**ATTACHMENT F**

**TECHNICAL PROPOSAL**

**RFP-19-076**

**Respondent:**

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| **Friendship Cable of Texas, Inc. DBA Correctional Cable (CCT)** |

**Instructions:**

Request for Proposal (RFP) 19-076 is a solicitation by the State of Indiana in which organizations are invited to compete for contract amongst other respondents in a formal evaluation process. Please be aware that the evaluation of your organization’s proposal will be completed by a team of State of Indiana employees and your organization’s score will be reflective of that evaluation. The evaluation of a proposal can only be based upon the information provided by the Respondent in its proposal submission. Therefore, a competitive proposal will thoroughly answer the questions listed. The Respondent is expected to provide the complete details of its proposed operations, processes, and staffing for the scope of work detailed in the RFP document and supplemental attachments.

Please review the requirements outlined in section 1.4 - Scope of Work carefully. Please describe your relevant experience and explain how you propose to perform the work. For all areas in which subcontractors will be performing a portion of the work, clearly describe their roles and responsibilities, related qualifications and experience, and how you will maintain oversight of the subcontractors’ activities.

Respondents must organize their proposal in the exact order of questions provided in this document followed by their answers. While text boxes have been provided below, the Respondent may respond in the format of their choosing provided their response maintains the order proposed in this template. **A completed Technical Proposal is a requirement for proposal submission. Failure to complete and submit this form may impact your proposal’s responsiveness.**

2.4.01

**Please describe** your company's standard process for problem resolution, including responding to maintenance calls, including standard response times.

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| Service issues should be reported to our Customer Service Line 800-477-5219 immediately preferably from the Headend. We will troubleshoot the issue and determine if it can be resolved over the phone and if replacement equipment is needed. Many times the Facility Staff is able to install a replacement piece of equipment but if not we will dispatch Satellite Store to site within 48 hours. |

**2.4.02**

**Please provide** a list of all subcontractors, including firm name, address, contact person, and a complete description of the work to be contracted. Please provide descriptive information concerning the subcontractor’s organization and abilities.

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| All installations and service calls are performed by Subcontractors. Satellite Store located in South Bend, IN has performed service and installs for over 20 years. They have an excellent relationship with the Facilities and are very professional and detailed in their work. Brett Miller is the Owner and Melinda Miller is an employee. CCT also has an Equipment Warehouse located in Hartford City so we are readily available to assist our Indiana customers. Both have approved clearance. |

2.4.03

**Please describe** in detail your company’s proposed installation plan, testing plan, implementation plan, service and repair plan for MCF, CIF, PCF, ISP, PJCF, NCF, and ISF.

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| We currently provide service to seven of the eight facilities within this RFP. Therefore, the transition to a new contract will be fairly simple.  Phase One: Order all necessary equipment for the additional channels needed at MCF, CIF, ISP, Putnamville and NCF and a complete system for LJCF  Phase Two: NCF – install a 28-channel satellite system with the ability to change stations as often as desired plus a modulator and a Blu-ray DVD player for the Institution Movie Channel and a modulator and Video Messenger Center for the Information Channel. We will utilize Facility owned equipment for locals but will upgrade/replace as needed and we will absorb the monthly payments for the service to DirecTV. An on-screen guide will be provided IF an internet connection is provided by the Facility in the Headend –estimate two weeks to complete. |

**2.4.04**

**Please list** any contracts that your company has had with the State of Indiana in the last three years.

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| RFP-19-076 service at MCF, ISP, ISF, CIF, PCF; Service at Indiana Women’s Prison |

2.4.05

**Please provide** details identifying methods, tools, and processes proposed to oversee this project. Describe how your company will address issues and changes as they arise. Please describe a communication plan explaining how your company will keep the appropriate parties apprised of progress and issues.

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| A point of contact should be provided to CCT for each Facility. CCT will then make contact with each to discuss the project and schedule the initial install based on above timeline. CCT will provide a weekly update on the LJCF project and will speak to every other site prior to starting and at the end.  For on-going service issues or questions during term of contract—Steven Daisy will be the point of contact. He and Satellite Store work closely and communicate on a daily basis. Customer Service 800-477-5219; Cell 609-222-5866 or Steven.Daisy[@alticeusa.com](mailto:Dianne.Huffstickler@alticeusa.com)  As stated in 2.4.01 above; issues should be reported immediately by phone and we always attempt to troubleshoot over the phone to quickly resolve the issue. Many times it is determined that a replacement receiver or modulator is needed and we can overnight the replacement and the Staff may be able to make the exchange. However, if not or if it is a more complex issue, Satellite Store will be dispatched to site within 48 hours. |

**2.4.06**

**Please list** the channels that your company can provide for each facility referenced in Exhibits A1-A5. Please provide information whether your company has the capability to provide MCF, CIF, PCF, ISP, NCF, PNJ, and ISF with specific programming such as text and video channels.

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| All channels requested within the Exhibits are available. The Facility will have the ability to change the channel on each of the XM receivers as often as desired from the listing that is attached at the end of this Section.  We also offer FREE OF CHARGE….The Word Network  Premier destination for inspirational programming created by and for African-Americas. While inmates can watch many of the top names in faith-based programming, they will also be entertained by a wide variety of Word’s exclusive and original shows that positively reflect the urban culture. |

2.4.07

**Please describe** the devices and/or service that your company will install to ensure correct Db and MHZ levels at each television location at MCF, CIF, PCF, ISP, PNJ, NCF, and ISF for quality viewing.

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| A high quality Headend Amplifier that is properly balanced in conjunction with flat RF-Output from the modulators will result in clear quality pictures to the facility input. At initial visit we will check signal at different points of the facility plant using a strength signal meter at each site. The distribution belongs to the DOC and it is maintained by their staff. However, we are always happy to help and/or advise at their request when problems arise. There could be a charge for this additional service but it is always discussed and approved between CCT and the Business Manager before any work is performed. |

2.4.08

**Please provide** a list of all equipment and components such as wiring, cabling, boxes, connectors, etc. that will be used in order to provide the service requested for MCF, CIF, PCF, ISP, PNJ, NCF, and ISF.

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| We will be utilizing a C-Band system at all sites with the exception of ISF, PNJ and LJFC. C-Band will consist of 3-5 3.4/3.7 meter satellite antennas. Equipment racks with fans, power supplies, combiners, CT mini-mods, chassis and the appropriate receivers for the specific channels requested at each facility. UPS units as well as a TV monitor will also be installed in each Headend. A DirecTV system will be used at ISF and PNJ. All equipment will be racked and labeled at the Vendor’s Lab, crated and shipped to site. DirecTV receivers, CT mini-mods, chassis and power supplies, switches, splitters, power strips, UPS unit and TV monitor will be provided in each Headend. |

2.4.09

Please provide an affirmative statement that the IDOC will have discretion to request any channel be removed that it determines is in violation of its policy or otherwise inappropriate for its offender population, and that such removal will be done at no additional cost to the IDOC.

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| CCT will at any time delete a channel from all or specified sites at the request of the IDOC if they deem the channel to be inappropriate for the population. This will be done at no cost. |

2.4.10

**Please provide an affirmative statement** that your company is capable of, and willing to, provide cable or satellite television service to all the facilities listed in this RFP for a single monthly rate per facility inclusive of all costs if awarded a contract pursuant to this RFP.

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| CCT is capable and willing to provide satellite service at each institution within the RFP. The monthly rates stated on the cost proposal are all inclusive of all necessary equipment, installation and maintaining the Headend and Dish Farm at each location. The internal distribution (wiring) within the institutions remain the responsibility of the IDOC. |

**2.4.11**

**Please describe** in detail your company’s proposed management plan for this project. A management team structure including names and contact information where possible, and services each individual or group will perform.  Please be very specific when describing the duties of the individual who will be named the services director or planner.

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| Steven Daisy, CCT Director, will be responsible for managing the start-up of the project as well as service thru the term of the contract. All requests/issues, etc. should be directed to him at our Customer Service Line 800-477-5219 or Cell 609-222-5866 or email Steven.Daisy[@alticeusa.com](mailto:Dianne.Huffstickler@alticeusa.com).  The initial start-up schedule is listed above in 2.4.03. He will make contact with each site prior to the start date via email and confirm specific date for install. Satellite Store will be dispatched to perform the installs as listed above. Upon completion of each install Steven will make contact with institution to ensure that all channels are operational and with good signal quality.  Steven will also be your contact for on-going service thru the term of the contract. All issues should be reported to her immediately. We will troubleshoot for minor issues that may be resolved immediately over the phone or determine that a replacement piece of equipment is needed. If so, we will overnight the replacement and at times the Facility Staff can make the switch; however, if not we will dispatch Satellite Store within 24-48 hours. |