telmate.
- Deliver and facilitate high quality training presentations that meet the needs of adult-learning participants.
- Demonstrate ability to lead and motivate outstanding csr team to provide top quality customer service.
- Striving for new ways to continually increase the opportunity of sales and keep great customer service skills.
- Conduct all Customer Service and Visitation new hire training
- Encouraging, supporting and motivating CSR's to succeed in all areas.
- Ensure new product offerings and promotional activities of Telmate are supported through timely training
- Work as a team with other departments to provide service beyond expectations.
- Schedule and conduct new hire interviews.
- Created and implemented new hire training
- Coach and develop all associates to maximize their skills.

REFERENCES for Ruben Favela

Tamara McCrary
Express Employment Professionals
208-452-4864
tamara.mccrary@expresspros.com

Randall Plaisted
BUDGET OFFICE FURNISHINGS
209-794-1116
randall@visitbudget.com

Allegan County Corrections Center
Debbie Marculis
dmarculis@allegancounty.org
269-355-2072

Zack Leija | Call Center Supervisor

Summary of Qualifications

- Ambitious, accountable, and punctual team-member ready to apply my diverse skills and background to contribute to the success of my employer.
- Excellent Time-Management Skills
- Strong Communication Skill Exceptional Problem Solving Skills
- Very experienced in call center environment, very confident with excellent problem solving abilities have always succeeded in exceeding the specified targets.
- Self motivated with ability to positively influence staff and clients
- Good listening and problem solving skills
- Pleasing personality and pleasant voice quality
- Adaptable to irregular work schedules
- Able to work in high pressure environment
- Target oriented
- Extensive knowledge of computers and related call center technology
- Exceptional ability of encouraging and motivating team members consistently
- Effectively contributes to meetings/exceeding all key performance indicators and business objectives and met all customer satisfaction levels for quality service and support.
- Develops effective relationships with employees and ensured optimal levels of competency from all
- Continuously monitors call center performance and ensured policies and procedures were met, set goals, standards and benchmarks that evaluated individual employees and customer satisfactions associated ratings.
- Motivates staff through formal/informal coaching, training initiatives, incentive programs, career development opportunities and productivity channels

REFERENCES for Zach Leija

Santa Cruz County Jail
Lt. Roberto Morales
520.761.7875
rmorales@co.santa-cruz.az.us

Power County Jail
Brad Osler
208-221-6509
bostler@co.power.id.us

Twin Falls County Jail
Doug Hughes
dhughes@co.twin-falls.id.us
208-735-4303

Al Meza | Call Center Supervisor

Summary of Qualifications

- Top ranked supervisor for team rankings five months straight
- Bilingual English/Spanish with the ability to translate
- Experience to supervise crew of 20 employees (train, assign duties, motivate and manage performance)
- Effectively coach team and assist their development to mature for different roles had four promotions.
- Skilled at learning new concepts quickly (take new responsibilities and meet Supervisor
- Manage team and executes at high level
- Ability to design spread sheets in Excel
- Assist in foundation of various job descriptions
- Passed level 4 testing for Telmate system
- Conduct & Deliver disciplinary actions when needed
- Create Policies for Telmate
- Conduct weekly coaching's for development of CSR

REFERENCES for Al Meza

Mini Cassia Justice Center
Anne Harper
aharper@cassiacounty.org
208-878-1000

Sgt. Scott Ames
Bannock County Jail
scotta@bannockcounty.us
208-236-7153

Clark County Jail
Commander Mike Anderson
Mike.Anderson@clark.wa.gov
360-397-2185

Briana Delgado | Call Center Supervisor

Summary of Qualifications

- Highly motivated Supervisor committed to quality and excellence.
- Reliable, hardworking and dedicated team player.
- Works well under pressure
- One call resolution for customers who needed supervisor assistance
- Proactive training of her team driving results and handling difficult conversation.
- Conducts weekly coaching sessions to ensure team development
- Monitors all activities of the customer service reps while on duty
- Manages quality communications, customer support and product representation for each and every Telmate customer.
- Creates a supportive and encouraging environment that aligned with Telmate's mission to provide excellent customer service to the friends and family members of incarcerated persons.

REFERENCES for Briana Delgado

Kootenai County Jail
Lt. John Holecek
208-446-1404
jholecek@kcgov.us

Nisqually Public Safety Complex
Jamal Stevenson
stevenson.jamal@nisqually-nsn.gov
360-459-9603

Ernesto Guizar | Call Center Supervisor

Summary of Qualifications

- Skilled in creating relationships with people on a professional level based on integrity, ethics, and trust.
- Success in identifying training opportunities and developing tools to benefit the growth of representatives and the organization.
- Proven skill of developing and coaching people to prepare them for greater opportunities within organization.
- Flexible at adapting to an ever-changing work environment to best meet the needs of organization.
- Customer Service Representative
- Team Support Specialist (TSS)
- Team Lead June 2011-present

- Responsibilities: Assisted other departments in tasks like carrier issues, issue reports, customer faxes and making money gram deposits that were mailed in as a TSS. Helped set the standard for quality as well as developing representatives to work towards positions that they may not had envisioned for themselves. Worked on Public tickets, Dispatch Tickets, QA training, and Transaction adjustments. Managing irate customers, Queue Reports, representative breaks schedule and refunds, transfers and voids.

- Accomplishments: Leveled up from 1 to 4 in a 4-month period. Established a relationship with every department to help better serve the needs of the company. Also being approachable to where anyone can feel comfortable about seeking me for assistance.

REFERENCES for Ernesto Guizar

Mini-Cassia Justice Center
Darwin Johnson
208-878-1136
darwin.johnson@isp.idaho.gov

Gallatin County Jail
Drew Ellis
406-582-2130
janaie.godin@gallatin.mt.gov

Lt. Gene Elton
Kitsap County Sheriff's Office
gelton@co.kitsap.wa.us



Attachment 4:
Acknowledgment
of Addenda



Attachment 4: Acknowledgement of Addenda

Telmate, LLC hereby formally acknowledges receipt of the following addenda in reference to the State of Nebraska's RFP 5289 Z1. These addenda are now part of our proposal and are included in this section.

1. Addendum One, Revised Evaluation Criteria, April 12, 2016.
2. Addendum Two, Revised Schedule of Events, April 25, 2016.
3. Addendum Three, Questions and Answers, April 26, 2016.
4. Mandatory Pre-Proposal Meeting Attendee List, May 2, 2016
5. Addendum Four, Revised Schedule of Events, May 10, 2016.
6. Addendum Five, Revised Schedule of Events, May 18, 2016.
7. Addendum Six, Revised Schedule of Events, May 20, 2016.
8. Addendum Seven, Revised Schedule of Events, June 2, 2016.
9. Addendum Eight, Questions and Answers, June 2, 2016.
10. Addendum Nine, Questions and Answers Clarification & Revised Schedule of Events, June 10, 2016.
11. Addendum Ten, Revised Schedule of Events, June 14, 2016.

Pablo Nichols, General Counsel

Date:

June 14, 2016

**ADDENDUM ONE
REVISED EVALUATION CRITERIA**

Date: April 12, 2016
To: All Bidders
From: Robert Thompson/Nancy Storant, Buyers
AS Materiel State Purchasing Bureau
RE: Addendum for Request for Proposal 5289Z1
to be opened June 1, 2016 at 2:00 p.m. Central

The Evaluation Criteria has been revised and posted to the website.

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal

REVISED EVALUATION CRITERIA

RFP NUMBER 5289Z1, Inmate Calling Service

Opening Date: June 1, 2016 at 2:00 PM Central Time

Mandatory Requirements

The proposals will first be examined to determine if all mandatory requirements listed below have been addressed to warrant further evaluation. Proposals not meeting mandatory requirements will be excluded from further evaluation. The mandatory requirement items are as follows:

1. Request for Proposal For Contractual Services form, signed in ink;
2. Corporate Overview;
3. Completed Section III
4. Technical Approach; and
5. Cost Proposal.

Evaluation Criteria

All responses to this Request for Proposal, which fulfill all mandatory requirements, will be evaluated. Each category will have a maximum possible point potential. Areas that will be addressed and scored during the evaluation include

Evaluation Criteria	Possible Points
Part 1 — Corporate Overview	100
Part 2 — Technical Approach	325
Part 3 — Cost Proposal Points	300
Total Points without Oral Interviews	725
Oral Interviews, (if required)	150
Total Points with Oral Interviews	875

Part 4 – Cost Proposal Points

Cost points should be calculated as follows:

1. Establish lowest cost submitted – lowest cost submitted receives the maximum points.
2. To assign points to all others, the following formula should be followed:

$$\text{Lowest Cost Submitted} \div \text{Cost Submitted} \times \text{Maximum Possible Cost Points} = \text{Cost Points to Award (see samples below)}$$

Formula	Sample	Sample	Sample
Lowest Cost Submitted	\$100,000	\$100,000	\$100,000
÷ Cost Submitted	\$100,000	\$200,000	\$150,000
x Maximum Possible Cost Points	300	300	300
= Points To Award	300.0	150.0	200.0

Cost Evaluation will be based on the following quantities.

Description	Quantity for Evaluation		Description	Quantity for Evaluation
	Debit Calling	Pre-Pay Calling		Pre-Pay Account Fees
Local	553515.9	418866.2	Establish Account Setup Fee	2100
Intralata	3874611.3	2932063.4		
Interlata/Intrastate	553515.9	418866.2		
Interstate	553515.9	418866.2		

Quantities shown are for evaluation purposes only and are not to be construed as a minimum or maximum amount.

ADDENDUM TWO

Date: April 25, 2016
To: All Bidders
From: Robert Thompson/Nancy Storant, Buyers
AS Materiel State Purchasing Bureau
RE: Addendum for Request for Proposal 5289Z1
to be opened June 1, 2016 at 2:00 p.m. Central

Revised Schedule of Events

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	ACTIVITY	DATE/TIME
4.	State responds to written first round questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: http://das.nebraska.gov/materiel/purchasing.html	April 25, 2016 April 26, 2016

	ACTIVITY	DATE/TIME
5.	<p>Mandatory Pre-Proposal Conference and Site Visits Day One (1) Starting Location, followed by additional stops:</p> <p style="padding-left: 40px;">NDCS Correctional Services/Admin 801 W. Prospector Pl., #1 Lincoln NE 68522</p> <p style="padding-left: 40px;">NDCS Community Corrections Center/Lincoln 2720 West Van Dorn Lincoln NE 68522</p> <p style="padding-left: 40px;">NDCS Lincoln Correctional Center 3216 West Van Dorn Lincoln NE 68522</p> <p style="padding-left: 40px;">NDCS Diagnostic and Evaluation Center 3220 West Van Dorn Lincoln NE 68522</p> <p style="padding-left: 40px;">NDCS Nebraska State Penitentiary 4201 S. 14th Street Lincoln NE 68502</p> <p><i>* Registration Advisement: Bids will only be accepted from those Companies/Firms which properly register their attendance at this meeting by completing all of the required information on the State Registration Sheet.</i></p>	<p>May 2, 2016</p> <p>Meet at: 801 W. Prospect #1</p> <p>at 9:30 AM Central Time</p>
6.	<p>Mandatory Pre-Proposal Conference and Site Visits Day Two (2) Starting Location, followed by additional stops:</p> <p style="padding-left: 40px;">NDCS Correctional Center for Women 1107 Recharge Rd York NE 68457</p> <p style="padding-left: 40px;">NE-DHHS-Youth Rehab and Treatment 855 North 1st Street Geneva NE 68361</p> <p><i>* Registration Advisement: Bids will only be accepted from those Companies/Firms which properly register their attendance at these meetings by completing all of the required information on the State Registration Sheet.</i></p>	<p>May 3, 2016</p> <p>Meet at: 1107 Recharge Rd</p> <p>at 9:30 AM Central Time</p>

	ACTIVITY	DATE/TIME
7.	<p>Mandatory Pre-Proposal Conference and Site Visits Day Three (3) Starting Location, followed by additional stops:</p> <p style="padding-left: 40px;">NE-DHHS-Youth Rehab and Treatment 2802 30th Avenue Kearney NE 68845</p> <p style="padding-left: 40px;">NDCS Work Ethic Camp 2309 North Highway 83 McCook NE 69001</p> <p><i>* Registration Advisement: Bids will only be accepted from those Companies/Firms which properly register their attendance at these meetings by completing all of the required information on the State Registration Sheet.</i></p>	<p>May 4, 2016</p> <p>Meet at: 2802 30th Avenue at 9:30 AM Central Time</p>
8.	<p>Mandatory Pre-Proposal Conference and Site Visits Day Four (4) Starting Location, followed by additional stops:</p> <p style="padding-left: 40px;">NDCS Tecumseh State Correctional 2725 North Highway 50 Tecumseh NE 68450</p> <p style="padding-left: 40px;">NDCS Correctional Youth Facility 2610 North 20th Street East Omaha NE 68110</p> <p style="padding-left: 40px;">NDCS Omaha Correctional Center 2323 Avenue J Omaha NE 68110</p> <p style="padding-left: 40px;">NDCS Community Corrections Center 2320 Avenue J Omaha NE 68110</p> <p><i>* Registration Advisement: Bids will only be accepted from those Companies/Firms which properly register their attendance at these meetings by completing all of the required information on the State Registration Sheet.</i></p>	<p>May 5, 2016</p> <p>Meet at: 2725 North Hwy 50 at 9:30 AM Central Time</p>
9.	<p>Last day to submit written (second round) questions after Pre-Proposal Conference</p>	<p>May 8, 2016</p>

	ACTIVITY	DATE/TIME
10.	State responds to written (second round) questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: http://das.nebraska.gov/materiel/purchasing.html	May 16, 2016
11.	Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	June 1, 2016 2:00 PM Central Time
12.	Review for conformance of mandatory requirements	June 1, 2016
13.	Evaluation period	June 3, 2016 through June 10, 2016
14.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	To Be Determined
15.	Post "Letter of Intent to Contract" to Internet at: http://das.nebraska.gov/materiel/purchasing.html	June 20, 2016
16.	Contract finalization period	June 20, 2016 through July 11, 2016
17.	Contract award	July 18, 2016
18.	Contractor start date	September 26, 2016

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal

ADDENDUM THREE QUESTIONS and ANSWERS

Date: April 26, 2016
 To: All Bidders
 From: Robert Thompson/Nancy Storant, Buyers
 AS Materiel, State Purchasing Bureau
 RE: Addendum for Request for Proposal Number 5289Z1
 to be opened June 1, 2016 at 2:00 p.m. Central Time

Questions and Answers

Following are the questions submitted and answers provided for the above mentioned Request for Proposal. The questions and answers are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>	<u>State Response</u>
1.			Whether companies from Outside USA can apply for this? (like, from India or Canada)	Yes, companies from outside the USA may submit a proposal.
2.			Whether we need to come over there for meetings?	The proposal and contract execution require a physical presence.
3.			Can we perform the tasks (related to RFP) outside USA ? (like, from India or Canada)	No, contract execution requires a physical presence.
4.			Can we submit the proposals via email?	No, per the Request for Proposal for Contractual Services Form, item 1. "Sealed proposals must be received in State Purchasing Bureau by the date and time of proposal opening per the schedule of events. No late proposals will be accepted. No electronic, e-mail, fax, voice, or telephone proposals will be

Materiel Division • Bo Botelho, Materiel Administrator

				accepted.”
5.			Why was the previous Inmate Calling Services RFP (#5094 Z1) from August 2015 cancelled?	All bids were rejected in order for the State to revise the RFP and re-release.
6.			Who is the current provider for the Inmate Calling Services?	Public Communications Services, Inc.
7.			What is the current commission rate for the state on the Inmate Calling Services?	Zero. NDCS does not receive any commissions.
8.			Who provides the Inmate Commissary Services?	This is an internal system developed within the State of Nebraska.
9.			Having attended (at considerable time and expense) the last 4 day mandatory site visit in August 2015 for the previous, but internally rejected RFP process, is it still mandatory they we again visit the same sites to participate in this current RFP process? We would greatly appreciate any consideration for an "exemption" for those who previous invested in this aspect of the prior release of the Nebraska DOC RFP for inmate phones.	<p>Per Section II. F. PRE-PROPOSAL CONFERENCE AND SITE VISITS & Form B Important Notice:</p> <p>“Attendance at the pre-proposal conference and all site visits is mandatory in order to submit a proposal (bidders who attended the site visits in response to 5094Z1 are not required to attend the site visits for 5289Z1 – but must still attend the pre-proposal conference on Day 1, per the schedule of events .”</p> <p>All bidders must attend the mandatory pre-proposal conference on Day 1. The following vendors are excused from attending all site visits.</p> <p>CenturyLink GTL Legacy Inmate Comm. Securus Technologies Telmate X Direct</p> <p>All other bidders must attend the mandatory pre-proposal conference and all of the site visits conducted all four days, per the schedule of events.</p>
10.	III. Terms And Conditions FF. Performance Bond	Page 21	Please confirm if the Performance Bond is to be submitted with the RFP response.	The Performance Bond is NOT to be submitted with the RFP response. The bond is only required of the bidder who is in receipt of an intent to award and would be required prior to contract execution.
11.			Please provide your current ADP.	5225 as of 4/22/2016; does not include inmates NDCS houses in county jails.

12.			In the Q&A for the previous ITS RFP, you stated you had no ICE detainees. Is this still the case?	Yes.
13.			You provided call information for a 12-month period with the previous ITS RFP (Revised Attachment One, showing call data from 2014 and facility populations as of June 30, 2015). Could you please provide updated information?	Please refer to Attachment One, as posted.
14.			What educational programs do you currently have in place?	Core educational programs are High School and Adult Education classes and English as a Second Language (ESL).
15.	Request for Proposal for Contractual Service Form	i	“Cost proposals will not be considered propriety.” We assume the last word of this statement is meant to be “proprietary.” Please confirm or advise if this is not the case.	<p>Correct, “proprietary” is the correct term.</p> <p>The RFP is hereby amended to remove in its entirety, the second paragraph under IMPORTANT NOTICE on the REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM, with the following:</p> <p>In addition, all responses to Requests for Proposals will be posted to the Department of Administrative Services public website. The public posting will include figures, illustrations, photographs, charts, or other supplementary material. Proprietary information identified and marked according to state law is exempt from posting. To exempt proprietary information you must submit a written showing that the release of the information would give an advantage to named business competitor(s) and show that the named business competitor(s) will gain a demonstrated advantage by disclosure of information. The mere assertion that information is proprietary is not sufficient. (Attorney General Opinion No. 92068, April 27, 1992) The agency will then determine if the interests served by nondisclosure outweigh any public purpose served by</p>

				disclosure. Cost proposals will not be considered proprietary.
16..	Request for Proposal for Contractual Service Form	i	"Failure to agree to the reservation and waiver of protection will result in the response to the RFP being non-conforming and rejected." Where in our response would you prefer we agree to this provision?	Signing the REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM, is the bidders acceptance.
17.	III.EEE	31	"The Contractor may extend the contract to political subdivisions conditioned upon the honoring of the prices charged to the State": Q: What other governmental entities are currently participating with the State in the procurment of an Inmate Telephone System as a Political Subdivision?	None. The condition is optional on behalf of the contractor.
18.	Revised Evaluation Criteria	p. 1 of Revised Criteria	We understand that traditional collect is a preferred but not required billing option. As the state is likely aware, collect is more expensive to provide than prepaid or debit. In addition, the Evaluation Criteria provide minutes for Pre-Pay Calling to be used in the evaluation but not collect. Q#1: Will collect rates be evaluated/scored?	No. Please refer to the Evaluation Criteria, as posted.
19.			Q#2: Because collect is more expensive to provide, may vendors propose a slightly higher rate for collect? If so, how will those rates be evaluated?	Bidder is to determine the cost proposed. Please see response to question 18.
20.	IV. A. Project Overview	32	RFP states "Optional products must be clearly identified...and provide the optional cost separately from the bid cost per minute." Also, "If bidding an alternant proposal, bidder must complete a separate RFP response including all mandatory requirements..."	Correct. If a bidder wishes to propose an alternant solution that would be evaluated and scored, a complete separate RFP response would need to be submitted and would need to meet all of the mandatory requirements. However, bidders may also provide

			<p>We read this as saying that if a respondent wished to propose the "base" telephone system as required <i>and</i> propose optional products that might impact the costs to end-users, that it should submit one proposal with optional products clearly identified and priced. I.e. a separate proposal would be necessary only if the respondent were proposing an alternative to the baseline functionality requested in the RFP.</p> <p>Q: Would the State confirm our understanding?</p>	<p>pricing for optional products or services that the State may procure from the awarded contractor that are not included in the technical proposal or built into the required Debit Calling and Pre-Pay cost per minute portion of the Cost Sheet.</p> <p>A Revised Attachment Two Cost Sheet has been posted with space provided to include optional products or services.</p>
21.	IV. D.2 Rates	34	<p>Provision states "All call connect/surcharge fees will be identified by type of call". However the most recent FCC Order in WC Docket 12-375 prohibits per-call connect fees.</p> <p>Q: For maximum clarity will the State remove this sentence from IV.D.2?</p>	<p>The RFP is hereby amended to remove Section IV. D. 2., in its entirety and is replaced with the following:</p> <p>2. Rates Per minute charges must be flat rate twenty-four (24) hours a day, seven (7) days a week. Rates must remain firm for the first five (5) years of the contract. Prices may be subject to change after the initial five (5) year period. All government-mandated fees and taxes must be included in the rates, as no add-ons will be accepted. Such changes shall be based on industry changes as evidenced by revised printed price lists, verifiable documented cost increases or notices. A request for price increase shall be provided in writing, to The Nebraska State Purchasing Bureau at least thirty (30) days prior to any price increase of the contract. No price increases are to be billed to NDCS without prior written approval by the State Purchasing Bureau and the NDCS Purchasing Division. State Purchasing Bureau reserves the right to accept or reject any price increase request. In the event new prices are not acceptable, the contract may be cancelled. Approved price increases shall become part of the new contract as an amendment and will be recognized as firm contract pricing.</p>

				<p>Revised pricing will carry over to any subsequent renewals or revisions unless specifically revised and agreed upon by both parties. Bidders must provide their proposed rates for all categories listed on the cost proposal sheet.</p> <p>Failure to provide rates as outlined may be grounds for rejection of proposal.</p> <p>Any and all charges billable to the inmates and their families must be detailed in the Bidder's cost proposal. Contractor may not assess any</p>
22.	IV. D.2 Rates & Revised Evaluation Criteria	p. 34 in RFP & p.1 in Revised Evaluation Criteria	<p>We read IV.D.2 and the Evaluation Criteria to say that different rates may be charged by call category (local vs. intraLATA, etc.), and that intraLATA will receive approximately 70% of the weighting in calculating the lowest cost submitted.</p> <p>Q#1: Will the State confirm our interpretation?</p>	<p>Bidder's prices will be multiplied by the quantity given (in the table at the bottom of the Evaluation Criteria) for each call type, and added together. This total sum will be calculated using the formula provided with the Evaluation Criteria to arrive at the cost points for each bidder.</p>
23.			<p>Q#2: Will the State provide a breakdown of actual calls and minutes for the past 12 months by local, intraLATA, interLATA, interstate, and international? This breakdown would also help vendors calculate the mix of jurisdictions and tax rates that must be bundled into the offered call rates.</p>	<p>Please refer to Attachment One, as posted.</p>
24,	IV.D.2 Rates	34	<p>Provision states that "All regulatory fees must be included in the rates, as no add-ons will be accepted." We read this as saying that all regulatory fees (e.g. FCC-mandated USF and other taxes (e.g. sales tax) of any type must be bundled into the proposed rates. Although unlikely, it is possible that some respondents may view regulatory fees as separate from taxes.</p> <p>Q: Would the State consider</p>	<p>Please see response to question 21.</p>

			revising the requirement to state "All government-mandated fees and taxes must be included in the rates, as no add-ons will be accepted."?	
25.	IV.D.6 Prepay by Inmate Families & Revised Evaluation Criteria	p 35 in RFP & p 1 in Revised Evaluation Criteria	Provision states that account setup fees will be identified in the proposal. Account setup fees are not among the permitted fees in the most recent FCC Order, and would therefore not be permitted to be charged. Q: Would the State modify the RFP and Evaluation Criteria to disallow account setup fees?	This question will be addressed at the preproposal conference and responded to in the second round of Questions and Answers.
26.	IV.D.6 Prepay by Inmate Families & Revised Evaluation Criteria	p 35 in RFP & p 1 in Revised Evaluation Criteria	Provision states that (1) all monies paid to the contractor by inmate families will be credited to the families account and (2) contractors are allowed to charge a fee to cover the cost of accepting credit card payments from families with the fee not to exceed 5%. In addition the Revised Evaluation Criteria list only Account Setup Fees as fees to be proposed and evaluated. Some providers direct families away from setting up accounts (which take time to process) and toward "single pay" programs such as text payment to a cell phone or automated payment by phone (trade names e.g. text collect, PayNow). These require use of automated payment systems and avoid the cost of setting up an account, as well as forcing families to pay a transaction fee every time they receive a call. Q#1: For these reasons will the State explicitly disallow these single pay programs?.	This question will be addressed at the preproposal conference and responded to in the second round of Questions and Answers.
27.			Q#2: If a respondent proposed a transaction fee to families lower than 5%, would	This question will be addressed at the preproposal conference and responded to in the second round of Questions and Answers.

			it receive additional points in the evaluation?	
28.			Q#3: If it would receive more points in the evaluation, would the State modify the Evaluation Criteria to include account transaction fees? At the State's current usage we would expect approximately 550 transactions per month. If single pay methods were allowed, the number of transaction fee events would be several times this amount	This question will be addressed at the preproposal conference and responded to in the second round of Questions and Answers.
29.	IV.D.6 Prepay by Inmate Families & Revised Evaluation Criteria	p 35 in RFP & p 1 in Revised Evaluatio n Criteria	Q #1: Will third-party cash vendors such as Western Union be allowed for family members who are "unbanked"?	Contractor determines if they will accept third-party cash vendors such as Western Union for payment.
30.			Q #2: If so, will the State require vendors to disclose these fees and certify that the fees do not include any markup from the third party, including but not limited to 'direct' markup, revenue sharing of any sort between the provider and the third party, volume rebates, etc.?	If contractor does allow, contractor must not charge any additional fees and or mark up.
31.	IV.E.6	38	Bidder must identify their capability to allow the facility to terminate the cell signal when signal is within a specified distance from the facility. We assume this means that the system must terminate an inmate call to a called party cell phone outside the facility, if that called party cell phone is within a specified distance from the facility; terminating the called party's actual cell signal would violate federal regulation. Q: Would the State confirm our interpretation of the requirement?	This question will be addressed at the preproposal conference and responded to in the second round of Questions and Answers.

32.			I would like to clarify whether [REDACTED] will need to attend the Pre-Proposal Conference and Site Visit on May 2-5 since we attended the last one that was held back on August 25, 2015.	Please see response to question number 9.
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This addendum will become part of the proposal and should be acknowledged with the Request for Proposal.

Registration Advisement:
 Bids will only be accepted from those Companies/Firms which properly register their attendance at this meeting by providing all of the required information below.

**State of Nebraska
 Mandatory Pre-Proposal Meeting
 Registration Sheet**

Registration Advisement:
 Bids will only be accepted from those Companies/Firms which properly register their attendance at this meeting by providing all of the required information below.

Date: May 2, 2016, 9:30am Central Time
 NDCS Correctional Services/Admin
 801 W Prospector Pl., #1, Lincoln, NE

Project: 5289 Z1; Inmate Calling Services

Please Print Legibly

Name*	Company/Firm Representing*	Complete Address (Street, City, State, Zip) *	Phone* Fax	E-mail Address
1	STEVE CARWELL	SECUMIS 14651 DALLAS PKWY DALLAS, TX	805-814-1484	
2	MIKE APPLEGATE	ENCARTELE 82010 109th - S0109th LA VISTA NE	402-910-2741 888-231-3393	
3	Isac Galvan	Encartele 8210 S. 109th La Vista NE	402.618.7916 210.570.8365	isac.galvan@ encartele.net
4	DEIDRE JAY	LEGACY INMATE Com 10833 valley View St. Cypress, CA	831-359-1320 800-700-1116	DJay@legacyinmate.com
5	BOB PARNELL	GTL 1307 BERRIS RUN MARION IA	319-360-3999	BOB.PARNELL@ GTL.NET
6	Jeff Sargent	CenturyLink 600 New Century Pkwy Century, KS 66031	913-593-4203 913-791-7371	jeffrey.d.sargent@ centurylink.com
7	Tim Haus	Telmate 655 Montgomery St San Francisco	541-709-6346 541-889-9620	haus@telmate.com
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*Required information for purposes of Registration

Registration Advisement:
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**State of Nebraska
 Mandatory Pre-Proposal Meeting
 Registration Sheet**

Registration Advisement:
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Date: May 2, 2016, TBD Central Time
 NDCS Community Corrections Center/Lincoln
 2720 West Van Dorn, Lincoln, NE

Project: 5289 Z1; Inmate Calling Services

Please Print Legibly

	Name*	Company/Firm Representing*	Complete Address (Street, City, State, Zip)	Phone Fax	E-mail Address
1	STEVE CADWELL	SECURUS	14651 DALLAS PKW. DALLAS, TX	805-814-1484	SC
2	DEIDRE Jay	Legacy Inmate Com			
3	Mike Applegate	Encartele			
4	Isac Galvan	Encartele			
5	Tim Haus	Telmate			
6	BOB PARNELL	GTL			
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**State of Nebraska
 Mandatory Pre-Proposal Meeting
 Registration Sheet**

Registration Advisement:
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Date: May 2, 2016, TBD Central Time
 NDCS Lincoln Correctional Center
 3216 West Van Dorn, Lincoln, NE

Project: 5289 Z1; Inmate Calling Services

Please Print Legibly

	Name*	Company/Firm Representing*	Complete Address (Street, City, State, Zip)	Phone Fax	E-mail Address
1	J. CADWELL	Securus Tech			
2	Deidre Jay	Legacy Inmate			
3	Mike Applegate	ENCARTALE			
4	Isac Galvan	Encartale			
5	Tim Haus	Telmate			
6	BOB PARNELL	GTL			
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State of Nebraska
 Mandatory Pre-Proposal Meeting
 Registration Sheet

Registration Advisement:
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Date: May 2, 2016, TBD Central Time
 NDCS Diagnostic and Evaluation Center
 3220 West Van Dorn, Lincoln, NE

Project: 5289 Z1; Inmate Calling Services

Please Print Legibly

	Name*	Company/Firm Representing*	Complete Address (Street, City, State, Zip)	Phone Fax	E-mail Address
1	SEVE CASWELL	SECURUSTECH			
2	DEIDRE JAY	Legacy Ink			
3	BOB PARNELL	GTC			
4	TIM HAUS	Telmate			
5	MIKE APPEGATE	ENCARTELE			
6	Isaac Galvan	Encartele			
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**State of Nebraska
 Mandatory Pre-Proposal Meeting
 Registration Sheet**

Registration Advisement:
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Date: May 2, 2016, TBD Central Time
 NDCS Nebraska State Penitentiary
 4201 S 14th Street, Lincoln, NE

Project: 5289 Z1; Inmate Calling Services

Please Print Legibly

	Name*	Company/Firm Representing*	Complete Address (Street, City, State, Zip)	Phone Fax	E-mail Address
1	STEVE CROWER	Securus T3c It			
2	Deidre Jay	Legacy Animate			
3	BOB PARNEK	GTL			
4	MIKE Applegate	Encartele			
5	Isak Galvan	Encartele			
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**State of Nebraska
 Mandatory Pre-Proposal Meeting
 Registration Sheet**

Registration Advisement:
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Date: May 3, 2016, 9:30am Central Time
 NDCS Correctional Center for Women
 1107 Recharge Rd, York, NE

Project: 5289 Z1; Inmate Calling Services

Please Print Legibly

	Name*	Company/Firm Representing*	Complete Address (Street, City, State, Zip)	Phone Fax	E-mail Address
1	Tim Haus	Telmate			
2	BOB PARNELL	GTL			
3	Isac Galvan	Encartele			
4	MIKE APPEGATE	Encartele			
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**State of Nebraska
 Mandatory Pre-Proposal Meeting
 Registration Sheet**

Registration Advisement:
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Date: May 3, 2016, TBD, Central Time
 NE-DHHS-Youth Rehab and Treatment
 855 North 1st Street, Geneva, NE

Project: 5289 Z1; Inmate Calling Services

Please Print Legibly

	Name*	Company/Firm Representing*	Complete Address (Street, City, State, Zip)	Phone Fax	E-mail Address
1	BOB PARNEIL	GTL			
2	MIKE APPLGATE	ENCARTELE			
3	ISAC GALVAN	ENCARTELE			
4	TIM HAUS	Telmate			
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**State of Nebraska
 Mandatory Pre-Proposal Meeting
 Registration Sheet**

Registration Advisement:
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Date: *17* May 4, 2016, 9:30am Central Time
 NE-DHHS Youth Rehab and Treatment
 2802 30th Avenue, Kearney, NE

Project: 5289 Z1; Inmate Calling Services

Please Print Legibly

Name*	Company/Firm Representing*	Complete Address (Street, City, State, Zip)	Phone Fax	E-mail Address
1	BOB PARNELL GTL			
2	Tim Haus Telmate			
3	MIKE Applegate Encartele			
4	Isaac GALVAN Encartele			
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**State of Nebraska
 Mandatory Pre-Proposal Meeting
 Registration Sheet**

Registration Advisement:
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Date: May 4, 2016, TBD Central Time
 NDCS Work Ethic Camp
 2309 North Highway 83, McCook, NE

Project: 5289 Z1; Inmate Calling Services

Please Print Legibly

Name*		Company/Firm Representing*	Complete Address (Street, City, State, Zip)	Phone Fax	E-mail Address
1	MIKE Applegate	Encartele			
2	Isac Galvan	Encartele			
3	Tim Haus	Telmate			
4	BOB PARWELL	GTL			
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**State of Nebraska
 Mandatory Pre-Proposal Meeting
 Registration Sheet**

Registration Advisement:
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Date: May 5, 2016, 9:30am Central Time
 NDCS Tecumseh State Correctional
 2725 North Highway 50, Tecumseh, NE

Project: 5289 Z1; Inmate Calling Services

Please Print Legibly

	Name*	Company/Firm Representing*	Complete Address (Street, City, State, Zip)	Phone Fax	E-mail Address
1	TIM HAUS	Telmate			
2	MIKE APPEGATE	ENCARTELE			
3	ISAC GALVAN	Encartele			
4	BOB PARNEU	GTL			
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**State of Nebraska
 Mandatory Pre-Proposal Meeting
 Registration Sheet**

Registration Advisement:
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Date: May 5, 2016, TBD Central Time
 NDCS Correctional Youth Facility
 2610 North 20th Street East, Omaha, NE

Project: 5289 Z1; Inmate Calling Services

Please Print Legibly

	Name*	Company/Firm Representing*	Complete Address (Street, City, State, Zip)	Phone Fax	E-mail Address
1	Tim Haus	Telmate			
2	MIKE APPLGATE	ENCARTELE			
3	ISAC GALVAN	ENCARTELE			
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**State of Nebraska
 Mandatory Pre-Proposal Meeting
 Registration Sheet**

Registration Advisement:
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Date: May 5, 2016, TBD Central Time
 NDCS Omaha Correctional Center
 2323 Avenue J, Omaha, NE

Project: 5289 Z1; Inmate Calling Services

Please Print Legibly

	Name*	Company/Firm Representing*	Complete Address (Street, City, State, Zip)	Phone Fax	E-mail Address
1	Tom Haus	Telmate			
2	MIKE APPELEGATE	ENCARTELE			
3	Isac Galvan	Encartele			
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**State of Nebraska
 Mandatory Pre-Proposal Meeting
 Registration Sheet**

Registration Advisement:
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Date: May 5, 2016, TBD Central Time
 NDCS Community Corrections Center
 2320 Avenue J, Omaha, NE

Project: 5289 Z1; Inmate Calling Services

Please Print Legibly

Name*	Company/Firm Representing*	Complete Address (Street, City, State, Zip)	Phone Fax	E-mail Address
1 Tim HAUS	Teluris			
2 Mike Applegate	ENCARTELE			
3 ISAAC GALVAN	ENCARTELE			
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*Required information for purposes of Registration

ADDENDUM FOUR

Date: May 10, 2016

To: All Bidders

From: Robert Thompson/Nancy Storant, Buyers
AS Materiel State Purchasing Bureau

RE: Addendum for Request for Proposal 5289Z1
to be opened June 1, 2016 at 2:00 p.m. Central

Revised Schedule of Events

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	ACTIVITY	DATE/TIME
9.	Last day to submit written (second round) questions after Pre-Proposal Conference	May 8, 2016 May 11, 2016
10.	State responds to written (second round) questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: http://das.nebraska.gov/materiel/purchasing.html	May 16, 2016 May 18, 2016
11.	Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	June 1, 2016 2:00 PM Central Time
12.	Review for conformance of mandatory requirements	June 1, 2016
13.	Evaluation period	June 3, 2016 through June 10, 2016
14.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	To Be Determined
15.	Post "Letter of Intent to Contract" to Internet at: http://das.nebraska.gov/materiel/purchasing.html	June 20, 2016

Materiel Division • Bo Botelho, Materiel Administrator

	ACTIVITY	DATE/TIME
16.	Contract finalization period	June 20, 2016 through July 11, 2016
17.	Contract award	July 18, 2016
18.	Contractor start date	September 26, 2016

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal

ADDENDUM FIVE

Date: May 18, 2016

To: All Bidders

From: Robert Thompson/Nancy Storant, Buyers
AS Materiel State Purchasing Bureau

RE: Addendum for Request for Proposal 5289Z1
to be opened June 1, 2016 at 2:00 p.m. Central

Revised Schedule of Events

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	ACTIVITY	DATE/TIME
9.	State responds to written (second round) questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: http://das.nebraska.gov/materiel/purchasing.html	May 16, 2016 May 18, 2016 May 19, 2016
10.	Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	June 1, 2016 2:00 PM Central Time
11.	Review for conformance of mandatory requirements	June 1, 2016
12.	Evaluation period	June 3, 2016 through June 10, 2016
13.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	To Be Determined
14.	Post "Letter of Intent to Contract" to Internet at: http://das.nebraska.gov/materiel/purchasing.html	June 20, 2016
15.	Contract finalization period	June 20, 2016 through July 11, 2016

	ACTIVITY	DATE/TIME
16.	Contract award	July 18, 2016
17.	Contractor start date	September 26, 2016

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal

**ADDENDUM SIX
REVISED SCHEDULE OF EVENTS**

Date: May 20, 2016
 To: All Bidders
 From: Robert Thompson/Nancy Storant, Buyers
 AS Materiel State Purchasing Bureau
 RE: Addendum for Request for Proposal 5289Z1
 to be opened ~~June 1, 2016~~ **To Be Determined** at 2:00 p.m. Central

Revised Schedule of Events

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	ACTIVITY	DATE/TIME
9.	State responds to written (second round) questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: http://das.nebraska.gov/materiel/purchasing.html	May 16, 2016 May 18, 2016 May 19, 2016 To Be Determined
10.	Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	June 1, 2016 To Be Determined 2:00 PM Central Time
11.	Review for conformance of mandatory requirements	June 1, 2016 To Be Determined

ACTIVITY		DATE/TIME
12.	Evaluation period	<p>June 3, 2016</p> <p>To Be Determined</p> <p>through</p> <p>June 10, 2016</p> <p>To Be Determined</p>
13.	“Oral Interviews/Presentations and/or Demonstrations” (if required)	To Be Determined
14.	Post “Letter of Intent to Contract” to Internet at: http://das.nebraska.gov/materiel/purchasing.html	<p>June 20, 2016</p> <p>To Be Determined</p>
15.	Contract finalization period	<p>June 20, 2016</p> <p>To Be Determined</p> <p>Through</p> <p>July 11, 2016</p> <p>To Be Determined</p>
16.	Contract award	<p>July 18, 2016</p> <p>To Be Determined</p>
17.	Contractor start date	September 26, 2016

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal

ADDENDUM SEVEN REVISED SCHEDULE OF EVENTS

Date: June 2, 2016

To: All Bidders

From: Robert Thompson/Nancy Storant, Buyers
AS Materiel State Purchasing Bureau

RE: Addendum for Request for Proposal 5289Z1
to be opened ~~June 1, 2016 To Be Determined~~ **June 14, 2016** at 2:00 p.m. Central

Revised Schedule of Events

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	ACTIVITY	DATE/TIME
9.	State responds to written (second round) questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: http://das.nebraska.gov/materiel/purchasing.html	May 16, 2016 May 18, 2016 May 19, 2016 To Be Determined June 2, 2016
10.	Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	June 1, 2016 To Be Determined June 14, 2016 2:00 PM Central Time

ACTIVITY		DATE/TIME
11.	Review for conformance of mandatory requirements	June 1, 2016 To Be Determined June 14, 2016
12.	Evaluation period	June 3, 2016 To Be Determined June 15, 2016 through June 10, 2016 To Be Determined June 22, 2016
13.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	To Be Determined
14.	Post "Letter of Intent to Contract" to Internet at: http://das.nebraska.gov/materiel/purchasing.html	June 20, 2016 To Be Determined July 6, 2016
15.	Contract finalization period	June 20, 2016 To Be Determined July 6, 2016 Through July 11, 2016 To Be Determined July 20, 2016
16.	Contract award	July 18, 2016 To Be Determined July 27, 2016
17.	Contractor start date	September 26, 2016

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal

Pete Ricketts, Governor

**ADDENDUM EIGHT
QUESTIONS and ANSWERS**

Date: June 2, 2016
 To: All Bidders
 From: Robert Thompson/Nancy Storant, Buyers
 AS Materiel, State Purchasing Bureau
 RE: Addendum for Request for Proposal Number 5289Z1
 to be opened ~~June 4, 2016~~ June 14, 2016 at 2:00 p.m. Central Time

Questions and Answers

Following are the questions submitted and answers provided for the above mentioned Request for Proposal. The questions and answers are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>	<u>State Response</u>
1.	IV. Project Description and Scope of Work A. Project Overview, 4 th paragraph	Page 32	Please provide clarification on this sentence, "If bidding an alternant proposal, the bidder must provide a complete separate RFP response including all mandatory requirements	

Materiel Division • Bo Botelho, Materiel Administrator

			<p>(section II.N.).”</p> <p>What is the States definition for an Alternate Proposal?</p> <p>Is an Alternate Proposal required if an optional service is provided/proposed separately along with a separately bid cost per minute in the original bid response?</p>	<p>An alternate proposal would be the submission of a second cost sheet proposing an alternate solution. The alternate solution would need to be detailed in the bidder's Technical Approach. The alternate proposal would be subject to evaluation and Per Section IV.A. Project Overview, would need to be submitted as a complete separate RFP response including all mandatory requirements (section II. N.)</p> <p>No. A bidder may propose optional services in the optional services table on the revised cost sheet (posted along with this 2nd round of Q&A on the State Purchasing Bureau website). Optional services are not to be included in the bidder's technical approach, as optional services will not be evaluated, and must be detailed on the cost sheet, and priced per minute.</p>
2.	<p>Addendum 3</p> <p>IV. Project Description and Scope of Work</p> <p>D. Business Requirements, 2. Rates</p>	Page 34	<p>Per Addendum 3, #21, the State removed Section IV. D. 2 in its entirety and provided a replacement. The very last sentence is incomplete in this revision.</p> <p>“Contractor may not assess any....”</p> <p>Will the State please provide the complete sentence to this revision?</p>	<p>The following is the response for Addendum 3, question #21 in its entirety.</p> <p>2. Rates</p> <p>Per minute charges must be flat rate twenty-four (24) hours a day, seven (7) days a week.</p> <p>Rates must remain firm for the first five (5) years of the contract. Prices may be subject to change after the initial five (5) year period. All government-mandated fees and taxes must be included in the rates, as no add-ons will be accepted. Such changes shall be based on industry changes as evidenced by revised printed price lists, verifiable documented cost increases or notices. A request for price increase shall be provided in writing, to The Nebraska State Purchasing Bureau at least thirty (30) days prior to any price increase of the contract. No price increases are to be billed to NDCS without prior written approval by the State Purchasing Bureau and the NDCS Purchasing Division. State Purchasing Bureau reserves the right to accept or reject any price increase request. In the event new prices are not acceptable, the contract may be cancelled.</p>

				<p>Approved price increases shall become part of the new contract as an amendment and will be recognized as firm contract pricing. Revised pricing will carry over to any subsequent renewals or revisions unless specifically revised and agreed upon by both parties. Bidders must provide their proposed rates for all categories listed on the cost proposal sheet.</p> <p>Failure to provide rates as outlined may be grounds for rejection of proposal.</p> <p>Any and all charges billable to the inmates and their families must be detailed in the Bidder's cost proposal. Contractor may not assess any charges to any party in connection with this service that are not outlined in their proposal response.</p> <p>NOTE: Section IV.D.2. has been further amended in response to question #12 below.</p>
3.			<p>Please provide clarification on differences and mandates for submitting multiple cost proposals and optional cost products and services and the metrics for both.</p>	<p>Please see response to Question #1.</p>
4.			<p>On Addendum #3 Questions and Answers, I have a point of clarification. On pages 4 and 5 in response to question # 20, the last statement in your answer (page 5) refers to "A Revised Attachment Two Cost Sheet, with space to include optional products or services". I cannot locate this document.</p> <p>Can you confirm that it has been issued and if so, where I might locate and download the document?</p>	<p>Revised Attachment Two was not posted as some of the possible revisions were dependent on responses to the questions from Round 1 that were deferred until Round 2. The Revised Attachment Two is now posted and available on the State Purchasing Bureau website.</p>

5.		<p>In the last RFP (5094Z1 Addendum 7 dated Oct. 26, 2015) the State indicated the desire to add 63 outdoor phones: "The Nebraska Department of Correctional Services is adding additional phones for outdoor use. These phones must be able to withstand harsh weather and treatment by an inmate population".</p> <p>Q: Are these phones included in the phone count provided in Attachment One of RFP 5289Z1? If not, is it still the State's desire to add these phones?</p>	<p>The outdoor phone count is a separate count from Attachment One.</p> <p>Yes, it is still the desire of the State to add these phones. Table below provides approximate phone count for outdoor use phones.</p> <p>The Nebraska Department of Correctional Services is adding additional phones for outdoor use. These phones must be able to withstand harsh weather and treatment by an inmate population. Additional outdoor phones by facility are noted as follows:</p> <table border="1" data-bbox="1228 958 1869 1331"> <thead> <tr> <th>Facility</th> <th>General Population</th> <th>Quantity of Phones</th> <th>Facility</th> <th>Restrictive Housing**</th> <th>Quantity of Phones</th> </tr> </thead> <tbody> <tr> <td>LCC</td> <td>4</td> <td></td> <td>LCC</td> <td>8</td> <td></td> </tr> <tr> <td>NCCW</td> <td>4</td> <td></td> <td>NCCW</td> <td>3</td> <td></td> </tr> <tr> <td>NSP</td> <td>8</td> <td></td> <td>NSP</td> <td>8</td> <td></td> </tr> <tr> <td>OCC</td> <td>4</td> <td></td> <td>OCC</td> <td>2</td> <td></td> </tr> <tr> <td>TSCI</td> <td>4</td> <td></td> <td>TSCI</td> <td>16</td> <td></td> </tr> </tbody> </table>	Facility	General Population	Quantity of Phones	Facility	Restrictive Housing**	Quantity of Phones	LCC	4		LCC	8		NCCW	4		NCCW	3		NSP	8		NSP	8		OCC	4		OCC	2		TSCI	4		TSCI	16	
Facility	General Population	Quantity of Phones	Facility	Restrictive Housing**	Quantity of Phones																																		
LCC	4		LCC	8																																			
NCCW	4		NCCW	3																																			
NSP	8		NSP	8																																			
OCC	4		OCC	2																																			
TSCI	4		TSCI	16																																			

				WEC	2	WEC	0
				<p>** NOTE: Restrictive Housing Phones must be a highly rugged/durable phone that can withstand harsh treatment by the inmate population.</p> <p>Awarded contractor will work with NDCS to establish location and implement these outdoor phones.</p>			
6.		n/a	<p>What is the importance to NDCS with regard to security and data protection?</p> <p>We respectfully request that the RFP be amended to require all submitting vendors to supply any and all security breaches that they, and/or any of their partners, their subsidiaries, or parent companies have had within the past five (5) years—as well as nature of the breach.</p> <p>We also respectfully request that this information be included in the evaluation of the Corporate Overview.</p>	<p>The State does not understand the reference to “security and data protection”. Contractor is responsible to perform the contract in compliance with the RFP. Section III.DDD CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND INELIGIBILITY and Section II.O. Reference checks address pass performance.</p> <p>No amendment will be added to require all submitting vendors to supply the information requested.</p> <p>This will not be included in the evaluation of the Corporate Overview.</p>			
7.	<p>Glossary of Terms:</p> <p>Vendor: An individual or entity lawfully conducting business in the State of Nebraska, or licensed to do so, who seeks to provide</p>	Page ix	<p>What is the importance to NDCS of having a partner who is fully licensed?</p> <p>We also respectfully request the RFP be amended to require vendors to disclose if, in the</p>	<p>Bidders must comply with the requirements of the State of Nebraska Department of Banking and Finance. Link provided. http://www.ndbf.ne.gov/soc/index.shtml</p> <p>Contractor is responsible to perform the contract in</p>			

	goods or services under the terms of a written solicitation.		<p>past 18 months, they have been fined by any state for not having a Money Transmitter license.</p> <p>Lastly, we respectfully request that this information be included in the evaluation of the Corporate Overview.</p>	<p>compliance with the RFP. Section III.DDD.CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND INELIGIBILITY and Section II.O. Reference checks address passed performance. No amendment will be added to require all submitting vendors.</p> <p>This will not be included in the evaluation of the Corporate Overview.</p>
8.	<p>II. G. ORAL INTERVIEWS/PRESENTATIONS AND/OR DEMONSTRATIONS</p> <p>The Evaluation Committee(s) may conclude after the completion of the Technical and Cost Proposal evaluation that oral interviews/presentations and/or demonstrations are required in order to determine the successful bidder. All bidders may not have an opportunity to interview/present and/or give demonstrations; the State reserves the right to select only the top scoring bidders to present/give oral</p>	Page 5	<p>What is the importance to NDCS with regard to evidence of competence and full capabilities disclosure for any and all claims made in the vendor's RFP response?</p> <p>We respectfully request that NDCS require that all vendors must be able to demonstrate, on demand and before selection, any and/or every capability claimed in their proposal.</p> <p>We also respectfully request that this information be included in the evaluation of the Technical Approach.</p>	<p>Contractor is responsible to perform the contract in compliance with the RFP.</p> <p>Oral interviews per the referenced section are at the State's option.</p> <p>This will not be included in the evaluation of the Technical Approach.</p>

<p>interviews in its sole discretion. The scores from the oral interviews/ presentations and/or demonstrations will be added to the scores from the Technical and Cost Proposals. The presentation process will allow the bidders to demonstrate their proposal offering, explaining and/or clarifying any unusual or significant elements related to their proposals.</p> <p>Bidders' key personnel may be requested to participate in a structured interview to determine their understanding of the requirements of this proposal, their authority and reporting relationships within their firm, and their management style and philosophy. Bidders shall not be allowed to alter or amend their proposals. Only representatives of the State and the presenting bidders will be permitted to attend the oral interviews/</p>			
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<p>presentations and/or demonstrations.</p> <p>Once the oral interviews/ presentations and/or demonstrations have been completed the State reserves the right to make a contract award without any further discussion with the bidders regarding the proposals received.</p> <p>Detailed notes of oral interviews/ presentations and/or demonstrations may be recorded and supplemental information (such as briefing charts, et cetera) may be accepted; however, such supplemental information shall not be considered an amendment to a bidders' proposal. Additional written information gathered in this manner shall not constitute replacement of proposal contents. Any cost incidental to the oral interviews/ presentations and/or demonstrations shall</p>			
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	be borne entirely by the bidder and will not be compensated by the State.			
9.	Section E. "Technical Requirements" #12 & Attachment One	Page 40 and Attachment One	Section E, #12 on Page 40 of the RFP and Attachment One dictate the quantity of phones required per facility. Are any additional phones or equipment required beyond what is detailed in this section and Attachment One?	Section IV.A. Project Overview (fifth paragraph) During the term of the contract circumstances beyond the control of the state may result in increases or decreases in revenue, as well as increase or decreases in required equipment and/or services. Such circumstances include, but are not limited to, increase/decrease in inmate population, in number of telephones and/or in number of correctional facilities. The committee representing the OCIO and the NDCS maintains sole authority to increase or decrease the quantity of facilities, inmate telephones, equipment and service, at the Contractors expense. The contractor may also be required to provide outdoor telephone services, as the need arises. Also please see response to question #5.
10.			Are any housing units in the current facilities unoccupied? If so, how many phones are in each of those unoccupied locations?	NDCS has no empty housing units. YRTC-Geneva: Two buildings with two phones in each building. YRTC-Kearney: One building with two phones however this building will reopen within the next six month.
11	Attachment One	Attachment One	Attachment One provides call volume through December 2015. Will the State please provide call volume through the end of March 2016?	Please see Attachment 1a. posted to the State Purchasing website. http://das.nebraska.gov/materiel/purchasing/5289/5289.html
12.	Business Requirements, IV-D-2 All regulatory fees must be included in the rates, as no add ons will be accepted.	34	Does the facility understand that its proposed requirement to bundle all taxes and regulatory surcharges for interstate and intrastate ICS calls may run afoul of state and federal requirements because it imposes a per minute of use	Applicable taxes and regulatory fees, per FCC rules, shall be passed through by the provider to the consumer directly with no markup. The RFP is hereby amended as follows; Section IV.D.2. Rates, is hereby removed in its entirety and replaced with the following:

			<p>recovery mechanism for amounts to be paid that are not usage sensitive?</p>	<p>2. Rates</p> <p>Per minute charges must be flat rate twenty-four (24) hours a day, seven (7) days a week.</p> <p>Rates must remain firm for the first five (5) years of the contract. Prices may be subject to change after the initial five (5) year period. Such changes shall be based on industry changes as evidenced by revised printed price lists, verifiable documented cost increases or notices. A request for price increase shall be provided in writing, to The Nebraska State Purchasing Bureau at least thirty (30) days prior to any price increase of the contract. No price increases are to be billed to NDCS without prior written approval by the State Purchasing Bureau and the NDCS Purchasing Division. State Purchasing Bureau reserves the right to accept or reject any price increase request. In the event new prices are not acceptable, the contract may be cancelled. Approved price increases shall become part of the new contract as an amendment and will be recognized as firm contract pricing. Revised pricing will carry over to any subsequent renewals or revisions unless specifically revised and agreed upon by both parties. Bidders must provide their proposed rates for all categories listed on the cost proposal sheet.</p> <p>Failure to provide rates as outlined may be grounds for rejection of proposal.</p> <p>Any and all charges billable to the inmates and their families must be detailed in the Bidder's cost proposal. Contractor may not assess any charges to any party in connection with this service that are not outlined in their proposal response.</p> <p>Section III.SS. Second paragraph, is hereby removed in its entirety and replaced with the following:</p> <p>Prices offered herein will remain firm from the date of the award for five (5) years. Prices may be subject to change after the initial five (5)</p>
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				<p>year period. Such changes shall be based on industry changes as evidenced by revised printed price lists, verifiable documented cost increases or notices. A request for price increase shall be provided in writing, to The Nebraska State Purchasing Bureau at least thirty (30) days prior to any price increase of the contract. No price increases are to be billed to NDCS without prior written approval by the State Purchasing Bureau and the NDCS Purchasing Division. State Purchasing Bureau reserves the right to accept or reject any price increase request. In the event new prices are not acceptable, the contract may be cancelled. Approved price increases shall become part of the new contract as an amendment and will be recognized as firm contract pricing. Revised pricing will carry over to any subsequent renewals or revisions unless specifically revised and agreed upon by both parties.</p>
13.	Cost Sheet	n/a	If a vendor offers optional products without listing the cost of those optional products, is that grounds for disqualification?	The proposal would not be disqualified, as optional products are not evaluated. However, optional products/services proposed without pricing would not ever be able to be awarded and utilized by the state without a fixed cost being provided with the proposal submission.
14.	General Question regarding pre-bid meeting.		At the recently concluded pre-bid meeting, it was mentioned that there would be a new pricing sheet released that would allow for bidders to submit pricing for optional services. Does the State still plan to revise the pricing sheet	<p>Yes, Please see response to question #4</p> <p>Bidder should not modify the cost sheet.</p>

			or should the bidders include optional services pricing in the current pricing sheet by modifying it?	
The following were submitted for the first round of questions, however, the responses were delayed until after the Preproposal Conference.				
25.	IV.D.6 Prepay by Inmate Families & Revised Evaluation Criteria	p 35 in RFP & p 1 in Revised Evaluation Criteria	<p>Provision states that account setup fees will be identified in the proposal. Account setup fees are not among the permitted fees in the most recent FCC Order, and would therefore not be permitted to be charged.</p> <p>Q: Would the State modify the RFP and Evaluation Criteria to disallow account setup fees?</p>	The requirement will remain as written in the RFP.

26.	IV.D.6 Prepay by Inmate Families & Revised Evaluation Criteria	p 35 in RFP & p 1 in Revised Evaluation Criteria	<p>Provision states that (1) all monies paid to the contractor by inmate families will be credited to the families account and (2) contractors are allowed to charge a fee to cover the cost of accepting credit card payments from families with the fee not to exceed 5%. In addition the Revised Evaluation Criteria list only Account Setup Fees as fees to be proposed and evaluated.</p> <p>Some providers direct families away from setting up accounts (which take time to process) and toward "single pay" programs such as text payment to a cell phone or automated payment by phone (trade names e.g. text collect, PayNow). These require use of automated payment systems and avoid the cost of setting up an account, as well as forcing families to pay a transaction fee every time they receive a call.</p> <p>Q#1: For these reasons will the State explicitly disallow these single pay programs?.</p>	No. Bidders may accept/propose whatever form(s) of payment they choose, provided they comply with the requirements of the RFP. An awarded contractor cannot charge any fees that are not allowed by the RFP. The 5% reference in the question is specifically for acceptance of credit card payments and will not apply to any other form of payment.
27.			Q#2: If a respondent proposed a transaction fee to families lower than 5%, would it receive additional points in the	No.

			evaluation?	
28.			Q#3: If it would receive more points in the evaluation, would the State modify the Evaluation Criteria to include account transaction fees? At the State's current usage we would expect approximately 550 transactions per month. If single pay methods were allowed, the number of transaction fee events would be several times this amount	Not applicable, please see response to question # 27.
31.	IV.E.6	38	<p>Bidder must identify their capability to allow the facility to terminate the cell signal when signal is within a specified distance from the facility. We assume this means that the system must terminate an inmate call to a called party cell phone outside the facility, if that called party cell phone is within a specified distance from the facility; terminating the called party's actual cell signal would violate federal regulation.</p> <p>Q: Would the State confirm our interpretation of the requirement?</p>	<p>The RFP is hereby amended as follows: Section IV.6., eighth paragraph is removed in its entirety and replaced with the following.</p> <p>Bidder must identify any capability or technology they have that might identify calls to cellular phones and their proximity to the correctional facility when calls are in progress.</p>

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal.

**ADDENDUM NINE
QUESTIONS and ANSWERS CLARIFICATION
&
REVISED SCHEDULE of EVENTS**

Date: June 10, 2016
 To: All Bidders
 From: Robert Thompson/Nancy Storant, Buyers
 AS Materiel, State Purchasing Bureau
 RE: Addendum for Request for Proposal 5289Z1
 to be opened ~~June 1, 2016 To Be Determined June 14, 2016~~ **June 17, 2016** at 2:00 p.m.
 Central

Questions and Answers Clarification

The following is a request for Q&A clarification. Responses provided are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>	<u>State Response</u>
1.	Rules regarding pricing requirements: - IV. Project Overview A, paragraph 4 - Addendum 3 Q&A #20 - Addendum 8 Q&A #13 Clarifications regarding	RFP p. 32 RFP p. 38	Our questions are from our reading (perhaps incorrect) that any additional service must be priced as an "add on" to phone service rates – at the same time pricing for optional services would not be evaluated. Would the State clarify two scenarios? A. A bidder wanted to offer a value-added service that is normally charged separately from a phone call (e.g., the ability for a family member to communicate	

	<p>technical requirements:</p> <ul style="list-style-type: none"> - IV.E.6 - Addendum #8 Q&A #31 	<p>using an alternate communication method not covered by FCC regulation, at \$x per communication). In this case a per-minute add-on to inmate telephone rates would not be appropriate.</p> <p><i>Q: How would the State prefer pricing for these kinds of services to be presented?</i></p> <p>B. We read the answer to Addendum #8 Q&A #31 to say that the ability to provide this cell phone control service would be evaluated. However, that service may not be implemented, meaning that any additional cost for the service should not be included in the base offer.</p> <p>As a separate issue there are many different "flavors/tiers" of this service – i.e. the service is the same or similar but the scope of deployment would drive different costs. This is true of certain other services in the technical requirements as well.</p> <p>In this case, it is appropriate to price the service as an add-on to telephone rates. However, a bidder could describe a gold-plated service to receive a favorable technical score, but include additional costs for those services under Optional Services that would not be evaluated.</p> <p><i>Q1: If the State has asked bidders to describe their ability to provide a particular feature, how should pricing be presented – for example would it add an evaluated/scored section to the pricing template for the bidder to state a separate</i></p>	<p>Bidder may write-in an alternate unit of measure. Attachment Two SECOND REVISION has also been posted to the RFP web page to accommodate.</p> <p>Costs associated with the requirements of the RFP must be included in the cost per minute for the Debit Calling and Pre-Pay portion of the cost sheet.</p> <p>In the example above (B. Addendum #8 Q&A #31) The</p>
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			<p><i>add-on to inmate telephone rates for that feature?</i></p> <p><i>Q2: If there are different flavors or tiers of a particular feature, how should pricing be presented – for example would the State allow bidders to price them in this same scored section as long as they are clearly described?</i></p>	<p>requirement was amended from requiring a functionality, to describing if a functionality is available. Due to this change, this specific item if available should be priced in the Optional section of the cost sheet if the bidder requires an additional fee for the functionality.</p> <p>No. The solution as described in the bidder's technical approach would have to be provided at the cost per minute for Debit Calling and Pre-Pay bid on the cost sheet.</p> <p>Bidders may submit alternate proposals for "different flavors or tiers" as wholly separate RFP submissions to be evaluated independently. The different flavor or tier would be described in the technical approach, and the associated cost per minute provided on a separate cost sheet provided with the alternate proposal submission. In this scenario the bidder's technical score may improve to offset potential lower cost score if the flavor or tier came with a higher cost.</p> <p>Or,</p> <p>Bidders may provide the optional pricing for different flavors or tiers in the optional section of the cost sheet. The description of such would be included only on the cost sheet and must not be included in the technical as the optional items are not scored. These items would only be available to the agency from the awarded contractor and would be awarded or utilized solely at the agency's discretion.</p> <p>Please also see Addendum Eight, question #1, and RFP Section IV.A. Project Overview.</p>
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Revised Schedule of Events

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	ACTIVITY	DATE/TIME
10.	Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	June 1, 2016 To Be Determined June 14, 2016 June 17, 2016 2:00 PM Central Time
11.	Review for conformance of mandatory requirements	June 1, 2016 To Be Determined June 14, 2016 June 17, 2016
12.	Evaluation period	June 3, 2016 To Be Determined June 15, 2016 June 20, 2016 through June 10, 2016 To Be Determined June 22, 2016 June 27, 2016
13.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	To Be Determined
14.	Post "Letter of Intent to Contract" to Internet at: http://das.nebraska.gov/materiel/purchasing.html	June 20, 2016 To Be Determined July 6, 2016 July 11, 2016

ACTIVITY		DATE/TIME
15.	Contract finalization period	June 20, 2016 To Be Determined July 6, 2016 July 11, 2016 Through July 11, 2016 To Be Determined July 20, 2016 July 22, 2016
16.	Contract award	July 18, 2016 To Be Determined July 27, 2016 July 29, 2016
17.	Contractor start date	September 26, 2016

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal

ADDENDUM TEN

REVISED SCHEDULE of EVENTS

Date: June 14, 2016
 To: All Bidders
 From: Robert Thompson/Nancy Storant, Buyers
 AS Materiel, State Purchasing Bureau
 RE: Addendum for Request for Proposal 5289Z1
 to be opened ~~June 1, 2016 To Be Determined June 14, 2016 June 17, 2016~~ **June 21, 2016** at
 2:00 p.m. Central

Revised Schedule of Events

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	ACTIVITY	DATE/TIME
10.	Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	June 1, 2016 To Be Determined June 14, 2016 June 17, 2016 June 21, 2016 2:00 PM Central Time
11.	Review for conformance of mandatory requirements	June 1, 2016 To Be Determined June 14, 2016 June 17, 2016 June 21, 2016

	ACTIVITY	DATE/TIME
12.	Evaluation period	<p>June 3, 2016</p> <p>To Be Determined</p> <p>June 15, 2016</p> <p>June 20, 2016</p> <p>June 24, 2016</p> <p>through</p> <p>June 10, 2016</p> <p>To Be Determined</p> <p>June 22, 2016</p> <p>June 27, 2016</p> <p>July 1, 2016</p>
13.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	To Be Determined
14.	Post "Letter of Intent to Contract" to Internet at: http://das.nebraska.gov/materiel/purchasing.html	<p>June 20, 2016</p> <p>To Be Determined</p> <p>July 6, 2016</p> <p>July 11, 2016</p> <p>July 15, 2016</p>
15.	Contract finalization period	<p>June 20, 2016</p> <p>To Be Determined</p> <p>July 6, 2016</p> <p>July 11, 2016</p> <p>July 15, 2016</p> <p>Through</p> <p>July 11, 2016</p> <p>To Be Determined</p> <p>July 20, 2016</p> <p>July 22, 2016</p> <p>July 26, 2016</p>
16.	Contract award	<p>July 18, 2016</p> <p>To Be Determined</p> <p>July 27, 2016</p> <p>July 29, 2016</p> <p>August 2, 2016</p>
17.	Contractor start date	September 26, 2016

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal



Attachment 5:
Equipment
Specifications

TELMATE HARDWARE

Included is information about the following types of Telmate hardware in this section:

- **Telmate** Phones
- **Telmate** Phone TDD/TTY Devices
- **Telmate** Cordless Phones
- **Telmate** Lobby Kiosks
- **Telmate** Booking Kiosks
- **Telmate** Tablets
- **Telmate** Phone Uninterruptible Power Supply (UPS)
- **Telmate** Router
- **Telmate** Edge Switches
- **Telmate** AdTran (ATA)
- **Telmate** NetVanta

Telmate Phone

Telmate installs only the highest quality phones and parts available. All of our phones are designed specifically for correctional institutions and encased in high security, 14-gauge stainless steel. The armored keypads are constructed of heavy chrome metal and the handsets use armored cord with steel lanyards and heavy 14-gauge steel retainers. The phones contain no removable parts and are designed and installed in way that prevents safety hazards to users, and minimizes vandalism and destruction of property. Phones are well secured to walls and inmates cannot remove them. All phones are purchased, installed and maintained by Telmate.

Telmate uses the Quadrum Telecom 6Q2 and 7Q "Tough Guy" security phone models. Phones have a warranty of 12 months and Telmate will replace any broken phones, handsets or other phone equipment.

Server: Centos 6.x

Tough On The Outside. Reliable On The Inside.

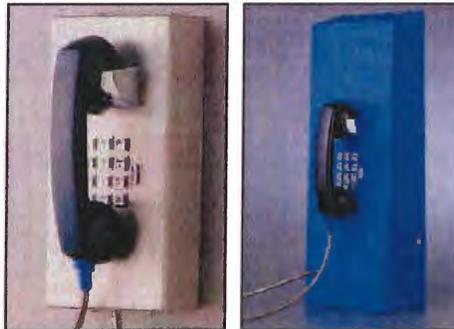
Quadrum Telecom's "Tough Guy" security phones are built to work harder, last longer and stand up to more abuse than any other prison phones/coinless you can buy. Designed for compatibility with the local telephone company central office, as well as private service provider switches.

TWO YEAR WARRANTY

The Quadrum Telecom 6Q2 and 7Q are warranted to be free from defects in materials and workmanship for a period of two years from the date of shipment. Put an end to prison phone breakdowns with the "Tough Guys" from Quadrum telecom.

FEATURES

- Armor Dial Keypad 1/8" thick steel vandal resistant plate with built in volume control
- Off-hook micro switch hookswitch activation
- One-piece switch hool (reinforced metal housing)
- Four security screws (6Q2).
- Five security screws (7Q)
- Tamper resistant housing system
- Transmitter sidetone reduction feature with three levels eliminates the need for expensive confidencer handsets
- Works with most call restrictors and auto-dialers



OPTIONS

- Stainless Steel or Bell Blue
- Instruction Card Window available on 7Q
- Ringer

SPECIFICATIONS

Operating Loop Current Range	20 mA and 80 mA
Transmit and Receive Response at Normal Volume	Meets EIA - 470
Meets Water Spray Test as Specified in Bellcore	TR-TSY-000456 7.2.2.2
Environmental - Operates in Relative Humidity of:	95% Condensing
Operating Temperature	-40 to +60 Degrees C
Meets ADA Requirements	
Hearing Aid Compatible	Meets EIA-RS-504
Dimensions: 6Q2	5.2"W x 10.7"H x 2.3"D
Dimensions: 7Q	7.5"Q x 231"H x 3.6"D (top); 4.6"D (bottom)

Call Customer Service Toll-Free at: 1-888-808-2000

Cut sheet from our telephone manufacturer.

TDD/TTY Devices

Telmate can provide your facilities with TTY/TDD devices as needed. Below is a sample TTY/TDD device (Harris Communications TDD Superprint 4425), which is fully compatible with our system, and Telmate can provide this specific model or a similar model of your choosing. ALL calls, including TDD/TTY calls, are routed through Telmate's secure, unified platform.

Superprint 4425

One of the most technologically advanced TTYs, the Superprint 4425 features a built-in printer, direct connect with two built-in phone jacks, plus auto-busy redial, three-way calling and TTY transfer. Auto answer takes messages when you aren't available.

Features:

- **Built-in 24 character printer** — prints everything you type in lowercase letters and everything the other person types in uppercase letters.
- **3 selectable print sizes** — choose from normal, bold or wide sizes.
- **32k memory** — enough to save hundreds of memos and telephone numbers.
- **Automatic date/time printing** — printed at the beginning of each call.
- **Turbo Code™ and Auto ID™** — Turbo Code® lets you have “real-time” conversations with other Turbo Code® TTYs while Auto ID™ indicates to other callers that you're using a TTY.
- **E-Turbo** — for simplified relay calling.

Superprint 4425 TDD/TTY Device



Cordless Phones

Telmate is able to provide Uniden WXI 2077 Waterproof Submersible cordless telephones and/or other wireless instruments (phones) for required areas. The portable phones provided are **compatible with the Telmate System** and support all the same features available on the inmate phones. For example, the facility will be able to monitor phone calls and require PIN codes and voice verification just like they do on the inmate phones. These features can also be turned off if the facility so wishes.

The phone is features rubberized handgrips and high visibility color, and is waterproof up to three feet for 30 minues.

If desired, Telmate can also provide a hardened inmate phone on a cart or on rollers that will allow inmates to call from their cells. This style of phone requires only a phone cord to connect the moveable phone and a standard wall jack. This phone will operate identically to all other inmate phones (voice biometrics, calling rules, recording rules, etc.) and recordings will appear alongside all other inmate calls.

**Uniden
WXI 2077
Waterproof,
Submersible
Cordless
Phone**



Telmate's ADA-Compliant Automated Lobby Kiosk

The Telmate kiosk offers friends & family a convenient, accessible and localized option to add funds to any inmate account. Deposits may be made to inmate prepaid accounts from any Telmate kiosk in any facility we service.

At Telmate we design, build & service our own lobby kiosks.

Our automated kiosks decrease the time facility staff would ordinarily spend accepting and processing payments from visitors, as well as expand payment options to include cash, credit and debit cards. When our kiosks are integrated with commissary systems, friends & family may also use them to deposit money into an inmate trust fund.

Please note that there are no servers, and there is no data storage hardware installed on-site in a standard installation. This minimizes the likelihood of an on-site failure, and means that no one facility is dependent on any other facility for the kiosk to be operational.



Features

- Rugged powder-coated steel housing.
- Adjustable height integrated camera with full range of view.
- Full color touch screen monitor behind tamper-proof coating.
- ID Scanner plate for secure ID verification of depositors.
- Magnetic stripe reader for both ID and credit/debit cards.
- Cash intake device and receipt printer.
- Deposits can be audited directly through Telmate Command.

Specifications

Kiosk Dimensions	51"H x 18.5" W x 7" D
Kiosk Base Dimensions	18.5" W x 26" D
Meets ADA Requirements	YES

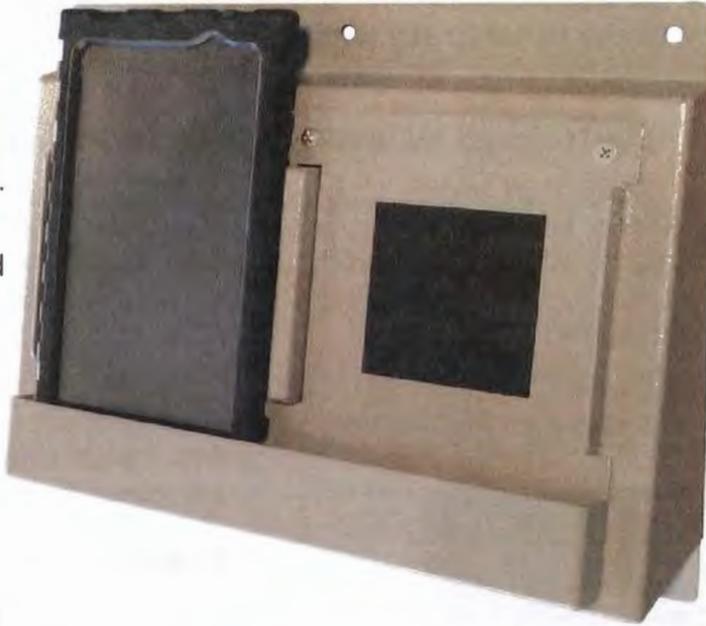
The Telmate Tablet

Representing a leap forward in inmate communication, the Telmate Tablet provides a wealth of self-help and communication options for inmates, as well as a new revenue source for facilities.

New inductive charging shelves charge without the use of a cord (same technology as electric toothbrushes).

Tablets can also be wall-mounted for use in high risk areas.

The Telmate Tablet is available today and already has both the largest install base and highest usage in the industry. Tablets currently generate over 2 million minutes of inmate usage per month and are fully deployed in facilities spanning 10 states.



The Telmate Tablet is a ruggedized, Google Nexus 7. The Telmate Tablet helps transform the way inmates spend their time and helps improve public safety.

Hardware Specifications - Telmate Tablet

<p>Operating System TelmateCustomOS (based on Android™ 4.1)</p> <p>Display 7" WXGA (1280x800) Screen</p> <p>IPS Panel 10 finger multi-touch support</p> <p>Memory 1GB</p> <p>Storage 16 GB*1</p> <p>Camera 1.2 MP Front Camera</p> <p>Sensor G-Sensor, Light Sensor, Gyroscope, E-compass, GPS, NFC, Hall Sensor</p> <p>Server Ubuntu 14.04</p>	<p>Battery WiFi:9.5 hours, 4325mAh,*2 16Wh Li-polymer 3G:9 hours, 4325mAh,*3 16Wh Li-polymer</p> <p>Dimensions 198.5 x 120 x 10.45 mm</p> <p>Weight 340g</p> <p>Interface Headset Jack, 1x micro-USB, 2x Digital microphone, 2x High Quality Speakers, 1x Docking PIN</p>
---	---

Notes:

*1: 8GB/16GB: May vary by SKU and country.

*2: Battery life may vary by use. Stated battery life measured by playing 720p video at 100 nits brightness, with an external headset, Wi-Fi turned on.

*3: Battery life may vary by use. Stated battery life measured by playing 720p video at 100 nits brightness, with an external headset, Wi-Fi turned on.

Uninterruptible Power Supply (UPS)

Each piece of equipment is plugged into an Uninterruptible Power Supply (UPS), ensuring they will continue to operate in the event of a power outage. Below is an example UPS Telmate has installed in several facilities, though the model we install at your facilities may vary based upon need.

APC HS 500

Specifications

Input Voltage (On-Line)	95 - 142 VAC
Input Frequency	47 - 63 HZ (autosensing)
Output Wave Form (On Battery)	Stepped Sine Wave
Maximum Load	500 VA 300 Watts
Operating Temperature	32 -104°F (0 to 40°C)
Storage Temperature	5 -113°F (-15 to 45°C)
Operating Humidity	10 - 90% non-condensing
Storage Humidity	10 - 95% non-condensing
Physical: (D x W x H)	14.65 x 8.85 x 4.13 in (37.2 x 22.5 x 10.5 cm)
Weight	16.3 lb (7.4 kg)
Typical Recharge Time	6 - 8 hours
EMI Classification	FCC Part 15
Approvals	cTUVus, FCC Part 15 FCC PArt 68, Industry Canada



Daily Tool Checklist

Below is a checklist of the tools used by the installation team.

Description	IN QTY	OUT QTY	Description	IN QTY	OUT QTY
Test set (Butt set)			Cold chissel		
Tone generator			Hammer		
Tone wand			Flat bar		
Punch Down Tool			Crescent wrench		
11 in 1 screwdriver			Tape measure		
Scissors			Needle nose pliers		
Can wrench			Vice grips		
Securty bit set			Channel locks		
Torpedo level			RJ45 crimper		
Wire strippers			Dikes		
Sharpie pens			Allen wrench set		
9v Batteries			Sawsall blades		
AA Batteries			Cutting wheels		
AAA Batteries			18 volt cordless drill		
Head lights			Power strip		
Hand Sanitizer			Fastenal drill bit set		
1/4 20 Tap			18 volt battery & charger		

Telmate LLC Response to State of Nebraska RFP 5289 Z1 for Inmate Calling Services

Description	IN QTY	OUT QTY	Description	IN QTY	OUT QTY
Mag lights			18 volt cordless impact		
Hex head driver			18 volt cordless rotor hammer		
Phillip head driver			18 volt cordless grinder		
3/16 Masonry Bit			18 volt sawsall		
Velcro Tape Roll			Motorolla radios		
			Radio charges		

Date: _____

Approved By: _____

Notes:

Edge Router

Datasheet

EdgeRouter



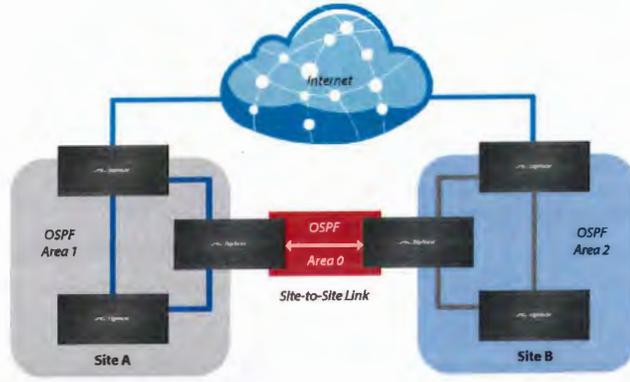
Advanced Routing Technology for the Masses

Introducing the EdgeRouter™ from Ubiquiti Networks™, part of the EdgeMAX® platform. EdgeRouters combine carrier-class reliability with enterprise-level features in a compact and affordable unit.

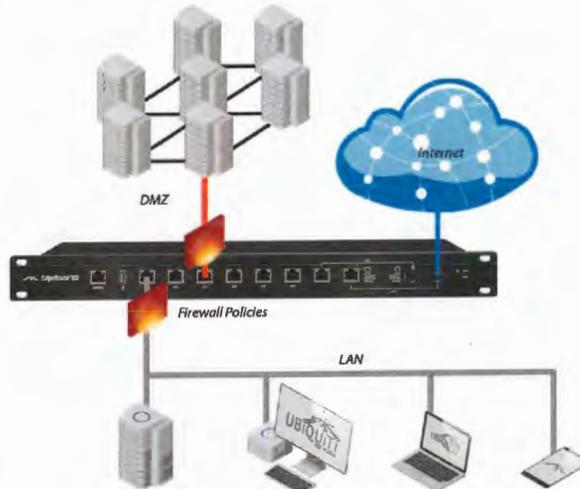
The EdgeRouter PoE and EdgeRouter Lite models are the world's first economical router capable of routing up to 1 million packets per second.

Available in a rackmountable form factor with eight functional ports, the EdgeRouter Pro and 8-Port EdgeRouter models are even faster, capable of routing up to 2 million+ packets per second.

Powered by a proprietary and intuitive graphical interface, EdgeOS™, EdgeRouters can easily be configured for routing, security, and management features required to efficiently run your network. For advanced network professionals, an integrated CLI is available for quick and direct access using familiar commands.



Typical Service Provider Deployment



Example of Enterprise Deployment with SFP Connection to the Internet

Manage Your Network

DHCP Server Set up multiple DHCP servers to assign IP ranges in different subnets on the different interfaces. Easily control dynamic and static IP addressing for your network devices.

Monitoring Tools Conveniently track network activity and devices from tools such as *Ping*, *Trace*, *Discover*, *Packet Capture*, and *Log Monitor*.

User Accounts Manage access to the EdgeRouter using unique administrator and operator accounts.

Secure Your Network

Firewall Policies Organize the rules you apply in the order you specify.

Firewall Groups Apply the policies to groups filtered by IP address, network address, or port number.

NAT Rules The EdgeRouter changes packet addressing based on your customized source and destination NAT rules.

Direct Traffic Flow

Interfaces Each Gigabit port functions as an independent interface. You can also configure Virtual Local Area Network (VLAN) interfaces for network segmentation.

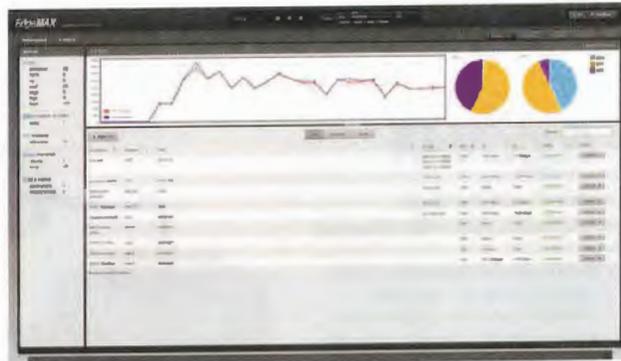
Routing Configure static routes and dynamic routing protocols to effectively manage the routes used by the EdgeRouter.

With these capabilities and more, the EdgeRouter provides the centralized control you need to optimize the performance and reliability of your network.

www.ubnt.com/edgemax

Intuitive User Interface

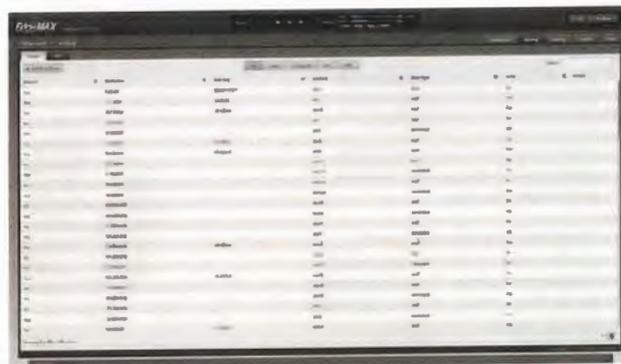
The EdgeRouter provides a graphical user interface designed for convenient setup and control. Accessed via a network port and web browser, the user-friendly interface provides intuitive management with a virtual view of the ports, displaying physical connectivity, speed, and status. The Dashboard displays detailed statistics: IP information, MTU, transmit and receive speeds, and status for each physical and virtual interface.



Powerful Features

EdgeOS is a sophisticated operating system loaded with robust features, including:

- Static routes and support of routing protocols: OSPF, RIP, and BGP
- Firewall policies and NAT rules
- DHCP services
- Quality of Service (QoS)
- Network administration and monitoring tools
- Comprehensive IPv6 support
- Choice of configuration methods: the graphical user interface to visualize the workings of your network or the Command Line Interface (CLI) to use advanced, command-driven configuration



Configuration by CLI

The CLI provides quick and flexible configuration by command line and features the following:

- For power users, configuration and monitoring of all advanced features
- Direct access to standard Linux tools and shell commands
- CLI access through the serial console port, SSH, Telnet, and the graphical user interface



Models

EdgeRouter PRO

Model: ERPro-8

- (6) Gigabit routing ports
- (2) Gigabit RJ45/SFP combination ports
- 2 million+ packets per second for 64-byte packets
- 8 Gbps for packets 512 bytes or larger in size
- Rackmountable



Front Panel

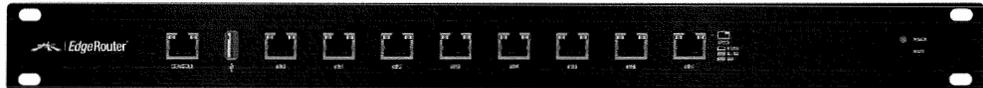


Back Panel

8-Port EdgeRouter

Model: ER-8

- (8) Gigabit routing ports
- 2 million packets per second for 64-byte packets
- 8 Gbps for packets 512 bytes or larger in size
- Rackmountable



Front Panel



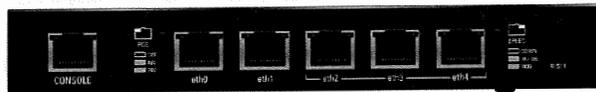
Back Panel

Models

EdgeRouter PoE

Model: ERPoe-5

- (5) Gigabit routing ports
- (5) PoE configurable ports
- Supports 24V or 48V* PoE
- (3) ports configurable for switching
- 1 million packets per second for 64-byte packets



Front Panel



Back Panel

EdgeRouter Lite

Model: ERLite-3

- (3) Gigabit routing ports
- 1 million packets per second for 64-byte packets
- Silent, fanless operation
- Compact, durable metal casing



Front Panel



Back Panel

* 48V available when using 48VDC Power Adapter (not included).



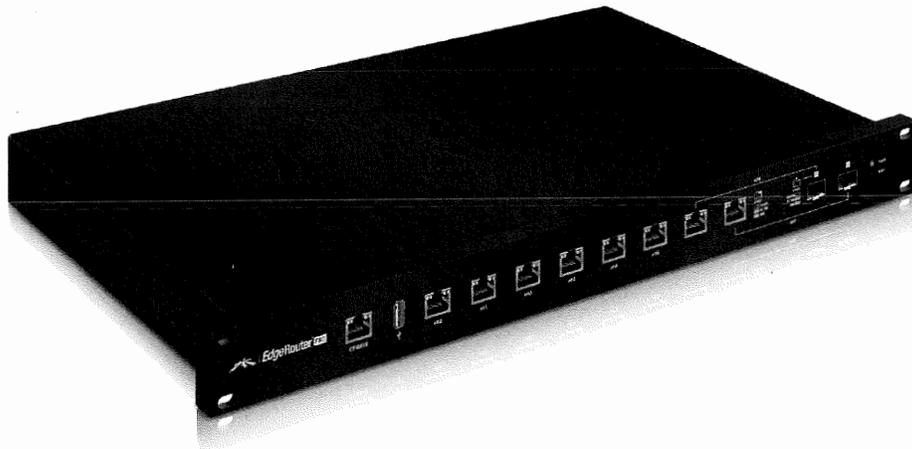
Software Specifications

EdgeOS	
Interface/Encapsulation	Ethernet 802.1q VLAN PPPoE GRE IP in IP Bridging Bonding (802.3ad)
Addressing	Static IPv4/IPv6 Addressing DHCP/DHCPv6
Routing	Static Routes OSPF/OSPFv3 RIP/RIPng BGP (with IPv6 Support) IGMP Proxy
Security	ACL-Based Firewall Zone-Based Firewall NAT
VPN	IPSec Site-to-Site and Remote Access OpenVPN Site-to-Site and Remote Access PPTP Remote Access L2TP Remote Access PPTP Client
Services	DHCP/DHCPv6 Server DHCP/DHCPv6 Relay Dynamic DNS DNS Forwarding VRRP RADIUS Client Web Caching PPPoE Server
QoS	FIFO Stochastic Fairness Queueing Random Early Detection Token Bucket Filter Deficit Round Robin Hierarchical Token Bucket Ingress Policing
Management	Web UI CLI (Console, SSH, Telnet) SNMP NetFlow LLDP NTP UBNT Discovery Protocol Logging

EdgeRouter™ PRO

Hardware Specifications

Model: ERPro-8	
Dimensions	484 x 164 x 44 mm (19.06 x 6.46 x 1.73 in)
Weight	2.3 kg (5.07 lb)
Max. Power Consumption	40 W
Power	Internal AC/DC Power Adapter, 60 W (24V, 2.5A)
Power Input	110 - 240VAC
Button	Reset
LED	Power
Processor	Dual-Core 1 GHz, MIPS64 with Hardware Acceleration for Packet Processing
System Memory	2 GB DDR3 RAM
On-Board Flash Storage	4 GB
Certifications	CE, FCC, IC
Rack-Mount	Yes
Operating Temperature	-10 to 45° C (14 to 113° F)
Operating Humidity	10 - 90% Non-Condensing
Layer 3 Forwarding Performance	
Packet Size: 64 Bytes	2,400,000 pps
Packet Size: 512 Bytes or Larger	8 Gbps (Line Rate)
LEDs Per Port	
Serial Console Port	
Data Ports	Speed/Link/Activity
Networking Interfaces	
Serial Console Port	(1) RJ45 Serial Port
Data Ports	(6) 10/100/1000 RJ45 Ports (2) 10/100/1000 RJ45/SFP Combination Ports



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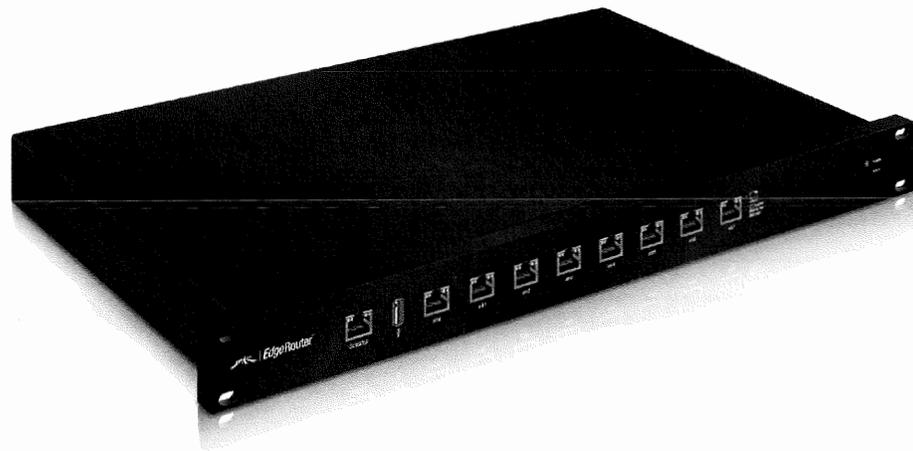
Datasheet

EdgeRouter™

EdgeRouter™

Hardware Specifications

Model: ER-8	
Dimensions	484 x 164 x 44 mm (19.06 x 6.46 x 1.73 in)
Weight	2.3 kg (5.07 lb)
Power	35 W
Power Method	Internal AC/DC Power Adapter, 60 W (24V, 2.5A)
Power Supply	110 - 240VAC
Button	Reset
LED	Power
Processor	Dual-Core 800 MHz, MIPS64 with Hardware Acceleration for Packet Processing
System Memory	2 GB DDR3 RAM
On-Board Flash Storage	4 GB
Certifications	CE, FCC, IC
Rack-Mount	Yes
Operating Temperature	-10 to 45° C (14 to 113° F)
Operating Humidity	10 - 90% Non-Condensing
Layer 3 Forwarding Performance	
Packet Size: 64 Bytes	2,000,000 pps
Packet Size: 512 Bytes or Larger	8 Gbps (Line Rate)
LEDs Per Port	
Serial Console Port	
Data Ports	Speed/Link/Activity
Networking Interfaces	
Serial Console Port	(1) RJ45 Serial Port
Data Ports	(8) 10/100/1000 Ethernet Ports



 www.ubnt.com/edgemax

EdgeRouter™ PoE

Hardware Specifications

EdgeRouter™ Datasheet

Model: ERPoe-5	
Dimensions	200 x 90 x 30 mm (7.87 x 3.54 x 1.18 in)
Weight	360 g (12.7 oz)
Max. Power Consumption	60 W
Power	24VDC, 2.5A Power Adapter (Included)
Power Input	24VDC Input (Supported Range: 18 to 26VDC) or 48VDC Input (Supported Range: 38 to 54VDC)
Power Connector Size	DC Power Jack, 2.1 mm 2.1 mm ID, 5.5 mm OD
Button	Reset
Processor	Dual-Core 500 MHz, MIPS64 with Hardware Acceleration for Packet Processing
System Memory	512 MB DDR2 RAM
On-Board Flash Storage	2 GB
Certifications	CE, FCC, IC
Wall-Mount	Yes
Operating Temperature	-10 to 45° C (14 to 113° F)
Operating Humidity	10 - 90% Non-Condensing
Layer 3 Forwarding Performance	
Packet Size: 64 Bytes	1,000,000 pps
Packet Size: 512 Bytes or Larger	3 Gbps (Line Rate)
LEDs Per Port	
Serial Console Port	Power
Data Ports	PoE, Speed/Link/Activity
PoE Configurable Per Port	
Serial Console Port	N/A
Data Ports	Off/24V/48V*
Networking Interfaces	
Serial Console Port	(1) RJ45 Serial Port
Data Ports	(2) 10/100/1000 Ethernet Router Ports (3) 10/100/1000 Ethernet Router/Switch Ports

PoE with 24VDC Power Adapter	
PoE Out Voltage Range	22-24VDC
Max. PoE Wattage Per Data Port	12 W (24V)
Max. PoE Wattage Combined for All 5 Data Ports	50 W
PoE Method	Passive

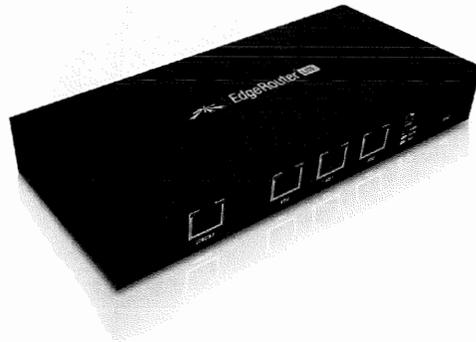
PoE with 48VDC Power Adapter (Not Included)	
PoE Out Voltage Range	22-24VDC / 45-48VDC
Max. PoE Wattage Per Data Port	12 W (24V), 24 W (48V)
Max. PoE Wattage Combined for All 5 Data Ports	50 W
PoE Method	Passive

* 48V available when using 48VDC Power Adapter (not included).

EdgeRouter™ LITE

Hardware Specifications

Model: ERLite-3	
Dimensions	200 x 90 x 30 mm (7.87 x 3.54 x 1.18 in)
Weight	345 g (12.17 oz)
Max. Power Consumption	7 W
Power	12VDC, 1A Power Adapter (Included)
Power Input	9 to 24VDC Supported Voltage Range
Button	Reset
Processor	Dual-Core 500 MHz, MIPS64 with Hardware Acceleration for Packet Processing
System Memory	512 MB DDR2 RAM
On-Board Flash Storage	2 GB
Certifications	CE, FCC, IC
Wall-Mount	Yes
Operating Temperature	-10 to 45° C (14 to 113° F)
Operating Humidity	10 - 90% Non-Condensing
Layer 3 Forwarding Performance	
Packet Size: 64 Bytes	1,000,000 pps
Packet Size: 512 Bytes or Larger	3 Gbps (Line Rate)
LEDs Per Port	
Serial Console Port	Power
Data Ports	Speed/Link/Activity
Networking Interfaces	
Serial Console Port	(1) RJ45 Serial Port
Data Ports	(3) 10/100/1000 Ethernet Ports



www.ubnt.com

All specifications in this document are subject to change without notice. Ubiquiti products are sold with a limited warranty described at: www.ubnt.com/support/warranty

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JL031814

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Edge Switches

Available with 24 or 48 RJ45 Gigabit ports, the EdgeSwitch™ delivers robust performance, PoE+ support and intelligent switching for growing networks.

DATASHEET

EdgeSwitch™



Advanced Switching Technology for the Masses

Build and expand your network with Ubiquiti Networks® EdgeSwitch™, part of the EdgeMAX® line of products. The EdgeSwitch is a fully managed, PoE+ Gigabit switch, delivering robust performance and intelligent switching for growing networks.

The EdgeSwitch offers an extensive suite of advanced Layer-2 switching features and protocols, and also provides Layer-3 routing capability.

Switching Performance

The EdgeSwitch offers the forwarding capacity to simultaneously process traffic on all ports at line rate without any packet loss.

For its total, non-blocking throughput, the 24-port models support up to 26 Gbps, while the 48-port models support up to 70 Gbps.

PoE+ Flexibility

The EdgeSwitch models are available with 24 or 48 PoE Gigabit Ethernet ports of auto-sensing IEEE 802.3af/at or configurable 24V Passive PoE to simplify your infrastructure.

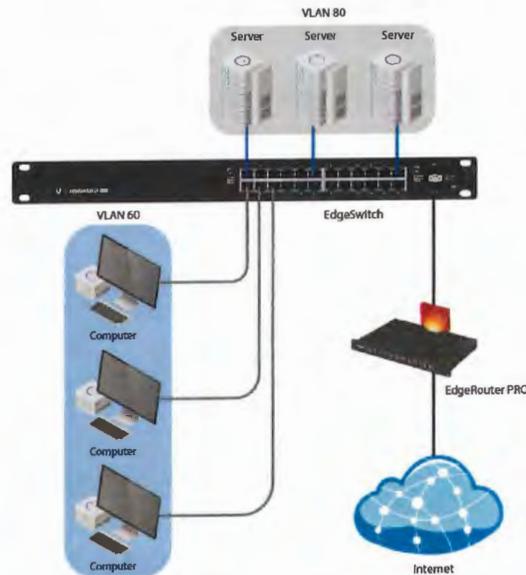
By default, the EdgeSwitch automatically detects 802.3af/at devices so they automatically receive PoE. For 24V Passive PoE devices, manually enable 24V passive PoE using the EdgeSwitch Configuration Interface.

Fiber Connectivity

The EdgeSwitch provides fiber connectivity options for your growing networks. The 24-port models include two SFP ports, providing up to 1 Gbps uplinks.

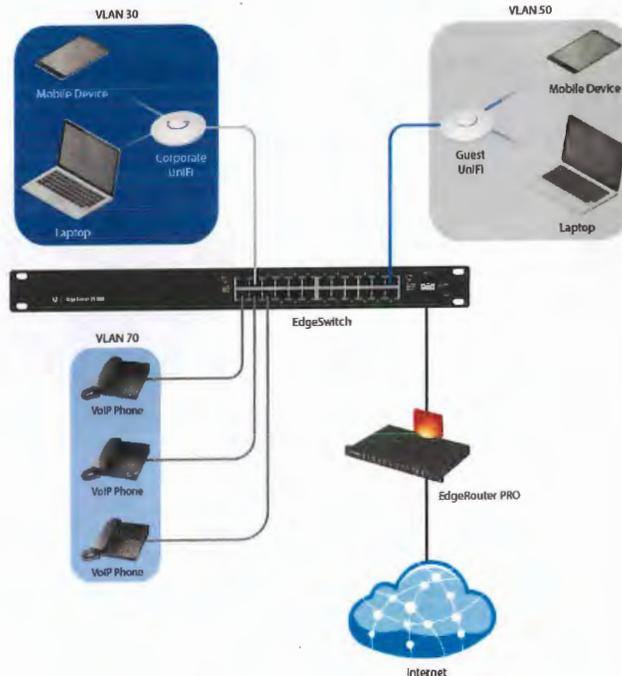
For high-capacity uplinks, the 48-port models include two SFP and two SFP+ ports, providing up to 10 Gbps uplinks.

Deployment Examples



VLANs for Servers and Computers

The EdgeSwitch connects to the Ubiquiti EdgeRouter™ PRO via an SFP uplink.



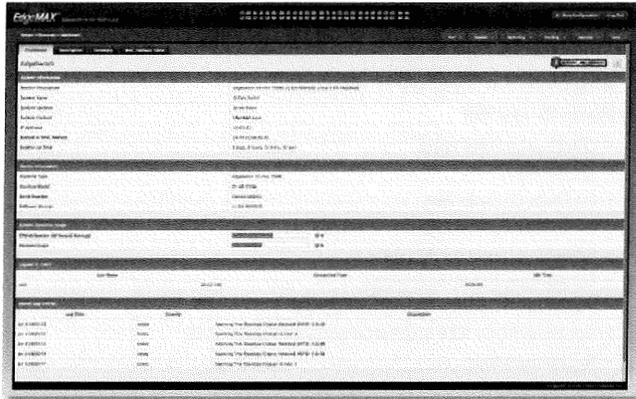
VLANs for Corporate Wireless, Guest Wireless, and VoIP

For wireless access, two Ubiquiti UniFi® Access Points connect to the EdgeSwitch.

Comprehensive User Interface

Designed for convenient management, the EdgeSwitch Configuration Interface allows administrators to configure and monitor switch features in a graphical user interface.

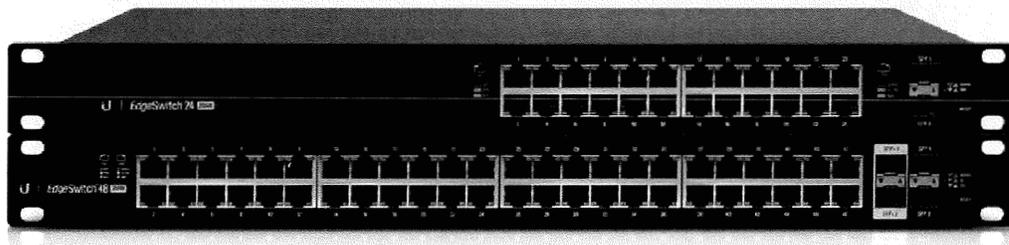
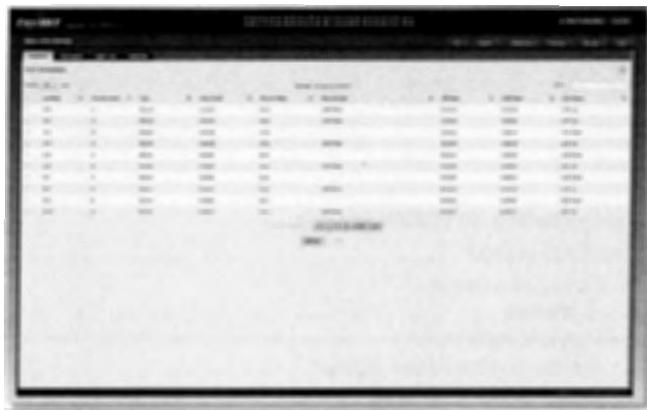
For advanced users, an industry-standard command-line interface (CLI) is available through the serial console port, telnet, and SSH.



Powerful Functionality

The EdgeSwitch uses a sophisticated operating system that provides basic switching features, PoE configuration per port, and a variety of advanced features including:

- MSTP/RSTP/STP
- VLAN, Private VLAN, Voice VLAN
- Link Aggregation
- DHCP Snooping, IGMP Snooping
- TACACS+, RADIUS, 802.1X, MAC Filtering, ACL
- DiffServ, CoS
- Static Routing, Policy-Based Routing

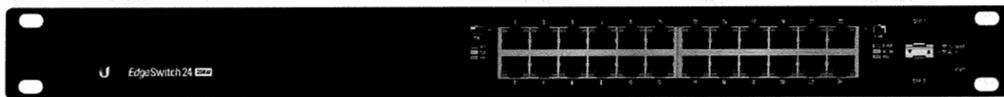


Models

EdgeSwitch 24 (250W Model)

Model: ES-24-250W

- (24) Gigabit RJ45 Ports
- (2) SFP Ports
- (1) Serial Console Port
- Non-Blocking Throughput: 26 Gbps
- Switching Capacity: 52 Gbps
- Forwarding Rate: 38.69 Mpps
- Maximum Power Consumption: 250W
- Supports POE+ IEEE 802.3at/af and 24V Passive PoE
- Rackmountable



Front Panel

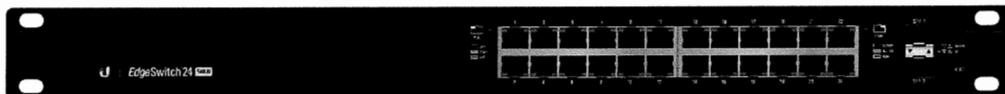


Back Panel

EdgeSwitch 24 (500W Model)

Model: ES-24-500W

- (24) Gigabit RJ45 Ports
- (2) SFP Ports
- (1) Serial Console Port
- Non-Blocking Throughput: 26 Gbps
- Switching Capacity: 52 Gbps
- Forwarding Rate: 38.69 Mpps
- Maximum Power Consumption: 500W
- Supports POE+ IEEE 802.3at/af and 24V Passive PoE
- Rackmountable



Front Panel



Back Panel

EdgeSwitch 48 (500W Model)

Model: ES-48-500W

- (48) Gigabit RJ45 Ports
- (2) SFP+ Ports
- (2) SFP Ports
- (1) Serial Console Port
- Non-Blocking Throughput: 70 Gbps
- Switching Capacity: 140 Gbps
- Forwarding Rate: 104.16 Mpps
- Maximum Power Consumption: 500W
- Supports POE+ IEEE 802.3at/af and 24V Passive PoE
- Rackmountable



Front Panel

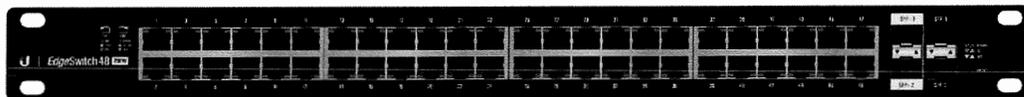


Back Panel

EdgeSwitch 48 (750W Model)

Model: ES-48-750W

- (48) Gigabit RJ45 Ports
- (2) SFP+ Ports
- (2) SFP Ports
- (1) Serial Console Port
- Non-Blocking Throughput: 70 Gbps
- Switching Capacity: 140 Gbps
- Forwarding Rate: 104.16 Mpps
- Maximum Power Consumption: 750W
- Supports POE+ IEEE 802.3at/af and 24V Passive PoE
- Rackmountable



Front Panel



Back Panel

EdgeSwitch™ 24

Hardware Specifications

ES-24-250W, ES-24-500W	
Dimensions	485 x 43.7 x 285.4 mm (19.09 x 1.72 x 11.24")
Weight	
ES-24-250W	4.7 kg (10.4 lb)
ES-24-500W	4.8 kg (10.6 lb)
Total Non-Blocking Throughput	26 Gbps
Switching Capacity	52 Gbps
Forwarding Rate	38.69 Mpps
Max. Power Consumption	
ES-24-250W	250W
ES-24-500W	500W
Power Method	100-240VAC/50-60 Hz, Universal Input
Power Supply	
ES-24-250W	AC/DC, Internal, 250W DC
ES-24-500W	AC/DC, Internal, 500W DC
LEDs Per Port	
Serial Console Port	N/A
RJ45 Data Ports	PoE, Speed/Link/Activity
SFP Data Ports	Speed/Link/Activity
Networking Interfaces	(24) 10/100/1000 Mbps RJ45 Ethernet Ports (2) 1 Gbps SFP Ethernet Ports
Management Interface	(1) RJ45 Serial Port, Ethernet In/Out Band
Certifications	CE, FCC, IC
Rackmount	Yes, 1U High
ESD/EMP Protection	Air: ±24 kV, Contact: ±24 kV
Operating Temperature	-5 to 40° C (23 to 104° F)
Operating Humidity	5 to 95% Noncondensing
Shock and Vibration	ETSI300-019-1.4 Standard

PoE Per Port	
PoE Interfaces	POE+ IEEE 802.3af/at (Pins 1, 2+; 3, 6-) 24VDC Passive PoE (Pins 4, 5+; 7, 8-)
Max. PoE+ Wattage per Port by PSE	34.2W
Voltage Range 802.3at Mode	50-57V
Max. Passive PoE Wattage per Port	17W
24V Passive PoE Voltage Range	20-27V

EdgeSwitch™ 48

Hardware Specifications

ES-48-500W, ES-48-750W	
Dimensions	485 x 43.7 x 374.6 mm (19.09 x 1.72 x 14.75")
Weight	
ES-48-500W	6.1 kg (13.5 lb)
ES-48-750W	6.5 kg (14.3 lb)
Total Non-Blocking Throughput	70 Gbps
Switching Capacity	140 Gbps
Forwarding Rate	104.16 Mpps
Max. Power Consumption	
ES-48-500W	500W
ES-48-750W	750W
Power Method	100-240VAC/50-60 Hz, Universal Input
Power Supply	
ES-48-500W	AC/DC, Internal, 500W DC
ES-48-750W	AC/DC, Internal, 750W DC
LEDs Per Port	
Serial Console Port	N/A
RJ45 Data Ports	PoE, Speed/Link/Activity
SFP+/SFP Data Ports	Speed/Link/Activity
Networking Interfaces	(48) 10/100/1000 Mbps RJ45 Ethernet Ports (2) 1/10 Gbps SFP+ Ethernet Ports (2) 1 Gbps SFP Ethernet Ports
Management Interface	(1) RJ45 Serial Port, Ethernet In/Out Band
Certifications	CE, FCC, IC
Rackmount	Yes, 1U High
ESD/EMP Protection	Air: ±24 kV, Contact: ±24 kV
Operating Temperature	-5 to 40° C (23 to 104° F)
Operating Humidity	5 to 95% Noncondensing
Shock and Vibration	ETSI300-019-1.4 Standard
PoE Per Port	
PoE Interfaces	POE+ IEEE 802.3af/at (Pins 1, 2+; 3, 6-) 24VDC Passive PoE (Pins 4, 5+; 7, 8-)
Max. PoE+ Wattage per Port by PSE	34.2W
Voltage Range 802.3at Mode	50-57V
Max. Passive PoE Wattage per Port	17W
24V Passive PoE Voltage Range	20-27V



Software Specifications

Software Information	
Core Switching Features	<ul style="list-style-type: none"> • ANSI/TIA-1057: LLDP-Media Endpoint Discovery (MED) • IEEE 802.1AB: Link Layer Discovery Protocol (LLDP) • IEEE 802.1D: Spanning Tree Compatibility • IEEE 802.1S: Multiple Spanning Tree Compatibility • IEEE 802.1W: Rapid Spanning Tree Compatibility • IEEE 802.1Q: Virtual LANs with Port-Based VLANs • IEEE 802.1p: Ethernet Priority with User Provisioning and Mapping • IEEE 802.1X: Port-Based Authentication with Guest VLAN Support • IEEE 802.3: 10BASE-T • IEEE 802.3u: 100BASE-T • IEEE 802.3ab: 1000BASE-T • IEEE 802.1ak: Virtual Bridged Local Area Networks - Amendment 07: Multiple Registration Protocol • IEEE 802.3ac: VLAN Tagging • IEEE 802.3ad: Link Aggregation • IEEE 802.3x: Flow Control • IEEE 802.1D-2004: Generic Attribute Registration Protocol: Clause 12 (GARP) • IEEE 802.1D-2004: Dynamic L2 multicast registration: Clause 10 (GMRP) • IEEE 802.1Q-2003: Dynamic VLAN registration: Clause 11.2 (GVRP) • RFC 4541: Considerations for Internet Group Management Protocol (IGMP) Snooping Switches • RFC 5171: Unidirectional Link Detection (UDLD) Protocol
Advanced Layer 2 Features	<ul style="list-style-type: none"> • Broadcast Storm Recovery • Broadcast/Multicast/Unknown Unicast Storm Recovery • DHCP Snooping • IGMP Snooping Querier • Independent VLAN Learning (IVL) Support • Jumbo Ethernet Frame Support • Port MAC Locking • Port Mirroring • Protected Ports • Static MAC Filtering • TACACS+ • Voice VLANs • Unauthenticated VLAN • Internal 802.1X Authentication Server

Software Information

- Platform Specifications
- DHCP Server
 - Maximum Number of Pools: 8
 - Maximum Number of Leases (Total): 128
 - Routing
 - Number of Routes: 16
 - Number of Routing Interfaces: 15
 - VLANs: 255
 - MAC Addresses: 8k
 - MSTP Instances: 4
 - LAGs: 6
 - ACLs: 100 with 10 Rules per Port
 - Traffic Classes (Queues): 8

- System Facilities
- Event and Error Logging Facility
 - Run-Time and Configuration Download Capability
 - PING Utility
 - FTP/TFTP Transfers via IPv4/IPv6
 - Malicious Code Detection
 - BootP and DHCP
 - RFC 2021: Remote Network Monitoring Management Information Base Version 2
 - RFC 2030: Simple Network Time Protocol (SNTP)
 - RFC 2819: Remote Network Monitoring Management Information Base
 - RFC 2865: RADIUS Client
 - RFC 2866: RADIUS Accounting
 - RFC 2868: RADIUS Attributes for Tunnel Protocol Support
 - RFC 2869: RADIUS Extensions
 - RFC 3579: RADIUS Support for EAP
 - RFC 3580: IEEE 802.1X RADIUS Usage Guidelines
 - RFC 3164: BSD Syslog Protocol

- Management
- Web UI
 - Industry-Standard CLI
 - IPv6 Management
 - Password Management
 - Autoinstall Support for Firmware Images and Configuration Files
 - SNMP v1, v2, and v3
 - SSH 1.5 and 2.0
 - SSL 3.0 and TLS 1.0
 - Secure Copy (SCP)
 - Telnet (Multi-Session Support)

- Layer 3 Routing
- Static Routing
 - Policy Based Routing

Software Information

- QoS
- Access Control Lists (ACLs), Permit/Deny Actions for Inbound IP and Layer 2 Traffic Classification Based on:
 - Time-Based ACL
 - Source/Destination IP Address
 - TCP/UDP Source/Destination Port
 - IP Protocol Type
 - Type of Service (ToS) or Differentiated Services (DSCP) Field
 - Source/Destination MAC Address
 - EtherType
 - IEEE 802.1p User Priority
 - VLAN ID
 - RFC 1858: Security Considerations for IP Fragment Filtering
 - Optional ACL Rule Attributes
 - Assign Flow to a Specific Class of Service (CoS) Queue
 - Redirect Matching Traffic Flows
 - Differentiated Services (DiffServ)
 - Classify Traffic Based on Same Criteria as ACLs
 - Mark the IP DSCP or Precedence Header Fields, Optional
 - Police the Flow to a Specific Rate with Two-Color Aware Support
 - RFC 2474: Definition of the Differentiated Services Field (DS field) in the IPv4 and IPv6 Headers
 - RFC 2475: An Architecture for Differentiated Services
 - RFC 2597: Assured Forwarding Per-Hop Behavior (PHB) Group
 - RFC 3246: An Expedited Forwarding PHB
 - RFC 3260: New Terminology and Clarifications for DiffServ
 - Class of Service (CoS) Queue Mapping Configuration
 - AutoVoIP: Automatic CoS Settings for VoIP
 - IP DSCP-to-Queue Mapping
 - Configurable Interface Trust Mode (IEEE 802.1p, DSCP, or Untrusted)
 - Interface Egress Shaping Rate
 - Strict Priority versus Weighted Scheduling per Queue

Specifications are subject to change. Ubiquiti products are sold with a limited warranty described at: www.ubnt.com/support/warranty
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www.ubnt.com

JL061815

AdTran

Total Access 900/900e

IP Business Gateways



Product Features

- Seamless voice and data integration over VoIP-based network architectures
- Single, quad T1, Ethernet, and ADSL IADs
- Up to 24 analog POTS interfaces
- DSX-1 for PBX connectivity
- Compatible with industry-leading softswitches and call agents
- Dynamic bandwidth allocation affords more efficient utilization
- Standardized G.729a voice compression requires less bandwidth per voice call
- Integral full-featured IP router for data support and Internet access
- Stateful inspection firewall for network security
- Quality of Service (QoS) for delay sensitive traffic like VoIP
- Supports 802.1q Virtual LAN (VLAN) Trunking
- Voice Quality Monitoring (VQM)
- Command Line Interface (CLI) mimics industry *de facto* standard
- Network Address Translation (NAT) for IP address concealment
- Feature-rich ADTRAN Operating System (AOS)
- Rugged metal case
- Optional battery backup
- Industry-leading five-year warranty (North America)

ADTRAN® offers a wide variety of solutions for converged voice/data services. The Total Access® 900/900e Series of T1 and Multi-T1 IP Business Gateways are designed for carrier Ethernet and SIP/MGCP Voice over IP (VoIP) networks. These products feature all of the same robust routing and voice features of the widely deployed Total Access Integrated Access Devices (IADs), along with a host of new features and functions that enable cost-effective, reliable IP service delivery. These devices use the ADTRAN Operating System (AOS) to simplify management and administration. Multiple models offer flexibility for varied applications from PRI delivery and trunking services to Hosted IP PBX offerings.

The Total Access 900 Series offers a single T1 network interface, while the Total Access 900e Series offers up to four T1s. User interfaces include up to 24 FXS ports for analog voice delivery, an integrated DSX-1 port for PBX connectivity (T1 CAS or PRI), and one (two for 900e) 10/100Base-T Ethernet interface(s) for access to the Total Access 900/900e's router or WAN access. The Total Access 900/900e Series can be coupled with a NetVanta® Power over Ethernet (PoE) switch to provide connectivity to a variety of network devices and personal computers, as well as to power IP phones and Wireless Access Points (WAPs).

VoIP Gateway

The Total Access 900/900e Series utilizes SIP or MGCP for VoIP applications, providing interoperability with industry-leading softswitches, feature servers, and gateways. Acting as a gateway, these devices convert IP signaling from the carrier into traditional TDM analog and digital voice services. This functionality allows the Total Access 900/900e Series to deliver voice services to both IP phones and traditional telephony equipment simultaneously. For customers implementing a hosted PBX or IP Centrex service, the Total Access 900/900e Series is ideal for providing customers additional analog ports necessary to support their remaining analog phones, fax machines, or modems. The Total Access 900/900e Series supports many popular calling features such as caller ID, call hold, forward, transfer, and call

waiting. Voice Activity Detection (VAD) and silence suppression are supported and the flexible design allows the Total Access 900/900e Series to support additional CODECs as the market requires.

Remote Survivability

In addition, the Total Access 900/900e Series can act as a registrar and Back-to-Back User Agent (B2BUA) or as a SIP-transparent proxy to facilitate remote survivability and NAT traversal. In the event of a service interruption on the wide area network or if the carrier's call agent were to become unavailable, calls may continue locally at the customer premise between IP-based or analog phones.

QoS, Security, Routing, and Voice Quality Monitoring

The Total Access 900/900e Series uses the AOS to provide a stateful inspection firewall; NAT; DHCP server/client; and feature-rich, standards-based, IP routing functionality supporting BGP, OSPF, and RIP routing protocols. Inherent QoS methods ensure appropriate classification and prioritization of VoIP traffic. These methods include Low Latency Weighted Fair Queuing, class based weighted fair queuing, support for Differentiated Services (DiffServ) protocol, Frame Relay Fragmentation (FRR12), and Frame Relay traffic shaping. VQM captures Mean Opinion Score (MOS), jitter, delay, and packet loss statistics necessary to troubleshoot VoIP calls over the WAN to help ensure superior call quality.

Management

The Total Access 900/900e Series can be remotely-managed by either the ADTRAN n-Command® MSP or n-Command Enterprise Edition management platforms. ADTRAN n-Command platforms offer the ability to discover devices, make mass configuration changes or firmware upgrades, backup/restore configuration, and generate inventory reports for asset management. The ADTRAN n-Command MSP also offers VoIP VQM and reporting, as well as an industry-leading, easy-to-use, Graphical User Interface (GUI).

Total Access 900/900e products are housed in a rugged metal enclosure; available in wallmount, rackmount, and desktop mountings; and offer a battery backup system for up to eight hours of uninterrupted service upon a customer-site power outage. Total Access 900/900e products are backed by an industry-leading five-year warranty, free firmware updates, and ADTRAN's world-class technical support.



Total Access 900/900e

IP Business Gateways

Product Specifications

Physical Interfaces

WAN

- Single T1/FT1 (900 Series)
- Quad T1/FT1 (900e Series)
- Single Ethernet (900 Series)
- Dual Ethernet (900e Series)
- ADSL/ADSL2+ (Annex A) (904 and 908 only)
- RJ-48C

LAN

- Single Auto-sensing 10/100Base-T (900 Series)
- Dual Auto-sensing 10/100Base-T (900e Series)
- Full Duplex
- RJ-45
- May also be used as the WAN Interface
- Supports 802.1q VLAN Trunking

Digital Voice

- RJ-48C
- T1 CAS Support
- PRI
- Signaling Methods
 - E&M Wink □ E&M Immediate □ Feature Group D

Analog Voice

- 4, 8, 12, 16, and 24 FXS POTS via 50-pin Amphenol
- 68.5 Vrms with 20VDC Offset Maximum Ring Voltage
- Sinusoidal Ringer Waveform
- 48 V, Nominal On-hook Battery Voltage
- 30 mA, Nominal Loop Current
- FXS 2-wire Impedances
 - 600 Ω □ 900 Ω
 - 600 Ω+2.16μF □ 900 Ω+2.16μF
- FXO 2-wire Impedances
 - 600 Ω+2.16μF □ 900 Ω+2.16μF
- Integral FXO (900e Series)
- Signaling Methods
 - Loop Start □ Ground Start □ DPT

Craft

- DB-9

Processor and Memory

- RAM: 64 Mb RAM (Total Access 900)
128 Mb RAM (Total Access 900e)
- Flash: 32 Mb Flash

VoIP Protocol

- SIP
- MGCP (FXS Interfaces Only)

Packet-based Voice Resources

- CODECs
 - G.711-64k PCM □ G.729a-8k CS-ACELP
- G.168 Echo Cancellation
- Up to 64ms Echo-tail Length
- Supports up to 30 Channels (900 Series),
60 Channels (900e Series)
- Supports T.38 Sessions

Media Stream

- RTP/UDP/IP (RFC 3550)
- RTP Payload for DTMF Digits (RFC 2833)
- Supports Port-to-port Hairpin Call
- SDP (RFC 2327)

NAT Traversal and Remote Survivability

- B2BUA □ SIP Registrar for IP phones
- SIP Transparent Proxy with Survivability

Tone Services

- Local DTMF Detection
- Local Tone Generation
 - Dialtone □ Busy
 - Call Waiting □ Alternate Call Waiting
 - Receiver Off Hook
- Ringing
 - Distinctive Ring

Calling Feature Support (Varies with Feature Server/Gateway)

- Caller ID
 - Name and Number (MDMF, SDMF)
 - Call Waiting IAD
- Voice Mail
 - Stutter Dialtone
 - Visual Message Waiting Indicator (VMWI)
- Call Hold
- Call Forward
 - Busy Line □ No Answer
- Call Transfer
- Blind, Attended
- Call Waiting
- Distinctive Ring
- Do Not Disturb
- Three-way Calling
- Call Return
- Speed Dial
- 3-way Conferencing (3WC)

Total Access 900/900e

IP Business Gateways

Security

Firewall

- Stateful Inspection Firewall
- Denial of Service (DOS) Protection
- Access Control Lists
- Application Level Gateways
- Packet Filtering

Network Address Translation

- Basic NAT (1:1) and NAT (Many:1)

Quality of Service (QoS)

- Low Latency and Weighted Fair Queuing (WFQ)
- DiffServ Packet Marking and Recognition
- Frame Relay Fragmentation
- Traffic Monitoring (NetFlow 9)

Voice Quality Monitoring (VQM)

- Mean Opinion Score (MOS) Prediction
- Jitter, Delay and Packet Loss
- Past and Active Calls

Protocols

- BGP
- OSPF
- RIP (v1 and v2)
- GRE
- IGMP V2
- Frame Relay
- Multilink Frame Relay
- PPP
- Multilink PPP
- HDLC
- PAP and CHAP
- Multi-VRF

Routed Protocols

- IP

DHCP

- Client
- Relay
- Server

Management and Utilities

- Familiar Command Line Interface (CLI)
- Web-based GUI
- n-Command Support
- SNMP v2 and v3
- SYSLOG logging
- Telnet, Craft/Console Port, SSH, Ping, Trace Route, NTP
- TCL Scripting

Firmware Upgrade

- FTP
- TFTP
- X-Modem
- HTTP

Environment

- Operating Temperature: 32° to 122 °F (0° to 50 °C)
- Storage Temperature: -40° to 158 °F (-40° to 70 °C)
- Relative Humidity: Up to 95%, Non-condensing
- Maximum Altitude: 10,000 Feet

Physical and Power

Chassis

- Wallmount
- 1U Rackmount
- Desktop Metal Enclosure

Dimensions

- Total Access 904/908: 1.72 in. x 12.5 in. x 7.5 in. (H x W x D)
- Total Access 912/916/924: 1.72 in. x 17.2 in. x 8.5 in. (H x W x D)
- Total Access 900e Series: 1.72 in. x 17.2 in. x 10.5 in. (H x W x D)

Weight

- Total Access 904/908: 3.5 Lbs.
- Total Access 912/916/924: 5.5 Lbs.
- Total Access 900e Series: 6.5 Lbs.

Power

- 120 VAC, 60 Hz AC Power Supply

Battery Backup

- Optional eight-hour system

LEDs

- | Total Access 900 | Total Access 900e |
|------------------|---------------------|
| ■ Status | ■ Net 1-4 |
| ■ Power | ■ LAN 1-2 |
| ■ Voice | ■ Ethernet Link |
| ■ Data | ■ Ethernet Activity |

Agency Approvals

- FCC Part 15, Class A
- FCC Part 68
- Industry Canada CS03
- ETL and Canadian ETL (C-ETL)

Warranty

- Five-years (North America)

Battery Backup Options

- Rackmount or Wallmount



Total Access Rackmount or Wallmount 1175044L1



Total Access Wallmount 1175044L2



ADTRAN, Inc.
 Attn: Enterprise Networks
 901 Explorer Boulevard
 Huntsville, AL 35806
 P.O. Box 140000
 Huntsville, AL 35814-4000
 256 963-8000
 256 963-8699 fax

General Information
 800 9ADTRAN
 info@adtran.com
 www.adtran.com

Pre-Sales Technical Support
 888 423-8726
 application.engineer@adtran.com
 www.adtran.com/presales

Post-Sales Technical Support
 888 423-8726
 support@adtran.com
 www.adtran.com/support

Where to Buy
 888 423-8726
 channel.sales@adtran.com
 www.adtran.com/where2buy

ProServices
 888 874-2237
 proservices@adtran.com
 www.adtran.com/proservices

Global Inquiries
 256 963-8000
 256 963-6300 fax
 international@adtran.com

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Total Access 900/900e

IP Business Gateways



Total Access 908 (rear panel)



Total Access 916e (rear panel)

Ordering Information

Equipment	Part No.
Total Access 900 Series	
Total Access 904	4212904L1
Total Access 904 ADSL2+	4212904L4
Total Access 908	4212908L1
Total Access 908 ADSL2+	4212908L4
Total Access 912	4212912L1
Total Access 916	4212916L1
Total Access 924	4212924L1
Total Access 924 16 FXS + 8 FXO	4212924L2
Total Access 900e Series	
Total Access 908e	4242908L1
Total Access 916e	4242916L1
Total Access 924e	4242924L1
Total Access 924e 16 FXS + 8 FXO	4242924L2
Total Access 924e 24 FXS + VPN Module	4242924L3
Rackmount Brackets	
Total Access 912/916/924 19 in. Rackmount Bracket	1200927L19
Total Access 912/916/924 23 in. Rackmount Bracket	1200927L23
Total Access 912e/916e/924e 19 in. Rackmount Bracket	1200927L19
Battery Backup Systems	
Total Access 904/908 Eight-hour, Wallmount	1200641L1
Total Access 912/916/924/900e Eight-hour, Wallmount/Rackmount	1175044L1
Total Access 912/916/924/900e Eight-hour, Wallmount	1175044L2
Total Access IAD to Battery Backup (1175044L1) Mounting Bracket	1200927L1
Total Access IAD to Wallmount Battery Backup (1175044L2) Mounting Bracket	1200927L2
Eight-port RJ Breakout Panel	1200927G8

NetVanta 3448



NetVanta 3448

Product Features

- Multiservice access router supporting up to two T1s
- **RapidRoute™** technology for greater performance
- Integral eight-port non-blocking Ethernet switch, with Power over Ethernet (PoE) option
- Voice Quality Monitoring (VQM) and Mean Opinion Score (MOS) prediction
- Inherent URL filtering
- Standards-based routing/switching protocols
- Feature-rich ADTRAN® Operating System (AOS)
- IPv6 ready
- CompactFlash® slot for auto-provisioning
- Stateful inspection firewall for network security
- Optional IPSec Virtual Private Network (VPN) for secure corporate connectivity across the Internet
- Onboard hardware encryption accelerator
- Recognizable Command Line Interface (CLI) and intuitive Web-based Graphical User Interface (GUI)
- Network Address Translation (NAT)-compatible Session Initiation Protocol (SIP) Application Layer Gateway (ALG) for Voice over IP (VoIP)
- Wi-Fi® Access Controller for centralized management of NetVanta® Wireless Access Points (WAPs)
- Industry-leading five-year North American warranty



Multiservice Access Router

As a multiservice access router, the NetVanta® 3448 uses **RapidRoute** technology to deliver the high-packet throughput required for IP telephony, corporate connectivity, and Internet access. This performance-enhanced platform delivers wire-speed throughput, even with advanced services enabled like Quality of Service (QoS), NAT, firewall, and VPN.

Modular Hardware

The NetVanta 3448 is a modular, 1U-high, rackmountable metal chassis that offers a single slot to house any of the NetVanta Series Network Interface Modules (NIMs) and Dial Backup Interface Modules (DIMs). For dial backup, an analog modem DIM or an ISDN BRI DIM is available, preventing downtime by dialing around a failed circuit to any PPP-compliant device. The NetVanta 3448 also includes two 10/100Base-T Ethernet interfaces and a fully managed, non-blocking, eight-port switch which can be separately powered to yield an 802.3af-compliant PoE switch delivering a full 15.4 watts per port.

Standards Protocols

Complementing the versatile hardware, the AOS allows for the support of standards-based switching, Virtual LAN (VLAN) tagging, static and default routes, and demand routing. This enables fast, accurate network convergence using routing protocols such as BGP, OSPF, and RIP. In addition, the AOS terminates MPLS, Frame Relay, Multilink Frame Relay, PPP, Multilink PPP, and HDLC Wide Area Network (WAN) protocols. Multihoming is also available to provide redundant or backup WAN links to multiple ISPs, guaranteeing a wide-area connection.

QoS

QoS is also supported for delay-sensitive traffic like VoIP or video. To prioritize mission-critical traffic and control network congestion, the NetVanta 3448 uses Low Latency Queuing, Weighted Fair Queuing (WFQ), Class-based

WFQ, and DiffServ marking to establish the priority of IP packets routed over the WAN.

VoIP Ready

In combination with the QoS features, a specialized SIP ALG allows SIP traffic to traverse NAT-enabled firewalls. For enterprise networks, this interoperability allows IP PBXs, phones, and other SIP-based devices to set up, tear down, and pass voice and call control messages seamlessly through the integral NAT-enabled firewall.

The NetVanta 3448 also deploys VQM to capture MOS, jitter, delay, and packet loss statistics necessary to troubleshoot VoIP calls over the WAN. This powerful, yet graphically intuitive, diagnostic tool allows for quick isolation of network issues to ensure superior call quality.

Security

The AOS provides a powerful, high performance stateful inspection firewall that can identify and protect against common Denial of Service (DoS) attacks like TCP syn flooding, IP spoofing, ICMP redirect, ping of death, and IP reassembly problems.

In addition, the AOS is capable of providing an inherent URL-filtering package without the use of an external server. URL filtering is another level of security that allows system administrators to restrict Internet access by permitting or denying specific URLs. This URL-filtering feature also includes the ability to produce top website reports of the most frequently requested websites, allowing system administrators to modify the URL filter lists.

The NetVanta 3448 also supports up to 100 simultaneous IPSec VPN tunnels and encryption algorithms like DES, 3DES, and AES. By supporting IPSec, the NetVanta 3448 is fully compatible with other IPSec VPN-equipped NetVanta products.

Administration

The AOS offers both a CLI that mimics the widely deployed industry *de facto* standard and an intuitive Web-based GUI with step-by-step configuration wizards.



ADTRAN, Inc.
 Attn: Enterprise Networks
 901 Explorer Boulevard
 Huntsville, AL 35806

P.O. Box 140000
 Huntsville, AL 35814-4000

256 963-8000
 256 963-8699 fax

General Information
 800 9ADTRAN
 info@adtran.com
 www.adtran.com

Pre-Sales Technical Support
 800 615-1176 toll-free
 application.engineer@adtran.com
 www.adtran.com/support

Where to Buy
 877 280-8416 toll-free
 channel.sales@adtran.com
 www.adtran.com/where2buy

Post-Sales Technical Support
 888 423-8726
 support@adtran.com
 www.adtran.com/support

ACES Installation & Maintenance Service
 888 874-ACES
 aces@adtran.com
 www.adtran.com/support

International Inquiries
 256 963 8000 voice
 256 963-6300 fax
 international@adtran.com
 www.adtran.com/international

For the regional office nearest you, visit:
 www.adtran.com/where2buy



TL19.1270



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NetVanta 3448



Multiservice Access Router

Product Specifications

Physical Interface

- **NIM:** 56/64k, T1/FT1, T1/FT1 with DSX-1, Dual T1, E1/FE1, E1/FE1 with G.703, ADSL, SHDSL, and Serial
- **DIM:** Analog Modem and ISDN BRI (U and S/T)
- **LAN:** Two Auto-sensing 10/100Base-T ports (RJ-45) RJ
- **Switch:** Eight-port, Auto-sensing Ethernet Switch 10/100Base-T Full Duplex (Optional PoE support)

Diagnostics LEDs

- Status
- Ethernet 1
- Switch 1-8
- WAN
- Ethernet 2
- PoE
- DBU

Memory

- **RAM:** 128 MB
- **FLASH:** 32 MB
- CompactFlash® Slot

Protocols

- eBGP/IBGP
- OSPF
- RIP (v1 and v2)
- PIM Sparse Mode
- Demand Routing
- Policy-based Routing
- GRE
- ATM (ADSL)
- Frame Relay
- Multilink Frame Relay
- Layer 3 Backup
- Multi-VRF CE
- PPP
- Multilink PPP
- PPPoE
- PPPoA
- IGMP v2
- RFC 1483
- HDLC
- PPP Dial Backup
- PAP and CHAP
- Multihoming
- VRRP

Quality of Service

- Low Latency, WFQ and Class-based WFQ
- DiffServ Packet Marking and Recognition
- Frame Relay Fragmentation
- Traffic Monitoring (NetFlow 9)

Voice Quality Monitoring (Optional)

- Mean Opinion Score (MOS) prediction
- Jitter, Delay and Packet Loss
- Past and Active Calls

Switching

- Weighted Round Robin (WRR) and Strict Priority Queuing
- VLAN Support (802.1Q)
- Spanning Tree (802.1D)
- Rapid Spanning Tree (802.1w)
- 802.1p and DiffServ QoS
- Optional 802.3af PoE Delivering 15.4 watts per Port

Administration

- CLI
- Email Alerts (SMTP)
- Policy Statistics
- TCL Scripting
- FLASH provisioning
- Web-based GUI
- n-Command® Support
- SNMP v3
- SYSLOG Logging

DHCP

- Client, Server, and Relay

Security

Firewall

- Stateful Inspection Firewall
- DoS Protection
- Access Control Lists (ACLs)
- ALGs

Network Address Translation

- Basic NAT (1:1), NATP (Many:1), and Port Translation
- NAT compatible SIP ALG

Secure Management

- Multi-level Access Control
- RADIUS AAA
- Port Authentication (802.1x)
- TACACS+
- SSH CLI and SSL GUI

Content Filtering

- Inherent URL filter
- Integration with Websense®
- Top website reports

Optional VPN

- **IPSec Tunnel Mode:** 100 Tunnels
- **Encryption:** DES, 3DES, and AES
- **Authentication Mechanisms:** XAUTH, Digital certificates, Pre-Shared Keys, and Secure ID

Environment

- **Operating Temperature:** 0° to 50 °C (32° to 122 °F)
- **Storage Temperature:** -20° to 70 °C (-4° to 158 °F)
- **Relative Humidity:** Up to 95%, non-condensing

Physical

- **Chassis:** 1U, metal chassis
- **Dimensions:** 1.75" H, 11.75" W, 7.5" D
- **Weight:** 4 lbs.
- **Power:** 100-250 VAC, 50-60Hz, 25 watts

Agency Approvals

- CE Mark, UL & Canadian UL (CUL), IEC/EN
- RoHS

Ordering Information

Equipment	Part #
NetVanta 3448	1200821E1
NetVanta 3448 with VPN and VQM	4200821E2
NetVanta 3448 PoE	4200821G11#120
NetVanta 3448 PoE with VPN and VQM	4200821G12#120
VPN and VQM Software Upgrade	1950821E2

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Attachment 6:
LEC List

Telmate LLC Response to State of Nebraska RFP 5289 Z1 for Inmate Calling Services

ZPDI	CIC	LEC NUMBER	LEC NAME	OCN NUMBER	OCN NAME
0756		0010	VERIZON EAST	5131	VERIZON NEW YORK-CT
0756		0010	VERIZON EAST	9102	VERIZON NEW ENGLAND
0756		0010	VERIZON EAST	9104	VERIZON NEW YORK INC
0756		0014	VERIZON EAST	0169	VERIZON NORTH-PA
0756		0014	VERIZON EAST	0170	VERIZON NORTH-PA
0756		0014	VERIZON EAST	0201	VERIZON NORTH-PA
0756		0014	VERIZON EAST	0233	VERIZON SOUTH-VA
0756		0014	VERIZON EAST	4337	VERIZON SOUTH-VA
0756		0014	VERIZON EAST	5010	VERIZON DELAWARE DE
0756		0014	VERIZON EAST	5020	VERIZON WASH - DC
0756		0014	VERIZON EAST	5030	VERIZON MARYLAND MD
0756		0014	VERIZON EAST	5040	VERIZON VIRGINIA VA
0756		0014	VERIZON EAST	9206	VERIZON NEW JERSEY
0756		0014	VERIZON EAST	9208	VERIZON PENNSYLVANIA
0756		0014	VERIZON EAST	9210	VERIZON DELAWARE INC
0756		0014	VERIZON EAST	9211	VERIZON WASHINGTON
0756		0014	VERIZON EAST	9212	VERIZON MARYLAND INC
0756		0014	VERIZON EAST	9213	VERIZON VIRGINIA INC
0756		0016	ATT MIDWEST	9321	AMERITECH OHIO
0756		0016	ATT MIDWEST	9323	AMERITECH MICHIGAN
0756		0016	ATT MIDWEST	9325	AMERITECH INDIANA
0756		0016	ATT MIDWEST	9327	AMERITECH WISCONSIN
0756		0016	ATT MIDWEST	9329	AMERITECH ILLINOIS
0756		0018	CINCINNATI BELL	309B	CINCINNATI BELL EXT
0756		0018	CINCINNATI BELL	9348	CINCINNATI BELL
0756		0020	ATT SOUTHEAST	5181	BELLSOUTH TELECOM-AL
0756		0020	ATT SOUTHEAST	5182	BELLSOUTH TELECOM-KY
0756		0020	ATT SOUTHEAST	5183	BELLSOUTH TELECOM-LA
0756		0020	ATT SOUTHEAST	5184	BELLSOUTH TELECOM-MS
0756		0020	ATT SOUTHEAST	5185	BELLSOUTH TELECOM-TN
0756		0020	ATT SOUTHEAST	5191	BELLSOUTH TELECOM-FL
0756		0020	ATT SOUTHEAST	5192	BELLSOUTH TELECOM-GA
0756		0020	ATT SOUTHEAST	5193	BELLSOUTH TELECOM-NC
0756		0020	ATT SOUTHEAST	5194	BELLSOUTH TELECOM-SC
0756		0020	ATT SOUTHEAST	9417	BELLSOUTH SO BELL
0756		0020	ATT SOUTHEAST	9419	BELLSOUTH SO CNTL
0756		0022	ATT SOUTHWEST	5211	SOUTHWESTERN BELL-AR
0756		0022	ATT SOUTHWEST	5213	SOUTHWESTERN BELL-MO
0756		0022	ATT SOUTHWEST	5214	SOUTHWESTERN BELL-KS
0756		0022	ATT SOUTHWEST	5215	SOUTHWESTERN BELL-OK
0756		0022	ATT SOUTHWEST	5216	SOUTHWESTERN BELL-TX

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0756	0022	ATT SOUTHWEST	7726	SOUTHWESTERN BELL TX
0756	0022	ATT SOUTHWEST	8870	SOUTHWESTERN BELL AR
0756	0022	ATT SOUTHWEST	9533	SOUTHWESTERN BELL
0756	0024	QWEST	2456	MALHEUR HOME TEL CO
0756	0024	QWEST	5101	QWEST CORPORATION-AZ
0756	0024	QWEST	5102	QWEST CORPORATION-CO
0756	0024	QWEST	5103	QWEST CORPORATION-ID
0756	0024	QWEST	5104	QWEST CORPORATION-MT
0756	0024	QWEST	5105	QWEST CORPORATION-NM
0756	0024	QWEST	5107	QWEST CORPORATION-UT
0756	0024	QWEST	5108	QWEST CORPORATION-WY
0756	0024	QWEST	5141	QWEST CORPORATION-IA
0756	0024	QWEST	5142	QWEST CORPORATION-MN
0756	0024	QWEST	5143	QWEST CORPORATION-NE
0756	0024	QWEST	5144	QWEST CORPORATION-ND
0756	0024	QWEST	5145	QWEST CORPORATION-SD
0756	0024	QWEST	5161	QWEST CORPORATION-WA
0756	0024	QWEST	5162	QWEST CORPORATION-ID
0756	0024	QWEST	5163	QWEST CORPORATION-OR
0756	0024	QWEST	9631	QWEST CORPORATION
0756	0024	QWEST	9636	QWEST CORPORATION
0756	0024	QWEST	9638	QWEST CORPORATION
0756	0026	ATT WEST	9740	PACIFIC BELL
0756	0026	ATT WEST	9742	NEVADA BELL
0756	0027	CANOPCO	8228	NORTHERN TEL LTD PTN
0756	0027	CANOPCO	8233	LE TEL ST-EPHREM INC
0756	0027	CANOPCO	8235	LA CO DE TEL ST VICT
0756	0027	CANOPCO	8239	TELEBEC, LTEE
0756	0029	TELUS	2243	TELUS COMM QUEBEC
0756	0029	TELUS	2782	TELUS INTEGRATED COM
0756	0029	TELUS	329A	ALIANTELECOM MOBLT
0756	0029	TELUS	4878	BRAGG COMMUNICATIONS
0756	0029	TELUS	497E	SHAW TELECOM INC. BC
0756	0029	TELUS	6574	BELL CELLULAR INC
0756	0029	TELUS	743B	ROGERS COMMUNICATION
0756	0029	TELUS	8050	BELL QUEBEC
0756	0029	TELUS	8051	BELL ONTARIO
0756	0029	TELUS	8082	CITY WEST CABLE TEL
0756	0029	TELUS	8083	TELUS COMM - QC
0756	0029	TELUS	8084	TELUS COMM INC
0756	0029	TELUS	8085	NEWTEL CO
0756	0029	TELUS	8086	TELUS COMM BC
0756	0029	TELUS	8087	ISLAND TEL CO LTD
0756	0029	TELUS	8088	MANITOBA TEL SYS
0756	0029	TELUS	8089	MARITIME TEL LTD

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0756	0029	TELUS	8090	NEW BRUNSWICK TEL
0756	0029	TELUS	8091	SASKATCHEWAN TEL COM
0756	0029	TELUS	8092	NORTHWESTEL INC
0756	0029	TELUS	8094	CORP CTY THUNDER BAY
0756	0029	TELUS	8203	QUADRO COMMUNICATION
0756	0029	TELUS	8204	BROOKE TELECOM CO OP
0756	0029	TELUS	8208	CIE TEL COURCELLES
0756	0029	TELUS	8210	DRYDEN MUN TEL SYS
0756	0029	TELUS	8211	NEXICOM TELECOMM
0756	0029	TELUS	8212	GOSFIELD NO COMM
0756	0029	TELUS	8213	TEL GUEVREMONT INC
0756	0029	TELUS	8214	HAY COMM COOP LTD
0756	0029	TELUS	8215	HURON TELECOMM COOP
0756	0029	TELUS	8216	EXECULINK TELECOM-ON
0756	0029	TELUS	8218	BELL ALIANT REG COM
0756	0029	TELUS	8219	CIE DE TEL DE LAMBTN
0756	0029	TELUS	8220	LANSDOWNE RURAL TEL
0756	0029	TELUS	8221	TELEPHONE MILOT INC.
0756	0029	TELUS	8223	MORNINGTON COM COOP
0756	0029	TELUS	8225	NO FRONTENAC TEL CO
0756	0029	TELUS	8227	NO RENFREW TEL CO.
0756	0029	TELUS	8230	NEXICOM TELEPHONES
0756	0029	TELUS	8231	PEOPLES TELCO FOREST
0756	0029	TELUS	8232	ROXBOROUGH TELCO INC
0756	0029	TELUS	8236	LA CORP TEL LA BAIE
0756	0029	TELUS	8237	SOGETEL, INC.
0756	0029	TELUS	8240	TUCKERSMITH COMM
0756	0029	TELUS	8241	COMPAGNIE TEL UPTON
0756	0029	TELUS	8242	COOPTEL
0756	0029	TELUS	8243	TELEPHONE DE WARWICK
0756	0029	TELUS	8244	WESTPORT TEL CO LTD.
0756	0029	TELUS	8245	WIGHTMAN TEL LTD.
0756	0029	TELUS	8256	COMPAGNIE TEL NATES
0756	0029	TELUS	8304	ALLSTREAM INC.
0756	0029	TELUS	8306	VIDEOTRON G.P.
0756	0029	TELUS	8377	ROGERS COMMUNICATION
0756	0030	VERIZON WEST	0281	VERIZON NORTH INC.
0756	0030	VERIZON WEST	0328	VERIZON FLORIDA INC.
0756	0030	VERIZON WEST	864F	VERIZON SO - NC
0756	0046	VERIZON WEST	2154	VERIZON SW INC. TX
0756	0046	VERIZON WEST	4344	VERIZON SW INC. TX
0756	0052	VERIZON WEST	2302	VERIZON CALIFORNIA
0756	0052	VERIZON WEST	2319	VERIZON CALIF. INC
0756	0052	VERIZON WEST	4420	VERIZON CALIF-CA
0756	0059	CENTURYLINK	0138	CENTURYLINK

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0756	0059	CENTURYLINK	0209	CENTURYLINK
0756	0059	CENTURYLINK	0254	CENTURYLINK
0756	0059	CENTURYLINK	0340	CENTURYLINK
0756	0059	CENTURYLINK	0341	CENTURYLINK
0756	0059	CENTURYLINK	0470	CENTURYLINK
0756	0059	CENTURYLINK	0471	CENTURYLINK
0756	0059	CENTURYLINK	0506	CENTURYLINK
0756	0059	CENTURYLINK	0567	UNITED TELEPHONE SE
0756	0059	CENTURYLINK	0661	CENTURYLINK
0756	0059	CENTURYLINK	0832	CENTURYLINK
0756	0059	CENTURYLINK	1456	CENTURYLINK
0756	0059	CENTURYLINK	1595	UNITED TEL CO WEST
0756	0059	CENTURYLINK	1810	CENTURYLINK
0756	0059	CENTURYLINK	1811	CENTURYLINK
0756	0059	CENTURYLINK	1812	CENTURYLINK - KS
0756	0059	CENTURYLINK	1842	CENTURYLINK
0756	0059	CENTURYLINK	1957	CENTURYLINK
0756	0059	CENTURYLINK	2084	CENTURYLINK
0756	0059	CENTURYLINK	2114	CENTURYLINK
0756	0059	CENTURYLINK	2348	CENTRAL TEL CO NV
0756	0059	CENTURYLINK	2400	UNITED TELEPHONE NW
0756	0059	CENTURYLINK	4510	CENTURYLINK - TN
0756	0059	CENTURYLINK	4511	CENTURYLINK - VA
0756	0059	CENTURYLINK	4520	CENTURYLINK
0756	0059	CENTURYLINK	4521	CENTURYLINK - WA
0756	0059	CENTURYLINK	4530	CENTURYLINK- NE
0756	0059	CENTURYLINK	4531	CENTURYLINK WEST-WY
0756	0074	WINDSTREAM	0106	WINDSTREAM NY FLTN
0756	0074	WINDSTREAM	0109	WINDSTREAM NY JAMEST
0756	0074	WINDSTREAM	0113	WINDSTREAM NY RED JK
0756	0074	WINDSTREAM	0176	WINDSTREAM - PA INC.
0756	0074	WINDSTREAM	0302	WINDSTREAM ALABAMA
0756	0074	WINDSTREAM	0336	WINDSTREAM FLORIDA
0756	0074	WINDSTREAM	0357	WINDSTREAM GEORGIA
0756	0074	WINDSTREAM	0364	WINDSTREAM GA TEL
0756	0074	WINDSTREAM	0386	WINDSTREAM STANDARD
0756	0074	WINDSTREAM	0395	WINDSTREAM ACCUCOMM
0756	0074	WINDSTREAM	0402	WINDSTREAM KY WEST
0756	0074	WINDSTREAM	0453	WINDSTREAM MS
0756	0074	WINDSTREAM	0474	WINDSTREAM CONCORD
0756	0074	WINDSTREAM	0476	WINDSTREAM NC INC
0756	0074	WINDSTREAM	0483	WINDSTREAM LEXCOM
0756	0074	WINDSTREAM	0517	WINDSTREAM SC, INC.
0756	0074	WINDSTREAM	0665	WINDSTREAM OHIO, LLC
0756	0074	WINDSTREAM	0666	WINDSTREAM WESTN RES

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0756	0074	WINDSTREAM	1163	WINDSTREAM COMM SW
0756	0074	WINDSTREAM	1164	WINDSTREAM COMM SW
0756	0074	WINDSTREAM	1165	WINDSTREAM COMM SW
0756	0074	WINDSTREAM	1181	WINDSTREAM COMM SW
0756	0074	WINDSTREAM	1193	WINDSTREAM COMM SW
0756	0074	WINDSTREAM	1568	WINDSTREAM NE, INC.
0756	0074	WINDSTREAM	1691	WINDSTREAM ARKANSAS
0756	0074	WINDSTREAM	1885	WINDSTREAM MISSOURI
0756	0074	WINDSTREAM	1965	WINDSTREAM OKLAHOMA
0756	0074	WINDSTREAM	2011	OKLAHOMA WINDSTREAM
0756	0074	WINDSTREAM	2097	WINDSTREAM KERRVILLE
0756	0074	WINDSTREAM	2147	WINDSTREAM SUGAR LND
0756	0074	WINDSTREAM	2153	TEXAS WINDSTREAM
0756	0074	WINDSTREAM	4332	WINDSTREAM GA COMM
0756	0074	WINDSTREAM	4425	GEORGIA WINDSTREAM
0756	0074	WINDSTREAM	9690	WINDSTREAM KY-LXGTN
0756	0074	WINDSTREAM	9691	WINDSTREAM KY LONDON
0756	0076	FRONTIER	0072	FRONTIER CM AUSABLE
0756	0076	FRONTIER	0096	FRONTIER CM NY
0756	0076	FRONTIER	0100	FRONTIER CM NY
0756	0076	FRONTIER	0110	FRONTIER OGDEN TELCO
0756	0076	FRONTIER	0121	FRONTIER ROCHESTER
0756	0076	FRONTIER	0122	FRONTIER CM SENECA
0756	0076	FRONTIER	0128	FRONTIER CM SYLV LK
0756	0076	FRONTIER	0149	FRONTIER CM BREEZEWD
0756	0076	FRONTIER	0152	FRONTIER CM CANTON
0756	0076	FRONTIER	0161	COMMONWEALTH TEL CO
0756	0076	FRONTIER	0168	FRONTIER CM PA
0756	0076	FRONTIER	0178	FRONTIER CM LAKEWD
0756	0076	FRONTIER	0194	FRONTIER CM OSWAYO
0756	0076	FRONTIER	0270	CITIZENS TELECOM WV
0756	0076	FRONTIER	0301	FRONTIER CM LAMAR CT
0756	0076	FRONTIER	0306	FRONTIER CM AL LLC
0756	0076	FRONTIER	0318	FRONTIER CM OF SOUTH
0756	0076	FRONTIER	0362	FRONTIER CM FAIRMNT
0756	0076	FRONTIER	0460	FRONTIER CM MS
0756	0076	FRONTIER	0509	FRONTIER CAROL - NC
0756	0076	FRONTIER	0526	FRONTIER CAROL - SC
0756	0076	FRONTIER	0577	FRONTIER VOL STATE
0756	0076	FRONTIER	0615	FRONTIER NORTH - OH
0756	0076	FRONTIER	0681	FRONTIER MIDST - MI
0756	0076	FRONTIER	0682	FRONTIER CM OF MICH
0756	0076	FRONTIER	0695	FRONTIER NORTH - MI
0756	0076	FRONTIER	0750	FRONTIER CM IN
0756	0076	FRONTIER	0772	FRONTIER NORTH - IN

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0756	0076	FRONTIER	0779	FRONTIER NORTH - IN
0756	0076	FRONTIER	0828	FRONTIER CM THORNTWN
0756	0076	FRONTIER	0831	FRONTIER MIDST- IN
0756	0076	FRONTIER	0870	FRONTIER RHINELANDER
0756	0076	FRONTIER	0886	FRONTIER NORTH-WI
0756	0076	FRONTIER	0912	FRONTIER CM MONDOVI
0756	0076	FRONTIER	0944	FRONTIER CM ST CROIX
0756	0076	FRONTIER	0964	FRONTIER CM WI
0756	0076	FRONTIER	0967	FRONTIER CM VA
0756	0076	FRONTIER	0998	FRONTIER CM OF DEPUE
0756	0076	FRONTIER	1000	FRONTIER CAROL - IL
0756	0076	FRONTIER	1011	FRONTIER CM LAKESIDE
0756	0076	FRONTIER	1015	FRONTIER NORTH - IL
0756	0076	FRONTIER	1036	FRONTIER NORTH - IL
0756	0076	FRONTIER	1038	FRONTIER CM IL
0756	0076	FRONTIER	1055	FRONTIER CM MIDLAND
0756	0076	FRONTIER	1061	FRONTIER CM MTPULSKI
0756	0076	FRONTIER	1067	FRONTIER CM OF ORION
0756	0076	FRONTIER	1073	FRONTIER COMM PRARIE
0756	0076	FRONTIER	1079	FRONTIER SCHUYLER IL
0756	0076	FRONTIER	1123	FRONTIER CITIZENS MN
0756	0076	FRONTIER	1127	FRONTIER CM IA
0756	0076	FRONTIER	1128	FRONTIER CM NE
0756	0076	FRONTIER	1183	FRONTIER CITIZENS IL
0756	0076	FRONTIER	127G	FRONTIER COMM OF VA
0756	0076	FRONTIER	1367	FRONTIER CM MN
0756	0076	FRONTIER	2172	FRONTIER UTIL RURAL
0756	0076	FRONTIER	2308	FRONTIER CM OF CA
0756	0076	FRONTIER	2342	FRONTIER COM TUOLUMN
0756	0076	FRONTIER	2344	FRONTIER WEST CST-CA
0756	0076	FRONTIER	2354	FRONTIER CM NV
0756	0076	FRONTIER	2449	VERIZON NORTHWEST
0756	0076	FRONTIER	3401	FRONTIER CM OR
0756	0076	FRONTIER	3402	FRONTIER CM GLD ST
0756	0076	FRONTIER	4321	FRONTIER COM NW - ID
0756	0076	FRONTIER	4322	FRONTIER CM MT
0756	0076	FRONTIER	4323	FRONTIER COM NW - OR
0756	0076	FRONTIER	4324	FRONTIER COM NW - WA
0756	0076	FRONTIER	4334	FRONTIER CAROL - NC
0756	0076	FRONTIER	4335	FRONTIER CAROL - SC
0756	0076	FRONTIER	4336	FRONTIER CM TN
0756	0076	FRONTIER	4417	FRONTIER CM MI
0756	0076	FRONTIER	4418	FRONTIER CM MI-OH
0756	0076	FRONTIER	4419	FRONTIER SW - AZ
0756	0076	FRONTIER	4421	FRONTIER SW - NV

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0756	0076	FRONTIER	4423	FRONTIER COMM NW-WA
0756	0076	FRONTIER	4426	FRONTIER WHITE MTNS
0756	0076	FRONTIER	4427	FRONTIER CM ID
0756	0076	FRONTIER	4429	FRONTIER CM UT
0756	0076	FRONTIER	4449	FRONTIER NAVAJO COMM
0756	0076	FRONTIER	4450	FRONTIER NAVAJO COM.
0756	0076	FRONTIER	4451	FRONTIER NAVAJO
0756	0076	FRONTIER	4464	FRONTIER COMM SO AL
0756	0076	FRONTIER	4465	FRONTIER CM SO FL
0756	0076	FRONTIER	5050	FRONTIER WV INC - WV
0756	0076	FRONTIER	7513	CTSI, INC. - PA
0756	0076	FRONTIER	863F	FRONTIER SW - CA
0756	0076	FRONTIER	9147	FRONTIER COMM - CT
0756	0076	FRONTIER	9214	FRONTIER WV INC.
0756	0080	SOLIX	NECA	BKI
0756	0090	BSG CLEARING	0005	COBBOSSECONTEE TEL
0756	0090	BSG CLEARING	0007	ISLAND TEL
0756	0090	BSG CLEARING	0010	HAMPDEN TEL CO
0756	0090	BSG CLEARING	0011	HRTL D & ST ALBNS TEL
0756	0090	BSG CLEARING	0024	SOMERSET TEL CO
0756	0090	BSG CLEARING	0031	WARREN TEL CO
0756	0090	BSG CLEARING	0034	W PENOBSCOT TEL&TEL
0756	0090	BSG CLEARING	0043	DUNBARTON TEL CO
0756	0090	BSG CLEARING	0045	KEARSARGE TEL CO
0756	0090	BSG CLEARING	0047	MERRIMACK CNTY TELCO
0756	0090	BSG CLEARING	0049	UNION TEL CO - NH
0756	0090	BSG CLEARING	0050	WILTON TEL CO
0756	0090	BSG CLEARING	0053	FRANKLIN TEL CO
0756	0090	BSG CLEARING	0058	LUDLOW TEL CO
0756	0090	BSG CLEARING	0061	NORTHFIELD TEL CO
0756	0090	BSG CLEARING	0062	PERKINSVILLE SVC COR
0756	0090	BSG CLEARING	0065	PRIMELINK, INC. - NY
0756	0090	BSG CLEARING	0068	TOPSHAM TEL CO
0756	0090	BSG CLEARING	0077	CHAMPLAIN TEL CO
0756	0090	BSG CLEARING	0079	CHAZY & WESTPORT TEL
0756	0090	BSG CLEARING	0081	CIT TELCO HAMMOND NY
0756	0090	BSG CLEARING	0085	CROWN POINT TEL CORP
0756	0090	BSG CLEARING	0089	DEPOSIT TEL CO INC
0756	0090	BSG CLEARING	008E	BRESNAN BROADBAND MT
0756	0090	BSG CLEARING	0092	EDWARDS TEL CO INC
0756	0090	BSG CLEARING	0095	FISHERS ISL TEL CO
0756	0090	BSG CLEARING	0099	HANCOCK TEL CO - NY
0756	0090	BSG CLEARING	0107	NEWPORT TEL CO INC
0756	0090	BSG CLEARING	0108	NICHOLVILLE TEL CO
0756	0090	BSG CLEARING	0112	ONTARIO TEL CO

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0756	0090	BSG CLEARING	0114	ORISKANY FALLS TEL
0756	0090	BSG CLEARING	0118	PORT BYRON TEL CO
0756	0090	BSG CLEARING	0125	STATE TEL CO
0756	0090	BSG CLEARING	0129	TOWNSHIP TEL CO INC
0756	0090	BSG CLEARING	0131	TRUMANSBURG TEL
0756	0090	BSG CLEARING	0133	VERNON TEL CO INC
0756	0090	BSG CLEARING	0148	LAKEFIELD COMM - WI
0756	0090	BSG CLEARING	0156	CTZNS TEL OF KECKSBG
0756	0090	BSG CLEARING	0183	MAHANNOY & MAHANTANGO
0756	0090	BSG CLEARING	0193	CONSOLIDATED COMM
0756	0090	BSG CLEARING	0196	PALMERTON TEL CO
0756	0090	BSG CLEARING	0206	SUGAR VALLEY TEL
0756	0090	BSG CLEARING	0217	AMELIA TEL CORP
0756	0090	BSG CLEARING	0226	LUMOS TELEPHONE INC
0756	0090	BSG CLEARING	0237	HIGHLAND TEL COOP
0756	0090	BSG CLEARING	0239	NEW HOPE TEL COOP
0756	0090	BSG CLEARING	0248	SCOTT CO TEL COOP
0756	0090	BSG CLEARING	0249	LUMOS TEL BOTETOURT
0756	0090	BSG CLEARING	0253	VIRGINIA TEL CO
0756	0090	BSG CLEARING	0257	SPRUCE KB SENECA RK
0756	0090	BSG CLEARING	0277	WEST SIDE TEL CO
0756	0090	BSG CLEARING	0282	BLOUNTSVILLE TEL CO
0756	0090	BSG CLEARING	0283	BRINDLEE MTN TEL
0756	0090	BSG CLEARING	0284	BUTLER TEL CO INC
0756	0090	BSG CLEARING	0298	CENTURYLINK
0756	0090	BSG CLEARING	0299	HAYNEVILLE TEL CO
0756	0090	BSG CLEARING	0300	HOPPER TELECOMM
0756	0090	BSG CLEARING	0307	MOUNDEVILLE TEL CO
0756	0090	BSG CLEARING	0311	OAKMAN TEL CO INC
0756	0090	BSG CLEARING	0312	OTELCO TELEPHONE LLC
0756	0090	BSG CLEARING	0314	PEOPLES TELCO INC
0756	0090	BSG CLEARING	0322	UNION SPRINGS TEL CO
0756	0090	BSG CLEARING	0331	ITS TELECOMM SYS
0756	0090	BSG CLEARING	0332	BRAZOS TELECOM
0756	0090	BSG CLEARING	0338	QUINCY TEL CO
0756	0090	BSG CLEARING	0346	BLUE RIDGE TEL CO
0756	0090	BSG CLEARING	0347	BRANTLEY TEL CO INC
0756	0090	BSG CLEARING	0351	CAMDEN TEL & TEL CO
0756	0090	BSG CLEARING	0356	CENTURYLINK
0756	0090	BSG CLEARING	0358	DARIEN TEL CO INC
0756	0090	BSG CLEARING	0365	GLENWOOD TEL CO INC
0756	0090	BSG CLEARING	0368	HART TEL CO
0756	0090	BSG CLEARING	0375	NELSON BALL GROUND
0756	0090	BSG CLEARING	0379	PLANT TEL CO
0756	0090	BSG CLEARING	0381	PUBLIC SERVICE TEL

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0756	0090	BSG CLEARING	0392	WAVERLY HALL TEL LLC
0756	0090	BSG CLEARING	0394	WILKES TEL & ELEC CO
0756	0090	BSG CLEARING	0398	BRANDENBURG TEL CO
0756	0090	BSG CLEARING	0403	HOOD CANAL COMM - WA
0756	0090	BSG CLEARING	0406	FOOTHILLS RURAL TEL
0756	0090	BSG CLEARING	0411	LESLIE COUNTY TEL CO
0756	0090	BSG CLEARING	0412	LEWISPORT TEL CO INC
0756	0090	BSG CLEARING	0413	LOGAN TEL COOP INC
0756	0090	BSG CLEARING	0417	SALEM TEL CO
0756	0090	BSG CLEARING	0419	THACKER-GRIGSBY TEL
0756	0090	BSG CLEARING	0421	WEST KY RL TEL CORP
0756	0090	BSG CLEARING	0423	CENTURYLINK
0756	0090	BSG CLEARING	0424	CENTURYLINK
0756	0090	BSG CLEARING	0425	CAMERON TEL CO
0756	0090	BSG CLEARING	0426	CAMPTI-PLEA HILL TEL
0756	0090	BSG CLEARING	0427	CENTURYLINK
0756	0090	BSG CLEARING	0428	DELCAMBRE TEL CO
0756	0090	BSG CLEARING	0429	E ASCENSION TEL, LLC
0756	0090	BSG CLEARING	0430	ELIZABETH TEL CO
0756	0090	BSG CLEARING	0431	CENTURYLINK
0756	0090	BSG CLEARING	0432	KAPLAN TEL CO
0756	0090	BSG CLEARING	0434	CENTURYLINK
0756	0090	BSG CLEARING	0435	NORTHEAST LA TEL CO
0756	0090	BSG CLEARING	0436	CENTURYLINK
0756	0090	BSG CLEARING	0438	RESERVE TEL CO
0756	0090	BSG CLEARING	0439	CENTURYLINK
0756	0090	BSG CLEARING	0440	CENTURYLINK
0756	0090	BSG CLEARING	0441	STAR TELEPHONE CO
0756	0090	BSG CLEARING	0442	CENTURYLINK
0756	0090	BSG CLEARING	0448	CALHOUN CITY TELCO
0756	0090	BSG CLEARING	0449	MYRTLE TEL CO
0756	0090	BSG CLEARING	0451	DECATUR TEL CO INC
0756	0090	BSG CLEARING	0456	GEORGETOWN TEL CO
0756	0090	BSG CLEARING	0457	LAKESIDE TEL CO INC
0756	0090	BSG CLEARING	0458	CENTURYLINK
0756	0090	BSG CLEARING	0461	NOXAPATER TEL CO INC
0756	0090	BSG CLEARING	0466	SLEDGE TEL CO
0756	0090	BSG CLEARING	0467	SMITHVILLE TELCO
0756	0090	BSG CLEARING	0469	BARNARDSVILLE TEL CO
0756	0090	BSG CLEARING	0473	CITIZENS TEL CO - NC
0756	0090	BSG CLEARING	0478	ELLERBE TEL CO
0756	0090	BSG CLEARING	0480	WEST PLAINS TELECOMM
0756	0090	BSG CLEARING	0485	CENTURYLINK
0756	0090	BSG CLEARING	0494	PINEVILLE TEL CO
0756	0090	BSG CLEARING	0497	PIEDMONT TEL MEM CO

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0756	0090	BSG CLEARING	0498	SALUDA MOUNTAIN TEL
0756	0090	BSG CLEARING	0500	SERVICE TEL CO
0756	0090	BSG CLEARING	0503	SURRY TEL MEMB CORP
0756	0090	BSG CLEARING	0516	CHESTER TEL CO
0756	0090	BSG CLEARING	0521	FORT MILL TEL CO
0756	0090	BSG CLEARING	0528	HORRY TEL COOP INC
0756	0090	BSG CLEARING	0531	LANCASTER TEL CO
0756	0090	BSG CLEARING	0532	LOCKHART TEL CO INC
0756	0090	BSG CLEARING	0533	MCCLELLANVL TEL CO
0756	0090	BSG CLEARING	0535	NORWAY TEL CO INC
0756	0090	BSG CLEARING	0541	RIDGEWAY TEL CO
0756	0090	BSG CLEARING	0542	COMPORIUM, INC.
0756	0090	BSG CLEARING	0544	ST STEPHEN TELCO
0756	0090	BSG CLEARING	0551	WILLISTON TELE CO
0756	0090	BSG CLEARING	0552	CENTURYLINK-ADAMSVL
0756	0090	BSG CLEARING	0557	CENTURYLINK-CLAIBORN
0756	0090	BSG CLEARING	0558	CONVERSENT COMM - NJ
0756	0090	BSG CLEARING	0559	CONCORD TEL EX INC
0756	0090	BSG CLEARING	0560	CONVERSENT COMM - NJ
0756	0090	BSG CLEARING	0566	HUMPHREYS COUNTY TEL
0756	0090	BSG CLEARING	0574	CENTURYLINK
0756	0090	BSG CLEARING	0575	TENNESSEE TEL CO
0756	0090	BSG CLEARING	0578	TELLICO TEL CO
0756	0090	BSG CLEARING	0585	ARCADIA TEL CO
0756	0090	BSG CLEARING	0586	ARTHUR MUTUAL TEL CO
0756	0090	BSG CLEARING	0590	BENTON RIDGE TEL CO
0756	0090	BSG CLEARING	0598	MCCLURE TEL CO
0756	0090	BSG CLEARING	0606	CONNEAUT TEL CO
0756	0090	BSG CLEARING	0607	CONTINENTAL OHIO
0756	0090	BSG CLEARING	0609	DOYLESTOWN TEL CO
0756	0090	BSG CLEARING	0612	FARMERS MUT TELCO OH
0756	0090	BSG CLEARING	0613	LITTLE MIAMI COMM
0756	0090	BSG CLEARING	0614	FORT JENNINGS TEL CO
0756	0090	BSG CLEARING	0619	GLANDORF TEL CO INC
0756	0090	BSG CLEARING	0625	KALIDA TEL CO INC
0756	0090	BSG CLEARING	0630	CENTURYLINK
0756	0090	BSG CLEARING	0633	MIDDLE PT HOME TEL
0756	0090	BSG CLEARING	0634	MINFORD TEL CO INC
0756	0090	BSG CLEARING	0639	NEW KNOXVILLE TEL CO
0756	0090	BSG CLEARING	0645	OAKWOOD MUTUAL TEL
0756	0090	BSG CLEARING	0650	OTTOVILLE MUTUAL TEL
0756	0090	BSG CLEARING	0651	PATTERSONVILLE TEL
0756	0090	BSG CLEARING	0656	SHERWOOD MUTUAL TEL
0756	0090	BSG CLEARING	0662	VANLUE TEL CO
0756	0090	BSG CLEARING	0664	WASBASH MUTUAL TEL

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0756	0090	BSG CLEARING	0671	CENTURYLINK
0756	0090	BSG CLEARING	0672	COMM CORP OF MI
0756	0090	BSG CLEARING	0677	ISLAND TEL CO
0756	0090	BSG CLEARING	0678	BLANCHARD TELEPHONE
0756	0090	BSG CLEARING	0685	CHATHAN TEL CO
0756	0090	BSG CLEARING	0689	CENTURYLINK
0756	0090	BSG CLEARING	0702	CENTURYLINK
0756	0090	BSG CLEARING	0705	CENTURYLINK
0756	0090	BSG CLEARING	0711	MIDWAY TEL CO - MI
0756	0090	BSG CLEARING	0713	HIAWATHA TEL CO
0756	0090	BSG CLEARING	0717	ONTONAGON CNTY TELCO
0756	0090	BSG CLEARING	0721	PIGEON TEL CO
0756	0090	BSG CLEARING	0726	SHIAWASSEE TEL CO
0756	0090	BSG CLEARING	0728	SPRINGPORT TEL CO
0756	0090	BSG CLEARING	0738	WOLVERINE TEL CO
0756	0090	BSG CLEARING	0742	BLOOMINGDALE HM TEL
0756	0090	BSG CLEARING	0744	CAMDEN TEL CO INC
0756	0090	BSG CLEARING	0747	CENTURYLINK
0756	0090	BSG CLEARING	0751	CITIZENS TEL CORP
0756	0090	BSG CLEARING	0756	CRAIGVILLE TEL CO
0756	0090	BSG CLEARING	0760	PRIORITYONE TEL OR C
0756	0090	BSG CLEARING	0775	NINESTAR CONNECT
0756	0090	BSG CLEARING	0776	COMM CORP OF IN
0756	0090	BSG CLEARING	0777	HOME TEL - PITTSBORO
0756	0090	BSG CLEARING	0778	HOME TEL CO - IN
0756	0090	BSG CLEARING	0788	MERCHNTS & FRMRS TEL
0756	0090	BSG CLEARING	0790	MONON TEL CO INC
0756	0090	BSG CLEARING	0792	MULBERRY COOP TEL
0756	0090	BSG CLEARING	0796	NEW LISBON TEL CO
0756	0090	BSG CLEARING	0801	CENTURYLINK
0756	0090	BSG CLEARING	0816	S&W TEL CO INC
0756	0090	BSG CLEARING	0819	SE IND RURAL TEL
0756	0090	BSG CLEARING	0825	SUNMAN TELECOMM CORP
0756	0090	BSG CLEARING	0826	SWAYZEE TEL CO INC
0756	0090	BSG CLEARING	0827	SWEETSER RURAL TEL
0756	0090	BSG CLEARING	0829	TIPTON TEL CO INC
0756	0090	BSG CLEARING	0830	TRI-COUNTY TEL CO
0756	0090	BSG CLEARING	0837	WEST POINT TEL CO
0756	0090	BSG CLEARING	0841	CENTURYLINK - CENCOM
0756	0090	BSG CLEARING	0844	BADGER TELECOM INC
0756	0090	BSG CLEARING	0847	BELMONT TEL CO
0756	0090	BSG CLEARING	0849	BLACK EARTH TEL CO
0756	0090	BSG CLEARING	0851	BONDUEL TEL CO
0756	0090	BSG CLEARING	0856	BURL BRI & WHE TEL
0756	0090	BSG CLEARING	0857	CENTURYLINK - CASCO

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0756	0090	BSG CLEARING	0859	CENTRAL STATE TEL CO
0756	0090	BSG CLEARING	0872	CUBA CTY TEL EX CO I
0756	0090	BSG CLEARING	0875	DICKEYVILLE TEL CORP
0756	0090	BSG CLEARING	0877	CENTURYLINK
0756	0090	BSG CLEARING	0880	FARMERS TEL CO - WI
0756	0090	BSG CLEARING	0881	MID-PLAINS TEL INC
0756	0090	BSG CLEARING	0884	CENTURYLINK
0756	0090	BSG CLEARING	0893	US LEC COMM - LA
0756	0090	BSG CLEARING	0895	CENTURYLINK
0756	0090	BSG CLEARING	0896	LAKEFIELD TEL CO
0756	0090	BSG CLEARING	0898	CENTURYLINK
0756	0090	BSG CLEARING	0909	MIDWAY TEL CO - WI
0756	0090	BSG CLEARING	0913	CENTURYLINK
0756	0090	BSG CLEARING	0914	EASTCOAST TELECOM
0756	0090	BSG CLEARING	0915	MOSINEE TEL CO
0756	0090	BSG CLEARING	0917	MOUNT VERNON TEL CO
0756	0090	BSG CLEARING	0922	CENTURYLINK - NW
0756	0090	BSG CLEARING	0924	CENTURYLINK
0756	0090	BSG CLEARING	0925	BAYLAND TEL INC
0756	0090	BSG CLEARING	0930	GRANTLAND TELECOM
0756	0090	BSG CLEARING	0931	CENTURYLINK
0756	0090	BSG CLEARING	0934	CENTURYLINK-PLATTEVL
0756	0090	BSG CLEARING	0938	NORTHEAST TEL CO
0756	0090	BSG CLEARING	0943	RIVERSIDE TELECOM
0756	0090	BSG CLEARING	0945	SCANDINAVIA TEL CO
0756	0090	BSG CLEARING	094B	COTC CONNECTIONS-OK
0756	0090	BSG CLEARING	0950	CENTURYLINK
0756	0090	BSG CLEARING	0952	SOUTHEAST TEL CO WI
0756	0090	BSG CLEARING	0954	STOCKB & SHER TEL CO
0756	0090	BSG CLEARING	0955	STATE LONG DIS TELCO
0756	0090	BSG CLEARING	0956	CENTURYLINK
0756	0090	BSG CLEARING	0958	TENNEY TEL CO
0756	0090	BSG CLEARING	0959	CENTURYLINK - THORP
0756	0090	BSG CLEARING	0962	UNION TEL CO - WI
0756	0090	BSG CLEARING	0963	UTELCO INC
0756	0090	BSG CLEARING	0968	WAUNAKEE TEL CO
0756	0090	BSG CLEARING	0970	CENTURYLINK-WAYSIDE
0756	0090	BSG CLEARING	0973	WITTENBERG TEL CO
0756	0090	BSG CLEARING	0974	WOOD COUNTY TEL CO
0756	0090	BSG CLEARING	0993	CROSSVILLE TEL CO
0756	0090	BSG CLEARING	1017	GLASFORD TEL CO
0756	0090	BSG CLEARING	1020	GRAFTON TEL CO
0756	0090	BSG CLEARING	1023	GRIDLEY TEL CO
0756	0090	BSG CLEARING	1041	KINSMAN MUT TEL CO
0756	0090	BSG CLEARING	1045	LEAF RIV VLY TEL CO

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0756	0090	BSG CLEARING	1048	MCNABB TEL CO
0756	0090	BSG CLEARING	1057	CENTURYLINK
0756	0090	BSG CLEARING	1058	MONTROSE MUT TEL CO
0756	0090	BSG CLEARING	1075	REYNOLDS TEL CO
0756	0090	BSG CLEARING	1087	VIOLA HOME TEL CO
0756	0090	BSG CLEARING	1091	WOODHULL COMTY TELCO
0756	0090	BSG CLEARING	1092	STELLE TELEPHONE CO.
0756	0090	BSG CLEARING	1101	ATKINS TEL CO INC
0756	0090	BSG CLEARING	1105	AYRSHIRE FMR MUT TEL
0756	0090	BSG CLEARING	1106	ALPINE COMM L.C.
0756	0090	BSG CLEARING	1108	BARNES CITY COOP TEL
0756	0090	BSG CLEARING	1109	ENVENTIS
0756	0090	BSG CLEARING	1110	BERNARD TEL CO INC
0756	0090	BSG CLEARING	1112	BREDA TEL CORP
0756	0090	BSG CLEARING	1125	CENTRAL SCOTT TEL
0756	0090	BSG CLEARING	1126	CENTURYLINK
0756	0090	BSG CLEARING	1130	CLARENCE TEL CO INC
0756	0090	BSG CLEARING	1133	C-M-L TEL OF MER IA
0756	0090	BSG CLEARING	1134	COLO TELEPHONE CO
0756	0090	BSG CLEARING	1137	COON VLY COOP TEL
0756	0090	BSG CLEARING	1141	CORN BELT TEL CO
0756	0090	BSG CLEARING	1142	CENTURYLINK-RUSSELLV
0756	0090	BSG CLEARING	1143	CENTURYLINK-SILM SPG
0756	0090	BSG CLEARING	1144	CENTURYLINK
0756	0090	BSG CLEARING	1146	CUMBERLAND TEL CO
0756	0090	BSG CLEARING	1150	DIXON TEL COMPANY
0756	0090	BSG CLEARING	1151	CENTURYLINK
0756	0090	BSG CLEARING	1155	CENTURYLINK
0756	0090	BSG CLEARING	1156	E BUCHANAN TEL COOP
0756	0090	BSG CLEARING	1157	ELLSWORTH COOP TEL
0756	0090	BSG CLEARING	1158	MINBURN TELECOMM
0756	0090	BSG CLEARING	1159	CENTURYLINK
0756	0090	BSG CLEARING	1160	F&B COMMUNICATIONS
0756	0090	BSG CLEARING	1162	FARMERS COOP TEL CO
0756	0090	BSG CLEARING	1166	FARMERS & MERCH MUT
0756	0090	BSG CLEARING	1172	FARMERS MUTUAL TELC
0756	0090	BSG CLEARING	1173	FARMERS MUT TEL
0756	0090	BSG CLEARING	1175	FARMERS TELEPHONE CO
0756	0090	BSG CLEARING	1176	FARMERS TEL CO - IA
0756	0090	BSG CLEARING	1177	FARMERS TEL CO
0756	0090	BSG CLEARING	1179	FENTON COOP TEL CO
0756	0090	BSG CLEARING	1188	GOLDFIELD TEL CO
0756	0090	BSG CLEARING	1189	RIVER VLY TEL COOP
0756	0090	BSG CLEARING	1191	GRAND MOUND COOP TEL
0756	0090	BSG CLEARING	1195	GRISWOLD COOP TEL CO

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0756	0090	BSG CLEARING	1199	HAWKEYE TEL CO
0756	0090	BSG CLEARING	1203	HUBBARD COOP TEL
0756	0090	BSG CLEARING	1209	INTERSTATE COMM.
0756	0090	BSG CLEARING	1217	KEYSTONE FARMS COOP
0756	0090	BSG CLEARING	1222	LA MOTTE TEL CO INC
0756	0090	BSG CLEARING	1225	LEHIGH VLY COP TEL A
0756	0090	BSG CLEARING	1229	LOST NATION-ELWD TEL
0756	0090	BSG CLEARING	1230	NORTHEAST IA TEL CO
0756	0090	BSG CLEARING	1231	MESCALERO APACHE NM
0756	0090	BSG CLEARING	1232	LYNNVILLE COMM TELCO
0756	0090	BSG CLEARING	1237	MARNE & ELK HORN TEL
0756	0090	BSG CLEARING	1238	MARTELLE COOP TEL
0756	0090	BSG CLEARING	1241	MECHANICSVILLE TELCO
0756	0090	BSG CLEARING	1242	MILES COOP TEL ASSN
0756	0090	BSG CLEARING	1245	MINBURN TEL CO
0756	0090	BSG CLEARING	1250	MUT TEL CO MORN SUN
0756	0090	BSG CLEARING	1252	MUTUAL TELEPHONE CO
0756	0090	BSG CLEARING	1259	NORTHERN IA TEL CO
0756	0090	BSG CLEARING	1260	NORTHWEST IOWA TEL
0756	0090	BSG CLEARING	1261	NORTHWEST TEL COOP
0756	0090	BSG CLEARING	1262	COMM 1 NETWORK INC
0756	0090	BSG CLEARING	1264	OLIN TEL CO INC
0756	0090	BSG CLEARING	1266	ORAN MUTUAL TEL CO
0756	0090	BSG CLEARING	1269	PALO COOP TEL ASSN
0756	0090	BSG CLEARING	1273	PEOPLES TELEPHONE CO
0756	0090	BSG CLEARING	1274	CENTURYLINK
0756	0090	BSG CLEARING	1275	PRAIRIEBURG TEL CO
0756	0090	BSG CLEARING	1278	READLYN TEL CO
0756	0090	BSG CLEARING	1282	ROCKWELL COOP TEL
0756	0090	BSG CLEARING	1284	RUTHVEN TEL EXCH CO
0756	0090	BSG CLEARING	1285	SAC COUNTY MUT TEL
0756	0090	BSG CLEARING	1291	SCHALLER TEL CO
0756	0090	BSG CLEARING	1292	SEARSBORO TEL CO INC
0756	0090	BSG CLEARING	1298	S SLOPE COOP TEL INC
0756	0090	BSG CLEARING	1301	SOUTHWEST TEL EXCH
0756	0090	BSG CLEARING	1302	SPRINGVILLE COOP TEL
0756	0090	BSG CLEARING	1303	COOPERATIVE TEL EXCH
0756	0090	BSG CLEARING	1305	STRATFORD MUTUAL TEL
0756	0090	BSG CLEARING	1306	SULLY TEL ASSOC
0756	0090	BSG CLEARING	1307	SUPERIOR TEL COOP
0756	0090	BSG CLEARING	1308	TEMPLETON TEL CO
0756	0090	BSG CLEARING	130A	MAPLETON COM UT - IA
0756	0090	BSG CLEARING	1310	TITONKA-BURT COMM
0756	0090	BSG CLEARING	131B	GLOBAL TELECO BRKS
0756	0090	BSG CLEARING	1320	VAN HORNE COOP TEL

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0756	0090	BSG CLEARING	1327	WEBB-DICKENS TEL
0756	0090	BSG CLEARING	1328	WEBS-CALH COOP TEL
0756	0090	BSG CLEARING	1335	WESTSIDE INDP TEL CO
0756	0090	BSG CLEARING	1336	WILTON TELEPHONE CO
0756	0090	BSG CLEARING	1342	WOOLSTOCK MUT TEL
0756	0090	BSG CLEARING	1343	WYOMING MUT TEL CO
0756	0090	BSG CLEARING	1344	PRAIRIE TEL CO INC
0756	0090	BSG CLEARING	1350	ARVIG TEL CO
0756	0090	BSG CLEARING	1356	BENTON COOP TEL CO
0756	0090	BSG CLEARING	1362	BRIDGE WATER TEL CO
0756	0090	BSG CLEARING	1373	CONSOLID TEL CO
0756	0090	BSG CLEARING	1375	ENVENTIS
0756	0090	BSG CLEARING	1381	DUNNELL TELE CO
0756	0090	BSG CLEARING	1387	EMILY COOP TEL CO
0756	0090	BSG CLEARING	1396	GARDONVILLE COOP TEL
0756	0090	BSG CLEARING	1412	KASSON & MANTORVILLE
0756	0090	BSG CLEARING	1413	K M P TEL CO
0756	0090	BSG CLEARING	1419	LISMORE COOP TEL CO
0756	0090	BSG CLEARING	1422	LONSDALE TEL CO INC
0756	0090	BSG CLEARING	1427	ENVENTIS
0756	0090	BSG CLEARING	1433	MID-STATE TEL CO
0756	0090	BSG CLEARING	1439	MN VALLEY TEL CO INC
0756	0090	BSG CLEARING	1442	NEW ULM RURAL TEL
0756	0090	BSG CLEARING	1445	CENTURYLINK
0756	0090	BSG CLEARING	1450	PARK REGION MUT TEL
0756	0090	BSG CLEARING	1474	ROTHSAY TEL CO
0756	0090	BSG CLEARING	1479	INTEGRA TELECOM
0756	0090	BSG CLEARING	147B	CONVERSENT COMM - PA
0756	0090	BSG CLEARING	1483	SLEEPY EYE TEL CO
0756	0090	BSG CLEARING	1485	SPRING GROVE COMM
0756	0090	BSG CLEARING	148B	CONVERSENT COMM - VT
0756	0090	BSG CLEARING	1495	VALLEY TELEPHONE CO.
0756	0090	BSG CLEARING	1499	CROSSLAKE TEL CO
0756	0090	BSG CLEARING	1501	WEST CENTRAL TEL
0756	0090	BSG CLEARING	1502	WESTERN TEL CO
0756	0090	BSG CLEARING	1505	WIKSTROM TEL CO INC
0756	0090	BSG CLEARING	1507	WINSTED TEL CO
0756	0090	BSG CLEARING	1508	WINTHROP TEL CO
0756	0090	BSG CLEARING	1510	WOODSTOCK TEL CO
0756	0090	BSG CLEARING	1516	ARAPAHOE TEL COMPANY
0756	0090	BSG CLEARING	1525	THREE RIVER TELCO
0756	0090	BSG CLEARING	1526	CAMBRIDGE TELCO
0756	0090	BSG CLEARING	1534	COZAD TELEPHONE CO
0756	0090	BSG CLEARING	1553	GLENWOOD TEL MEMSHP
0756	0090	BSG CLEARING	1557	HARTMAN TEL EXCH INC

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0756	0090	BSG CLEARING	1558	HEMINGFORD COOP TEL
0756	0090	BSG CLEARING	1561	HERSHEY COOP TEL CO
0756	0090	BSG CLEARING	1567	KEYSTONE-ARTHUR TEL
0756	0090	BSG CLEARING	1590	SODTOWN TELEPHONE CO
0756	0090	BSG CLEARING	1597	WAUNETA TELEPHONE CO
0756	0090	BSG CLEARING	1601	ABSARAKA COOP TEL CO
0756	0090	BSG CLEARING	1615	GRIGGS COUNTY TEL CO
0756	0090	BSG CLEARING	1622	MOORE & LIBERTY TEL
0756	0090	BSG CLEARING	1631	RED RIV COMM - ND
0756	0090	BSG CLEARING	1636	UNTD TEL MUTUAL AID
0756	0090	BSG CLEARING	1647	CHEYENNE RIVER SIOX
0756	0090	BSG CLEARING	1650	CTY BRKNGS MUNICIPAL
0756	0090	BSG CLEARING	1666	JEFFERSON TEL CO
0756	0090	BSG CLEARING	1668	KENNEBEC TEL COMPANY
0756	0090	BSG CLEARING	1678	TURTLE MTN COMM
0756	0090	BSG CLEARING	1698	CLEVELAND CO TEL CO
0756	0090	BSG CLEARING	1699	DECATUR TEL CO
0756	0090	BSG CLEARING	1706	CENTURYLINK
0756	0090	BSG CLEARING	1711	CENTURYLINK
0756	0090	BSG CLEARING	1718	PRAIRIE GROVE TEL CO
0756	0090	BSG CLEARING	1720	CENTURYLINK
0756	0090	BSG CLEARING	1727	CENTURYLINK
0756	0090	BSG CLEARING	1756	COLUMBUS TEL CO
0756	0090	BSG CLEARING	1761	CUNNINGHAM TEL CO
0756	0090	BSG CLEARING	1762	CP-TEL NTWK SVCS LA
0756	0090	BSG CLEARING	1768	CBEYOND COMMS
0756	0090	BSG CLEARING	1769	CBEYOND COMMS - GA
0756	0090	BSG CLEARING	1778	GORHAM TEL CO INC
0756	0090	BSG CLEARING	1781	H & B COMM INC
0756	0090	BSG CLEARING	1782	HOME TEL CO - KS
0756	0090	BSG CLEARING	1791	LA HARPE TEL CO INC
0756	0090	BSG CLEARING	1798	ACME COMM - CLEC IN
0756	0090	BSG CLEARING	1803	PRIORITYONE TELECOM
0756	0090	BSG CLEARING	1808	MOUNDRIDGE TEL CO
0756	0090	BSG CLEARING	1809	MUTUAL TEL CO
0756	0090	BSG CLEARING	1814	PEOPLES TELECOM - KS
0756	0090	BSG CLEARING	1817	PIONEER TEL ASSN INC
0756	0090	BSG CLEARING	1827	S & T TEL COOP ASSN
0756	0090	BSG CLEARING	1839	TRI-COUNTY TEL ASSN
0756	0090	BSG CLEARING	1840	TWIN VALLEY TEL INC
0756	0090	BSG CLEARING	1845	WAMEGO TEL CO INC
0756	0090	BSG CLEARING	1860	ALMA TELEPHONE CO
0756	0090	BSG CLEARING	1866	OZARK TELEPHONE CO
0756	0090	BSG CLEARING	1882	FIDELITY TEL CO
0756	0090	BSG CLEARING	1886	GOODMAN TEL CO

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0756	0090	BSG CLEARING	1908	LE-RU TELEPHONE CO
0756	0090	BSG CLEARING	1914	MARK TWAIN RURAL TEL
0756	0090	BSG CLEARING	1935	OREGON FARM MUTUAL
0756	0090	BSG CLEARING	1936	PEACE VALLEY TEL CO
0756	0090	BSG CLEARING	1945	SENECA TEL CO
0756	0090	BSG CLEARING	1949	STEELVILLE TEL EXCH
0756	0090	BSG CLEARING	1966	ATLAS TELEPHONE CO
0756	0090	BSG CLEARING	1968	BEGGS TELEPHONE CO
0756	0090	BSG CLEARING	1974	CANADIAN VALLEY TEL
0756	0090	BSG CLEARING	1976	CARNEGIE TEL CO
0756	0090	BSG CLEARING	1977	CENTRAL OKLAHOMA TEL
0756	0090	BSG CLEARING	1979	CHEROKEE TEL CO
0756	0090	BSG CLEARING	1980	CHICKASAW TEL CO
0756	0090	BSG CLEARING	1982	CIMARRON TEL CO
0756	0090	BSG CLEARING	1984	OKLAHOMA COMM SYS
0756	0090	BSG CLEARING	1985	CROSS TELEPHONE CO.
0756	0090	BSG CLEARING	1988	DOBSON TEL CO
0756	0090	BSG CLEARING	1994	GRAND TEL CO INC
0756	0090	BSG CLEARING	1995	HINTON TEL CO
0756	0090	BSG CLEARING	2006	MCCLOUD TEL CO
0756	0090	BSG CLEARING	2010	MID-AMERICA TEL INC
0756	0090	BSG CLEARING	2013	OKLATEL COMM INC
0756	0090	BSG CLEARING	2014	OKLA WESTERN TEL
0756	0090	BSG CLEARING	2016	PANHANDLE TEL COOP
0756	0090	BSG CLEARING	2020	POTTAWATOMIE TEL CO
0756	0090	BSG CLEARING	2025	SW OKLAHOMA TEL CO
0756	0090	BSG CLEARING	2029	TERRAL TELE CO
0756	0090	BSG CLEARING	2030	TOTAH COMMUNICATIONS
0756	0090	BSG CLEARING	2034	WYANDOTTE TEL CO
0756	0090	BSG CLEARING	2038	BLOSSOM TEL CO
0756	0090	BSG CLEARING	2041	BRAZOS TEL COOP INC
0756	0090	BSG CLEARING	2043	NO TEXAS TEL COMPANY
0756	0090	BSG CLEARING	2060	TOTELCOM COMM, LLC
0756	0090	BSG CLEARING	2061	COMMUNITY TEL CO
0756	0090	BSG CLEARING	2065	CUMBY TEL COOP INC
0756	0090	BSG CLEARING	2071	FIVE AREA TEL CO-OP
0756	0090	BSG CLEARING	2093	INDUSTRY TEL CO
0756	0090	BSG CLEARING	2101	CENTURYLINK
0756	0090	BSG CLEARING	2104	LAKE LIVINGSTON TEL
0756	0090	BSG CLEARING	2109	CONSOL COMM OF TX CO
0756	0090	BSG CLEARING	210A	SUPERIOR SPECTRUM MI
0756	0090	BSG CLEARING	2116	NORTEX COMMUNICATION
0756	0090	BSG CLEARING	2117	CENTURYLINK
0756	0090	BSG CLEARING	2131	POKA LAMBRO TEL COOP
0756	0090	BSG CLEARING	2135	SOUTHWEST TX TEL CO

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0756	0090	BSG CLEARING	2140	CENTURYLINK
0756	0090	BSG CLEARING	2141	SANTA ROSA TEL COOP
0756	0090	BSG CLEARING	2143	S PLAINS TEL CO-OP
0756	0090	BSG CLEARING	2152	CBEYOND COMMS - TX
0756	0090	BSG CLEARING	2159	VALLEY TEL CO-OP INC
0756	0090	BSG CLEARING	2166	W TEXAS RURAL TEL
0756	0090	BSG CLEARING	2171	ARIZONA TEL CO
0756	0090	BSG CLEARING	2173	TOHONO O ODHAM UT AU
0756	0090	BSG CLEARING	2174	SOUTHWESTERN TEL CO
0756	0090	BSG CLEARING	2178	AGATE MUT TEL CO ASC
0756	0090	BSG CLEARING	2182	BLANCA TEL CO
0756	0090	BSG CLEARING	2184	DELTA CNTY TELE-COMM
0756	0090	BSG CLEARING	2185	CENTURYLINK
0756	0090	BSG CLEARING	2191	ACCIPITER COMM
0756	0090	BSG CLEARING	2193	NUCLA-NATURITA TEL
0756	0090	BSG CLEARING	2194	NUNN TEL CO
0756	0090	BSG CLEARING	2196	PEETZ COOP TEL CO
0756	0090	BSG CLEARING	2197	PHILLIPS CO TEL CO
0756	0090	BSG CLEARING	2198	PINE DRIVE TEL CO
0756	0090	BSG CLEARING	2199	PLAINS COOP TEL ASSN
0756	0090	BSG CLEARING	2200	FORT MOJAVE TELECOMM
0756	0090	BSG CLEARING	2202	ROGGEN TEL COOP CO
0756	0090	BSG CLEARING	2207	STRASBURG TEL CO
0756	0090	BSG CLEARING	2208	CENTURYLINK
0756	0090	BSG CLEARING	2210	WILLARD TEL CO
0756	0090	BSG CLEARING	2225	CENTURYLINK
0756	0090	BSG CLEARING	2227	MUD LAKE TEL COOP
0756	0090	BSG CLEARING	2230	POTLATCH TEL CO
0756	0090	BSG CLEARING	2231	PROJECT MUTUAL TEL
0756	0090	BSG CLEARING	2233	RURAL TEL CO
0756	0090	BSG CLEARING	2244	LINCOLN TEL CO INC
0756	0090	BSG CLEARING	2249	CENTURYLINK
0756	0090	BSG CLEARING	2251	RANGE TEL COOP INC
0756	0090	BSG CLEARING	2252	RONAN TELEPHONE CO.
0756	0090	BSG CLEARING	2263	LAJICARITA RURAL TEL
0756	0090	BSG CLEARING	2265	TULAROSA BASIN TELCO
0756	0090	BSG CLEARING	2268	WEST NM TEL CO INC
0756	0090	BSG CLEARING	2274	CENTURYLINK - NM
0756	0090	BSG CLEARING	2277	CENTRAL UTAH TEL INC
0756	0090	BSG CLEARING	2282	MANTI TEL CO
0756	0090	BSG CLEARING	2283	SKYLINE TELECOM
0756	0090	BSG CLEARING	2286	S CEN UTAH TEL ASSN
0756	0090	BSG CLEARING	2287	STRATA NETWORKS
0756	0090	BSG CLEARING	2289	CHUGWATER TEL CO
0756	0090	BSG CLEARING	2291	DUBOIS TEL EXCH INC

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0756	0090	BSG CLEARING	2299	CENTURYLINK
0756	0090	BSG CLEARING	2320	TDS METROCOM - IL
0756	0090	BSG CLEARING	2321	HAPPY VALLEY TEL CO
0756	0090	BSG CLEARING	2322	HORNITOS TEL CO
0756	0090	BSG CLEARING	2323	WINTERHAVEN TEL CO
0756	0090	BSG CLEARING	2334	SUREWEST TELEPHONE
0756	0090	BSG CLEARING	234B	ADVANCED TEL - MS
0756	0090	BSG CLEARING	2356	RIO VIRGIN TEL CO
0756	0090	BSG CLEARING	2360	CENTURYLINK
0756	0090	BSG CLEARING	2371	CASCADE UTILITIES
0756	0090	BSG CLEARING	2373	GERVAIS TEL CO
0756	0090	BSG CLEARING	2378	TRANS-CASCADES TELCO
0756	0090	BSG CLEARING	2390	OREGON IDAHO UTILIT
0756	0090	BSG CLEARING	2392	PINE TELEPHONE SYS
0756	0090	BSG CLEARING	2395	CENTURYTEL OF OR
0756	0090	BSG CLEARING	2397	SCIO MUTUAL TEL CO
0756	0090	BSG CLEARING	2404	ASOTIN TEL CO
0756	0090	BSG CLEARING	2408	CENTURYLINK
0756	0090	BSG CLEARING	2410	CENTURYLINK
0756	0090	BSG CLEARING	2418	PEND OREILLE TEL CO
0756	0090	BSG CLEARING	2419	HOOD CANAL TEL CO
0756	0090	BSG CLEARING	2422	CENTURYLINK
0756	0090	BSG CLEARING	2427	LEWIS RIVER TEL CO
0756	0090	BSG CLEARING	2430	MCDANIEL TEL CO INC
0756	0090	BSG CLEARING	2431	MASHELL TELECOM INC
0756	0090	BSG CLEARING	2455	BENKELMAN TEL CO INC
0756	0090	BSG CLEARING	2490	CBEYOND COMMS - CO
0756	0090	BSG CLEARING	2491	CBEYOND COMMS - IL
0756	0090	BSG CLEARING	2765	LUMOS NETWORKS-WV
0756	0090	BSG CLEARING	2976	CORECOMM PA - PA
0756	0090	BSG CLEARING	2985	WEB FIRE COMM - TX
0756	0090	BSG CLEARING	3000	ACS OF ANCHORAGE
0756	0090	BSG CLEARING	3002	BETTLES TEL CO
0756	0090	BSG CLEARING	3008	ACS OF FAIRBANKS
0756	0090	BSG CLEARING	3017	ALASKA TEL CO
0756	0090	BSG CLEARING	3021	SANDWICH ISLES COMM
0756	0090	BSG CLEARING	3022	ACS OF ALASKA, INC.
0756	0090	BSG CLEARING	3026	NORTH COUNTRY TEL CO
0756	0090	BSG CLEARING	3029	NEWCASTLE TEL CO
0756	0090	BSG CLEARING	3030	ACS OF THE NORTHLAND
0756	0090	BSG CLEARING	3031	SCOTT COUNTY TEL CO
0756	0090	BSG CLEARING	3032	BEAR LAKE COMM INC
0756	0090	BSG CLEARING	3057	MANNING MUNPL COMM
0756	0090	BSG CLEARING	3064	MIDCONTINENT COMM.
0756	0090	BSG CLEARING	3065	MIDCONTINENT COMM ND

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0756	0090	BSG CLEARING	3097	ALTA MUNICIPAL UT-IA
0756	0090	BSG CLEARING	3100	HAWAIIAN TELECOM-HI
0756	0090	BSG CLEARING	3112	COMMUNITY AGCY-IA
0756	0090	BSG CLEARING	3149	OPENBAND OF VIRGINIA
0756	0090	BSG CLEARING	3185	MOUNTAINET TELCO -VA
0756	0090	BSG CLEARING	3201	PUERTO RICO TEL CO
0756	0090	BSG CLEARING	3227	CONVERSENT COMM - ME
0756	0090	BSG CLEARING	3275	FIDELITY COMM-MO
0756	0090	BSG CLEARING	3289	CONVERSENT COMM - NY
0756	0090	BSG CLEARING	3301	SOUTHEAST MS TEL CO
0756	0090	BSG CLEARING	3304	HUMBOLDT TELEPHONE
0756	0090	BSG CLEARING	3320	CONTOOCOOK VLY TEL
0756	0090	BSG CLEARING	3321	HOLLIS TELEPHONE CO
0756	0090	BSG CLEARING	3356	FIDELITY COMM SV II
0756	0090	BSG CLEARING	3459	TC3 TELECOM INC-MI
0756	0090	BSG CLEARING	3497	1STEL, INC. - TX
0756	0090	BSG CLEARING	3610	RESERVE TELECOM LA
0756	0090	BSG CLEARING	3614	GRUNDY CTR UTIL - IA
0756	0090	BSG CLEARING	3620	OMNITEL COMM - IA
0756	0090	BSG CLEARING	3722	CONVERSENT COMM - CT
0756	0090	BSG CLEARING	3723	CONVERSENT COMM
0756	0090	BSG CLEARING	3724	CONVERSENT COMM - NY
0756	0090	BSG CLEARING	3726	TELENTL COMM INC TX
0756	0090	BSG CLEARING	3754	CONVERSENT COMM - ME
0756	0090	BSG CLEARING	3786	AERO COMM INC - KY
0756	0090	BSG CLEARING	3808	AERO COMM INC - IL
0756	0090	BSG CLEARING	3809	AERO COMMUNICATIONS
0756	0090	BSG CLEARING	3816	PROJECT MUTUAL CLEC
0756	0090	BSG CLEARING	3955	EASTERN OREG TEL-OR
0756	0090	BSG CLEARING	3964	SUREWEST BROADBD CA
0756	0090	BSG CLEARING	4042	CUMBY TELEPHONE COOP
0756	0090	BSG CLEARING	4046	SANTA ROSA TELE COOP
0756	0090	BSG CLEARING	4051	CONVERSENT COMM LLC
0756	0090	BSG CLEARING	4052	CONVERSENT COMM - MA
0756	0090	BSG CLEARING	4053	CONVERSENT COMM - NH
0756	0090	BSG CLEARING	4054	CONVERSENT COMM - RI
0756	0090	BSG CLEARING	4069	COON RAPIDS MUN UTIL
0756	0090	BSG CLEARING	4092	COMMCHOICE OF IOWA
0756	0090	BSG CLEARING	4111	WOW INTN CABL PHONE
0756	0090	BSG CLEARING	4115	LAURENS MUN COMM UTI
0756	0090	BSG CLEARING	4138	LOUISIANA COMPET TEL
0756	0090	BSG CLEARING	4140	WARWICK VLY TEL NY
0756	0090	BSG CLEARING	429A	MIDCONTINENT COMMS M
0756	0090	BSG CLEARING	4300	RED RIVER COMM - MN
0756	0090	BSG CLEARING	4437	CENTURYLINK - ID

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0756	0090	BSG CLEARING	4438	CENTURYLINK - NV
0756	0090	BSG CLEARING	443F	AERO NORTH COMM - IL
0756	0090	BSG CLEARING	4492	GLOBAL TELECOM BKRS
0756	0090	BSG CLEARING	4602	HUTCHINSON TELECOMM
0756	0090	BSG CLEARING	4607	ESSEX TELCOM, INC.
0756	0090	BSG CLEARING	460D	WTC COMMS, INC. - KS
0756	0090	BSG CLEARING	4650	LOUISA COMMUNICATION
0756	0090	BSG CLEARING	4652	U.S. TELEPAC - NV
0756	0090	BSG CLEARING	469A	T3 COMM. INC - FL
0756	0090	BSG CLEARING	4704	SEI DATA, INC.
0756	0090	BSG CLEARING	4930	LOUISIANA COMPET TEL
0756	0090	BSG CLEARING	4931	SUREWEST BRDB - CA
0756	0090	BSG CLEARING	4959	WARWICK VLY TEL NJ
0756	0090	BSG CLEARING	5109	DSCI, LLC
0756	0090	BSG CLEARING	5111	FAIRPOINT COMM - ME
0756	0090	BSG CLEARING	5113	FAIRPOINT COMM - NH
0756	0090	BSG CLEARING	5115	FAIRPOINT COMM - VT
0756	0090	BSG CLEARING	5247	KNOLOGY OF KANSAS-KS
0756	0090	BSG CLEARING	5353	TDS METROCOM - MI
0756	0090	BSG CLEARING	5361	HARLAN MUNICIPAL-IA
0756	0090	BSG CLEARING	5410	DSCI, LLC
0756	0090	BSG CLEARING	5511	DATAVISION COMM-OR
0756	0090	BSG CLEARING	554A	SOCKET TELECOM - MO
0756	0090	BSG CLEARING	5566	KASSON-MANTORVL TEL
0756	0090	BSG CLEARING	562E	SOUTH SLOPE TELCO IA
0756	0090	BSG CLEARING	568A	SUPERIOR SPECTRUM
0756	0090	BSG CLEARING	5781	LOCAL ACC PRIME - WA
0756	0090	BSG CLEARING	583E	LONG LN SIOUXLAND NE
0756	0090	BSG CLEARING	5840	GUTHRIE TELECOM - IA
0756	0090	BSG CLEARING	5910	S & T COMM - KS
0756	0090	BSG CLEARING	598B	WEST KENTUCKY RURAL
0756	0090	BSG CLEARING	6112	PRIMELINK, INC.
0756	0090	BSG CLEARING	6151	BTC, INC.
0756	0090	BSG CLEARING	641F	BRESNAN BROADBAND UT
0756	0090	BSG CLEARING	645C	CAMERON COMMS - LA
0756	0090	BSG CLEARING	667E	WOW INTN CABL PHONE
0756	0090	BSG CLEARING	668E	WOW INTN CABL PHONE
0756	0090	BSG CLEARING	669D	WABASH MUTUAL - OH
0756	0090	BSG CLEARING	7010	LONG LINES METRO SD
0756	0090	BSG CLEARING	7021	FIBERCOMM, L.C.
0756	0090	BSG CLEARING	7036	TDS METROCOM LLC
0756	0090	BSG CLEARING	7076	MIDCONTINENT COM SD
0756	0090	BSG CLEARING	7094	GOLDFIELD ACCESS NTW
0756	0090	BSG CLEARING	7185	LUMOS NETWORKS INC.
0756	0090	BSG CLEARING	735E	WOW INTN CABL PHONE

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0756	0090	BSG CLEARING	739D	REASNOR TELCO, LLC
0756	0090	BSG CLEARING	7453	U.S. TELEPAC - CA
0756	0090	BSG CLEARING	7720	RAINIER CONNECT - WA
0756	0090	BSG CLEARING	775A	BRISTOL VIRGINIA UTI
0756	0090	BSG CLEARING	7774	ADVANCED TEL INC.
0756	0090	BSG CLEARING	7804	TDS METROCOM - WI
0756	0090	BSG CLEARING	7809	W. T. SERVICES INC.
0756	0090	BSG CLEARING	7849	LUMOS NETWORKS-VA
0756	0090	BSG CLEARING	7857	ORLANDO TEL CO SYS
0756	0090	BSG CLEARING	7896	BCN TELECOM, INC.
0756	0090	BSG CLEARING	7991	SADDLEBACK COMM CO
0756	0090	BSG CLEARING	812D	SUREWEST BROADBAND
0756	0090	BSG CLEARING	8140	RANGE TEL COOP MT
0756	0090	BSG CLEARING	815D	HOPI TELECOMMS INCOR
0756	0090	BSG CLEARING	820A	TC3 TELECOM - MI
0756	0090	BSG CLEARING	8278	LOST NAT-ELWOOD TEL
0756	0090	BSG CLEARING	828B	LONG LINES METRO IA
0756	0090	BSG CLEARING	8298	RESERVE TELECOMM
0756	0090	BSG CLEARING	8367	NEVADA TELEPHONE INC
0756	0090	BSG CLEARING	846B	TIM RON ENTERPRISES
0756	0090	BSG CLEARING	847B	TIM RON ENTERPRISES
0756	0090	BSG CLEARING	8606	OTTER TAIL TELCOM
0756	0090	BSG CLEARING	8614	BAYLAND COMM INC.
0756	0090	BSG CLEARING	8708	HAWARDEN MUNCIPL UTL
0756	0090	BSG CLEARING	8839	ADVANCED TEL - LA
0756	0090	BSG CLEARING	8953	MARK TWAIN COMM CO
0756	0090	BSG CLEARING	8960	HORRY TEL COOP - SC
0756	0090	BSG CLEARING	9129	REINBECK MUN TEL UT
0756	0090	BSG CLEARING	916A	MAHASKA COMMS GRP IA
0756	0090	BSG CLEARING	9241	GLOBAL TEL BKR VA
0756	0090	BSG CLEARING	9262	UTILITY TEL. INC CA
0756	0090	BSG CLEARING	9472	BIDDEFORD INTERNT ME
0756	0090	BSG CLEARING	9658	VALU TEL COMM - NM
0756	0090	BSG CLEARING	966C	DSCI, LLC
0756	0090	BSG CLEARING	9764	MOBIUS COMM CO NE
0756	0090	BSG CLEARING	9769	ORANGE CITY COMM IA
0756	0090	BSG CLEARING	9784	CENTURYLINK
0756	0090	BSG CLEARING	9785	CENTURYLINK
0756	0090	BSG CLEARING	9786	CENTURYLINK
0756	0090	BSG CLEARING	9787	CENTURYLINK
0756	0090	BSG CLEARING	9788	CENTURYLINK
0756	0090	BSG CLEARING	9789	CENTURYLINK
0756	0090	BSG CLEARING	9809	BVU AUTHORITY - VA
0756	0090	BSG CLEARING	995A	NEVADA TEL - NV
0756	0096	COX COMMUNICATIONS	1802	COX KS TELCOM

Telmate LLC Response to State of Nebraska RFP 5289 Z1 for Inmate Calling Services

0756	0096	COX COMMUNICATIONS	215A	COX NV TELCOM
0756	0096	COX COMMUNICATIONS	385D	COX OH TELCOM
0756	0096	COX COMMUNICATIONS	612C	COX GA TELCOM
0756	0096	COX COMMUNICATIONS	7077	COX CT TELCOM
0756	0096	COX COMMUNICATIONS	7078	COX AZ TELCOM
0756	0096	COX COMMUNICATIONS	7189	COX VA TELCOM
0756	0096	COX COMMUNICATIONS	7190	COX CABLE NEW ORLEAN
0756	0096	COX COMMUNICATIONS	7192	COX CABLE OKLA CITY
0756	0096	COX COMMUNICATIONS	7193	COX FL TELCOM
0756	0096	COX COMMUNICATIONS	756D	COX ARKANSAS TELCOM
0756	0096	COX COMMUNICATIONS	7661	COX CA TELCOM - CA
0756	0096	COX COMMUNICATIONS	7987	COX COMMUNICATIONS
0756	0096	COX COMMUNICATIONS	7988	COX NE TELCOM
0756	0096	COX COMMUNICATIONS	8639	COX IA TELCOM
0756	0096	COX COMMUNICATIONS	8778	COX RI TELCOM
0756	0096	COX COMMUNICATIONS	941D	COX ID TELCOM
0756	0096	COX COMMUNICATIONS	CX61	COX PALOS VERDES
0756	0096	COX COMMUNICATIONS	CX78	COX TUCSON TELECOM
0756	0096	COX COMMUNICATIONS	CX87	COX SANTA BARBARA
0756	0096	COX COMMUNICATIONS	CX89	COX FIBERNET COMRCL
0756	0096	COX COMMUNICATIONS	CX90	COX BATON ROUGE
0756	0096	COX COMMUNICATIONS	CX92	COX TULSA TELCOM
0756	0096	COX COMMUNICATIONS	CX93	COX GAINESVILLE
0756	0096	COX COMMUNICATIONS	CXAX	COX ALEXANDRIA
0756	0096	COX COMMUNICATIONS	CXNV	COX NORTHERN VIRGINIA



Attachment 7:
Forms A, B,
and C

**Form A
Bidder Contact Sheet
Request for Proposal Number 5289Z1**

Form A should be completed and submitted with each response to this Request for Proposal. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

Preparation of Response Contact Information	
Bidder Name:	Telmate, LLC
Bidder Address:	655 Montgomery Street, Suite 1800 San Francisco, CA 94111
Contact Person & Title:	Ian Dunnington, National Sales Director
E-mail Address:	proposals@telmate.com
Telephone Number (Office):	415-300-4312
Telephone Number (Cellular):	415-933-7139
Fax Number:	415-520-0343

Each bidder shall also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Bidder Name:	Telmate, LLC
Bidder Address:	655 Montgomery Street, Suite 1800 San Francisco, CA 94111
Contact Person & Title:	Ian Dunnington, National Sales Director
E-mail Address:	proposals@telmate.com
Telephone Number (Office):	415-300-4312
Telephone Number (Cellular):	415-933-7139
Fax Number:	415-520-0343

Form B

Notification of Intent to Attend Pre-Proposal Conference and Site Visits

Request for Proposal Number 5289Z1

Bidder Name:	TELMATE, LLC
Bidder Address:	655 Montgomery St. 18th Floor San Francisco, CA 94111
Contact Person:	Tim Haus
E-mail Address:	proposals@telmate.com
Telephone Number:	(541) 709-6346
Fax Number:	(415) 520-0343
Number of Attendees:	1

The "Notification of Intent to Attend Pre-Proposal Conference" form should be submitted to the State Purchasing Bureau via e-mail (as.materielpurchasing@nebraska.gov), facsimile (402-471-2089), hand delivered or US Mail by the date shown in the Schedule of Events.

Important Notice: All bidders are required to attend the Mandatory Pre-proposal Conference and Site Visits, per the Schedule of Events, in order to submit a proposal. Bidders who attended the Site Visits in response to 5094Z1 are not required to attend the site visits for 5289Z1, but must still attend the Pre-proposal conference on Day 1, per the schedule of events.

Form C NEBRASKA DEPARTMENT OF CORRECTIONAL SERVICES SUPPLEMENTAL CONTRACT INFORMATION

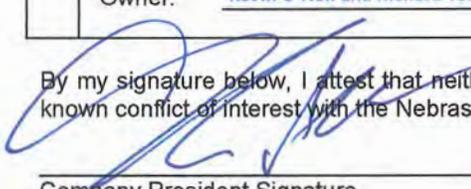
The Nebraska Department of Correctional Services (NDCS) is committed to the open and fair process for selection of contractual services; additionally, we are committed to upholding the laws of the State of Nebraska, the NDCS Code of Ethics and Conduct, and internal recommendations for improving best business practices.

Please complete the questions below and submit with your bid documents. Responding "yes" to any question will not disqualify you from consideration, but may necessitate a follow-up information request.

Company Name: Telmate, LLC
 PO Box Address: N/A
 Physical Address: 655 Montgomery Street, Suite 1800
 City/State/Zip: San Francisco, CA 94111
 Phone Number: 415-933-7139
 Name/Title of Contact: Ian Dunnington, National Sales Director

		YES	NO
1.	To your knowledge do you have any relatives, employees, contractors, sub-contractors, or a personal relationship with anyone who is currently employed by the Nebraska Department of Correctional Services? If yes, who?		X
2.	Has an employee of the Department of Correctional Services performed work for you under your current contract with the NDCS? If yes, who, how long, and in what capacity?		X
3.	Does an employee of the Department of Correctional Services (past or present) hold any corporate position in your company? If yes, who and what position?		X
4.	Incorporated companies, please provide the following information: Name of Corporate Entity: _____ Principle Office Address: _____ Registered Agent and Office Address: _____		
5.	Non-Incorporated Companies please provide the following information: Owner: <u>Kevin O'Neil and Richard Torgersrud</u>		

By my signature below, I attest that neither I, nor my company, nor any primary officer or employee in my company has a known conflict of interest with the Nebraska Department of Correctional Services.


 Company President Signature

Kevin O'Neil

6/8/16
 Date

6/10/2016



Attachment 8:
Letters of Recommendation



Attachment 8: Letters of Recommendation

In addition to the references we have provided in Section 2, this attachment contains three letters of recommendation on the pages that follow:

- ❖ Oregon Department of Corrections (two pages)
- ❖ Clark County Sheriff's Office (one page)
- ❖ Effingham Office of the Sheriff (two pages)



Oregon

Kate Brown, Governor

Department of Corrections

Chief Financial Office

3601 State Street

Salem, OR 97301-4667

(503) 373-7557

FAX: (503) 371-8364

To: Whom it May Concern
From: Shelli Honeywell, Telmate Project Manager
Date: February 15, 2016
Subject: Recommendation



It is without hesitation that I write the following recommendation for Telmate. After awarding a contract back in 2012 to Telmate, the Oregon Department of Corrections (ODOC) has forged a partnership to facilitate inmate communications across the organization. ODOC chose to implement many of the services/products provided by Telmate because of the benefit of connecting adults in custody with friends and families. In 2010 a Minnesota study identified that there was a direct correlation between recidivism and the connectivity an adult in custody has with friends and family. Thus, ODOC has taken advantage of the following Telmate services and products to enhance these connections:

- Phones
 - BENEFIT:
 - Provides intelligence to internal affairs
 - Creates connections between Adults in Custody and friends and families
- Kiosk driven photo and messaging services
 - BENEFIT:
 - Provides intelligence to internal affairs
 - Decreases nuisance contraband
 - Creates connections between Adults in Custody and friends and families
- Video Visitation via Kiosk
 - BENEFIT:
 - Provides intelligence to internal affairs
 - Creates connections between Adults in Custody and friends and families
- Electronic Inmate Communications via kiosk
 - Adults in Custody use the kiosk to communicate with internal staff.
 - BENEFIT:
 - Provides intelligence to internal affairs
 - Decreases nuisance contraband
 - Creates connections between Adults in Custody and friends and families

- Customer Service
 - 24/7 Call Center
 - On site dedicated account specialist
 - Senior Level Account Manager for ODOC
 - Executive leadership involvement
 - Corporate values and partnership
 - Department of Human Services partnership providing children of incarcerated parents access to Video Visitation
- Security:
 - Integrated Investigative Tool that identifies connections between the adults in custody population and all services provided. Friends and family are Telmate verified within a fully integrated and unified platform system that is accessible to staff through a web based dashboard.
 - Telmate acts a 3rd party vendor to receive secure and confidential credit card deposits into phone and trust accounts
 - The integrated system comes with security features critical to ODOC business
 - Adults in custody have photos taken when they log into kiosks to validate who they are
 - All adults in custody are provided a PINs
 - All products and outputs are reviewable by staff and Telmate
 - Telmate provides 3 way call verification

ODOC has seen many positive changes within the organization since implementing/deploying the Telmate products. We have seen a decrease in inmate on staff assaults, a decrease in segregation beds, a decrease in drug use, less nuisance contraband and overall better inmate behavior. The University of Oregon has been evaluating the impacts of the Telmate technology. Their research is indicating that putting video visitation into an institution has a direct relationship to a decrease in drug use and major misconducts by at least 5%. In addition, we have tracked our inmate population behavior and see less nuisance contraband, more visitations and have fewer segregation beds on line than over the last 25 years.

The Telmate products have been reliable and impactful on the adults in custody population. ODOC looks forward to continued research on the impacts on inmate communication technology within the organization and we hope to see a reduction in recidivism. Telmate has been outstanding in its customer service and has always partnered with ODOC to find solutions to an ever changing environment.

I highly recommend Telmate as a company and a partner. Their attention to details, ODOC's unique needs and our passion to impact our population has made them an excellent vendor for inmate communication technology for the Oregon Department of Corrections.



Clark County Sheriff's Office

707 West 13th Street • PO Box 410 • Vancouver, WA 98666 • (360) 397-2366 • Fax (360) 397-2367

Chuck E. Atkins, Sheriff

February 18, 2016

Letter of Reference Telmate, LLC.

To Whom it May Concern,

The Clark County Sheriff's Office has partnered with Telmate, LLC since 2008 as our inmate telephone service provider. Over the past eight years we have been impressed with their product development and commitment to customer service. It was very clear early on, that Telmate was so much more than just a telephone vender but a community partner.

Over the years Telmate systems have been refined and technologies enhanced with value added products like; video visitation and inmate tablets. What made Telmate different was simple; they listened to their internal and external customers and responded to the needs. Many of the value added products within their systems came from work groups within our Sheriff's Office, such as the PREA line and the investigator notes.

Very early on, a decision was made to share Telmate's technology with every law enforcement partner in our community. Currently we have over 350 active system users from local, city, state, and federal entities. Among them include Vancouver Police Department, Washington State Patrol, Washington State Department of Corrections, Clark County Prosecuting Attorney, U.S. Marshals, Federal Bureau of Investigation, Bureau of Alcohol, Tobacco, Firearms and Explosives; and U.S. Immigration and Customs Enforcement.

The information we derive from the Telmate systems are invaluable tools that are used every day to improve jail safety and security and enhance public safety. Telmate is an impressive company that delivers what it promises as a community partner. In talking with Sheriff Chuck Atkins, he concurs with this recommendation, the Clark County Sheriff's Office is pleased to be a reference for Telmate LLC.

Sincerely;

Richard J. Bishop
Chief Jail Deputy



OFFICE OF THE SHERIFF
Effingham County
Jimmy McDuffie, Sheriff



To whom it may concern,

It is with great pleasure that I write this letter of recommendation for our technology provider, Telmate.

As Jail Administrator, my mission is to be able to run this facility smoothly and provide technology that will aid my staff in focusing on what matters most --- security and control. I feel it is also our civic duty to make sure we do everything within our power to ensure the safety of our community as a whole. Our partnership with Telmate has aided us in accomplishing these goals.

Since 2013, our facility the Effingham County Sheriff's Office Jail Division has been using Telmate technology to streamline our operations and provide safe and secure ways for inmates to connect with friends and family. Facing staff shortages, the introduction of video visits has freed up a great deal of staff time, who are now available to complete other required tasks instead of dealing with visit scheduling, moving inmates, and managing visitors in the front lobby. Additionally, through these video visits, we have been able to capture key actionable information that has aided our ongoing criminal investigations. This criminal intelligence is made possible thanks to Telmate Verified, Telmate's automated identity verification process that screens every inmate and friend and family contact using our phone and video visit systems. This screening and identification process, coupled with Telmate Investigator, provides us a powerful suite of tools to help solve and prevent crime, therefore providing a safer jail and a safer community for our citizens overall.

Additionally, we have been able to reduce wasted paper by utilizing an inmate request system that is integrated on the kiosk in the day rooms. When inmates make request, file a grievance, request medical care or have commissary questions, it can all be handled paperless and instantly through the Telmate system. It is baffling the amount of wasted paper we were generating. Everything submitted by the inmate through the system is automatically time stamped and there is an audit trail available at your fingertips. It has certainly simplified our process, again freeing up valuable staff time for other required tasks.



OFFICE OF THE SHERIFF
Effingham County
Jimmy McDuffie, Sheriff



Telmate has made Effingham the leader in advance corrections technology in the state of Georgia. Recently, we installed the latest technology in wireless tablets for corrections. With the Telmate Tablets offering positive resources like news, music and educational resources, our inmates have been able to find productive use of their time. Inmates understand the tablets are a privilege and they don't want them taken away for disciplinary reasons. As a result, we have seen a decrease in both inmate-on-inmate and inmate-to-staff violence.

If you are interested in observing the Telmate system in use, we would welcome your visit to our facility.

Sincerely,

Captain Brian E. Barrs
Jail Administrator