

## **Request for Quote: Inmate Telephone Communication Services**

**Forsyth County Sheriff's Office Average Daily Inmate Headcount: 400**

**Introduction:** The Forsyth County Sheriff's Office is seeking proposals from qualified vendors to provide comprehensive inmate telephone communication services for the county detention center. The services should cater to the needs of inmates, including communication with indigent defense and video relay services.

### **Scope of Services:**

- **Inmate Phone Calls:**

- Inmate phone calls, including Local / IntraLATA / interLATA, Interstate / Canada & Caribbean / International calls
- Family and Friends Remote and Onsite Video calls
- Free Remote Indigent Defense Remote Video Calls – (Unlimited and Non-Recorded)
- Onsite Attorney Video Calls – Set to Non-Record
- Free Calls on Booking Phones (Excluding International Call Types)
- Free Indigent Defense Calls (Unlimited & Non-recorded)
- (2) TTY/TDD devices
- Video relay services to accommodate residents that use American Sign Language to communicate.

- **Additional Services:**

- Tablets: Specify Inmate to Tablet Ratio
  - Phone Application
  - eBooks
  - Education
  - Law Library
  - Video Visitation
  - Religion
  - FM Receiver
  - Forms Application
  - Wireless Charging Carts to support all tablets deployed
  - Games
  - Movies
  - Music
  - Newsstand
  - TV shows

- Secure Text Communication (STC)
- Digital Mail Center (DMC)
- Specify Free Tablet Applications and Inmate Funded Applications
- Automated Information Services (?)
- **Family & Friends Info**
  - How to open or fund a prepaid
  - AdvanceConnect™ account
  - How to fund an Inmate Debit calling account
  - Trust account deposits
  - Criminal charges
  - Bond amounts and types
  - Court dates, times, and locations
  - Projected release date
  - Visitation eligibility
- **General facility information, location, and hours**
  - Inmate Info:
    - Commissary account balance
    - Criminal charges
    - Court dates and locations
    - Bond amounts and types
    - Projected release date
    - Visitation eligibility
- **Investigative Tools:**
  - Communications Data & Analytics
    - Calling Patterns
    - Linkage Analysis
    - Facility Staff Fraternalization
    - Chain Dialing
    - Continuous Voice identification
    - Identification of call forwarding or 3-way calling
    - Crime Tip Hotline
    - Word Search / Spotting
    - BNA Lock up with Mapping (unlimited)
    - Covert Alerts
    - Flag Inmate to Inmate Communications / i.e. ICER
    - Robust search capabilities

- **Family & Friends Customer Services**

- Describe Number of Available Methods to Fund an Account to Communicate with Residents:

- Website
- Mobile App (IOS & Android?)
- (800) Calling Customer Service Center (hours of operation)
- Money Gram
- Western Union

- Describe Inmate Communications Funding Options

- Inmate Debit
- Family & Friends Provider Account
- Prepaid Calling Cards

- **Emerging Technology:**

- Any additional emerging technologies that can enhance communication and investigative capabilities

**Requirements:**

- Proposals should include detailed descriptions of the services offered, pricing, and any additional features.
- Vendors should provide information on their experience with similar projects and any relevant certifications.
- Proposals should outline the implementation timeline and support services offered.

**Submission Details:**

- Proposals should be submitted to Major Deeann Cash at [LDCash@forsythco.com](mailto:LDCash@forsythco.com) no later than March 10, 2025. Late submissions will not be considered.
  - Include all relevant documentation and references.

**Contact Information:**

For any questions or clarifications, please contact:

**Major Deeann Cash**  
**Jail Administrator**  
**770-781-2222, ext. 4624**  
**LDCash@forsythco.com**