



SEDGWICK COUNTY, KANSAS
DIVISION OF FINANCE
Purchasing Department
525 N. Main, Ste 823 ~ Wichita, KS 67203

Phone: 316 660-7255 Fax: 316 383-7055
www.sedgwickcounty.org/purchasing

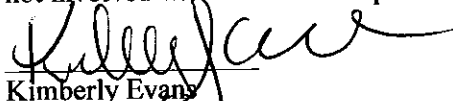
REQUEST FOR PROPOSAL
#13-0089
INMATE TELEPHONE/VIDEO CONFERENCING SYSTEM

August 19, 2013

SEDGWICK County, Kansas (hereafter referred to as County) will accept proposals to select a vendor to provide an Inmate Telephone/Video Conferencing System. It is anticipated that an official purchase order will be issued after Board of County Commission approval of the recommended bid. It should be noted, however, that the County cannot guarantee the purchase of the product described herein.

Carefully review this Request for Proposal. It provides specific technical information necessary to aid participating firms in formulating a thorough response. Should firms elect to participate, one (1) complete original and one (1) electronic copy (disc or flash drive) of the entire document must be completed and returned with any supporting data in a sealed envelope/package, marked on the lower left-hand corner with the firm name and address, bid number, bid opening date, and returned to the Sedgwick County Purchasing Department, 525 N. Main, Suite 823, Wichita, KS 67203, no later than **1:45 p.m., CDT, Tuesday September 17, 2013**. Late or incomplete responses will not be accepted and will not receive consideration for final award. The time stamp clock in the Purchasing Department will determine the time of receipt.

Receipt of vendor proposals will only be acknowledged at the bid opening (no details or pricing will be read into record). After the evaluation process proposed base pricing for goods/services may be disclosed at the Board of Bids and Contracts meeting. Other information provided in your response will be considered proprietary and will not be divulged during the proposal evaluation process. Because purchases and contractual agreements of this nature require the expenditure of public funds and the use of public facilities, proposers shall understand that portions (potentially all) of their proposal (including final contracts) will become public record after acceptance of a proposal by the Board of County Commissioners. Accept our assurance that the information provided will be used for evaluating the ability of your firm to provide goods/services prior to award and will not be shared with any other persons not involved with the selection process.


Kimberly Evans
Purchasing Agent

1. ABOUT THIS DOCUMENT

This document is a Request for Proposal. It differs from a Request for Bid/Quotation in that the County is **seeking a solution**, as described on the cover page and in the following Background Information section, **not a bid/quotation** meeting firm specifications for the lowest price. As such, **the lowest price proposed will not guarantee an award** recommendation. As defined in Charter Resolution No. 65, Competitive Sealed Proposals will be evaluated based upon criteria formulated around the most important features of a product or service, of which quality, testing, references, availability or capability, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards that measure how well a vendor's approach meets the desired requirements and needs of the County. Those criteria that will be used and considered in evaluation for award are set forth in this document. The County will thoroughly review all proposals received. The County will also utilize its best judgment when determining whether to schedule a pre-proposal conference, before proposals are accepted, or meetings with vendors, after receipt of all proposals. A Purchase Order/Contract will be awarded to a qualified vendor submitting the best proposal. **Sedgwick County reserves the right to select, and subsequently recommend for award, the proposed equipment/service which best meets its required needs, quality levels and budget constraints.**

2. BACKGROUND INFORMATION

Sedgwick County, located in south-central Kansas, is one of the most populous of Kansas' 105 counties with a population estimated at more than 470,000 persons. It is the sixteenth largest in area, with 1,009 square miles, and reportedly has the second highest per capita wealth among Kansas' counties. Organizationally, the County is a Commission/Manager entity, employs nearly 3,000 persons, and hosts or provides a full range of municipal services, e.g. – public safety, public works, criminal justice, recreation, entertainment, cultural, human/social, and education.

Sedgwick County desires to select a firm to install and provide equipment, operate, maintain and service an Inmate Telephone System at the following inmate/detention facilities; 1) Sedgwick County Adult Detention Facility located at 141 W. Elm, Wichita, Kansas; 2) Work Release Facility, 701 W. Harry, Wichita, Kansas; 3) Juvenile Detention Facility, 700 S. Hydraulic, Wichita, Kansas (hereafter referred to as "Inmate Facilities").

The Adult Detention Facility has 1158 beds and in 2012, had an average daily population of 1060 inmates. In 2012, there were 207,350 calls totaling 3,220,058 minutes at the Adult Detention Facility.

The current numbers of inmate phones and locations are listed below:

Facility	Current # of Phones
Adult Detention	190
Work Release	11
Total	201

Total number of family visits per year over the past 3 years.

2010	52778
2011	50607
2012	48567

*Note the hours of operation were reduced in 2012.

3. INSURANCE REQUIREMENTS

Worker's Compensation:	
Applicable State Statutory Employer's Liability	
Employer's Liability Insurance:	\$100,000.00
Contractor's Liability Insurance:	
Form of insurance shall be by a Commercial General Liability and include Automobile comprehensive/liability	
Bodily Injury:	
Each Occurrence	\$500,000.00
Aggregate	\$500,000.00
Property Damage:	
Each Occurrence	\$500,000.00
Aggregate	\$500,000.00
Personal Injury:	
Each Person Aggregate	\$500,000.00
General Aggregate	\$500,000.00
Automobile Liability-Owned, Non-owned and Hired	
Bodily Injury Each Person	\$500,000.00
Bodily Injury Each Occurrence	\$500,000.00
Professional Liability	\$500,000.00

Liability insurance coverage indicated above must be considered as primary and not as excess insurance. Contractor shall furnish a certificate evidencing such coverage, with County listed as an additional insured, except for professional liability, worker's compensation and employer's liability. Certificate shall be provided with bid/proposal submittals. Certificate shall remain in force during the duration of the project/services and will not be canceled, reduced, modified, limited, or restricted until thirty (30) days after County receives written notice of such change. All insurance must be with an insurance company with a minimum BEST rating of A-VIII and licensed to do business in the State of Kansas. It is the responsibility of Contractor to require that any and all approved subcontractors meet the minimum insurance requirements. Contractor shall obtain the above referenced certificate(s) of insurance, and in accordance with this Agreement, provide copies of such certificates to County.

4. INDEMNIFICATION

To the fullest extent of the law, the Provider, its subcontractor, agents, servants, officers or employees shall indemnify and hold harmless Sedgwick County, including, but not limited to, its elected and appointed officials, officers, employees and agents, from any and all claims brought by any person or entity whatsoever, arising from any act, error, or omission of the provider during the providers' performance of the agreement or any other agreements of the provider entered into by reason thereof. The provider shall indemnify and defend Sedgwick County, including, but not limited to, its elected and appointed officials, officers, employees and agents, with respect to any claim arising, or alleged to have arisen from negligence, and/or willful, wanton or reckless acts or omissions of the provider, its subcontractor, agents, servants, officers, or employees and any and all losses or liabilities resulting from any such claims, including, but not limited to, damage awards, costs and reasonable attorney's fees. This

indemnification shall not be affected by any other portions of the agreement relating to insurance requirements. The provider agrees that it will procure and keep in force at all times at its own expense insurance in accordance with these specifications.

5. TERMINATION

The County reserves the right to cancel the contract and discontinue services with a ninety (90) day written notice as a result of the failure of the contracted provider to provide acceptable services as delineated in the response to this document or if determined that services can be better provided by in-house or other sources. In the event of termination of this agreement as a result of a breach by contractor hereunder, the County will not be liable for any fees and may, at its sole option, award an agreement for the same services to another qualified firm with the best proposal, or call for new proposals and award an agreement for the same services to another qualified firm to provide services.

6. CONTRACT PERIOD

A contractual period with the successful firm will begin following award from Board of County Commission and continue for five (5) years. The final negotiated percentage commission payable to the County shall not decrease during the initial contract term and subsequent renewals.

County requires prepaid commission of \$100,000 for the first year, and \$25,000.00 for technology fees each subsequent year.

7. SELECTION CRITERIA

The selection process will be based on the responses to this Request for Proposal and any interviews required to verify the ability of proposer to provide information in response to this document. A committee will judge each firm's response as determined by meeting the following criteria:

1. Meeting or exceeding all Request for Proposal Conditions and miscellaneous instructions as outlined herein, and the clarity, completeness and comprehensiveness of the proposal.
2. Proven ability to provide superior service within the specifications, mandatory requirements, miscellaneous instructions and conditions as outlined in this and future related documents. Such ability will be determined by:
 - a. Providing four (4) references verifying exemplary service. These references MUST have received services similar to those proposed under this RFP. Provide the business name, address, contact name, phone number/e-mail address, length of contract for each site, and a brief description of products/services provided.
 - b. Meeting or exceeding all vendor qualification requirements, minimum requirements, and mandatory requirements.
 - c. Providing the County with the most advantageous proposal.

Those submitting a proposal do so entirely at their expense. There is no expressed or implied obligation by Sedgwick County to reimburse any individual or firm for any cost incurred in preparing or submitting proposals, providing additional information when requested by Sedgwick County or for participating in any interviews.

No negotiations, decisions, or actions will be initiated by any firm as a result of any verbal discussion with any County employee during the request for proposal process. Sedgwick County reserves the right to select the service(s) and/or provider(s), and subsequently recommend for award, the proposed services that best meets required needs, quality levels, and budget constraints.

8. QUESTIONS AND CLARIFICATIONS

All requests for clarifications of the RFP process should be directed to Kimberly Evans at kjevans@sedgwick.gov and Greg Gann at ggann@sedgwick.gov. All questions must be submitted in writing by 5:00 p.m. CDT, August 7, 2013. Answers will be provided in written form as an addendum and will be posted on the County website at www.sedgwickcounty.org/purchasing by 5:00 p.m. CDT, August 14, 2013. **Vendors are responsible for checking the web site and acknowledging any addendums on the proposal response form.**

9. TENTATIVE TIME LINE

The following dates are provided for information purposes and are subject to change without notice. Contact Kimberly Evans, Purchasing Department at kjevans@sedgwick.gov to confirm any and all dates.

Distribution of Request for Proposal to interested parties	August 19, 2013
Clarification, Information and Questions submitted in writing	August 28, 2013
Addendum Issued	September 6, 2013
Sealed proposals due before 1:45 p.m. CDT	September 17, 2013
Evaluation Period	September 18-October 9, 2013
Board of Bids and Contracts Recommendation	October 10, 2013
Board of County Commission Award	October 16, 2013

10. MINIMUM FIRM REQUIREMENTS

This section lists the criteria to be considered in evaluating the ability of firms interested in providing the service(s) and/or product(s) specified in this RFP. Firms must meet or exceed these qualifications to be considered for award. Specific responses to each must be provided in the accompanying Response Form. Firms must:

1. Have the capacity to acquire all required insurances.
2. Have all the licenses and certifications necessary to perform the requested services.
3. Have provided services similar to those specified in this RFP.
4. Provide contact name(s), title(s), qualification(s), phone number(s) and e-mail address(s) of lead professional personnel assigned to the County account.
5. Provide four (4) references verifying exemplary service. These references **MUST** have received services similar to those proposed under this RFP. Provide the business name, address, contact name, phone number, email address, length of service contract for each site, and a brief description of products/services provided.
6. Discuss any current local, state or federal violations and any ongoing litigation that may cause conflicts or affect the ability of the vendor to provide service(s) and/or product(s).
7. Wear company uniform or ID badge for identification purposes while on County property.
8. Successful vendor must have local service personnel for the duration of the project.
9. All staff entering County property **must** pass a background check.
10. All staff entering the Sedgwick County Detention facility must attend a brief (1 hour) training class on PREA (Prison Rape Elimination Act).

11. MINIMUM MANDATORY REQUIREMENTS AND SPECIFICATIONS

The following requirements are provided to assist proposers in understanding the objective of the County and submitting a thorough response. **Specific responses to each must be acknowledged and proposers must include an explanation for each item that describes how their product/services complies or does not comply with that requirement.** *All requirements are minimum unless otherwise noted.* The successful proposer will provide a service that meets or exceeds the following requirements:

11a	DESCRIPTION	COMMENTS
1.	Vendor shall be solely responsible for the compatibility of the offered equipment, with any and all circuits and facilities as provided by the local telephone company and all other inter-exchange carriers.	
2.	Current County system will remain operable during installation and implementation.	
3.	All software programming changes shall be the responsibility of the vendor, and shall be made at no extra cost to the County. All new software features that become available during the term of the contract shall be at no extra cost to the County.	
4.	Local service personnel must be on site at least 2 times per week to maintain/service equipment.	
5.	Describe equipment to be offered. County requires that equipment provided meets ADA and cord length requirements. Cord must be no longer than 15 inches in housing areas and no longer than 12 inches in the booking area.	
6.	Describe how the department would have the ability to adjust length of the call.	
7.	Describe how maintenance and repairs would be handled.	
8.	List what languages are available.	
9.	Describe processes used by your system in regard to call monitoring, recording system, and alert system for calls made to restricted numbers. The Adult Detention Facility does wish to record calls	
10	Describe your ability to provide reports on a daily, weekly, monthly, annual or real time (web) basis. Describe on demand reporting capabilities.	
11	Provide information regarding policies for bill collection and fraud detection/prevention.	
12	Describe your firm's policies for handling billing issues.	
13	Explain in detail the method used to calculate commission for telephone calls and video visitation (e.g gross revenue, adjusted gross revenue, net revenue, etc.). State any applicable deductions from gross revenue before calculation of the County's revenue (i.e, uncollectible calls, access line charges, clearinghouse charges, etc.).	
14	Vendor to maintain 3 "quarter" payphones, 1 in Work Release Lobby and 2 in Adult Detention Lobby. These phones are for general public use.	
15	County does not wish to sell prepaid cards or setup inmate telephone accounts, describe how your company can	

	accommodate this.	
16	Sedgwick County wishes to provide approximately 10 telephone numbers that inmates may call at no charge.	
17	County must be able to identify which phone a call was made from.	
18	System must be able to allow County staff to restrict numbers and also have a customer service line for direct requests.	
19	Vendor must supply 1 ADA compliant phone per POD (section), 1 in the clinic, and one in each work release pod.	
20	New equipment being installed must be same dimensions as current equipment or vendor must be able to touch up the left over area with wall plates and or paint as agreed upon with the Sheriff.	
21	Describe how the system handles calls to cellular phones and related fees.	
22	Who controls call length, can this be adjusted by County staff?	
23	The system will not allow Three Way calling.	
24	Provide an installation plan and timeline for completion of the project.	
25	Sedgwick County wishes to keep all recorded calls for 90 days and stores calls for investigative purposes until released by the agency. <ul style="list-style-type: none"> • Who controls the records and maintains the chain of custody • Where can the recorded or live calls be monitored ? • How many monitoring stations is your company willing to supply? 	
26	What investigative tools and reports are available at no charge?	
27	Can your investigative tools “ping” a cell phone’s current location by telephone number (with a warrant) and give a location? Can your company “ping” a cell telephone that has not called the facility? With proper security, can any authorized user request this service from a work station?	
28	The vendor will supply one video telephone for the main facility and one video telephone for the work release facility for the deaf and hard of hearing inmates.	
29	Each housing pod and section in both facilities must have at least one phone with volume control available.	
30	Sedgwick County allows collect calls to attorneys that are not recorded or monitored, how does your company accomplish this?	
31	How are blocked telephone numbers and attorney numbers transferred from the current system to your system?	
32	Can your system monitor for calls going to specific numbers land lines and cell telephones? If so how are notifications made?	
33	Can your system monitor for three way calls? Once detected, what are your procedures for notification of the facility and/or termination of the call?	
34	What other investigative tools are available with your system?	

11b. VISITATION REQUIREMENTS

11b	DESCRIPTION	COMMENTS
1.	The vendor must supply and maintain all equipment and internet connections on site and support systems necessary to operate video visitation for the Sedgwick County Detention facility.	
2.	The vendor will submit a plan for installation and list the amount of visitation stations that will be supplied to each housing pod and the current lobby visitation area to facilitate visitation for 1158 beds. The number of units per pod, per section and location of the units will be negotiated with the vendor.	
3.	Describe how the vendor's software prompts the deputy that a visit is about to start so the inmate can be in place at the booth or unit on the wall. Define how visitation is monitored by staff in the pod	
4.	The images and audio must be recorded for all calls.	
5.	Recordings must be kept a minimum of 90 days. Any record that is needed for investigative reasons must be stored by the vendor until released by investigating agency.	
6.	Sedgwick County desires to allow visitation from the lobby of the Detention facility and from personal computers of visitors, so offsite visitation can occur.	
7.	The vendor will supply all necessary software and hardware to allow the public to schedule advance visits both on site and off site. Vendor's scheduling software must alert the inmate of pending visits without staff assistance.	
8.	The vendor will be responsible for creating all interfaces between Sedgwick County's JMS software and the vendors systems.	
9.	The vendor's scheduling software must allow the facility to limit the location of the visit to on site only, based on the charges or restrictions on the inmate.	
10.	Explain the technology used to install and transmit the image and audio?	
11.	<p>The vendor's software must store the following information about each visit:</p> <ul style="list-style-type: none"> a. The inmates name and booking number b. The name of the visitor c. The address of the visitor d. The time and length of the visit e. The system must create a separate record for each incarceration. f. How does your company save the records and save the recordings for 90 days or until released by an investigating agency. g. Data must be stored (not the video) for five (5) years after the inmate is released. h. Can this data be accessed at any time? i. How is access to the data controlled? (Can various access levels be set?) 	
12.	Are visits scheduled by the inmate or by the public?	
13.	What should be the time limit for each visit?	

14.	Visitation originated by offsite connections may operate 7 days a week 0900 to 2100 hours.	
15.	Visitation at free lobby booths will continue on the current schedule (1300 to 2100 hours Monday through Friday) or as defined by the facility. These visits are free to the public.	
16.	How many investigate stations will be supplied?	
17.	Vendor to supply training on the system to Detention staff and investigating agencies as needed.	
18.	What investigative tools are available at no cost to the county?	
19.	How are the visitors notified of canceled visits, emergencies that prevent visits?	
20.	Facility Information - The facility MUST BE able to freeform information using the administration tool to display to the inmates. They are able to display things such as FAQ's, Inmate hand books and many other things. This section is purely for the benefit of the facility to communicate information to the inmates.	
21.	Sedgwick County must be able to upload and display messages, rules, policy changes and other information through the video visitation kiosks.	
22.	How does your company verify the identity of visitors?	
23.	Does your software allow the inmate to set up a visitor's list and can we limit the number on the list?	
24.	Can your kiosk detect cell telephone usage? If so how does the system work?	
25.	Is your firm willing to share a common kiosk with the commissary vendor? If so is there a fee of cost to the commissary vendor?	
Professional Visitation		
26.	The vendor will supply video visitation for use by those persons designated by the facility.	
27.	The equipment will be installed in the current professional visitation area.	
28.	The system will not be recorded.	
29.	The system will track the name of the inmate and the name of the visiting person, date, time and duration of the visit	
30.	The vendor may charge for the service.	
31.	Can attorney to inmate video visits be set up as "no charge?" If so how would it effect the commission?	
32.	Can attorney visits be prescheduled?	

11c. INTERFACE AND FIREWALL

11c	DESCRIPTION	COMMENTS
33.	The County requires that the vendor system employ a relational database. Acceptable databases are Oracle and Microsoft SQL Server. The ability to integrate with a wide variety of third-party products, including browsers, word processing, office suite applications, photo, video and audio imaging is also required.	

34.	The existing Sheriff Law Enforcement applications include many interfaces to existing in-house and third party vendor applications. It is required that the vendor ensure that none of the existing interfaces be lost when the new computerized system is deployed.	
35.	All interface integration must be successfully completed prior to go-live.	
36.	The Vendor shall be responsible for providing adequate training for the Sedgwick County Sheriff's Office employees as to the thorough and proper use of the Vendor's software. On-going training will be required by the Vendor as needs arise. The Vendor shall submit, upon award, a training schedule. All training will be the sole responsibility of the Vendor.	
37.	All data shall remain the property of Sedgwick County. No data may be released without the permission of Sedgwick County. Sedgwick County shall have full access to all data. The vendor shall provide search and report capabilities necessary for day to day operations and investigative inquiries.	

Software Interface Application

The County requires that the vendor system employ a relational database. Microsoft SQL Server is the County Standard for databases. The ability to integrate with a wide variety of third-party products, including browsers, word processing, office suite applications, photo, video and audio imaging is also required. The existing Sheriff Law Enforcement applications include many interfaces to existing in-house and third party vendor applications. It is required that the vendor ensure that none of the existing interfaces be lost when the new computerized commissary system is deployed. The vendor shall design, develop, and implement interfaces to various systems in use by the Jail currently or in the future. All interface integration must be completed prior to go-live.

Interfaces currently in place that new vendor software will impact are as follows:

- Lockdown- Money Management System for Detention
- ADAM - Adult Detention Administration Management System

Video File Formats

The vendor system shall use acceptable industry standard video file formats compatible with current Microsoft Windows Operating Systems. Video files must be able to archive, compress, and edit as required by the Sheriff's Office. Video files must be able to play back smoothly, meet any established law enforcement requirements with regard to video capture & playback, without additional cost of a third-party application.

11d. COST OF SERVICES

What is the total cost to the person receiving a 20 minute call from the facility, including all set up fees, usage fees?

1. Local calls
2. Intrastate call
3. Interstate calls
4. International calls

Are area codes 316 and 620 included in local calls?

What is the total cost and length of a video visit to the person scheduling a visit, including all set up fees, usage fees?

Note-Pricing must fall within the new FCC guidelines that are currently up for final approval. These rules cap the fee for inmate calls. Please visit www.fcc.gov for further information regarding this reform.

12. GENERAL CONTRACT PROVISIONS

http://www.sedgwickcounty.org/purchasing/pdf_files/General_Contract_Provisions.pdf

13. PROPOSAL CONTENT

Proposal(s) should be organized in the following format and information sequence:

Checklist

Use this checklist to ensure that all of the required documentation is in place before submitting a proposal.

1. Completed Proposal Response Form
2. Firm and Reference Information
3. Detailed responses to Section 11, pages 6-10.
4. Submit detailed pricing per Section 11d page 10.
5. Copy of sample contract language
6. Read and acknowledge Attachment A pages 13.

PROPOSAL RESPONSE FORM
#13-0089
INMATE TELEPHONE/VIDEO CONFERENCING SYSTEM

The undersigned, on behalf of the Proposer, certifies that: (1) this offer is made without previous understanding, agreement or connection with any person, firm, or corporation submitting a bid on the same project; (2) is in all respects fair and without collusion or fraud; (3) the person whose signature appears below is legally empowered to bind the firm in whose name the proposal is entered; (4) they have read the complete Request for Proposal and understands all provisions; (5) if accepted by the County, this proposal is guaranteed as written and amended and will be implemented as stated; and (6) mistakes in writing of the submitted proposal will be their responsibility.

NAME _____

DBA/SAME _____

CONTACT _____

ADDRESS _____ CITY/STATE _____ ZIP _____

PHONE _____ FAX _____ HOURS _____

TAX PAYER I.D. NUMBER _____ STATE INCORPORATED _____

COMPANY WEB SITE ADDRESS _____ E-MAIL _____

NUMBER OF LOCATIONS _____ NUMBER OF PERSONS EMPLOYED _____

TYPE OF ORGANIZATION: Public Corporation _____ Private Corporation _____ Sole Proprietorship _____

Partnership _____ Small Business _____ Manufacturer _____ Distributor _____ Retail _____ Dealer _____

General Nature of Business _____ FEIN/SS # _____ W-9 included _____

Not a Minority Owned Business _____ Minority Owned Business _____ Certification # _____

African American _____ Asian _____ Hispanic _____ Native American _____ Other _____ Woman Owned Business _____

ACKNOWLEDGE RECEIPT OF ADDENDA: All addendum(s) are posted to our RFQ/RFP web page and it is the vendor's responsibility to check and confirm all addendum(s) related to this document by going to www.sedgwickcounty.org/purchasing.

NO. _____, DATED _____; NO. _____, DATED _____; NO. _____, DATED _____

In submitting a response to this document, vendor acknowledges acceptance of all sections of the entire document and has clearly delineated and detailed any exceptions.

Signature _____ Title _____

Printed Name _____ Dated _____

**APPENDIX A-CALL VOLUME BY FACILITY
2012**

Advance Pay		Collect (cont.)	
Interlata		Intralata	
Sum of Total Calls	1625	Sum of Total Calls	2081
Sum of Total Minutes	14810	Sum of Total Minutes	20305
Sum of Total Revenue	14500.2	Sum of Total Revenue	10947.86
International		Local	
Sum of Total Calls	34	Sum of Total Calls	27029
Sum of Total Minutes	439	Sum of Total Minutes	322058
Sum of Total Revenue	475.15	Sum of Total Revenue	109467.45
Interstate		Collect Sum of Total Calls	30909
Sum of Total Calls	5257	Collect Sum of Total	
Sum of Total Minutes	48145	Minutes	360252
Sum of Total Revenue	56689.15	Collect Sum of Total	
Intralata		Revenue	139967.11
Sum of Total Calls	7212	Total Sum of Total Calls	207750
Sum of Total Minutes	92193	Total Sum of Total	
Sum of Total Revenue	41432.56	Minutes	3160179
Local		Total Sum of Total	
Sum of Total Calls	162713	Revenue	912051.82
Sum of Total Minutes	2644340		
Sum of Total Revenue	658987.65		
Advance Pay Sum of Total			
Calls	176841		
Advance Pay Sum of Total			
Minutes	2799927		
Advance Pay Sum of Total			
Revenue	772084.71		
Collect			
Interlata			
Sum of Total Calls	490		
Sum of Total Minutes	5240		
Sum of Total Revenue	4871.45		
International			
Sum of Total Calls	5		
Sum of Total Minutes	26		
Sum of Total Revenue	37.1		
Interstate			
Sum of Total Calls	1304		
Sum of Total Minutes	12623		
Sum of Total Revenue	14643.25		