

Non-Instructional Operations

PAY TELEPHONES IN BOARD OWNED OR OPERATED FACILITIES

I. General

It is the intent of the Board that pay telephones be available, if necessary, at any or all Board owned or operated facilities, for the use of staff, students, and the general public.

Pay telephones shall not supplant the availability of extensions of the basic facility telephone system for staff use for **local** calls.

Pay telephones should be utilized for all unofficial long distance calls.

Principals or site supervisors shall determine the need for pay telephone services, and if needed, initiate a request for service to the Office of Information Technology, indicating the number of units required, locations, and other pertinent data.

II. Pay Telephone Services

Pay telephone services are divided into three separate categories:

A. Equipment and Related Services

1. Purchase/lease of telephone instrument enclosure, directory, wiring and installation.
2. Maintenance of equipment.
3. Collection, counting, and disbursement of proceeds.
4. All accounting activities/reports required.
5. Repair or replacement due to vandalism or other damage, including insurance coverage if applicable.
6. All required documentation, certification, licensing, and reporting to the Public Service Commission.
7. Upgrades to meet future requirements.
8. Handling of refunds/complaints.

B. Long Distance Service

The long distance network provider (vendor) which the caller can access from the pay telephone.

C. Operator Assistance Service

The service (vendor) which provides operator assistance such as collect toll calls and credit card calls.

These three categories of service can be obtained from a single vendor, or a combination of two or three vendors. If pay telephones are purchased, some aspects of equipment related services become the responsibility of the owner.

All three categories of service are available from multiple vendors with a variety of commission/revenue plans. Should multiple vendors be selected for categories one and two, it is necessary that agreements be established between the vendors as well as between each vendor and the subscriber. Most vendors also provide for, at the subscriber's option, surcharges on local and/or toll calls.

III. Standardization of Services

In order to ensure that service is available at any or all locations requesting service; that services and revenue rates are uniform; that all services are provided in accordance with applicable Federal, State, and local rules and regulations; and that services and revenues are easily obtained by principals and site supervisors, uniform pay telephone services shall be procured centrally and made available on a request basis to schools and other work sites.

Principals and site supervisors shall not enter into any agreement directly with a vendor, for any pay telephone related service, nor allow any pay telephone services other than those procured centrally, to be installed at their site.

IV. Procurement of Services

Pay telephone services shall be procured competitively in accordance with applicable Board rules, and appropriate governmental agency regulations, by the Office of Information Technology, utilizing Requests for Proposals (RFP) for each of the service categories. Multiple vendors may be selected to provide the various categories of service.

In order to minimize the Board's liability and administrative costs,

equipment and equipment related services will be solicited only on a lease/commission basis, with all operational and administrative services provided by the vendor.

The Board shall enter into multi-year term contracts with vendors for the provision of pay telephone services as follows:

- A. Any and all locations must be served by the vendors upon request.
- B. The Board shall have no liability for the equipment or services provided.
- C. No penalties or charges shall be assessed due to low volume usage at any location or group of locations.
- D. The maximum revenue consistent with the terms of the agreement shall be obtained. Revenue rates shall be consistent, but may vary with the volume of usage.
- E. Agreements shall be for a three-year period, subject to cancellation, unless a different term is substantiated by staff and approved by the Board.
- F. No surcharges for local or direct dialed long distance calls shall be allowed. Operator assistance surcharges shall be minimized.

V. Revenue

Each vendor shall be required to make monthly commission/revenue payments directly to the Division of Accounting along with a breakdown of revenues earned by each service location.

The revenue earned by pay telephone service at each location shall be credited to the location's discretionary funds account on a quarterly basis.

VI. Contract Administration and Reporting

The Office of Information Technology shall:

- A. Solicit, evaluate, and recommend to the Board, vendors to provide pay telephone services.
- B. Expeditiously process requests for service.
- C. Investigate and resolve service/contractual problems.

- D. Monitor the accounting, reporting, and payments by the vendors.
- E. Monitor changes in technology and/or regulations affecting pay telephone services.
- F. Submit, through the Superintendent, an annual report including revenues earned, any costs incurred, and any changes recommended in connection with pay telephone services.

Specific Authority: 230.22(2) F.S.

Law Implemented, Interpreted, or Made Specific: 230.32(3) F.S.

History: THE SCHOOL BOARD OF DADE COUNTY, FLORIDA

New: 4-19-89