



Christian County Commission
100 West Church St, Room 100
Ozark, MO 65721

SCHEDULED

MEETING ATTACHMENTS (ID # 5107)

Meeting: 09/25/25 9:00 AM
Department: County Clerk
Category: Meeting Items
Prepared By: Madi Hires Raines
Initiator: Madi Hires Raines
Sponsors:
Doc ID: 5107

Meeting Attachments

ATTACHMENTS:

- 1 - 25 SEPTEMBER 2025 - TAX LEVY CERTIFICATION
- 2 - 25 SEPTEMBER 2025 - SS #2025-11 - NEWSPAPER AD SS
- 3 - 25 SEPTEMBER 2025 - SS #2025-11 VOTING PADS, STANDS, AND SOFTWARE - KNOWINK ESTIMATE
- 4 - 25 SEPTEMBER 2025 - SS #2025-11 - KNOWINK LLC - AWARD LETTER
- 5 - 25 SEPTEMBER 2025 - JOHNSON CONTROLS BUILDING EFFICIENCY AGREEMENT
- 6 - 25 SEPTEMBER 2025 - JOHNSON CONTROLS AWARD LETTER
- 7 - 25 SEPTEMBER 2025 - RFP #2025-8 - ADDENDUM ONE
- 8 - 25 SEPTEMBER 2025 - RFP #2025-8 - HOMEWAV - SUPPLIER RESPONSE
- 9 - 25 SEPTEMBER 2025 - RFP #2025-8 - HOMEWAV - DECLARATION PAGE
- 10 - 25 SEPTEMBER 2025 - RFP #2025-8 - HOMEWAV - AGREEMENT FOR CONTRACT SERVICES
- 11 - 25 SEPTEMBER 2025 - RFP #2025-8 - HOMEWAV - AWARD LETTER
- 12 - 25 SEPTEMBER 2025 - RFP #2025-8 - CTC COMMUNICATIONS - SUPPLIER RESPONSE
- 13 - 25 SEPTEMBER 2025 - RFP #2025-8 - CTC COMMUNICATIONS - PROPOSAL
- 14 - 25 SEPTEMBER 2025 - RFP #2025-8 - CTC COMMUNICATIONS - DECLARATION PAGE
- 15 - 25 SEPTEMBER 2025 - RFP #2025-8 - ENCARTELE.CIDNET - PROPOSAL
- 16 - 25 SEPTEMBER 2025 - RFP #2025-8 - ENCARTELE.CIDNET - DECLARATION PAGE
- 17 - 25 SEPTEMBER 2025 - RFP #2025-8 - ENCARTELE.CIDNET - SAMPLE INVOICE
- 18 - 25 SEPTEMBER 2025 - RFP #2025-8 - ENCARTELE.CIDNET - SAMPLE REPORTING
- 19 - 25 SEPTEMBER 2025 - RFP #2025-8 - ENCARTELE.CIDNET - SUPPLIER RESPONSE
- 20 - 25 SEPTEMBER 2025 - RFP #2025-8 - NCIC INMATE COMMUNICATIONS - SUPPLIER RESPONSE
- 21 - 25 SEPTEMBER 2025 - RFP #2025-8 - NCIC INMATE COMMUNICATIONS - PROPOSAL
- 22 - 25 SEPTEMBER 2025 - RFP #2025-8 - INMATE CALLING SOLUTIONS - SUPPLIER RESPONSE
- 23 - 25 SEPTEMBER 2025 - ORDER #2025-09-25-01 - CART ADJUSTMENTS
- 24 - 25 SEPTEMBER 2025 - ORDER #2025-09-25-02 - ROAD AND BRIDGE SALES TAX ADJUSTMENT
- 25 - 25 SEPTEMBER 2025 - GOOD NEIGHBOR WEEK PROCLAMATION

2025 CERTIFIED LEVIES
OFFICE OF PAULA BRUMFIELD
CLERK OF THE COUNTY COMMISSION
CHRISTIAN COUNTY
100 W. Church, Rm. 304, Ozark, MO. 65721

THE FOLLOWING LEVIES WILL BE IN EFFECT IN CHRISTIAN COUNTY FOR THE YEAR 2025.

STATE	(STAT)	0.0300	(FIRE 1) OZARK FIRE DISTRICT	0.7393
SUR TAX	(SRTX)	0.3400	(FIRE 2) NIXA FIRE DISTRICT	0.6820
COUNTY REVEUNE	(CNTY)	0.0446	(FIRE 3) BROOKLINE FIRE DISTRICT	0.8056
LIBRARY	(LIBR)	0.1823	(FIRE 4) LOGAN-ROGERSVILLE FIRE DISTRICT	0.7646
HEALTH DEPARTMENT	(HLTH)	0.0405	(FIRE 5) CLEVER FIRE DISTRICT	0.3562
SENATE BILL 40	(HDCP)	0.0728	(FIRE 6) BILLINGS FIRE DISTRICT	0.6858
SENIOR CITZ. SERV.	(SCSF)	0.0456	(FIRE 7) HIGHLANDVILLE FIRE DISTRICT	0.3643
COUNTY AMBULANCE	(AMB)	0.1211	(FIRE 8) SPARTA FIRE DISTRICT	0.5184
JUNIOR COLLEGE	(JC)	0.1773	(FIRE 9) CHADWICK FIRE DISRICT	0.4823

ROADS

COMMON 1	(C1)	0.0932	(GA) GARRISON SPECIAL	0.2184
COMMON 2	(C2)	0.0000	(SL) SELMORE SPECIAL	0.1654
BILLINGS SPECIAL	(BS)	0.5461	(SS) SOUTH SPARTA SPECIAL	0.1590
OZARK SPECIAL	(OS)	0.3393	(ST) STONESHIRE SPECIAL	0.1294

SCHOOLS

CHADWICK	(R-1)	4.2320	(R-8) BRADLEYVILLE	4.3303
NIXA	(R-2)	4.5091	(R-9) MARIONVILLE	3.7300
SPARTA	(R-3)	4.1000	(R-10) REPUBLIC	4.0292
BILLINGS	(R-4)	3.9396	(R-17) AVA	2.7500
CLEVER	(R-5)	4.6392	(R-71) LOGAN-ROGERSVILLE	4.1624
OZARK	(R-6)	4.1400	(R-78) FORDLAND	3.9524
SPOKANE	(R-7)	4.0681	TOTAL SCHOOL LEVY	52.5823
			SCHOOL AVERAGE	4.0448

CITIES

BILLINGS	(BL)	0.6935	(CV) CLEVER	0.5493
FREMONT HILLS	(FH)	0.5594	(NX) NIXA (REAL ONLY)	0.2886
OZARK (REAL ONLY)	(OZ)	0.2572	(SP) SPARTA	0.3407
HIGHLANDVILLE	(HV)	0.0000	(SA) SADDLEBROOK (REAL ONLY)	0.8172
REPUBLIC (REAL ONLY)	(REP)	0.5672		

CHRISTIAN COUNTY ASSESSED VALUATIONS:

	2021	2022	2023	2024	2025
REAL ESTATE	1,216,248,450	1,260,403,340	1,414,510,690	1,468,638,310	1,626,143,430
PERSONAL PROPERTY	269,898,594	334,907,796	356,455,980	355,740,362	374,950,509
RAILROAD & UTILITIES	40,621,893,	42,285,207	42,288,893	41,990,642	42,002,643
GRAND TOTAL	1,526,768,937	1,637,596,343	1,813,255,563	1,866,369,314	2,043,096,582

I, Paula Brumfield, County Clerk do hereby certify the 2025 Christian County Levies this 25th day of September, 2025.


 Paula Brumfield, Christian County Clerk



NOTICE OF INTENT TO SOLE SOURCE

#2025-11

This notice is being published in accordance with the Christian County Purchasing Policy requiring the dissemination of information for proposed contract actions. This is a notice of intent to award a sole source contract and is not a request for competitive quotes/proposals. Christian County intends to issue a contract to Knowink, LLC to purchase voting pads, stands, and software. This vendor is the manufacturer and exclusive authorized representative for Knowink, LLC equipment and software. Christian County currently uses the vendor's equipment and software. For questions, call purchasing at 417-582-4309 or email purchasing@christiancountymo.gov.

KNOWINK, LLC.
460 N Lindbergh Blvd
Saint Louis, MO 63141-7808
+13149141345
<http://knowink.com>

Estimate



ADDRESS
Paula Brumfield
Christian County MO Clerk
100 W Church St
Room 304
Ozark, Missouri 65721

ESTIMATE # **DATE**
11188 09/02/2025

DATE	ITEM	HARDWARE/SOFTWARE	QTY	UNIT PRICE	TOTAL AMOUNT
	iPad 11th Gen Wifi 128GB - Silver		47	340.00	15,980.00
	Kiosk Stand		47	105.00	4,935.00
	Shipping and Configuration Fee		47	70.00	3,290.00

Please note that the prices quoted for hardware are based on current market conditions and may be subject to change due to factors such as tariffs, import duties, or other unforeseen costs. Please confirm pricing at the time of purchase to ensure accuracy.

SUBTOTAL	24,205.00
TAX	0.00
TOTAL	USD 24,205.00

Accepted By

Accepted Date

Terms of Subscription

Subject to acceptance of the Master Software License & Service Agreement will be a (3) three-year agreement. The term will begin effective on the date of equipment acceptance. All Poll Pad software comes with the standard (12) twelve-month warranty. All quotes are valid for thirty (30) days from the date of the quotation.



Christian County Commission

100 W. Church Street Room 100
Ozark, Missouri 65721
(417)582-4300

Lynn Morris
Presiding Commissioner

Bradley A. Jackson
Eastern Commissioner

Johnny Williams
Western Commissioner

September 25, 2025

KNOWiNK, LLC
460 N Lindbergh Blvd
Saint Louis, MO 63141
ATTN: Ebon Blanchette
855-437-7618
support@Knowink.com

RE: SS #2025-11 Voting Pads, Stands, and Software

The Christian County Commission voted in session today to award the contract for SS #2025-11 Voting Pads, Stands, and Software to KNOWiNK, LLC.

Your point of contact will be Christian County Clerk, Paula Brumfield. County Clerk Brumfield can be reached at 417-582-4340, or by email at pbrumfield@christiancountymo.gov.

Johnny Williams
Western Commissioner

Date: 9-25-25

Lynn Morris
Presiding Commissioner

Date: 9/25/25

Bradley A. Jackson
Eastern Commissioner

Date: 9-25-25

Johnson Controls planned service proposal

Prepared for CHRISTIAN COUNTY CIRCUIT COURTHOUSE

Customer
CHRISTIAN COUNTY CIRCUIT
COURTHOUSE

Local Johnson Controls Office
2757 S AUSTIN AVE
SPRINGFIELD, MO 65807-4180

Agreement Start Date:
05/01/2025

Proposal Date
08/25/2025

Estimate No:
1-1QDJ2EH4



Partnering with you to deliver value-driven solutions

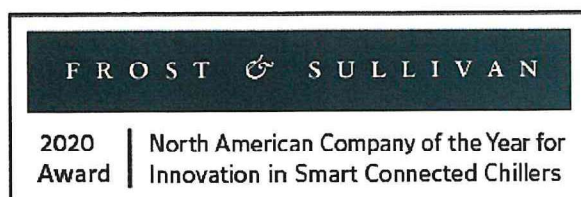
Every day, we transform the environments where people live, work, learn and play. From optimizing building performance to improving safety and enhancing comfort, we are here to power your mission.

A Planned Service Agreement with Johnson Controls provides you with a customized service strategy designed around the needs of your facility. Our approach features a combination of scheduled, predictive and preventative maintenance services that focus on your goals.

As your building technology services partner, Johnson Controls delivers an unmatched service experience delivered by factory-trained, highly skilled technicians who optimize operations of the buildings we work with, creating productive and safe environments for the people within.

By integrating our service expertise with innovative processes and technologies, our value-driven planned service solutions deliver sustainable results, minimize equipment downtime and maximize occupant comfort.

With more than a century of healthy buildings expertise, Johnson Controls leverages technologies to successfully deliver smart solutions to facilities worldwide.



Johnson Controls was recognized by Frost & Sullivan as the 2020 North American Company of the Year for innovation in the Smart connected Chillers market

Executive summary

Planned service proposal for CHRISTIAN COUNTY CIRCUIT COURTHOUSE

Dear Customer,

We value and appreciate your interest in Johnson Controls as a service provider for your building systems and are pleased to provide a value-driven maintenance solution for your facility. The enclosed proposal outlines the Planned Service Agreement we have developed on your facility.

Details are included in the Planned Service Agreement summary (Schedule A), but highlights are as follows:

- In this proposal we are offering a service agreement for 4 Years starting 05/01/2025 and ending 04/30/2029.
- The agreement price for first year is \$40,583.00; see Schedule A, Supplemental Price and Payment Terms, for pricing in subsequent years.
- The equipment options and number of visits being provided for each piece of equipment are described in Schedule A, Equipment list.

As a manufacturer of both mechanical and controls systems, Johnson Controls has the expertise and resources to provide proper maintenance and repair services for your facility.

Again, thank you for your interest in Johnson Controls and we look forward to becoming your building technology services partner.

Please contact me if you have any questions.

Sincerely,

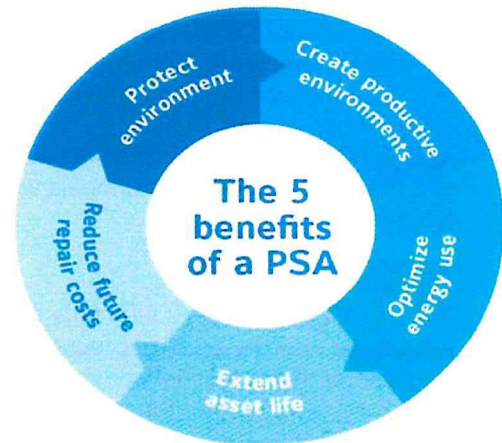
Brandon McTeer
HVAC Account Representative
(866) 208-7292

The power behind your mission

Benefits of planned service

A Planned Service Agreement with Johnson Controls will allow you to optimize your building's facility performance, providing dependability, sustainability and energy efficiency. You'll get a value-driven solution that fits your specific goals, delivered with the attention of a local service company backed by the resources of a global organization.

With this Planned Service Agreement, Johnson Controls can help you achieve the following five objectives:



- 1. Identify energy savings Opportunities**
Since HVAC equipment accounts for a major portion of a building's energy usage, keeping your system performing at optimum levels may lead to a significant reduction in energy costs.
- 2. Reduce future repair costs**
Routine maintenance may maximize the life of your equipment and may reduce equipment breakdowns.
- 3. Extend asset life**
Through proactive, factory-recommended maintenance, the life of your HVAC assets may be extended, maximizing the return on your investment.
- 4. Ensure productive environments**
Whether creating a comfortable place where employees can be productive or controlling a space to meet specialized needs, maintenance can help you achieve an optimal environment for the work that is being accomplished
- 5. Promote environmental health and safety**
When proper indoor conditions and plant requirements are maintained, business outcomes may be improved by minimizing sick leave, reducing accidents, minimizing greenhouse gas emissions and managing refrigerant requirements.

All of the services we perform on your equipment are aligned with "The 5 Values of Planned Maintenance" and our technicians understand how the work they perform can help you accomplish your business objectives.

Our partnership

Personalized account management

A Planned Service Agreement also provides you with the support of an entire team that knows your site and can closely work with you on budget planning and asset management. Your local Johnson Controls account management team can help guide planned replacement, energy retrofits and other building improvement projects. You'll have peace of mind that an entire team of skilled professionals will be looking out for what is best for your facility and budget.

A culture of safety

Johnson Controls technicians take safety seriously and personally, and integrate it into everything they do. All of our technicians participate in regular and thorough safety training. Because of their personal commitment, we are a leader in the HVAC service industry for workplace safety performance. This means that you do not have to worry about us when we are on your site.

Commitment to customer satisfaction

Throughout the term of your Planned Service Agreement, we will periodically survey you and use your feedback to continue to make improvements to our service processes and products. Our goal is to deliver the most consistent and complete service experience possible. To meet this goal, we've developed and implemented standards and procedures to ensure you receive the ultimate service experience – every time.

Energy & sustainability

A more sustainable world one building at a time – Johnson Controls is a company that started more than 125 years ago with a product that reduced energy use in buildings. We've been saving energy for customers ever since. Today, Johnson Controls is a global leader in creating smart environments where people live, work and play, helping to create a more comfortable, safe and sustainable world.

The value of integrity

Johnson Controls has a long, proud history of integrity. We do what we say we will do and stand behind our commitments. Our good reputation builds trust and loyalty. In recognition for our commitment to ethics across our global operations, we are honored to be named one of the World's Most Ethical Companies by Ethisphere Institute, a leading think tank dedicated to business ethics and corporate social responsibility. In addition, Corporate Responsibility Magazine recognizes Johnson Controls as one of the top companies in its annual "100 Best Corporate Citizens" list.

Service delivery

As part of the delivery of this Planned Service Agreement, Johnson Controls will dedicate a local customer service agent responsible for having a clear understanding of the agreement scope, and your facility procedures and protocols.

A high-level overview around our service delivery process is outlined below including scheduling, emergency service, on-site paperwork, communication and performing repairs outside of the agreement scope.

Scheduling

Preventative maintenance service will be scheduled using our automated service management system. In advance of the scheduled service visit, our technician is sent a notice of service to a smartphone. Once the technician acknowledges the request, your customer service agent will call or e-mail your on-site contact to let you know the start date and type of service scheduled.

The technician checks in, wears personal protective equipment, performs the task(s) as assigned, checks out with you and asks for a screen capture signature on the smartphone device. A work order is then e-mailed, faxed or printed for your records.

Emergency services

Emergency service can be provided 7 days a week, 24 hours a day, 365 days a year. During normal business hours, emergency service will be coordinated by the customer service agent. After hours, weekends and holidays, the emergency service number transfers to the Johnson Controls after-hours call center and on-call technicians are dispatched as needed.

Johnson Controls is committed to dispatching a technician within hours of receiving your call through the service line. A work order is e-mailed, faxed or printed for your records. Depending on the terms of your agreement, you may incur charges for after hour services.

Communication

A detailed communication plan will be provided to you so you know how often we will provide information to you regarding your Planned Service Agreement. The communication plan will also provide you with your main contacts at Johnson Controls.

Approval process for non-covered items

Johnson Controls will adhere to your procurement process. No work will be performed outside of the agreement scope without prior approval. Johnson Controls will work with you closely to ensure your procurement process is followed before any non-covered item work is started.

Summary of services and options

Comprehensive and operational inspections

During comprehensive and operational inspections, Johnson Controls will perform routine checks of the equipment for common issues caused by normal wear and tear on the equipment. Additional tests can be run to confirm the equipment's performance.

Routine maintenance, such as lubrication, cleaning and tightening connections, can be performed depending on the type of equipment being serviced. Routine maintenance is one of the keys to the five values of maintenance – it can help identify energy saving opportunities, reduce future repair costs, extend asset life, ensure productive environments, and promote health and safety.

Customer Portal / Service Information Access

The Johnson Controls customer portal is the online gateway to easily access various elements of your service information. This real-time, self-service mechanism is just one more way for you to stay in touch with our service within your facilities. Using the internet, you can view service call history by location, monitor agreements, as well as view asset and invoice information.

Summary

Thank you for considering Johnson Controls as your building technology services partner. The following agreement document includes all the details surrounding your Planned Service Agreement.

With planned service from Johnson Controls, you'll get a value-driven solution that can help optimize your building controls and equipment performance, providing dependability, sustainability and energy efficiency. You'll get a solution that fits your specific goals, delivered with the attention of a local service company backed by the resources of a global organization.

The power behind **your mission**

Planned Service Agreement

Customer Name : CHRISTIAN COUNTY CIRCUIT COURTHOUSE
Address: 102 W WALNUT ST OZARK, MO 65721-9204
Proposal Date: 08/25/2025
Estimate #: 1-1QDJ2EH4

Scope of Service

Johnson Controls, Inc. ("JCI") and the Customer (collectively the "Parties") agree Preventative Maintenance Services, as defined in Schedule A ("Services"), will be provided by JCI at the Customer's facility. This Planned Service Agreement, the Equipment List, Supplemental Price and Payment Terms, Terms and Conditions, and Schedules attached hereto and incorporated by this reference as if set forth fully herein (collectively the "Agreement"), cover the rights and obligations of both the Customer and JCI.

Extended Service Options for Premium Coverage

If Premium Coverage is selected, on-site repair services to the equipment will be provided as specified in this Agreement for the equipment listed in the attached Equipment List.

Basic Coverage means Scheduled Service Visits, plus Scheduled Service Materials (unless excluded from this Agreement). No parts, equipment, Repair Labor or Repair Materials are provided for under Basic Coverage.

Premium Coverage means Basic Coverage plus Repair Labor, plus Repair Materials (unless excluded from the Agreement). If Customer has ordered Premium Coverage, JCI will inspect the Covered Equipment within forty-five (45) days of the date of this Agreement, or as seasonal or operational conditions permit. JCI will then advise Customer if JCI finds any Covered Equipment not in working order or in need of repair. With Customer's approval, JCI will perform the work necessary to put the Covered Equipment in proper working condition, subject to the terms of this Agreement. Customer will pay for such work at JCI's standard rates for parts and labor in effect at the time that the work is performed. If Customer does not want JCI to perform the work identified as necessary by JCI, any equipment thereby affected will be removed from the list of Covered Equipment, and the Contract Price will be adjusted accordingly. Should Customer not make JCI's recommended repairs or proceed with the modified Premium Coverage, JCI reserves the right to invoice Customer for the cost of the initial equipment inspection.

Extended Service means Services performed outside JCI's normal business hours and is available only if Customer has Premium Coverage. Extended Service is available either 24/5 or 24/7, at Customer's election. The price for Extended Service, if chosen by Customer, is part of the total Contract Price.

Equipment List

Only the equipment listed in the Equipment List will be covered as part of this Agreement. Any changes to the Equipment List must be agreed upon in writing by both Parties.

Term / Optional Renewal

This Agreement takes effect on 05/01/2025 and will continue until 04/30/2029 ("Original Term"). The Agreement will optionally renew and extend for successive terms equal to the Original Term unless the Customer or JCI gives the other written notice it does not want to renew prior to the end of the then-

current term (each a "Renewal Term"). The notice must be delivered at least (90) days prior to the end of the Original Term or of any Renewal Term. The Original Term and any Renewal Term may be referred to herein as the "Term". Renewal price adjustments are discussed in the Terms and Conditions.

Refrigerant Charges

Refrigerant is not included under this Agreement and will be billed separately to the Customer by JCI.

Planned Service Proposal
CHRISTIAN COUNTY CIRCUIT COURTHOUSE

Price and Payment Terms

The total Contract Price for JCI's Services during the first year of the Original Term is \$40,583.00. This amount will be paid to JCI in advance in Annual installments. Pricing for each subsequent year of a multiyear Original Term is set forth in the Supplemental Price and Payment Terms. Unless otherwise agreed to by the parties, All payments will be due upon receipt. Renewal price adjustments are set forth in the Terms and Conditions. Any additional taxes, duties, tariffs or similar items imposed prior to shipment will be charged.

Invoices will be sent to the following location: CHRISTIAN COUNTY COMMISSION
100 W CHURCH ST
OZARK,MO 65721

To ensure that JCI is compliant with your company's billing requirements, please provide the following information:

PO is required to facilitate billing:

- ☐ No: This signed contract satisfies requirement
☐ YES: Please reference this PO number :

AR Invoices are accepted via e-mail:

- ☐ YES: E-mail address to be used :
☐ No: Please submit invoices via mail
☐ No: Please submit via :

This proposal is valid for thirty days from the proposal date.

JOHNSON CONTROLS Inc.

JCI Manager: Clint Jackson

Customer Manager:

JCI Manager Signature:

Customer Manager Signature:

Branch Service Manager

10/15/25

Title:

Date:

Title:

Date:

JCI Branch: JOHNSON CNTRL SPRINGFLD MO CB - 0N57
Address: 2757 S AUSTIN AVE

SPRINGFIELD, MO 65807-4180

Branch Phone: (866) 208-7292

Branch Email:



Schedule A - Equipment List

CHRISTIAN COUNTY CIRCUIT COURTHOUSE	102 W WALNUT ST OZARK, MO 65721-9204
--	---

Expert Tier

Product: Controls Software, Supervisory/Server/UI, Johnson Controls, ADS

Quantity: 1

Coverage Level: Basic

Year to Be Inactivated: Year 2

Services Provided

- | | |
|---|---|
| 1 | ADS Site Dir Software
Subscription 3-year (up to 4
engines) - Subscription Only |
| 1 | ADS Site Dir or NON-Site Dir
Software Upgrade |

Customer Tag

Manufacturer

Model #

Serial #

Product: Block Hours - Controls

Quantity: 1

Coverage Level: Basic

Year to Be Inactivated: Year 2

Services Provided

- | | |
|---|------------------------|
| 1 | Preventive Maintenance |
|---|------------------------|

Customer Tag

Manufacturer

Model #

Serial #

Product: Block Hours - Controls

Quantity: 1

Coverage Level: Basic

Services Provided

- | | |
|---|------------------------|
| 4 | Preventive Maintenance |
|---|------------------------|

Customer Tag

Manufacturer

Model #

Serial #

Product: Block Hours - Controls

Quantity: 1

Coverage Level: Basic

Year to Be Inactivated: Year 2

Services Provided

- | | |
|---|------------------------|
| 1 | Preventive Maintenance |
|---|------------------------|

Customer Tag

Manufacturer

Model #

Serial #

Product: Block Hours - Controls

Quantity: 1		Services Provided	
Coverage Level: Basic		2 Preventive Maintenance	
<u>Customer Tag</u>	<u>Manufacturer</u>	<u>Model #</u>	<u>Serial #</u>
Product: Block Hours - Controls			
Quantity: 1		Services Provided	
Coverage Level: Basic		1 Preventive Maintenance	
<u>Customer Tag</u>	<u>Manufacturer</u>	<u>Model #</u>	<u>Serial #</u>

Equipment tasking

Block Hours - Controls

Preventive Maintenance Check with appropriate customer representative for operational deficiencies
 Perform scheduled block hour tasks
 Complete any required maintenance checklists, report observations to appropriate customer representative

Controls Software, Supervisory/Server/UI, Johnson Controls, ADS

ADS Site Dir Software Subscription 3-year (up to 4 engines) - Subscription Only All work must be performed in accordance with Johnson Controls safety policies
 Check with appropriate customer representative for operational deficiencies
 Upgrade ADS software to latest Metasys release
 Document tasks performed during visit and report any observations to appropriate customer representative

ADS Site Dir or NON-Site Dir Software Upgrade All work must be performed in accordance with Johnson Controls safety policies
 Check with appropriate customer representative for operational deficiencies
 Upgrade ADS software to latest Metasys release
 Document tasks performed during visit and report any observations to appropriate customer representative

Supplemental Price & Payment Terms (Applies to Multi-Year Contracts Only)

Year	Total Annual Dollar Amount	Payment Frequency
Year1 2025	\$40,583.00	Annually
Year2 2026	\$7,799.00	Annually
Year3 2027	\$8,189.00	Annually
Year4 2028	\$8,599.00	Annually

Sourcewell Contract #: 080824

Special Additions and Exceptions

TERMS AND CONDITIONS
DEFINITIONS (REV 1/25)

DIGITAL ENABLED SERVICES mean services provided hereunder that employ JCI software and related equipment installed at Purchaser facilities and JCI cloud-hosted software offerings and tools to improve, develop, and enable such services. Digital Enabled Service may include, but are not limited to, (a) remote servicing and inspection, (b) advanced equipment fault detection and diagnostics, and (c) data dashboarding and health reporting.

CONTRACT PRICE means the price that Customer shall pay to JCI for the Services.

COVERED EQUIPMENT means the equipment for which Services are to be provided under this Agreement. Covered Equipment is set forth in Schedule A - Equipment List.

EQUIPMENT FAILURE means the failure, under normal and expected working conditions, of moving parts or electric or electronic components of the Covered Equipment that are necessary for its operation.

PREMISES means those Customer premises where the Covered Equipment is located or Services performed pursuant to this Agreement.

REMOTE MONITORING SERVICES means remote monitoring of Covered Equipment and/or systems including building automation, HVAC equipment, and fire alarm, intrusion, and/or other life safety systems for alarm and event notifications using a UL Certified Central Station.

REMOTE OPERATIONS CENTER (ROC) is the department at JCI that remotely monitors alarm and industrial (HVAC) process signals.

REMOTE OPERATING SERVICES means remote interrogation, modification and/or operation of building automation, HVAC equipment, and/or other Covered Equipment.

REPAIR LABOR is the labor necessary to restore Covered Equipment to working condition following an Equipment Failure, but does not include services relating to total equipment replacement due to obsolescence or unavailability of parts.

REPAIR MATERIALS are the parts and materials necessary to restore Covered Equipment to working condition following an Equipment Failure, but excludes total equipment replacement due to obsolescence or unavailability of parts, unless excluded from the Agreement. At JCI's option, Repair Materials may be new, used, or reconditioned.

SCHEDULED SERVICE MATERIALS are the materials required to perform Scheduled Service Visits on Covered Equipment, unless excluded from the Agreement.

SCHEDULED SERVICE VISITS are the on-site labor visits required to perform JCI recommended inspections and preventive maintenance on Covered Equipment.

SERVICES are the work, materials, labor, service visits, and repairs to be provided by JCI pursuant to this Agreement except that the Services do not include the Connected Equipment Services or the provision of other software products or digital or cloud services, which are provided under separate terms and conditions referenced in Section P.

A. JCI'S SERVICES FOR COVERED EQUIPMENT

1. BASIC COVERAGE means Scheduled Service Visits, plus Scheduled Service Materials (unless excluded from this Agreement). No parts, equipment, Repair Labor or Repair Materials are provided for under BASIC COVERAGE.

~~**2. PREMIUM COVERAGE** means BASIC COVERAGE plus Repair Labor, plus Repair Materials (unless excluded from the Agreement). If Customer has ordered PREMIUM COVERAGE, JCI will inspect the Covered Equipment within forty-five (45) days of the date of this Agreement, or as seasonal or operational conditions permit. JCI will then advise Customer if JCI finds any Covered Equipment not in working order or in need of repair. With Customer's approval, JCI will perform the work necessary to put the Covered Equipment in proper working condition, subject to the terms of this Agreement. Customer will pay for such work at JCI's standard rates for parts and labor in effect at the time that the work is performed. If Customer does not want JCI to perform the work identified as necessary by JCI, any equipment thereby affected will be removed from the list of Covered Equipment, and the Contract Price will be adjusted accordingly. Should Customer not make JCI's recommended repairs or proceed with the modified PREMIUM COVERAGE, JCI reserves the right to invoice Customer for the cost of the initial equipment inspection.~~

3. EXTENDED SERVICE means Services performed outside JCI's normal business hours and is available only if Customer has PREMIUM COVERAGE. Extended Service is available either 24/5 or 24/7, at Customer's election. The price for Extended Service, if chosen by Customer, is part of the total Contract Price.

4. REMOTE MONITORING SERVICES OR REMOTE OPERATING SERVICES. If Remote Monitoring Services or Remote Operating Services are provided, Customer agrees to furnish JCI with a list of the names, titles, addresses, email addresses, and phone numbers of all persons authorized to be contacted by, or be able to contact the ROC to perform specific agreed upon actions with the appropriate authority. If JCI's Services include "Remote Monitoring Services with Open and Close," Customer also agrees to furnish JCI with Customer's daily and holiday opening and closing schedules. Customer agrees to maintain and update the call lists with accurate information. Customer further agrees to notify JCI of such changes as soon as possible. JCI/ROC is not responsible to find new contacts/numbers if the contacts on the call lists cannot

be reached. A maximum of three contacts are allowed for any time of the day. If none of those contacts can be reached, then neither JCI nor the ROC are responsible for damages. Customer is responsible for any and all costs and expenses arising from Customer's failure to provide timely updates for any of the contact information submitted to the ROC.

5. CUSTOMER SERVICE INFORMATION PORTAL. Customer may be able to utilize JCI's Customer Service Information Portal during the term of the Agreement, pursuant to the then applicable Terms of Use Agreement.

B. OUT OF SCOPE SERVICES

If, during any Service Visit, JCI detects a defect in any of Customer's equipment that is not Covered Equipment under this Agreement (an "Out of Scope Defect"), JCI may (but shall have no obligation to) notify Customer of such Out of Scope Defect. If Customer elects for JCI to repair such Out of Scope Defect, or if JCI otherwise performs any Services or provides any materials, parts, or equipment outside the scope of the Services (collectively, "Out of Scope Services"), Customer shall direct JCI to perform such Out of Scope Services in writing, and Customer shall pay for such Out of Scope Services at JCI's standard fees or hourly rates. If, after receiving notice of an Out of Scope Defect, Customer elects not to engage JCI to repair such Out of Scope Defect, Customer shall defend and indemnify JCI from and against any and all losses, damages, claims, costs and expenses arising directly or indirectly out of such Out of Scope Defect. Any Out of Scope Services performed by JCI at the direction of Customer pursuant to this Section shall be subject to the Customer Terms in effect as of the Effective Date (the "**Customer Terms**"), which Customer Terms are incorporated into this Agreement by this reference. A copy of the Customer Terms currently in effect is found at www.johnsoncontrols.com/customerterms.

C. EXCLUSIONS

JCI's Services and warranty obligations expressly exclude:

- (a) the repair or replacement of ductwork, casings, cabinets, structural supports, tower fill/slots/basin, hydronic and pneumatic piping, and vessels, gaskets, and piping not normally replaced or maintained on a scheduled basis, and removal of oil from pneumatic piping;
- (b) disposal of hazardous wastes (except as otherwise expressly provided herein);
- (c) disinfecting of chiller condenser water systems and other components for biohazards, such as but not limited to, Legionella unless explicitly set forth in the scope of services between the parties. Unless explicitly provide for within the scope of services, this is Out of Scope Services and the Customer's exclusive responsibility to make arrangements for such services with a provider other than JCI. Mentions of chiller tube cleaning, condenser cleaning, cooling tower cleaning or boiler tube cleaning in any scope of services, only involve work to remove normal buildup of debris and scale using tube brush cleaning, pressure washing or acid flushing. Reference to such cleaning does not include chemical cleaning, disinfection or chemical water treatment required to eliminate, control or disinfect against biohazards such as but not limited to Legionella;
- (d) refrigerant; supplies, accessories, or any items normally consumed during the use of Covered Equipment, such as ribbons, bulbs and paper;
- (e) the furnishing of materials and supplies for painting or refinishing equipment;
- (f) the repair or replacement of wire in conduit, buried cable/transmission lines, or the like, if not normally replaced or maintained on a scheduled basis;
- (g) replacement of obsolete parts; and
- (h) damages of any kind, including but not limited to personal injury, death, property damage, and the costs of repairs or service resulting from:
 - abuse, misuse, alterations, adjustments, attachments, combinations, modifications, or repairs to Covered Equipment not performed, provided, or approved in writing by JCI;
 - equipment not covered by this Agreement or attachments made to Covered Equipment;
 - acts or omissions of the Customer, including but not limited to the failure of the Customer to fulfill the Customer Obligations and Commitments to JCI as described in Section F of this Agreement, operator error, Customer's failure to conduct preventive maintenance, issues resulting from Customer's previous denial of JCI access to the Covered Equipment, and Customer's failure to keep the site clean and free of dust, sand, or other particles or debris, unless such conditions are previously expressly acknowledged by JCI in writing;
 - use of the Covered Equipment in a manner or environment, or for any purpose, for which it was not designed by the manufacturer;
 - site-related and environmental conditions, including but not limited to power failures and fluctuations in electrical current (or "power surges") and biohazards such as but not limited to Legionella associated with condenser water, cooling tower systems and subcomponent systems;
 - the effects of erosion, corrosion, acid cleaning, or damage from unexpected or especially severe freezing weather;
 - issues or failures not specifically covered by this Agreement; or
 - occurrences beyond JCI's reasonable control and without JCI's fault or negligence.

D. PAYMENT TERMS; PRICE ADJUSTMENTS

Unless otherwise agreed by the parties in writing, fees for Services to be performed shall be paid annually in advance. Fees and other amounts due hereunder are due thirty (30) days from the date of the invoice, which shall be paid by Customer via electronic delivery via EFT/ACH OR Check. Such payment is a condition precedent to JCI's obligation to perform Services under the Agreement. Any invoice disputes are waived unless identified in writing by Customer within 30 days of receipt. Payments of any disputed amounts are due and payable upon resolution. Customer acknowledges and agrees that timely payments of the full amounts listed on invoices is an essential term of this Agreement and that failure by Customer to make payment in full when due is a material breach of this Agreement. Work performed on a time and material basis shall be at the

then-prevailing JCI rate for material, labor, and related items, in effect at the time supplied under this Agreement. Customer shall provide financial information requested by JCI to verify Customer's ability to pay for goods or Services. If Customer fails to provide financial information or if JCI, in its sole discretion determines that reasonable grounds exist to question Customer's ability or willingness to make payments when due (e.g., not making payments when due, late payments, or a reduction in Customer's credit score), JCI may defer shipments, change payment terms, require cash in advance and/or require other security, without liability and without waiving any other remedies JCI may have against Customer. JCI shall provide Customer with advance written notice of changes to payment terms. Customer further acknowledges that if there is any amount outstanding on an invoice, it is material to company and will give JCI, without prejudice to any other right or remedy, the right to, without notice: (i) suspend, discontinue or terminate performing any services and/or withhold further deliveries of equipment and other materials, terminate or suspend any unpaid software licenses, and/or suspend JCI's obligations under or terminate this Agreement; (ii) charge Customer interest on the amounts unpaid at a rate equal to the lesser of one and one half (1.5) percent per month or the maximum rate permitted under applicable law, until payment is made in full; and (iii) pay all of JCI's costs of collection, including (1) actual out of pocket expenses and charge Customer actual costs, plus a collection fee of twenty-five percent (25%) of the past due amount if collected through a collection agency or attorney and thirty-five percent (35%) if litigation is commenced to collect such past due amount. JCI's election to continue providing future services does not, in any way diminish JCI's right to terminate or suspend services or exercise any or all rights or remedies under this Agreement. JCI shall not be liable for any damages, claims, expenses, or liabilities arising from or relating to suspension of services for non-payment. In the event that there are exigent circumstances requiring services or the JCI otherwise performs services at the premises following suspension, those services shall be governed by the terms of this Agreement unless a separate contract is executed. If Customer disputes any late payment notice or JCI's efforts to collect payment. Customer shall immediately notify JCI in writing and explain the basis of the dispute. Customer will pay all of JCI's reasonable collection costs (including legal fees and expenses). In the event of Customer's default, the balance of any outstanding amounts will be immediately due and payable.

This Agreement is entered into with the understanding that the Services to be provided by JCI are not subject to any local, state, or federal prevailing wage statute. If it is later determined that local, state, or federal prevailing wage rates apply to the Services to be provided by JCI, JCI reserves the right to issue a modification or change order to adjust the wage rates to the required prevailing wage rate. Customer agrees to pay for the applicable prevailing wage rates. JCI may increase prices upon notice to the Customer to reflect increases in material and labor costs. Prices do not include taxes, fees, duties, tariffs, false alarm assessments, permits and levies or other charges imposed and/or enacted by a government, however designated or imposed (collectively, "Taxes"). All Taxes are the responsibility of Customer, unless Customer presents an exemption certificate acceptable to JCI and the applicable taxing authorities. If JCI is required to pay any such Taxes or other charges, Customer shall reimburse JCI on demand. If any such exemption certificate is invalid, then Customer will immediately pay JCI the amount of the Taxes, plus penalties and interest. Prices may be adjusted by JCI prior to shipment to take into account increases in the cost of raw materials, component parts, third party products or labor rates or taxes; Trade Restrictions (as defined below); government actions; or to cover any unforeseen or other extra cost elements. "Trade Restrictions" means any additional or new tariff/duty, quota, tariff-rate quota, or cost associated with the withdrawal of tariff/duty concessions pursuant to a trade agreement(s).

If this Agreement is renewed, JCI will provide Customer with notice of any adjustments in the Contract Price applicable to any Renewal Term. Unless Customer terminates this Agreement in writing at least sixty (60) days prior to the start of the Renewal Term, the adjusted Contract Price shall be the price for the Renewal Term. Prices for products covered by this Agreement may be adjusted by JCI, upon notice to Customer at any time prior to shipment and regardless of Customer's acceptance of the JCI's proposal or quotation, to reflect any increase in JCI's cost of raw materials (e.g., steel, aluminum) inability to secure Products, changes or increases in law, labor, taxes, duties, tariffs or quotas, acts of government, any similar charges, or to cover any extra, unforeseen and unusual cost elements. If the actual number of devices installed or services to be performed is greater than that set forth in this Agreement, the price will be increased accordingly. If this Agreement extends beyond one year, Johnson Controls may increase prices upon notice to the Customer.

E. WARRANTIES

JCI warrants its Services will be provided in a good and workmanlike manner for 90 days from the date of Services. If JCI receives written notice of a breach of this warranty prior to the end of this warranty period, JCI will re-perform any non-conforming Services at no additional charge within a commercially reasonable time of the notification.

If JCI installs or furnishes a piece of equipment under this Agreement, JCI warrants that equipment labeled JCI shall be free from defects in material and workmanship arising from normal usage for a period of 90 days. No warranty is provided for third-party products and equipment installed or furnished by JCI. Such products and equipment are provided with the third-party manufacturer's warranty to the extent available, and JCI will transfer the benefits, together with all limitations, of that manufacturer's warranty to Customer. All transportation charges incurred in connection with the warranty for equipment and/or materials not covered under this Agreement shall be borne by Customer. Except as provided herein, if JCI receives written notice of a breach of this warranty prior to the end of this warranty period, JCI will repair or replace (at JCI's option) the defective equipment. These warranties do not extend to any Services or equipment that have been misused, altered, or repaired by Customer or third parties without the supervision of and prior written approval of JCI, or if JCI serial numbers or warranty decals have been removed or altered. All replaced parts or equipment shall become JCI's property. This warranty is not assignable. Warranty service will be provided during normal business hours, excluding holidays. The remedies set forth herein shall be Customer's sole and exclusive remedy with regards to any warranty claim under this Agreement. Any lawsuit based upon the warranty must be brought no later than one (1) year after the expiration of the applicable warranty period. This limitation is in lieu of any other applicable statute of limitations. **CUSTOMER FURTHER ACKNOWLEDGES AND AGREES THAT THESE WARRANTIES ARE JCI'S SOLE WARRANTIES AND TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAW ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.** JCI makes no and specifically disclaims all representations or warranties that the services, products, software or third party product or software will be secure from cyber threats, hacking or other similar malicious activity, or will detect the presence of, or eliminate, prevent, treat, or mitigate the spread, transmission, or outbreak of any pathogen, disease, virus or other contagion, including but not limited to COVID 19.

F. CUSTOMER OBLIGATIONS AND COMMITMENTS TO JCI

1. Customer warrants it has given JCI all information concerning the condition of the Covered Equipment. The Customer agrees and warrants that, during the Term of this Agreement, Customer will:
 - (1) operate the Covered Equipment according to the manufacturer's and/or JCI's recommendations;

- (2) keep accurate and current work logs and information about the Covered Equipment as recommended by the manufacturer and/or JCI;
- (3) provide an adequate environment for Covered Equipment as recommended by the manufacturer and/or JCI, including, but not limited to adequate space, electrical power, water supply, air conditioning, and humidity control;
- (4) notify JCI immediately of any Covered Equipment malfunction, breakdown, or other condition affecting the operation of the Covered Equipment;
- (5) provide JCI with safe access to its Premises and Covered Equipment at all reasonable and necessary times for the performance of the Services;
- (6) allow JCI to start and stop, periodically turn off, or otherwise change or temporarily suspend equipment operations so that JCI can perform the Services required under this Agreement;
- (7) as applicable, provide proper condenser, cooling tower and boiler water treatment for the proper functioning of Covered Equipment and protect against any environmental issues and instances of biohazards such as but not limited to Legionella;
- (8) carefully and properly set and test the intrusion alarm system each night or at such other time as Customer shall close the Premises;
- (9) obtain all necessary licenses and permits required for and pay all taxes associated with the Services;
- (10) notify JCI immediately of any claimed inadequacy in, or failure of, the Covered Equipment or other condition affecting the operation of the Covered Equipment;
- (11) furnish any necessary 110 volt A/C power and electrical outlets at its expense;
- (12) properly maintain, repair, service, and assure the proper operation of any other property, system, equipment, or device of Customer or others to which the Covered Equipment may be attached or connected, in accordance with manufacturer recommendations, insurance carrier requirements, or the requirements of any fire rating bureau, agency, or other authorities having jurisdiction thereof;
- (13) not tamper with, alter, adjust, disturb, injure, remove, or otherwise interfere with any Covered Equipment (including any related software) and not permit the same to be done;
- (14) refrain from causing false alarms, and reimburse JCI for any fine, penalty, or fee paid by or assessed against JCI by any governmental or municipal agency as a result thereof;
- (15) be solely responsible for the establishment, operation, maintenance, access, security and other aspects of its computer network ("Network") and shall supply JCI secure Network access for providing its services. Products networked, connected to the internet, or otherwise connected to computers or other devices must be appropriately protected by Customer and/or end user against unauthorized access; and
- (16) take appropriate measures, including performing back-ups, to protect information, including without limit data, software, or files (collectively "Data") prior to receiving the service or products.

2. Customer acknowledges and understands that unless water treatment for biohazards (such as Legionella) is explicitly included in the services JCI is providing, it is Customer's responsibility to provide such treatment. Customer also acknowledges that its failure to meet the above obligations will relieve JCI of any responsibility for any Covered Equipment breakdown, or any necessary repair or replacement of any Covered Equipment. If Customer breaches any of these obligations, JCI shall have the right, upon written notice to Customer, to suspend its Services until Customer cures such breach. In addition, Customer shall be responsible for paying or reimbursing JCI for any costs associated with corrective work required as a result of Customer's breach of these obligations.

G. INSURANCE

Customer is responsible for obtaining all insurance coverage that Customer believes is necessary to protect Customer, Customer's property, and persons in or on the Premises, including coverage for personal injury and property damage. **THE PAYMENTS CUSTOMER MAKES UNDER THIS AGREEMENT ARE NOT RELATED TO THE VALUE OF THE PREMISES, CUSTOMER'S PROPERTY OR POSSESSIONS, OR THE PERSONS OCCUPYING OR AT ANY TIME PRESENT IN OR ON THE PREMISES, BUT RATHER ARE BASED ON THE COST OF THE SYSTEM AND THE SERVICES, AND TAKE INTO CONSIDERATION THE PROTECTION AFFORDED TO JCI UNDER THIS AGREEMENT.** Customer hereby releases JCI from any liability for any event or condition customarily covered by commercial liability insurance. Customer understands that neither the Services nor the Covered Equipment are designed to reduce, but not eliminate, certain risks. JCI does not guaranty that neither the Services nor Covered Equipment will prevent personal injury, unauthorized entrances or fire and smoke damage to the Premises. Customer further agrees that Customer has read and understands the terms and conditions of this Agreement.

H. INDEMNITY

1. JCI and Customer shall each indemnify the other party and its officers, agents, directors, and employees, from any and all damages, losses, costs and expenses (including reasonable attorneys' fees) arising out of third party claims, demands, or suits for bodily injury (including death) or damage to tangible property to the extent arising out of the negligence or intentional misconduct of the indemnifying party or its employees or agents. Customer expressly agrees that JCI shall be responsible for injury, damage, or loss only to the extent caused directly by JCI's negligence or intentional misconduct. The obligations of JCI and Customer under this section are further subject to sections I and K below.

2. The Parties acknowledge that Christian County is a governmental entity entitled to certain immunities under the doctrines of sovereign, official, and governmental immunity. In no event shall the language of this Agreement constitute or be construed as a waiver or limitation of Christian County's rights or defenses regarding any applicable sovereign, governmental, or official immunities and protections provided by Federal and State Constitutions

I. LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT SHALL JCI AND ITS AFFILIATES AND THEIR RESPECTIVE PERSONNEL, SUPPLIERS AND VENDORS ("JCI PARTIES") BE LIABLE TO YOU OR ANY THIRD PARTY UNDER ANY CAUSE OF ACTION OR THEORY OF LIABILITY EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, FOR ANY: (1) SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, OR INDIRECT DAMAGES; (2) LOST PROFITS, REVENUES, DATA, CUSTOMER OPPORTUNITIES, BUSINESS, ANTICIPATED SAVINGS, OR GOODWILL; (3) BUSINESS INTERRUPTION;

OR (4) DATA LOSS OR OTHER LOSSES ARISING FROM VIRUSES, RANSOMWARE, CYBER ATTACKS OR FAILURES OR INTERRUPTIONS TO NETWORK SYSTEMS. IN ANY CASE, THE ENTIRE AGGREGATE LIABILITY OF THE JCI PARTIES UNDER THIS AGREEMENT FOR ALL DAMAGES, LOSSES, AND CAUSES OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), OR OTHERWISE SHALL BE LIMITED TO \$250,000. CUSTOMER UNDERSTANDS THAT JCI IS NOT AN INSURER REGARDING THE WORK OR THE SERVICES. JCI SHALL NOT BE RESPONSIBLE FOR ANY DAMAGE OR LOSS THAT MAY RESULT FROM FIRE SAFETY OR SECURITY EQUIPMENT THAT FAILS TO PERFORM PROPERLY OR FAILS TO PREVENT A CASUALTY OR LOSS.

J. FORCE MAJEURE

JCI shall not be liable, nor in breach or default of its obligations under this Agreement, for delays, interruption, failure to render services, or any other failure by JCI to perform an obligation under this Agreement, where such delay, interruption or failure is caused, in whole or in part, directly or indirectly, by a Force Majeure Event. A "Force Majeure Event" is a condition or event that is beyond the reasonable control of JCI, whether foreseeable or unforeseeable, including, without limitation, acts of God, severe weather (including but not limited to hurricanes, tornados, severe snowstorms or severe rainstorms), wildfires, floods, earthquakes, seismic disturbances, or other natural disasters, acts or omissions of any governmental authority (including change of any applicable law or regulation), epidemics, pandemics, disease, viruses, quarantines, or other public health risks and/or responses thereto, condemnation, strikes, lock-outs, labor disputes, an increase of 5% or more in tariffs or other excise taxes for materials to be used on the project, fires, explosions or other casualties, thefts, vandalism, civil disturbances, insurrection, mob violence, riots, war or other armed conflict (or the serious threat of same), acts of terrorism, electrical power outages, interruptions or degradations in telecommunications, computer, network, or electronic communications systems, data breach, cyber-attacks, ransomware, unavailability or shortage of parts, materials, supplies, or transportation, or any other cause or casualty beyond the reasonable control of JCI. If JCI's performance of the work is delayed, impacted, or prevented by a Force Majeure Event or its continued effects, JCI shall be excused from performance under the Agreement. Without limiting the generality of the foregoing, if JCI is delayed in achieving one or more of the scheduled milestones set forth in the Agreement due to a Force Majeure Event, JCI will be entitled to extend the relevant completion date by the amount of time that JCI was delayed as a result of the Force Majeure Event, plus such additional time as may be reasonably necessary to overcome the effect of the delay. To the extent that the Force Majeure Event directly or indirectly increases JCI's cost to perform the services, Customer is obligated to reimburse JCI for such increased costs, including, without limitation, costs incurred by JCI for additional labor, inventory storage, expedited shipping fees, trailer and equipment rental fees, subcontractor fees, compliance with vaccination requirements or other costs and expenses incurred by JCI in connection with the Force Majeure Event.

K. ONE-YEAR CLAIMS LIMITATION; FORUM; CHOICE OF LAW

JCI shall have the sole and exclusive right to determine whether any dispute, controversy or claim arising out of or relating to the Agreement, or the breach thereof, shall be submitted to a court of law or arbitrated. The laws of Missouri shall govern the validity, enforceability, and interpretation of this Agreement, without regard to conflicts of law principles thereof, and the exclusive venue for any such litigation or arbitration shall be in Ozark, Missouri. The parties waive any objection to the exclusive jurisdiction of the specified forums, including any objection based on forum non conveniens. In the event the matter is submitted to a court, JCI and Customer hereby agree to waive their right to trial by jury. In the event the matter is submitted to arbitration by JCI, the costs of arbitration shall be borne equally by the parties, and the arbitrator's award may be confirmed and reduced to judgment in any court of competent jurisdiction. If Company prevails in any collection action, Customer will pay all of JCI's reasonable collection costs (including legal fees and expenses). Except as provided below, no claim or cause of action, whether known or unknown, shall be brought by either party against the other more than one year after the claim first arose. Claims not subject to the one-year limitation include claims for unpaid: (1) contract amounts, (2) change order amounts (approved or requested) and (3) delays and/or work inefficiencies. JCI and Christian County will have reciprocal arbitration rights. If either party prevails in any collection action, the non-prevailing party will be responsible for paying the prevailing party's reasonable collection costs, including legal fees and expenses.

L. TERM AND TERMINATION

1. The Initial Term of this Agreement shall commence on the date of this Agreement and continue as set forth herein. The Initial Term of this Agreement is four (4) years. ~~After the Initial Term, this Agreement shall automatically extend for successive terms equal to the same length as the Initial Term unless the Customer or JCI gives written notice to the other that it does not want to renew at least sixty (60) days prior to the end of the then-current term (each a "Renewal Term"). The Initial Term and any Renewal Term may be referred to herein as the "Term." Customer agrees to issue and send a Purchase Order to JCI at least thirty (30) days prior to expiration of the Original Term or any Renewal Term if necessary for payments to be processed, but failure to do so is not a pre-condition to Renewal Term payments being due to JCI. No Purchase Order is required for any emergency work requested by Customer. Customer shall have no right to reject such invoices due to the lack of a Purchase Order.~~

2. Remote Monitoring Services and Remote Operating Services may be immediately canceled by either party if JCI's Remote Operations Center, connecting wires, or monitoring systems are destroyed by fire or other catastrophe, or where the Premises are so substantially damaged that it is impractical to continue Services.

3. If either party fails to perform any of its material obligations under this Agreement, the other party shall provide written notice thereof to the party alleged to be in default. Should the party alleged to be in default fail to respond in writing or take action to cure the alleged default within ten (10) days of receiving such written notice, the notifying party may terminate this Agreement by providing written notice of such termination.

4. If JCI's performance of its obligations becomes impracticable due to obsolescence or unavailability of systems, equipment, or products (including component parts and/or materials) or because the JCI or its supplier(s) has discontinued the manufacture or the sale of the equipment and/or products or is no longer in the business of providing the Services, JCI may terminate this Agreement, or the affected portions, at its sole discretion upon notice to Customer.

5. JCI may terminate this Agreement and discontinue any Services if JCI is unable to obtain or continue to support technologies, or for

convenience upon forty-five (45) days written notice. JCI will not be liable for any damages or subject to any penalty as a result of any such termination.

6. JCI may terminate this Agreement, or the affected portions, at its sole discretion upon notice to the Customer if JCI's performance of its obligations are prohibited because of changes in applicable laws, regulations or codes.

7. In the event JCI is unable, after reasonable commercial efforts, to acquire and provide steel products, or products made from plastics or other commodities, if required to perform work required by this Agreement, Customer hereby agrees that JCI may terminate the Agreement, or the relevant portion of the Agreement, at no additional cost and without penalty.

8. JCI may terminate this Agreement and discontinue any Service(s), if JCI's central monitoring center ("CMC") or remote operations center or either of their respective systems is substantially damaged by fire or catastrophe or if JCI is unable to obtain any connections or privileges required to transmit signals between the Customer's premises, JCI's CMC or the Municipal Fire or Police Department or other first responder. If Customer fails to maintain any required licenses or permits, JCI shall not be responsible for performing the services and may terminate the services without notice to Customer. JCI may terminate the services immediately upon notice to the Customer if JCI, in its sole discretion, determines that the Customer's premises are unsafe to be accessed by JCI's employees or subcontractors. JCI may terminate the services upon notice to the Customer, if Customer does not follow JCI's recommendations for updates and upgrades to the equipment and systems.

9. Upon termination of this Agreement for any reason, Customer shall pay to JCI all undisputed amounts owed through the date of termination within thirty (30) days of such termination. For termination prior to the end of the Term, Customer agrees to pay JCI, in addition to any outstanding fees and charges for service(s) rendered prior to termination, 50% of the charges for services remaining to be paid for the unexpired term of the Agreement as liquidated damages but not as a penalty. Customer shall provide JCI with reasonable access to the premises to remove any JCI property and to un-program any controls, intrusion, fire, or life safety system, as applicable. Customer shall be liable for all fees, costs, and expenses that JCI may incur in connection with the enforcement of this Agreement, including without limitation, reasonable attorney fees, collection agency fees, and court costs.

M. ASBESTOS, MOLD, BIOHAZARDS, AND HAZARDOUS MATERIALS

"Hazardous Materials" means any material or substance that, whether by its nature or use, is now or hereafter defined or regulated as a hazardous waste, hazardous substance, pollutant, or contaminant under any local, state, or federal law, regulation, or ordinance relating to or addressing public and employee health and safety and protection of the environment, or which is toxic, explosive, corrosive, flammable, radioactive, carcinogenic or otherwise hazardous or which is or contains petroleum, gasoline, diesel, fuel, another petroleum hydrocarbon product or polychlorinated biphenyls. "Hazardous Materials" specifically includes mold, lead-based paints, biohazards such as but not limited to Legionella and asbestos-containing materials ("ACM"). Neither Customer nor JCI desires to or is licensed to undertake direct obligations relating to the identification, abatement, cleanup, control, removal or disposal of ACM.

JCI will be responsible for removing or disposing of any Hazardous Materials that it uses in providing the Services ("JCI Hazardous Materials") and for the remediation of any areas affected by the release of JCI Hazardous Materials. For other Hazardous Materials that may be present at its facilities ("Non-JCI Hazardous Materials"), Customer shall supply JCI with any information in its possession relating to the presence of Hazardous Materials if their presence may affect JCI's performance of the Services. If either Customer or JCI becomes aware of or suspects the presence of Non-JCI Hazardous Materials that may interfere with JCI's Services, it shall immediately stop the Services in the affected area and notify the other party. As between Customer and JCI, Customer shall be responsible at its sole expense for removing and disposing of Non-JCI Hazardous Materials from its facilities and for the remediation of any areas impacted by the release of the Non-JCI Hazardous Materials and must provide a certificate of abatement before JCI will be obligated to perform or continue its Services, unless JCI had actual knowledge that Non-JCI Hazardous Materials were present and acted in disregard of that knowledge, in which case (i) JCI shall be responsible at its sole expense for the remediation of any areas impacted by its release of such Hazardous Materials, and (ii) Customer shall remain responsible at its sole expense for the removal of Hazardous Materials that have not been released and for releases not resulting from JCI's performance of the Services. Customer shall defend and indemnify JCI against any losses, costs, damages, expenses, and claims arising out of its failure to comply with this Section M.

N. CUSTOMER DATA

Customer data obtained from the Services is owned by and shall belong to Customer. JCI will access and use Customer data to provide Services to Customer. Except as set forth herein, JCI will not disclose to any third party any individual Customer data acquired through performance of the Services without Customer's consent. Customer agrees that JCI and its subsidiaries, affiliates and approved third party contractors and developers may collect and use Customer data for any reason, as long as any external use of the data is on a de-identified basis that does not personally identify Customer or any individual. Customer hereby grants JCI a perpetual, worldwide, irrevocable, royalty free license to use, modify, manipulate, sublicense, and create derivative works from such data. JCI shall retain all rights to any intellectual property, data, materials and products created as a result of its performance of Services.

O. JCI'S INTELLECTUAL PROPERTY

JCI shall retain all right, title and interest in any (a) work provided to Customer, including without limitation, all software source and object code, documentation, technical information or data, specifications and designs and any changes, improvements or modifications thereto ("Deliverables"), and (b) Know-How (defined below) employed by JCI in the creation of the Deliverables or performance of the Services, whether known to JCI prior to, or developed or discovered or acquired in connection with, the performance of its obligations under this agreement. Ownership of all Deliverables and Know-How shall vest solely in JCI and no Deliverables shall be deemed "works made for hire." Without limiting the generality of the foregoing, ownership of all source files used in the course of performing the Services shall remain the exclusive property of JCI. For purposes of this Agreement, "Know-How" means any know-how, processes, techniques, concepts, methodologies, tools, analytical approaches, database models and designs, discoveries, and ideas furnished, produced by, developed, or used by JCI in the creation or provision of the Deliverables or in the performance of the Services, and any changes, improvements, or modifications thereto or derivatives thereof.

P. DIGITAL ENABLED SERVICES

Digital Enabled Services; Data. If JCI provides Digital Enabled Services under this Agreement, these Digital Enabled Services require the collection, transfer and ingestion of building, equipment, system time series, and other data to JCI's cloud-hosted software applications. Customer consents to and grants JCI right to collect, ingest and use such data to enable JCI and its affiliates and agents to provide, maintain, protect, develop and improve the Digital Enabled Services and JCI products and services. Customer acknowledges that, while Digital Enabled Services generally improve equipment performance and services, Digital Enabled Services do not prevent all potential malfunction, insure against all loss, or guarantee a certain level of performance. Customer shall be solely responsible for the establishment, operation, maintenance, access, security and other aspects of its computer network ("Network"), shall appropriately protect hardware and products connected to the Network and will supply JCI secure Network access for providing its Digital Enabled Services. If Customer accesses and uses Software that is used to provide the Digital Enabled Services, the Software Terms (defined below) will govern such access and use.

Q. JCI DIGITAL SOLUTIONS

JCI Digital Solutions. Use, implementation, and deployment of the software and hosted software products ("Software") offered under these terms shall be subject to, and governed by, JCI's standard terms for such Software and Software related professional services in effect from time to time at www.johnsoncontrols.com/techterms (collectively, the "Software Terms"). Specifically, the JCI General EULA set forth at www.johnsoncontrols.com/buildings/legal/digital/generaleula governs access to and use of software installed on Customer's premises or systems and the JCI Terms of Service set forth at www.johnsoncontrols.com/buildings/legal/digital/generalatos govern access to and use of hosted software products. The applicable Software Terms are incorporated herein by this reference. Other than the right to use the Software as set forth in the Software Terms, JCI and its licensors reserve all right, title, and interest (including all intellectual property rights) in and to the Software and improvements to the Software. The Software that is licensed hereunder is licensed subject to the Software Terms and not sold. If there is a conflict between the other terms herein and the Software Terms, the Software Terms shall take precedence and govern with respect to rights and responsibilities relating to the Software, its implementation and deployment and any improvements thereto.

Notwithstanding any other provisions of this Agreement, unless otherwise agreed, the following terms apply to Software that is provided to Customer on a subscription basis (i.e., a time limited license or use right), (each a "Software Subscription"): Each Software Subscription provided hereunder will commence on the date the initial credentials for the Software are made available (the "Subscription Start Date") and will continue in effect until the expiration of the subscription term noted in the applicable statement of work, order or other applicable ordering document. At the expiration of the Software Subscription, such Software Subscription will automatically renew for consecutive one (1) year terms (each a "Renewal Subscription Term"), unless either party provides the other party with a notice of non-renewal at least ninety (90) days prior to the expiration of the then-current term. To the extent permitted by applicable law, Software Subscriptions purchases are non-cancelable, and the sums paid nonrefundable. Fees for Software Subscriptions shall be paid annually in advance, invoiced on the Subscription Start Date and each subsequent anniversary thereof. Customer shall pay all invoiced amounts within thirty calendar days after the date of invoice. Payments not made within such time period shall be subject to late charges as set forth in the Software Terms. Unless otherwise agreed by the parties in writing, the subscription fee for each Renewal Subscription Term will be priced at JCI's then-applicable list price for that Software offering. Any use of Software that exceeds the scope, metrics or volume set forth in this Agreement and applicable SOW will be subject to additional fees based on the date such excess use began.

R. PRIVACY

1. **JCI as Processor:** Where JCI factually acts as Processor of Personal Data on behalf of Customer (as such terms are defined in the DPA) the terms at www.johnsoncontrols.com/dpa ("DPA") shall apply.

2. **JCI as Controller:** JCI will collect, process and transfer certain personal data of Customer and its personnel related to the business relationship between it and Customer (for example names, email addresses, telephone numbers) as controller and in accordance with JCI's Privacy Notice at <https://www.johnsoncontrols.com/privacy>. Customer acknowledges JCI's Privacy Notice and strictly to the extent consent is mandatorily required under applicable law, Customer consents to such collection, processing and transfer. To the extent consent to such collection, processing and transfer by JCI is mandatorily required from Customer's personnel under applicable law, Customer warrants and represents that it has obtained such consent.

S. MISCELLANEOUS PROVISIONS

1. All notices required to be given hereunder shall be in writing and shall be considered properly given if: (a) delivered in person, (b) sent via the United States Postal Service, postage prepaid, registered or certified with return receipt requested, (c) sent by overnight delivery service (e.g., FedEx, UPS), or (d) sent by facsimile, email or other electronic means and confirmed by facsimile, return email or telephone.

2. This Agreement is not assignable by the Customer except upon written consent of JCI first being obtained. JCI shall have the right to assign this Agreement, in whole or in part, or to subcontract any of its obligations under this Agreement without notice to Customer. This Agreement inures to the benefit of and is applicable to any assignees or subcontractors of JCI, and is binding upon Customer with respect to said assignees or subcontractors with the same force and effect as it binds Customer to JCI.

3. If any provision of this Agreement is found to be invalid, illegal or unenforceable in any respect, the validity, legality and enforceability of the remaining provisions contained herein shall not in any way be affected or impaired thereby.

4. This Agreement is the entire contract between JCI and Customer and supersedes any prior oral understandings, written agreements, proposals, or other communications between the parties.

5. Customer acknowledges and agrees that any purchase order issued by Customer in connection with this Agreement is intended only to establish payment authority for Customer's internal accounting purposes and shall not be considered to be a counteroffer, amendment, modification, or other revision to the terms of this Agreement. No term or condition included or referenced in Customer's purchase order will have any force or effect and these terms and conditions shall control. Customer's acceptance of any Services shall constitute an acceptance of

these terms and conditions. Any proposal for additional or different terms, whether in Customer's purchase order or any other document, unless expressly accepted in writing by JCI, is hereby objected to and rejected.

6. JCI supplies "commercial items" within the meaning of the Federal Acquisition Regulations (FAR), 48 CFR Parts 1-53. As to any customer order for a U.S. Government contract, JCI will comply only with those mandatory flow-downs for commercial item and commercial services subcontracts listed either at FAR 52.244-6, or 52.212-5(e)(1), as applicable.

7. If there are any changes to Customer's facilities or operations, or to applicable regulations, laws, codes, taxes, or utility charges, that materially affect JCI's performance of the Services or its pricing thereof, JCI shall have the right to an equitable and appropriate adjustment to the scope, pricing, and other affected terms of this Agreement.

ADDENDUM TO PSA TERMS AND CONDITIONS FOR MONITORING OF INTRUSION, FIRE AND OTHER SAFETY SYSTEMS

If Remote Monitoring Services explicitly includes remote fire alarm monitoring, security alarm monitoring or video monitoring in the scope of work or customer charges, the Agreement is hereby modified and amended to include the terms and provisions of this Addendum to the PSA for Monitoring of Intrusion, Fire and Safety Systems (the "Addendum"). Capitalized terms that are not defined herein, shall have the meaning given to them in the Agreement. In the event of a conflict between the terms and conditions of this Addendum and those appearing in the Agreement, the terms and conditions of this Addendum shall prevail.

1. Remote Monitoring of Alarm Signals. If JCI receives an emergency alarm signal at JCI's ROC, JCI shall endeavor to notify the appropriate police or fire department, or other emergency response agency having jurisdiction and JCI shall endeavor to notify Customer or its designated representative by email unless instructed to do otherwise by Customer in writing and/or based on standard operating procedures for the ROC. JCI, upon receipt of a non-emergency signal from the Premises, shall endeavor to notify Customer's representative pursuant to Customer's written instructions, defaulting to email or text notification. Customer acknowledges that if the signals transmitted from the Premises will be monitored in a monitoring facility not operated by JCI, the personnel in such monitoring facilities are not the agents of JCI, nor does JCI assume any responsibility for the manner in which such signals are monitored or the response to such signal.

2. Remote Monitoring Services Pricing. Remote Monitoring Services shall be provided by JCI if the Agreement includes a charge for such Service. If such Service is purchased, JCI will monitor the number of alarms for the Premises and the initial charge is based on the pricing agreed to by the parties, subject to the terms and conditions of this Addendum. If the number of alarms produced at the Premises goes beyond the contracted number of alarms in a month, Customer will be billed an overage fee.

3. Communications Media. Customer acknowledges that monitoring of Covered Equipment requires transmission of signals over standard telephone lines and/or the Internet and that these modes of transmission may be interrupted, circumvented, or compromised, in which case no signal can be transmitted from the Premises to the monitoring facility. Customer understands that to allow the monitoring facility to be aware of such a condition, additional or alternative protection can be installed, such as line security devices, at Customer's cost and expense and for transmission via telephone line only. Customer acknowledges it is aware that line security devices are available and, unless expressly identified in Schedule A - Equipment List, has declined to purchase such devices. Customer further acknowledges that such additional protection is not available for Internet transmission under this Agreement.

4. False/Unnecessary Alarms; Service Calls. At JCI's option, an additional fee may be charged for any false alarm or unnecessary Service Visit caused or necessitated by Customer. In addition, Customer shall be fully responsible and liable for fines, penalties, assessments, taxes, fees or charges imposed by a governmental body, telephone, communication, or signal transmission company as the result of any false alarm and shall reimburse JCI for any costs incurred by JCI in connection therewith. Customer shall operate the system carefully so as to avoid causing false alarms. False alarms can be caused by severe weather or other forces beyond the control of JCI. If an undue number of false alarms are received by JCI, in addition to any other available remedies available to JCI, JCI may terminate this Agreement and discontinue any Service(s) and seek to recover damages. If an agent is dispatched, by a governmental authority or otherwise, to respond to a false alarm, where the Customer, or any other party has intentionally, accidentally or negligently activated the alarm signal, Customer shall be responsible for and pay any and all fees and/or fines assessed with respect to the false alarms and pay to JCI the additional charges and costs incurred by it from a false alarm. If the Customer's system has a local audible device, Customer authorizes JCI to enter the Premises to turn off the audible device if JCI is requested or ordered to do so by governmental authorities, neighbors or anyone else and Customer will pay JCI its standard service call charge for each such visit. Police agencies require repair of systems which cause false dispatches. Customer shall maintain the equipment necessary for JCI to supply the Services and Customer shall pay all costs for such maintenance. At least monthly, Customer will test the system's protective devices and send test signals to the ROC for all monitoring equipment in accordance with instructions from JCI or the ROC. Customer agrees to test the monitoring systems, including testing any ultrasonic, microwave, infrared, capacitance or other electronic equipment prior to the end of each month and will immediately report to JCI if the equipment fails to respond to the test. Customer shall make any necessary repairs as soon after receipt of notice as is reasonably practical. Customer shall at all times be solely responsible for maintaining any sprinkler system in good working order and provide adequate heat to the Premises.

5. Remote Monitoring of Video Monitoring Services. During the Term, JCI's sole and only obligation arising from the inclusion of Video Monitoring Services in any Service offering shall be to monitor the digital signals actually received by JCI at its ROC from means of the Video System and upon receipt of a digital signal indicating that an alarm condition exists, to endeavor, as permitted by law, to notify the police or other municipal authority deemed appropriate in JCI's absolute discretion and to such persons Customer has designated in writing to JCI to receive notification of such alarm condition as set forth herein. No alarm installation, repair, maintenance or guard responses will be provided under this Video Monitoring Services option. JCI may, without prior notice to Customer, in response to applicable law or insurance requirements, revise, replace, discontinue and/or rescind its response policies and procedures.

a. Inception and conclusion of service. Video Monitoring shall be provided by JCI if this Agreement includes a charge for Video Monitoring Services. If such Video Monitoring Service is purchased, Video Monitoring Services will begin when the Video System is installed and operational, and when the necessary communications connection is completed. No obligation for the provision of this

Johnson Controls **Planned Service Proposal**
Prepared for CHRISTIAN COUNTY CIRCUIT COURTHOUSE

Video Monitoring Service will commence until these requirements are met.

b. Customer Equipment. Customer shall obtain, at its own cost and expense: (a) the equipment necessary to connect to JCI's ROC; and (b) whatever permission, permits or licenses that may be necessary from all persons, governmental authorities, utility, and any other related service providers in connection with the Services. The video system to be used by the Customer is intended to produce and transmit video images (the "Video System Images") of the Premises to the ROC (the "Video System"). JCI makes no promise, warranty or representation that the video system will operate as intended. Customer further agrees that, notwithstanding any role or participation by JCI in Video System and Video System Images, JCI shall have no responsibility or obligation with regard to Customer, the Video System or any other Customer equipment.

c. System Location. The Video System related cameras shall be located and positioned by Customer along with attendant burglary digital alarm signal(s). Customer shall ensure that the Video System related cameras will be positioned and located such that it will only produce or capture Video System Images of areas of the Premises. Customer will provide adequate illumination under all operating conditions for the proper viewing of the cameras. Customer acknowledges and agrees that JCI has exercised no control over, or participated in locating or positioning the Video System related camera including, but not limited to selecting what areas, locations, things or persons that the Video System Images may depict or capture.

d. Images. Customer shall be solely responsible for the Video System Images produced or captured by the Video System and Customer shall defend, indemnify and hold harmless JCI and its officers, agents, directors, and employees, from any and all damages, losses, costs and expenses (including reasonable attorneys' fees) arising out of third party claims, demands, or suits in connection with the use, operation, location and position of the Video System, and the Video System Images resulting there from, including, but not limited to, any claims of any person depicted in a Video System image, including but not limited to, any claim by such person that his or her privacy has been invaded or intruded upon or his or her likeness has been misappropriated. Any duty to obtain the consent or permission of any person depicted in a Video System Image to have his or her likeness to be depicted, received, transmitted or otherwise used, and the duty to determine and comply with any and all applicable laws, regulations, standards and other obligations that govern the legal, proper and ethical use of video capturing devices, such as the Video System, including, but not limited to, notification that the Video System is in use at the Premises, shall be the sole responsibility of the Customer. JCI agrees to make Video System Images available to Customer and upon their respective request. JCI makes no promise, warranty or representation as to the length of time that it retains Video Images, or the quality thereof.

e. Video System Signals. When a signal from the Video System is received, JCI reserves the right to verify all alarm signals before notifying emergency personnel, and may choose not to notify emergency personnel if it has reason to believe, in its sole discretion, that an emergency condition does not exist. JCI will first attempt to verify the nature of the emergency by using visual verification and/or the two-way voice system (if applicable) of the Video System included in Customer's system. If JCI determines that an emergency condition exists, JCI will endeavor to notify the proper police or emergency contact on a notification call list provided in writing by Customer to JCI, or its designee. When a non-emergency signal is received, JCI will attempt to contact the first available Customer representative on the notification call list but will not notify emergency authorities, this notification will be in the form of email or text and follow ROC processes. If the customer requires phone calls to the call list for any emergency or non-emergency situation, the customer will need to make this request in writing. Customer authorizes and directs JCI, as its agent, to use its full discretion in causing the arrest or detention of any person or persons on or around the premises who are not authorized by Customer. **JCI WILL NOT ARREST OR DETAIN ANY PERSON.**

f. Recordings. Customer consents to the tape recording of all telephonic communications between the Premises and JCI. JCI will have no liability arising from recording (or failure to record) or publication of any two-way voice communications, other video recordings or their quality. JCI shall have no liability in connection with Video System or the Video System Images, including, but not limited to, any failure, omission, negligence or other act by JCI, or any of its officers, employees, representatives, agents, contractors, or any other third party in connection with the receipt (or failure of receipt), transmission, reading, interpreting, or response to any Video Image.

6. Risk of Loss is Customer's. JCI does not represent or warrant that the Services will detect or prevent the events they are intended to help detect or prevent including any burglary, holdup, fire or otherwise ("Detection Events"), or that the Services will be uninterrupted or error-free. Customer assumes all risk of loss or damage to Customer's person or property, or the property of others, if such an event occurs. Neither JCI nor its suppliers shall have any liability for loss, damage or injury due directly or indirectly to Detection Events, or the consequences therefrom. Further, expressly excluded from this Agreement are the warranties of merchantability or fitness or suitability for a particular purpose **NOTWITHSTANDING THE FOREGOING, IF JOHNSON CONTROLS SHOULD BE FOUND LIABLE FOR LOSS, DAMAGE OR INJURY DUE TO AN ACT OR OMISSION BY JOHNSON CONTROLS OR A FAILURE OF THE EQUIPMENT OR SERVICE IN ANY RESPECT, ITS LIABILITY WILL BE LIMITED TO A SUM EQUAL TO 10% OF THE ANNUAL SERVICE CHARGE OR \$1,000, WHICHEVER IS GREATER, AS THE AGREED UPON DAMAGES AND NOT AS A PENALTY, AND AS THE EXCLUSIVE REMEDY. THIS PARAGRAPH SHALL APPLY IF LOSS, DAMAGE OR INJURY, IRRESPECTIVE OF CAUSE OR ORIGIN, AND REGARDLESS OF LEGAL THEORY, RESULTS DIRECTLY OR INDIRECTLY TO PERSON OR PROPERTY OR FROM PERFORMANCE OR NONPERFORMANCE OF OBLIGATIONS IMPOSED BY THIS AGREEMENT. IF ANY THIRD PARTY, INCLUDING CUSTOMER'S SUBROGATING INSURER, MAKES A CLAIM OR FILES A LAWSUIT AGAINST JOHNSON CONTROLS IN ANY WAY RELATING TO THE EQUIPMENT OR SERVICES, CUSTOMER AGREES TO INDEMNIFY AND HOLD HARMLESS JOHNSON CONTROLS FROM ANY AND ALL SUCH CLAIMS AND LAWSUITS INCLUDING THE PAYMENT OF ALL DAMAGES, EXPENSES, COSTS AND ATTORNEYS' FEES.**

7. JCI'S RECEIPT OF ALARM SIGNALS, ELECTRONIC DATA, VOICE DATA OR IMAGES (COLLECTIVELY, "ALARM SIGNALS") FROM THE EQUIPMENT OR SYSTEM INSTALLED IN THE PREMISES IS DEPENDENT UPON PROPER TRANSMISSION OF SUCH ALARM SIGNALS. JCI'S ROC CANNOT RECEIVE ALARM SIGNALS WHEN THE CUSTOMER'S TELCO SERVICE OR OTHER TRANSMISSION MODE IS NOT OPERATING OR HAS BEEN CUT, INTERFERED WITH, OR IS OTHERWISE DAMAGED, OR IF THE ALARM SYSTEM IS UNABLE TO ACQUIRE, TRANSMIT OR MAINTAIN AN ALARM SIGNAL OVER CUSTOMER'S TELCO SERVICE OR TRANSMISSION MODE FOR ANY REASON INCLUDING BUT NOT LIMITED TO NETWORK OUTAGE OR OTHER NETWORK PROBLEMS SUCH AS CONGESTION OR DOWNTIME, ROUTING PROBLEMS, OR INSTABILITY OF SIGNAL QUALITY. CUSTOMER UNDERSTANDS THAT SIGNAL TRANSMISSION FAILURE MAY OCCUR OVER CERTAIN TYPES OF TELCO SERVICES SUCH AS SOME TYPES OF DSL,

ADSL, VOIP, DIGITAL PHONE, INTERNET PROTOCOL BASED PHONE OR OTHER INTERNET INTERFACE-TYPE SERVICE OR RADIO SERVICE, INCLUDING CELLULAR, WIRELESS OR PRIVATE RADIO, OR CUSTOMER'S PROPRIETARY TELCOMMUNICATION NETWORK, INTRANET OR IP-PBX, OR OTHER THIRD-PARTY EQUIPMENT OR VOICE/DATA TRANSMISSION NETWORKS OR SYSTEMS OWNED, MAINTAINED OR SERVICED BY CUSTOMER OR THIRD PARTIES, IF: (1) THERE IS A LOSS OF NORMAL ELECTRIC POWER TO THE MONITORED PREMISES OCCURS (THE BATTERY BACK-UP FOR JCI'S ALARM PANEL DOES NOT POWER CUSTOMER'S COMMUNICATION FACILITIES OR TELCO SERVICE); OR (2) ELECTRONIC COMPONENTS SUCH AS MODEMS MALFUNCTION OR FAIL. CUSTOMER UNDERSTANDS THAT JCI WILL ONLY REVIEW THE INITIAL COMPATIBILITY OF THE ALARM SYSTEM WITH CUSTOMER'S TELCO SERVICE AT THE TIME OF INITIAL INSTALLATION OF THE ALARM SYSTEM AND THAT CHANGES IN THE TELCO SERVICE'S DATA FORMAT AFTER JCI'S INITIAL REVIEW OF COMPATIBILITY COULD MAKE THE TELCO SERVICE UNABLE TO TRANSMIT ALARM SIGNALS TO JCI'S ROC. IF JCI DETERMINES IN ITS SOLE DISCRETION THAT CUSTOMER'S TELCO SERVICE IS COMPATIBLE, JCI WILL PERMIT CUSTOMER TO USE ITS TELCO SERVICE AS THE PRIMARY METHOD OF TRANSMITTING ALARM SIGNALS, ALTHOUGH CUSTOMER UNDERSTANDS THAT JCI RECOMMENDS THAT CUSTOMER ALSO USE AN ADDITIONAL BACK-UP METHOD OF COMMUNICATION TO CONNECT CUSTOMER'S ALARM SYSTEM TO JCI'S ROC REGARDLESS OF THE TYPE OF TELCO SERVICE USED. CUSTOMER ALSO UNDERSTANDS THAT IF JCI DETERMINES IN ITS SOLE DISCRETION THAT CUSTOMER'S TELCO SERVICE IS, OR LATER BECOMES, NON-COMPATIBLE, OR IF CUSTOMER CHANGES TO ANOTHER TELCO SERVICE THAT IS NOT COMPATIBLE, THEN JCI WILL REQUIRE THAT CUSTOMER USE AN ALTERNATE METHOD OF COMMUNICATION ACCEPTABLE TO JCI AS THE PRIMARY METHOD TO CONNECT CUSTOMER'S ALARM SYSTEM TO JCI'S ROC. JCI WILL NOT PROVIDE FIRE OR SMOKE ALARM MONITORING FOR CUSTOMER BY MEANS OTHER THAN AN APPROVED TELCO SERVICE AND CUSTOMER UNDERSTANDS THAT IT IS SOLELY RESPONSIBLE FOR ASSURING THAT IT USES APPROVED TELCO SERVICE FOR ANY SUCH MONITORING AND THAT IT COMPLIES WITH NATIONAL FIRE ALARM STANDARDS AND LOCAL FIRE CODES. CUSTOMER ALSO UNDERSTANDS THAT IF CUSTOMER'S ALARM SYSTEM HAS A LINE CUT FEATURE, IT MAY NOT BE ABLE TO DETECT ALARM SIGNALS IF THE TELCO SERVICE IS INTERRUPTED, AND THAT JCI MAY NOT BE ABLE TO DOWNLOAD SYSTEM CHANGES REMOTELY OR PROVIDE CERTAIN AUXILIARY MONITORING SERVICES THROUGH A NON-APPROVED TELCO SERVICE. CUSTOMER ACKNOWLEDGES THAT ANY DECISION TO USE A NON-APPROVED TELCO SERVICE AS THE METHOD FOR TRANSMITTING ALARM SIGNALS IS BASED ON CUSTOMER'S OWN INDEPENDENT BUSINESS JUDGMENT AND THAT ANY SUCH DECISION IS MADE WITHOUT ANY ASSISTANCE, INVOLVEMENT, INPUT, RECOMMENDATION, OR ENDORSEMENT ON THE PART OF JCI. CUSTOMER ASSUMES SOLE AND COMPLETE RESPONSIBILITY FOR ESTABLISHING AND MAINTAINING ACCESS TO AND USE OF THE NON-APPROVED TELCO SERVICE FOR CONNECTION TO THE ALARM MONITORING EQUIPMENT. CUSTOMER FURTHER UNDERSTANDS THAT THE ALARM SYSTEM MAY BE UNABLE TO SEIZE THE TELCO SERVICE TO TRANSMIT AN ALARM SIGNAL IF ANOTHER CONNECTION HAS DISABLED, IS INTERFERING WITH, OR BLOCKING THE CONNECTION.

CUSTOMER ACCEPTANCE

In accepting this Agreement, Customer agrees to the terms and conditions contained herein including those on the following page(s) of this Agreement and any attachments or riders attached hereto that contain additional terms and conditions. It is understood that these terms and conditions shall prevail over any variation in terms and conditions on any purchase order or other document that Customer may issue. Any changes requested by Customer after the execution of this Agreement shall be paid for by the Customer and such changes shall be authorized in writing. **ATTENTION IS DIRECTED TO THE LIMITATION OF LIABILITY, WARRANTY, INDEMNITY AND OTHER CONDITIONS CONTAINED IN THIS AGREEMENT.**

Pricing is based upon the following billing and payment terms: Invoices will be delivered via email, payment due date of NET 30, and invoices are to be paid via ACH bank transfer. Johnson Controls ACH/EFT bank transfer details will be forth coming upon contractual agreement.

This offer shall be void if not accepted in writing within thirty (30) days from the date first set forth above.

[END OF DOCUMENT]

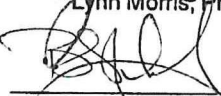
BY CHRISTIAN COUNTY AND ONE COPY OF THIS AGREEMENT WILL BE RETURNED TO YOU.

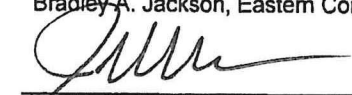
IN WITNESS WHEREOF, the parties have executed and entered into this Agreement as of the date first set forth above.

COUNTY OF CHRISTIAN

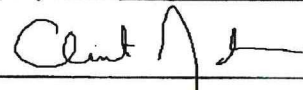
CONTRACTOR

By: 
Lynn Morris, Presiding Commissioner

By: 
Bradley A. Jackson, Eastern Commissioner

By: 
Johnny Williams, Western Commissioner

Company Name: Johnson Controls

By: 

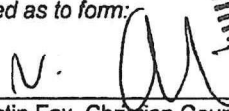
Title: Branch Service Manager

By: _____

Title: _____

ATTEST BY: 
Paula Brumfield, Christian County Clerk

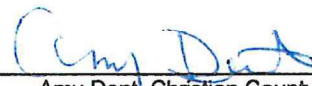
Approved as to form:

By: 
N. Austin Fax, Christian County Counselor



AUDITOR CERTIFICATION

I certify that the expenditure contemplated by this document is within the purpose of the appropriation to which it is to be charged and that there is an unencumbered balance of anticipated revenue appropriated for payment of same.


Amy Dent, Christian County Auditor

9/25/2025
Date



Christian County Commission

100 W. Church Street Room 100
Ozark, Missouri 65721
(417)582-4300

Lynn Morris
Presiding Commissioner

Bradley A. Jackson
Eastern Commissioner

Johnny Williams
Western Commissioner

September 25, 2025

Johnson Controls, Inc.
2757 S. Austin Avenue
Springfield, MO 65807
Attn: Jesse Delarosa
417-631-2676
Jesse.delarosa@jci.com

Re: Johnson Controls – Service Agreement utilizing Sourcewell Cooperative Contract #080824

The Christian County Commission voted in session today to award the service agreement to Johnson Controls, Inc. for our Building Automated System Services.

The contract is for a four-year term and is effective through April 30, 2029.

Your point of contact will be Richard Teague, Maintenance Supervisor. Mr. Teague can be reached at maintenance@christiancountymo.gov or 417-839-3186.

Johnny Williams
Western Commissioner

Date: 9-25-25

Lynn Morris
Presiding Commissioner

Date: 9/25/25

Bradley A. Jackson
Eastern Commissioner

Date: 9-25-25



2025-8 Addendum 1

DETENTION CENTER INMATE COMMUNICATIONS SOLUTION

Issue Date: 7/15/2025

Questions Deadline: 7/24/2025 09:00 AM (CT)

Response Deadline: 8/5/2025 09:00 AM (CT)

Contact Information

Contact: Kim Hopkins Purchasing Manager

Address: Christian County Purchasing

202 West Elm Street

Ozark, MO 65721

Email: khopkins@christiancountymo.gov

Event Information

Number: 2025-8 Addendum 1
Title: DETENTION CENTER INMATE COMMUNICATIONS SOLUTION
Type: Request for Proposal
Issue Date: 7/15/2025
Question Deadline: 7/24/2025 09:00 AM (CT)
Response Deadline: 8/5/2025 09:00 AM (CT)
Notes:

REQUEST FOR PROPOSAL

#2025-8

7/15/25

**This is a rebid.
Please note that information has changed.**

ADDENDUM ONE

7/25/25

TO PROSPECTIVE BIDDERS: The original Invitation to Bid documents remain in full force and effect except as revised by the following changes which take precedence over anything to the contrary in the Bidding Event document. The following are questions submitted by prospective bidders and the official response from Christian County.

Asked by Inmate Calling Solutions:

Q1: The Bidder Requirements require access to “court approved classes.” Please provide details on the types of court approved classes. For example, do they involve live, instructor-led classes, pre-recorded videos, written course materials, testing materials, etc., and how are they accessed (log into a live session, access a website, upload files into the tablet system, other)?

A1: These courses are no longer required by the courts therefore there is no required courses for this RFP.

Q2: Typically tablets provide unlimited access to all education content and to designated entertainment content including music, select movies, and books; additional premium content (such as newer-release movies and TV shows, etc.) is offered for a fee. This model promotes security in the jail by keeping inmates occupied with unlimited access to free, engaging content. Is this model acceptable, or does the County require that inmates pay for ALL tablet usage beyond the first 30 minutes each week?

A2: Each potential bidder is to provide their own RFP proposal (business

model) for the County. The County, when evaluating proposals, will consider what is in its best interest.

Q3: Under the Requested Attachments, we are instructed to submit responses to Attribute #9 as "Proposal Response and Pricing." However, the instructions in Attribute #8 tell us to upload one document with all the information listed in Attribute #7 as "Proposal Response and Pricing." Attributes #7 and 9 both contain requirements that require responses. Would you like us to combine the responses to Attributes #7 and 9 into a single document, or do you want us to upload two separate documents?

A3: ATTRIBUTE #7 are requirements of the bid. No response is required to that. ATTRIBUTE #8 should have read "IMPORTANT: Please UPLOAD one document with all of the information listed in ATTRIBUTE #9. Please list it as it is described in order".

Asked by Combined Public Communications, LLC.:

Q4: Who is the detention center's current commissary provider?

A4: Our Commissary provider is Keefe.

Q5: What trust accounting software is being used currently at the detention center?

A5: Inmate trust is managed through the Keefe legacy accounting software.

All else remains the same.

END OF ADDENDUM ONE

INTRODUCTION:

Christian County Sheriff's Office is accepting proposals for **Request for Proposal #2025-5 Christian County Sheriff's Office Detention Center Inmate Communications Solution** in accordance with the requirements stated herein. The purpose of this request for proposal is to enter into an agreement with a qualified communications solutions vendor to provide all necessary equipment, software, licensed services and professional services, for the Christian County Detention Facility, located at 110 W. Elm Street Room 70, Ozark, MO 65721.

The successful bidder will be responsible for inmate voice calls, video calls,

messaging, video messaging, and tablet services for all of its Facilities. The vendor must be able to install, service and maintain all equipment, including the kiosks in the inmate housing units and other locations within the facility. The vendor is also expected to perform system updates and install additional equipment when needed. The successful vendor will be able to provide these service for a daily population of 130 inmates at the Christian County Detention Facility.

The Christian County Detention Center is a multi-level facility located in Ozark, Missouri. The building operates 24/7/365. The maximum capacity of the Detention center can reach as high as 150 inmates. The population fluctuates, but usually is around 130 inmates.

TERMS:

Christian County seeks an initial contract term for a **period of one (1) year**. The County reserves the right to renew the contract for three (3) additional one-year periods.

FCC/FEDERAL/STATE OF MISSOURI LAW:

Please know that the FCC has recently issued an order on Correction center communications that may change how certain pricing and commissions can be applied. See link from the FCC:

<https://docs.fcc.gov/public/attachments/DA-25-565A1.pdf?ref=broadbandbreakfast.com>

It is up to the prospective bidder to know and interpret how these changes will affect Christian County, Missouri's Jail pricing and commission.

QUESTIONS:

Please submit questions online through the Christian County Electronic Bidding portal before **July 24, 2025 at 9:00 a.m.** Christian County Sheriff Brad Cole will review all questions submitted and an Addendum will be issued with those answers, when applicable.

ADDENDUMS:

If it becomes necessary to revise any portion of this RFP package, or if additional information is necessary to clarify any provision or respond to questions, the revision and/or additional information will be provided through the bidding portal.

ONLINE REGISTRATION:

Christian County requires online bid submittals as it helps to expedite the bidding process and to alleviate errors. Click on the following link:

<https://christiancountymo.ionwave.net/Login.aspx> and follow the directions to register. **No faxed or emailed** submittals will be accepted. Christian County maintains a list of vendors in our online vendor registration database. It is the vendor's responsibility to update contact information. The Christian County Commission office is not obligated to send invitations to vendors. Christian County fulfills its legal requirements by posting a notice in the local paper. Christian County will send out Addendums through the online portal, it will be the bidders responsibility

to verify in the portal any addendums that are issued.

RFP OPENING:

Proposals will be unsealed publicly at **9:00 a.m. August 5, 2025**. Only the names of the offerors will be read aloud at the proposal opening. Evaluations of proposal(s) will be made available upon award of contract.

BACKGROUND:

The Christian County Sheriff's Office Detention Center is located at 110 W. Elm Street in Ozark, Missouri and is a 24/7 365 days per year operation. The inmate population ranges approximately 130 per day. Christian County Sheriff's Office currently uses HomeWAV, LLC., for the Detention Center Inmate Phone and Video Visitation System. See HomeWAV's contract attached.

The Christian County Jail currently has six Pods. Each Pod holds 20-25 inmates, and Booking holds 15-20 inmates. The Christian County Jail's total population averages 130 inmates. The federal inmates are approximately 30% of that population.

We currently have two (2) kiosks per pod, one in our booking area and two public kiosks in our lobby for a total of 15 kiosks. We want to consider potentially adding a second kiosk to the booking, bringing the total to 16. There are approximately twenty (20) tablets per pod and nine (9) tablets in bookings. Currently we use our kiosks for our phone and video calls.

Our schedule for inmates to access the phones is as follows: 7:00 a.m. – 11:00 a.m., 12:00 p.m. – 5:00 p.m., and 6:00 p.m. – 11:00 p.m. Note: Note: Hours are subject to change by the Sheriff's Office. At this time, there are no limits on the maximum number of onsite visits allowed per week (or other interval), remote visits per week, calls per week, minutes per call/visit. This is always subject to change per the Sheriff's direction.

Our current vendor does not charge a tablet rental fee.

Mail: The average number of inmate mail pieces received daily is five pieces every two days.

The fees that are being charged to end-users for any required services, including deposits for tablet usage and emails or photos: a. Account Funding Fee via Web b. Account Funding Fee via IVR c. Account Funding Fee via Live Operator. Handling Fee for Account Funding: \$2.00 per deposit.

TERMS AND CONDITIONS:

View under ATTACHMENTS tab.

PROPOSAL RESPONSE:

See the ATTRIBUTES TAB for proposal response format.

EVALUATION AND SELECTION PROCESS:

The proposal evaluation and selection process will be conducted under this Request

for Proposal (RFP) based on competitive negotiated procurement procedures. Interviews, discussions, negotiations, vendors may be short listed, and a Best and Final offer (BAFO)) may be held only with selected firms from those firms who meet Christian County's requirements and fall within the competitive ranges as determined by Christian County. Christian County reserves the right to award a contract to a firm solely on the basis of this initial proposal submitted and without any further interview, discussions and negotiation.

Each Proposers must comply with the requirements contained in the RFP.

Christian County will evaluate each proposal to determine which is the lowest and best (i.e., Best Value).

If Christian County determines that a proposal has failed to meet an acceptable level on any factor listed below, the County may reject that proposal.

EVALUATION CRITERIA:

In evaluating the proposals, Christian County will use the following evaluation factors to determine the lowest and best proposal. Deviation from the requirements will be evaluated, but may, in the discretion of the Purchasing Agent, result in rejection of a proposal.

70% Total Cost, including but not limited to the Cost in the Proposal and Line Items.

30% Adherence to RFP requirements, including but not limited to:

Firm Qualifications, Declaration Page, Answers to Questions in the Attributes tab, Exceptions to our T&C's and References.

Note: A poor/negative reference may result in disqualification.

Bidders should consider these factors when preparing their proposals and should provide a specific response to each of the evaluation factors.

Based on the evaluation process described, the Evaluation Committee comprised of Christian County employees, will review the proposals.

CONTRACT DOCUMENTS:

See Attached Christian County Agreement for Services Contract under the **ATTACHMENTS TAB**.

PROPRIETARY INFORMATION:

Christian County is a governmental agency and practices open government. All records belonging to the County Commission are open records and available to all members of the public, with the exception of attorney/client documents. Therefore, any document you provide to the Commission will be considered an open record and available to anyone wanting a copy of it.

AWARD OF THE CONTRACT:

The Commission will award the RFP to the lowest and best value bidder. The best vendor may not be the one that provides the lowest price. Christian County Purchasing Agent reserves the right to reject in whole, or in part any and all proposals, to waive any formalities, and to accept the proposal determined to be in the best interest of the county. This solicitation may also be canceled in whole or in part if determined to be in the best interest of the county.

It is also important to note that should additional Federal or State of Missouri changes happen after an award has been made for this contract, as this may be the case effective April 1, 2027 per the FCC order. So as not to interrupt County Jail operations, the County may consider amending the contract to reflect the new price changes or commissions to Christian County that would be mandated. The County reserves the right to negotiate these prices and commission if applicable, or to rebid this contract should this be in the best interest of the County.

INSURANCE REQUIREMENTS:

See insurance requirements attached in ATTACHMENTS tab.

EXHIBITS A-C

Attached are our revenue statements from our current vendor.

EXHIBIT D-F:

Attached is a copy of all current contracts and amendments pertaining to all services under this RFP.

Note: Amendment #2 was labeled and issued incorrectly as Amendment #3. There were only two Amendments issued to the current communications contract.

DECLARATION PAGE FORM:

A DECLARATION PAGE FORM is provided under the **ATTACHMENTS** tab. The vendor hereby declares understanding, agreement, and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of this original invitation to bid. The Declaration Page must be signed in ink and include the full business address of the bidder. Proposals by partnerships must be signed in the partnership name by one or more of the general partners. Proposals by a corporation must be signed by an officer of the corporation or other person authorized to bind the corporations to the proposal. The names and titles of all the persons signing shall be typed or printed below their signatures. The vendor further agrees that upon receipt of an authorized purchase order from the Christian County Commission or when a Notice of Award is signed and issued by the Commission, a binding contract shall exist between the vendor and Christian County.

NOTE: FAILURE TO UPLOAD A COMPLETED DECLARATION PAGE FORM MAY BE CAUSE FOR REJECTION OF YOUR PROPOSAL.



HISTORY:

Christian County is a first-class County without a charter form of government. The

governing body of Christian County is the County Commission. The Commission consists of a Presiding Commissioner, a Western Commissioner, and an Eastern Commissioner. It's County seat is in Ozark, Missouri. The County was organized in 1859 and continues to be one of the fastest-growing counties in the state. Cities in Christian County include Billings, Clever, Fremont Hills, Highlandville, Nixa, Ozark, Sparta, and Village of Saddlebrooke.

END OF SECTION

Bid Attachments

DECLARATION_PAGE.pdf

[View Online](#)

DECLARATION PAGE. PLEASE FILL OUT, SIGN, AND UPLOAD FOR YOUR BID TO BE REVIEWED. FAILURE TO UPLOAD THIS DOCUMENT MAY RESULT IN THE REJECTION OF YOUR PROPOSAL.

E-Verify Affidavit of Compliance for Christian County form.pdf

[View Online](#)

E-VERIFY AFFIDAVIT OF COMPLIANCE

Anti-Discrimination Against Israel Act Form.pdf

[View Online](#)

ANTI-DISCRIMINATION AGAINST ISRAEL ACT AFFIDAVIT

2025 CC BIDDERS RESPONSIBILITIES & TERMS AND CONDITIONS.pdf

[View Online](#)

CHRISTIAN COUNTY BIDDERS RESPONSIBILITIES & TERMS AND CONDITIONS

CC Insurance Requirements rev 0125.pdf

[View Online](#)

INSURANCE REQUIREMENTS

Christian County Agreement for Contract Services - Sheriff's Office.pdf

[View Online](#)

CHRISTIAN COUNTY AGREEMENT FOR CONTRACT SERVICES - SAMPLE

Exhibit A.pdf

[View Online](#)

EXHIBIT A

EXHIBIT B.pdf

[View Online](#)

EXHIBIT B

EXHIBIT C.pdf

[View Online](#)

EXHIBIT C

EXHIBIT D.pdf

[View Online](#)

EXHIBIT D

EXHIBIT E - Amendment #1.pdf

[View Online](#)

EXHIBIT E

EXHIBIT F Amendment #2 (Issued as Amendment #3).pdf

[View Online](#)

EXHIBIT F

Requested Attachments

DECLARATION PAGE UPLOADED HERE

(Attachment required)

Upload the Declaration Page Form here.

PROPOSAL RESPONSE/PRICING

(Attachment required)

Attach your PROPOSAL RESPONSE HERE. Note: These are listed under the ATTRIBUTES #9.

Keep your response in the format requested under ATTRIBUTES #9

Explain in detail your PRICING.

INVOICE SAMPLE

(Attachment required)

Provide a copy of a sample invoice.

REPORTING SAMPLE

(Attachment required)

Provide a copy of a typical report submittal.

SAMPLE CONTRACT

(Attachment required)

Please provide a copy of your firm's sample contract. Reminder: If you do not take any exceptions to this RFP then you are accepting our terms and conditions.

SUBCONTRACTORS

Upload your subcontractors' names and major suppliers of material and equipment you intend to use on the job. If no document is uploaded, this will serve as a not applicable. This is found under the ATTRIBUTES TAB #8.

E-VERIFY AFFIDAVIT OF COMPLIANCE AND MOU FORM

E-VERIFY AFFIDAVIT OF COMPLIANCE AND MOU FORM

ANTI-DISCRIMINATION AGAINST ISRAEL ACT AFFIDAVIT

ANTI-DISCRIMINATION AGAINST ISRAEL ACT AFFIDAVIT

Bid Attributes

1	Christian County Terms and Conditions Please download and thoroughly review the Christian County Bidder Requirements Terms and Conditions and acknowledge your acceptance below. ☐ I have downloaded and read the attachment.. <i>(Required: Check if applicable)</i>
2	No Deviations or Exceptions I certify that there are NO deviations or exceptions to the attached Christian County Terms and Conditions. ☐ Yes ☐ No <i>(Required: Check only one)</i>

3 Exceptions to Christian County Bidder Requirements Terms and Conditions

If respondent indicated above, there ARE exceptions to the CHRISTIAN COUNTY BIDDER RESPONSIBILITIES & TERMS AND CONDITIONS REV. 0423, (by clicking NO above) please provide details below. If no exceptions, please enter N/A.

(Required: Maximum 4000 characters allowed)

4 Omnigo

The bidders software must be able to integrate with Omnigo our current JMS program.

Note: The integration of the company's software and **Omnigo interface will be at no charge to the County.**

-

-

☐ Yes, I have read and agree. ☐ No, I do not agree.

(Required: Check only one)

5 TERM OF CONTRACT

The initial contract is for one (1) year with an OPTION to renew for an additional three (3), one (1) year terms.

Agreements signed by Christian County must be signed by at least a majority of the members of the County Commission. Agreements must be attested by the County Clerk and approved to form by the County Counselor. In addition, the County Auditor must certify that there is an unencumbered balance available to pay the contract cost.

6 BIDDER REQUIREMENTS

BIDDER REQUIREMENTS

7 Requirements

SERVICES:

The vendor must be able to install, service, and maintain all equipment, including the kiosks in the inmate housing units and other locations within the facility. The vendor is also expected to perform system updates and install additional equipment when needed.

EQUIPMENT:

The equipment includes a phone/video kiosk and personal tablets in new, good quality condition.

The proposed equipment will consist of a minimum of fifteen (15) kiosks, two (2) kiosks per pod, six (6) total pods, two (2) kiosks in our public visitation area, and one (1) kiosk in the booking area.

The proposed equipment will be a minimum of 120 tablets, with the ability to add additional due to ADP increases. The tablets will mirror the pod kiosk functions with the exception of video chat.

The proposed equipment must have the capability to run efficiently with an internet connection **at the vendor's expense. The vendor will not use Christian County's internet.** The vendor will be provided sufficient space

to store such equipment securely.

The system will need to communicate with Omnigo, the facility booking software. This will pair inmates into the facility to the phone provider to ensure that all inmates have the ability to use the contracted phone service. Any interface cost to do so will be placed on the vendor.

SYSTEM REQUIRED:

Required but not limited to:

- The proposed system should allow the inmate the ability to initiate video visits, video messaging, and phone calls.
- The proposed system should not require facility personnel to operate the system.
- The proposed system should not required facility personnel for scheduling visits. It should be the ability of the family members and/or inmates for all scheduling.
- The proposed system should not require a minimum call length or a connection fee.
- The proposed (2) kiosks in the public visitation area will be free of charge to the inmate and family.
- The proposed system should support call lengths from one (1) minute to one hour on the kiosk and tablets.
- The proposed provider will provide no less than a five (5) minute free phone call on all new intakes into this facility.
- The proposed system should have the capability to charge users in one-minute increments, with competitive rates.
- The use of the system will be at no charge to the Missouri Public Defenders Office, Missouri Mental Health, Missouri Probation and Parole. Paid Attorneys representing prisoners will not fall under this proposed request, and be charged the same rate as a family or friend.
- The proposed system will not record or allow to view any communication with the above organizations in this paragraph, including Attorneys representing prisoners, said calls being labeled as "Privileged Call".
- The proposed system will allow the facility to monitor any function allowed on the system proposed, grant access and/or deny access to any visitor in the system.
- The proposed system will function with both Android and iPhone devices.
- The proposed system will provide a way for inmates and other users the ability to contact the vendor directly with all technical issues.
- The proposed equipment will have set hours of operation approved by the Jail Captain of the facility.
- The proposed system will have the capability to sanction an inmate the loss of phone privileges for violation of facility rules and regulations set forth by the facility.
- The proposed system must be able to obtain all data for up to five (5) years minimum. When any evidentiary evidence, such as video, voice calls and texts are requested by the Sheriff, Captain, and/or Lieutenant of Operations and/or any designee set forth by the facility, it will be at no cost to the facility.
- The proposed provider must provide legal law library, court approved classes set forth by the Christian County Courts. At no cost to the inmate or the facility on tablets.
- The proposed provider will provide ROS forms (Request of staff), Grievance forms and any forms the facility may request at no cost to the facility or inmate. These forms will be stored for up to five (5) years and available upon request by the facility.
- The proposed provider will set forth free music, movies, and learning tools on the tablets for a maximum of two (2) hours free a month to the inmate. This being 30 minutes a week free of charge. Once the free 30-minute weekly and or (2) hours has been used, the inmate may be charged a competitive rate for any additional time they choose to use the tablet.
- The proposed provider will provide 5 minutes free phone call on all new intakes into this facility.

TRAINING:

The proposed vendor must be able to train staff on the use of disinfecting all equipment installed.

8 PROPOSAL RESPONSE FORMAT

****PROPOSAL RESPONSE AND PRICING FORMAT****

IMPORTANT: Please UPLOAD one document with all of the information listed in #7. Please list it as it is described in order.

9 Company History/Firm Qualifications/Pricing/Renewals

PLEASE PROVIDE A DETAILED PROPOSAL AS DESCRIBED BELOW.
ONCE COMPLETED, ATTACH YOUR PDF TO THE
RESPONSE TAB UNDER PROPOSAL RESPONSE.

Company History/Firm Qualifications

Title Page:

Include company name, address, telephone number, fax number, email address and contact name.

Executive Summary:

This one-page executive summary is to briefly describe the vendor's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the vendor. The reader should be able to determine the essence of the proposal by reading the executive summary.

Detailed Response:

This section should constitute the major portion of the proposal and must contain at a minimum the following information:

1. A brief **history** of the company, including but not limited to: ownership, date business started, (including business name changes), mission statement, number of clients pertaining to this RFP, etc.
2. A **complete narrative** of the vendor's assessment of the work to be performed, the vendor's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the vendor's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed.
3. Provide a listing of any **data or information** which the vendor will require in order to undertake the project.
4. Provide any certifications you may have for the industry standards.
5. Provide information on applicable prior projects completed for Christian County Sheriff's Office.
6. A description of the vendors intended relationship with county staff, including the level of assistance anticipated in completing the work of this project.
7. A description of any subcontracts and associations with other firms that the vendor proposes to utilize in the performance of this work. Fully describe the intended working relationships and responsibilities of each subcontracted firm and the number of past projects in which the vendor worked with each subcontracted firm.
8. Provide a **detailed** transition plan, if applicable. **Include milestone dates.**
9. Include jobs and contract that your company has held that are similar in scope and size to this RFP. Enter this information in Attribute 21-23 below.

Qualifications:

Include the following documentation of qualifications:

1. Copy of any license(s)
2. Copy of certification(s)
3. Copy of registration(s)
4. Provide a copy of any document **required** by the State of Missouri, local or federal authorities having jurisdiction for the vendor to perform the work of this project.

NOTE: It is a **Requirement** of this proposal that your firms equipment and software are compatible with Jail Management Software (JMS) Omnigo. Indicate what software you are providing and how that will integrate with Christian County's JMS. It will be the awarded vendor's responsibility to pay for the integration to Omnigo and training of the software.

Training:

Explain your training proposal, if applicable. Include milestones and approximate timeframe to be up and running.
Explain how your training will be conducted.

It is also a requirement that the awarded vendor will maintain/replace all equipment at no charge to the County.

Key Personnel/Staffing:

Project Manager/Other Key Personnel:

1. Provide the Project Manager name, contact information and provide a copy of their resumes. Details, experience and/or resumes for employees that will work on this contract (include training programs, certifications, etc. as applicable to this RFP.
2. List 1-3 examples of comparable projects undertaken by the project manager under your employment. Please note: Should a contract be given to your company and your project manager or dedicated representative leave your company, Christian County will have final say on who the representative will be for any replacement.

Include the following:

1. List the specific equipment and material storage requirements. Include the make, model and quantity of the equipment you are proposing.
2. Procedures for dealing with inmate/staff complaints about customer service issues. Include all ways the Jail staff may communicate to resolve customer service issues on behalf of the inmates.
3. Operations procedures for use of all communication devices.
4. List the types

PRICING:

Under this portion of your proposal explain ALL your cost/pricing and how it works for your solution in detail. Be very clear. Also, explain what charges will be sent to Christian County Jail. Under the LINE ITEMS TAB are 18 LINE ITEMS. Several of these Line Items are asking for an example of how your charges would look based on a real scenario. This is so we have a comparison basis for all bidders. The LINE ITEMS should MIRROR what your costs are under this proposal.

Prices will remain firm fixed through the first year of the contract or whatever is required by law.

In this section be very specific and explain in **DETAIL** all your costs for this proposal.

Please make sure that you add in "service or handling fees" in your proposal and explain what those are for. ALL FEES SHOULD BE EXPLAINED IN THIS PROPOSAL. NO EXCEPTIONS.

Rate Caps:

All rates must be consistent with FCC rulings and regulations, and Missouri State and local laws.

Commission Sharing:

Please indicate what commission sharing you are offering to Christian County based off your costs above, if applicable.

_____ % Phone

_____ % Video

_____ % Messaging purchases

_____ % Entertainment purchases -movies

_____ % Entertainment purchases - games

_____ % Entertainment purchases - songs/music

_____ % Entertainment purchases - ebooks

_____ % Miscellaneous (Is there anything we did not list?)

Software:

Indicate what software you will be using. **The software must be able to integrate with Omnigo our current JMS program.** Note: The integration of the company's software and **Omnigo interface will be at no charge to the County.**

Customer Service:

Explain your Customer Service program for complaints. Explain how complaints are resolved.

Renewals:

The contract is for one year with options to renew for an additional three (3) one (1) year terms.

Please provide your annual renewal increase. **Explain what method** you used to arrive at that figure. For example, if you are going to use the **CPI index, then cite the index** you will be using. If you use a **not-to-exceed percentage**, write what that percentage is Do this for each year, i.e. year 2, 3 and 4. At the time of renewal a justification will be requested for all price renewal increases. If you want the pricing/commissions to stay the same for all renewals going forward, state that in your bid.

Term:

The contract is for one year with options to renew for an additional three (3) one year term.

Each renewal must be approved by Sheriff Brad Cole and the Commission.

Agreements signed by Christian County must be signed by at least a majority of the members of the County Commission. Agreements must be attested by the County Clerk and approved to form by the County Counselor. In addition, the County Auditor must certify that there is an unencumbered balance available to pay the contract cost.

References:

Provide three references that you have contracted with in similar scope/size. Include name of company, contact name, phone number, email and date of service of contract. The vendor shall agree to authorize its references to furnish any information requested by Christian County to verify references provided and to determine the quality and timeliness of previous work performed. **This should be submitted under ATTRIBUTES #12, #13, and #14 below.**

**PLEASE PROVIDE A DETAILED PROPOSAL AS DESCRIBED ABOVE.
ONCE COMPLETED ATTACH YOUR PDF TO THE
RESPONSE TAB UNDER PROPOSAL RESPONSE.**

☐ I've attached this response to the RESPONSE TAB.

(Required: Check if applicable)

1
0

Renewals:

The contract is for one year with **OPTIONS**_to renew for an additional three (3) one year term.

Please provide your annual renewal increase. **Explain what method** you used to arrive at that figure. For example, if you are going to use the **CPI index, then cite the index** you will be using. If you use a **not-to-exceed percentage**, write what that percentage is Do this for each year, i.e. year 2, 3 and 4.

At the time of renewal a justification will be requested for all price renewal increases. The Sheriff must approve all renewals.

If you choose to keep your price and commissions "the same" through the contract renewals please state that.

(Required: Maximum 4000 characters allowed)

1
1

References

REFERENCES

Please provide three references below. Minimum of Five (5) Years' Experience Providing Communications Solutions in a Correctional Setting. Please note that more references may be requested.

A poor negative reference may result in disqualification. Also note that Christian County is not limited to contact just the three references listed by the prospective bidders.

1
2

Reference #1

Please provide a references of a company you have done business with in the past five years with a similar scope and size project.

Name of Company:
Representative Name:
Representative Email:
Representative Phone:
Project Name include dates:

(Required: Maximum 4000 characters allowed)

1
3

Reference #2

Please provide a references of a company you have done business with in the past five years with a similar scope and size project.

Name of Company:
Representative Name:
Representative Email:
Representative Phone:
Project Name include dates:

(Required: Maximum 4000 characters allowed)

1
4

Reference #3

Please provide a references of a company you have done business with in the past five years with a similar scope and size project.

Name of Company:
Representative Name:
Representative Email:
Representative Phone:
Project Name include dates:

(Required: Maximum 4000 characters allowed)

1
5

Subcontractors

Each bidder must submit with its proposal the names of all **Subcontractors** and major suppliers of material and equipment that it intends to use on the job. The County reserves the right to object to any Subcontractor or Supplier.

List items to be subcontracted with proposed subcontractor. Upload this under Response Attachments.

☐ I have read and will comply.

(Required: Check if applicable)

**1
6** **Vendor's Personnel Qualifications**

Christian County reserves the right to approve or disapprove the vendor's personnel providing services for Christian County government. Christian County also reserves the right to request replacement of any person assigned to provide services. Unless the situation regarding the personnel requires immediate replacement, the vendor shall be allowed at least fourteen (14) days after notification to replace unsatisfactory personnel.

☐ I have read and will comply.
(Required: Check if applicable)

**1
7** **Sample Invoice**

Provide a sample of a standard invoice.
Upload this under RESPONSE ATTACHMENTS tab.

☐ I have read and attached a Sample Standard Invoice
(Required: Check if applicable)

**1
8** **Sample Reporting**

Please provide an example of what your sample reporting looks like.
Upload this under RESPONSE ATTACHMENTS tab.

☐ I have read and attached a sample report.
(Required: Check if applicable)

**1
9** **Background Checks**

If requested, the vendor shall provide a list of names, social security numbers, and date of birth for each such personnel who will be providing services to Christian County buildings. In addition, the vendor must notify Christian County of any additions/changes to the list. Christian County reserves the right to accept or reject any of the vendor's personnel assigned to the contract to provide services

☐ I have read and will comply.
(Required: Check if applicable)

**2
0** **Submission Responses**

Submission Responses

All submittal responses must be submitted online via our electronic system. No fax or email submissions will be accepted.

**2
1** **Anti-Collusion Statement**

By submitting a proposal in response to this request for proposal, vendor and each person signing on behalf of the vendor, certify under penalty of perjury, that to the best of his/her belief the prices in the proposal were arrived at independently and without collusion, consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to such prices with any other vendor, or any other competitor. Unless otherwise required by law, the prices in the bid have not been knowingly disclosed by vendor, and will not be knowingly disclosed by vendor, prior to opening, directly or indirectly, to any other vendor or competitor. No attempt has been made or will be made by vendor or any other person associated with this invitation to bid, partnership, corporation, or entity to submit or not to submit a proposal in response to this bid for the purpose of restricting competition.

I affirm that I am duly authorized to execute this contract; that this company, corporation, firm, partnership or individual has not prepared this proposal in collusion with any other Bidder, and that the contents of this bid as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any other person engaged in this type of business prior to the official opening of this RFP.

☐ Yes
(Required: Check if applicable)

2
2

Minority Business Participation:

Christian County encourages the participation and utilization of minority business enterprises in all projects of the county. Christian County will provide equitable and fair opportunity to minority businesses to submit bids and proposals and to receive an award. By responding to this invitation, the vendor agrees that it does not discriminate on the basis of race, religion, creed, national origin, age, sex or disability, and that it will refrain from any unlawful employment practices.

2
3

Incurred costs

The county is not liable for any costs incurred by a vendor in the preparation or production of its proposal or for any work performed prior to the issuance of a valid contract under Missouri law. Such exemption from liability applies whether such costs are incurred by vendor or indirectly through vendor agents, employees, assigns or others, whether related or not to vendor.

2
4

AFFIDAVIT FOR CONTRACTS OVER \$5000 DOLLARS (US) - REQUIRED ONCE AWARD IS MADE

Section 285.530(2) RSMo. and 292.675 RSMo. Affidavit.

Company shall comply with the provisions of Section 285.525 through 285.550 R.S.Mo. from the commencement until the termination of this Agreement. For any contract over \$5,000.00 and for any public works project contract the Contractor shall provide County an acceptable notarized affidavit stating:

1. That Company is enrolled in and participates in a federal work authorization program with respect to the employees working in connection with the contracted services; and
2. That Company does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.

A copy of the affidavit is attached to this RFP.

Additionally, Company must provide documentation evidencing current enrollment in a federal work authorization program (e.g. electronic signature page from E-Verification program's Memo of Understanding (MOU)).

2
5

TRANSIENT EMPLOYER LAW - REQUIRED ONCE AWARD IS MADE IF APPLICABLE

A nonresident or foreign companies who employ people in Missouri must provide:

1. A certificate from the Missouri Director of Revenue showing compliance with the Transient Employer Law (285.230 R.S.Mo. et seq.); or
2. Proof of exemption from Section 285.230 R.S. Mo.

A Certificate of Compliance or proof of exemption must be submitted to Christian County in regards to the transient employer law. Questions? See <http://dor.mo.gov/business/register/> or call (573) 751-0459.

AFFIDAVIT FOR ANTI-DISCRIMINATION AGAINST ISRAEL ACT - REQUIRED ONCE AWARD IS MADE

Statutory Requirement: Section 34.600, RSMo, precludes entering into a contract with a company to acquire products and/or services “unless the contract includes a written certification that the company is not currently engaged in and shall not, for the duration of the contract, engage in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel.” Exceptions: The statute provides two exceptions for this certification:

- 1) “contracts with a total potential value of less than one hundred thousand dollars” or
- 2) “contractors with fewer than ten employees.” Therefore the following certification is required prior to any contract award.

Section 34.600, RSMo, defines the following terms: Company - any for-profit or not-for-profit organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company, or other entity or business association, including all wholly-owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of those entities or business associations. Boycott Israel and Boycott of the State of Israel - engaging in refusals to deal, terminating business activities, or other actions to discriminate against, inflict economic harm, or otherwise limit commercial relations specifically with the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel, that are all intended to support a boycott of the State of Israel. A company’s statement that it is participating in boycotts of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel, or that it has taken the boycott action at the request, in compliance with, or in furtherance of calls for a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel shall be considered to be conclusive evidence that a company is participating in a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel; provided, however that a company that has made no such statement may still be considered to be participating in a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel if other factors warrant such a conclusion.

Invoices

Please note that all invoices for the Sheriff's Office will be sent directly to:

Christian County Sheriff's Office
110 W. Elm Street, Room 70
Ozark, Missouri 65721

or invoices can be emailed to: sheriff@christiancountysheriff.net

Bid Lines

1 INMATE PHONE CALL

ENTER PRICING THAT WOULD BE IN EFFECT IN THE STATE OF MISSOURI ON AUGUST 28, 2025.

(Response required)

Quantity: 1 UOM: MINUTE (in effect August 28, 2025). Price: \$ Total: \$

Item Notes:

Please note it is the vendor's responsibility to verify pricing with the State of Missouri rulings.

☐ No bid

2 VIDEO VISITATION - ONSITE

(Response required)

Quantity: 1 UOM: MINUTE Price: \$ Total: \$

☐ No bid

3 VIDEO VISITATION - REMOTE

(Response required)

Quantity: 1 UOM: MINUTES Price: \$ Total: \$

☐ No bid

4 VIDEO MESSAGING.

Please provide the price you would charge for a 3 minute video message.

(Response required)

Quantity: 1 UOM: PER 3 MINUTE VIDEO MESSAGE Price: \$ Total: \$

Item Notes: **You may explain in your proposal how you calculate your costs on video messaging under ATTRIBUTES #9.**

☐ No bid

This #4 Line Item is for comparison purposes.

5 SMS

Using your cost on SMS, how much do you charge total for a 160-character message?

Note: On average, the standard SMS message length limit is 160 characters.

(Response required)

Quantity: 1 UOM: LOT SMS - 160 character message Price: \$ Total: \$

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

☐ No bid

This #5 Line Item is for comparison purposes.

6 MMS

Using your cost on MMS - How much do you charge for a 1600-character message?

Note: On average, the standard MMS message length limit is 1600 characters.

(Response required)

Quantity: 1 UOM: LOT MMS - 1600 character message Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

☐ No bid

This #6 Line Item is for comparison purposes.

7 INMATE EMAIL PER MESSAGE - using 280 characters for an email, please provide your cost for the ONE email.

(Response required)

Quantity: 1 UOM: Per 280 character Email Message Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

☐ No bid

This #7 Line Item is for comparison purposes.

**8 INVESTIGATIVE DATA MINING SOFTWARE
(RECORDS RETENTION AND SOFTWARE)**

Based on 130 inmates, provide the billable annual cost of this service to the County.

(Response required)

Quantity: 1 UOM: YEAR Price: Total:

Item Notes: DO NOT include any offsetting bonus/commission in the LINES ITEM tab.
The County wants to know **what we will be billed annually for the Investigative Data Mining Software.**

☐ No bid

You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #8 Line Item is for comparison purposes.

9 LEGAL LIBRARY

Using 130 inmates as an average, provide the billable **annual cost** of this service to the County.

(Response required)

Quantity: 1 UOM: YEAR Price: \$

Total: \$

Item Notes: DO NOT include any offsetting commission in the LINES ITEM tab. The County wants to know **what we will be billed annually for the Legal Library.**

☐ No bid

You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #9 Line Item is for comparison purposes.

10 PREMIUM CONTENT (MOVIES) 105 MINUTE MOVIE.

Using 105 minutes as an example for a premium movie, provide your cost.

(Response required)

Quantity: 1 UOM: Long Price: \$

Total: \$

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

☐ No bid

This #10 Line Item is for comparison purposes.

11 PREMIUM CONTENT (GAMES)

Provide the cost of one premium game for 60 minutes of usage.

(Response required)

Quantity: 1 UOM: MINUTES Price: \$

Total: \$

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

☐ No bid

This #11 Line Item is for comparison purposes.

12 PREMIUM CONTENT (SONGS)

Provide the cost of premium music for 180 minutes of usage.

(Response required)

Quantity: 1 UOM: Minutes Price: \$

Total: \$

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

☐ No bid

This #12 Line Item is for comparison purposes.

13 EBOOKS

Provide the cost of one premium e-book or 300 minutes of usage of an e-book.

(Response required)

Quantity: 1 UOM: PREMIUM E-BOOK - 300 MINUTES TO READ Price: \$ Total: \$

Item Notes: You may explain in your proposal how you calculate your costs under ATTIBUTES #9.

☐ No bid

This #13 Line Item is for comparison purposes.

14 LOBBY VISITATION KIOSKS

(Response required)

Quantity: 2 UOM: EA Price: \$ Total: \$

Item Notes: Note: At this time we have 2 Lobby Visitation Kiosks.

☐ No bid

15 INMATE VIDEO KIOSKS

(Response required)

Quantity: 15 UOM: EA Price: \$ Total: \$

☐ No bid

16 WALL CHARGERS

(Response required)

Quantity: 2 UOM: EA Price: \$ Total: \$

☐ No bid

17 TABLETS

(Response required)

Quantity: 120 UOM: EA Price: \$ Total: \$

Item Notes: At this time, we have on hand 120 tablets.

Note: Tablets will be replaced by the vendor as needed at no charge.

☐ No bid

18 OPTIONAL ONLY:

INMATE MAIL SCANNING SOFTWARE

This may or may not be considered.

(Response required)

Quantity: 1 UOM: EA Price: \$ Total: \$

Item Notes: This may or may not be considered.

☐ No bid

Supplier Information

Company Name:

Contact Name:

Address:

Phone:

Fax:

Email:

Supplier Notes

By submitting your response, you certify that you are authorized to represent and bind your company.

Print Name

Signature



2025-8 Addendum 1

HomeWAV

Supplier Response

Event Information

Number: 2025-8 Addendum 1
Title: DETENTION CENTER INMATE COMMUNICATIONS SOLUTION
Type: Request for Proposal
Issue Date: 7/15/2025
Deadline: 8/5/2025 09:00 AM (CT)
Notes: **REQUEST FOR PROPOSAL**

#2025-8
7/15/25

This is a rebid.
Please note that information has changed.

ADDENDUM ONE
7/25/25

TO PROSPECTIVE BIDDERS: The original Invitation to Bid documents remain in full force and effect except as revised by the

following changes which take precedence over anything to the contrary in the Bidding Event document. The following are questions submitted by prospective bidders and the official response from Christian County.

Asked by Inmate Calling Solutions:

Q1: The Bidder Requirements require access to “court approved classes.” Please provide details on the types of court approved classes. For example, do they involve live, instructor-led classes, pre-recorded videos, written course materials, testing materials, etc., and how are they accessed (log into a live session, access a website, upload files into the tablet system, other)?

A1: These courses are no longer required by the courts therefore there is no required courses for this RFP.

Q2: Typically tablets provide unlimited access to all education content and to designated entertainment content including music, select movies, and books; additional premium content (such as newer-release movies and TV shows, etc.) is offered for a fee. This model promotes security in the jail by keeping inmates occupied with unlimited access to free, engaging content. Is this model acceptable, or does the County require that inmates pay for ALL tablet usage beyond the first 30 minutes each week?

A2: Each potential bidder is to provide their own RFP proposal (business model) for the County. The County, when evaluating proposals, will consider what is in its best interest.

Q3: Under the Requested Attachments, we are instructed to submit responses to Attribute #9 as “Proposal Response and Pricing.” However, the instructions in Attribute #8 tell us to upload one document with all the information listed in Attribute #7 as “Proposal Response and Pricing.” Attributes #7 and 9 both contain requirements that require responses. Would you like us to combine the responses to Attributes #7 and 9 into a single document, or do you want us to upload two separate documents?

A3: ATTRIBUTE #7 are requirements of the bid. No response is required to that. ATTRIBUTE #8 should have read “IMPORTANT: Please UPLOAD one document with all of the information listed in ATTRIBUTE #9. Please list it as it is described in order”.

Asked by Combined Public Communications, LLC.:

Q4: Who is the detention center's current commissary provider?

A4: Our Commissary provider is Keefe.

Q5: What trust accounting software is being used currently at the detention center?

A5: Inmate trust is managed through the Keefe legacy accounting software.

All else remains the same.

END OF ADDENDUM ONE

INTRODUCTION:

Christian County Sheriff's Office is accepting proposals for **Request for Proposal #2025-5 Christian County Sheriff's Office Detention Center Inmate Communications Solution** in accordance with the requirements stated herein. The purpose of this request for proposal is to enter into an agreement with a qualified communications solutions vendor to provide all necessary equipment, software, licensed services and professional services, for the Christian County Detention Facility, located at 110 W. Elm Street Room 70, Ozark, MO 65721.

The successful bidder will be responsible for inmate voice calls, video calls, messaging, video messaging, and tablet services for all of its Facilities. The vendor must be able to install, service and maintain all equipment, including the kiosks in the inmate housing units and other locations within the facility. The vendor is also expected to perform system updates and install additional equipment when needed. The successful vendor will be able to provide these service for a daily population of 130 inmates at the Christian County Detention Facility. The Christian County Detention Center is a multi-level facility located in Ozark, Missouri. The building operates 24/7/365. The maximum capacity of the Detention center can reach as high as 150 inmates. The population fluctuates, but usually is around 130 inmates.

TERMS:

Christian County seeks an initial contract term for a **period of one (1) year**. The County reserves the right to renew the contract for three (3) additional one-year periods.

FCC/FEDERAL/STATE OF MISSOURI LAW:

Please know that the FCC has recently issued an order on Correction center communications that may change how certain pricing and commissions can be applied. See link from the FCC:

<https://docs.fcc.gov/public/attachments/DA-25-565A1.pdf?ref=broadbandbreakfast.com>

It is up to the prospective bidder to know and interpret how these changes will affect Christian County, Missouri's Jail pricing and commission.

QUESTIONS:

Please submit questions online through the Christian County Electronic Bidding portal before **July 24, 2025 at 9:00 a.m.** Christian County Sheriff Brad Cole will review all questions submitted and an

Addendum will be issued with those answers, when applicable.

ADDENDUMS:

If it becomes necessary to revise any portion of this RFP package, or if additional information is necessary to clarify any provision or respond to questions, the revision and/or additional information will be provided through the bidding portal.

ONLINE REGISTRATION:

Christian County requires online bid submittals as it helps to expedite the bidding process and to alleviate errors. Click on the following link: <https://christiancountymo.ionwave.net/Login.aspx> and follow the directions to register. **No faxed or emailed** submittals will be accepted. Christian County maintains a list of vendors in our online vendor registration database. It is the vendor's responsibility to update contact information. The Christian County Commission office is not obligated to send invitations to vendors. Christian County fulfills its legal requirements by posting a notice in the local paper. Christian County will send out Addendums through the online portal, it will be the bidders responsibility to verify in the portal any addendums that are issued.

RFP OPENING:

Proposals will be unsealed publicly at **9:00 a.m. August 5, 2025.** Only the names of the offerors will be read aloud at the proposal opening. Evaluations of proposal(s) will be made available upon award of contract.

BACKGROUND:

The Christian County Sheriff's Office Detention Center is located at 110 W. Elm Street in Ozark, Missouri and is a 24/7 365 days per year operation. The inmate population ranges approximately 130 per day. Christian County Sheriff's Office currently uses HomeWAV, LLC., for the Detention Center Inmate Phone and Video Visitation System. See HomeWAV's contract attached.

The Christian County Jail currently has six Pods. Each Pod holds 20-25 inmates, and Booking holds 15-20 inmates. The Christian County Jail's total population averages 130 inmates. The federal inmates are approximately 30% of that population.

We currently have two (2) kiosks per pod, one in our booking area and two public kiosks in our lobby for a total of 15 kiosks. We want to consider potentially adding a second kiosk to the booking, bringing the total to 16. There are approximately twenty (20) tablets per pod and nine (9) tablets in bookings. Currently we use our kiosks for our phone and video calls.

Our schedule for inmates to access the phones is as follows: 7:00 a.m. – 11:00 a.m., 12:00 p.m. – 5:00 p.m., and 6:00 p.m. – 11:00 p.m. Note: Note: Hours are subject to change by the Sheriff's Office. At this time,

there are no limits on the maximum number of onsite visits allowed per week (or other interval), remote visits per week, calls per week, minutes per call/visit. This is always subject to change per the Sheriff's direction.

Our current vendor does not charge a tablet rental fee.

Mail: The average number of inmate mail pieces received daily is five pieces every two days.

The fees that are being charged to end-users for any required services, including deposits for tablet usage and emails or photos: a. Account Funding Fee via Web b. Account Funding Fee via IVR c. Account Funding Fee via Live Operator.
Handling Fee for Account Funding: \$2.00 per deposit.

TERMS AND CONDITIONS:

View under ATTACHMENTS tab.

PROPOSAL RESPONSE:

See the ATTRIBUTES TAB for proposal response format.

EVALUATION AND SELECTION PROCESS:

The proposal evaluation and selection process will be conducted under this Request for Proposal (RFP) based on competitive negotiated procurement procedures. Interviews, discussions, negotiations, vendors may be short listed, and a Best and Final offer (BAFO)) may be held only with selected firms from those firms who meet Christian County's requirements and fall within the competitive ranges as determined by Christian County. Christian County reserves the right to award a contract to a firm solely on the basis of this initial proposal submitted and without any further interview, discussions and negotiation.

Each Proposers must comply with the requirements contained in the RFP.

Christian County will evaluate each proposal to determine which is the lowest and best (i.e., Best Value).

If Christian County determines that a proposal has failed to meet an acceptable level on any factor listed below, the County may reject that proposal.

EVALUATION CRITERIA:

In evaluating the proposals, Christian County will use the following evaluation factors to determine the lowest and best proposal. Deviation from the requirements will be evaluated, but may, in the discretion of the Purchasing Agent, result in rejection of a proposal.

70% Total Cost, including but not limited to the Cost in the Proposal and Line Items.

30% Adherence to RFP requirements, including but not limited

to:

Firm Qualifications, Declaration Page, Answers to Questions in the Attributes tab, Exceptions to our T&C's and References.

Note: A poor/negative reference may result in disqualification.

Bidders should consider these factors when preparing their proposals and should provide a specific response to each of the evaluation factors.

Based on the evaluation process described, the Evaluation Committee comprised of Christian County employees, will review the proposals.

CONTRACT DOCUMENTS:

See Attached Christian County Agreement for Services Contract under the **ATTACHMENTS TAB**.

PROPRIETARY INFORMATION:

Christian County is a governmental agency and practices open government. All records belonging to the County Commission are open records and available to all members of the public, with the exception of attorney/client documents. Therefore, any document you provide to the Commission will be considered an open record and available to anyone wanting a copy of it.

AWARD OF THE CONTRACT:

The Commission will award the RFP to the lowest and best value bidder. The best vendor may not be the one that provides the lowest price. Christian County Purchasing Agent reserves the right to reject in whole, or in part any and all proposals, to waive any formalities, and to accept the proposal determined to be in the best interest of the county. This solicitation may also be canceled in whole or in part if determined to be in the best interest of the county.

It is also important to note that should additional Federal or State of Missouri changes happen after an award has been made for this contract, as this may be the case effective April 1, 2027 per the FCC order. So as not to interrupt County Jail operations, the County may consider amending the contract to reflect the new price changes or commissions to Christian County that would be mandated. The County reserves the right to negotiate these prices and commission if applicable, or to rebid this contract should this be in the best interest of the County.

INSURANCE REQUIREMENTS:

See insurance requirements attached in ATTACHMENTS tab.

EXHIBITS A-C

Attached are our revenue statements from our current vendor.

EXHIBIT D-F:

Attached is a copy of all current contracts and amendments pertaining

to all services under this RFP.

Note: Amendment #2 was labeled and issued incorrectly as Amendment #3. There were only two Amendments issued to the current communications contract.

DECLARATION PAGE FORM:

A DECLARATION PAGE FORM is provided under the **ATTACHMENTS** tab. The vendor hereby declares understanding, agreement, and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of this original invitation to bid. The Declaration Page must be signed in ink and include the full business address of the bidder. Proposals by partnerships must be signed in the partnership name by one or more of the general partners. Proposals by a corporation must be signed by an officer of the corporation or other person authorized to bind the corporations to the proposal. The names and titles of all the persons signing shall be typed or printed below their signatures. The vendor further agrees that upon receipt of an authorized purchase order from the Christian County Commission or when a Notice of Award is signed and issued by the Commission, a binding contract shall exist between the vendor and Christian County.

NOTE: FAILURE TO UPLOAD A COMPLETED DECLARATION PAGE FORM MAY BE CAUSE FOR REJECTION OF YOUR PROPOSAL.

HISTORY:

Christian County is a first-class County without a charter form of government. The governing body of Christian County is the County Commission. The Commission consists of a Presiding Commissioner, a Western Commissioner, and an Eastern Commissioner. It's County seat is in Ozark, Missouri. The County was organized in 1859 and continues to be one of the fastest-growing counties in the state. Cities in Christian County include Billings, Clever, Fremont Hills, Highlandville, Nixa, Ozark, Sparta, and Village of Saddlebrooke.

END OF SECTION

Contact Information

Contact: Kim Hopkins Purchasing Manager
Address: Christian County Purchasing
202 West Elm Street
Ozark, MO 65721

Email: khopkins@christiancountymo.gov

HomeWAV Information

Contact: Jim Dicenso
Address: 1224 Fern Ridge Parkway
St. Louis, MO 63141
Phone: (815) 954-1189
Email: j.dicenso@homewav.com

By submitting your response, you certify that you are authorized to represent and bind your company.

Morteza Sahebkar
Signature

m.sahebkar@homewav.com
Email

Submitted at 8/4/2025 10:02:36 AM (CT)

Requested Attachments

DECLARATION PAGE UPLOADED HERE

Upload the Declaration Page Form here.

DECLARATION_PAGE_COMPLET
E.pdf

PROPOSAL RESPONSE/PRICING

Attach your PROPOSAL RESPONSE HERE. Note: These are listed under the ATTRIBUTES #9.

Keep your response in the format requested under ATTRIBUTES #9

Explain in detail your PRICING.

HomeWAV Response_Christian
County_Final.pdf

INVOICE SAMPLE

Provide a copy of a sample invoice.

HomeWAV Response_Invoice
Sample_FINAL.pdf

REPORTING SAMPLE

Provide a copy of a typical report submittal.

HomeWAV Response_Reporting
Samples.pdf

SAMPLE CONTRACT

Please provide a copy of your firm's sample contract. Reminder: If you do not take any exceptions to this RFP then you are accepting our terms and conditions.

HomeWAV Response_Sample
Contract.pdf

SUBCONTRACTORS

Upload your subcontractors' names and major suppliers of material and equipment you intend to use on the job. If no document is uploaded, this will serve as a not applicable. This is found under the ATTRIBUTES TAB #8.

HomeWAV
Response_Subcontractor
Information.pdf

E-VERIFY AFFIDAVIT OF COMPLIANCE AND MOU FORM

E-VERIFY AFFIDAVIT OF COMPLIANCE AND MOU FORM

E-Verify Affidavit of Compliance for
Christian County form.pdf

ANTI-DISCRIMINATION AGAINST ISRAEL ACT AFFIDAVIT

ANTI-DISCRIMINATION AGAINST ISRAEL ACT AFFIDAVIT

Anti-Discrimination Against Israel
Act Form V2.pdf

Response Attachments

HomeWAV Response_Attribute 7.pdf

Attribute #7

Bid Attributes

1	Christian County Terms and Conditions Please download and thoroughly review the Christian County Bidder Requirements Terms and Conditions and acknowledge your acceptance below. ☒ I have downloaded and read the attachment..
2	No Deviations or Exceptions I certify that there are NO deviations or exceptions to the attached Christian County Terms and Conditions. Yes
3	Exceptions to Christian County Bidder Requirements Terms and Conditions If respondent indicated above, there ARE exceptions to the CHRISTIAN COUNTY BIDDER RESPONSIBILITIES & TERMS AND CONDITIONS REV. 0423, (by clicking NO above) please provide details below. If no exceptions, please enter N/A. N/A
4	Omnigo The bidders software must be able to integrate with Omnigo our current JMS program. Note: The integration of the company's software and Omnigo interface will be at no charge to the County. - - Yes, I have read and agree.
5	TERM OF CONTRACT The initial contract is for one (1) year with an OPTION to renew for an additional three (3), one (1) year terms. Agreements signed by Christian County must be signed by at least a majority of the members of the County Commission. Agreements must be attested by the County Clerk and approved to form by the County Counselor. In addition, the County Auditor must certify that there is an unencumbered balance available to pay the contract cost.
6	BIDDER REQUIREMENTS BIDDER REQUIREMENTS
7	Requirements SERVICES: The vendor must be able to install, service, and maintain all equipment, including the kiosks in the inmate housing units and other locations within the facility. The vendor is also expected to perform system updates and install additional equipment when needed.

EQUIPMENT:

The equipment includes a phone/video kiosk and personal tablets in new, good quality condition.

The proposed equipment will consist of a minimum of fifteen (15) kiosks, two (2) kiosks per pod, six (6) total pods, two (2) kiosks in our public visitation area, and one (1) kiosk in the booking area.

The proposed equipment will be a minimum of 120 tablets, with the ability to add additional due to ADP increases. The tablets will mirror the pod kiosk functions with the exception of video chat.

The proposed equipment must have the capability to run efficiently with an internet connection **at the vendor's expense. The vendor will not use Christian County's internet.** The vendor will be provided sufficient space to store such equipment securely.

The system will need to communicate with Omnigo, the facility booking software. This will pair inmates into the facility to the phone provider to ensure that all inmates have the ability to use the contracted phone service. Any interface cost to do so will be placed on the vendor.

SYSTEM REQUIRED:

Required but not limited to:

- The proposed system should allow the inmate the ability to initiate video visits, video messaging, and phone calls.
- The proposed system should not require facility personnel to operate the system.
- The proposed system should not require facility personnel for scheduling visits. It should be the ability of the family members and/or inmates for all scheduling.
- The proposed system should not require a minimum call length or a connection fee.
- The proposed (2) kiosks in the public visitation area will be free of charge to the inmate and family.
- The proposed system should support call lengths from one (1) minute to one hour on the kiosk and tablets.
- The proposed provider will provide no less than a five (5) minute free phone call on all new intakes into this facility.
- The proposed system should have the capability to charge users in one-minute increments, with competitive rates.
- The use of the system will be at no charge to the Missouri Public Defenders Office, Missouri Mental Health, Missouri Probation and Parole. Paid Attorneys representing prisoners will not fall under this proposed request, and be charged the same rate as a family or friend.
- The proposed system will not record or allow to view any communication with the above organizations in this paragraph, including Attorneys representing prisoners, said calls being labeled as "Privileged Call".
- The proposed system will allow the facility to monitor any function allowed on the system proposed, grant access and/or deny access to any visitor in the system.
- The proposed system will function with both Android and iPhone devices.
- The proposed system will provide a way for inmates and other users the ability to contact the vendor directly with all technical issues.
- The proposed equipment will have set hours of operation approved by the Jail Captain of the facility.
- The proposed system will have the capability to sanction an inmate the loss of phone privileges for violation of facility rules and regulations set forth by the facility.
- The proposed system must be able to obtain all data for up to five (5) years minimum. When any evidentiary evidence, such as video, voice calls and texts are requested by the Sheriff, Captain, and/or Lieutenant of Operations and/or any designee set forth by the facility, it will be at no cost to the facility.
- The proposed provider must provide legal law library, court approved classes set forth by the Christian County Courts. At no cost to the inmate or the facility on tablets.
- The proposed provider will provide ROS forms (Request of staff), Grievance forms and any forms the facility may request at no cost to the facility or inmate. These forms will be stored for up to five (5) years and available upon request by the facility.
- The proposed provider will set forth free music, movies, and learning tools on the tablets for a maximum of two (2) hours free a month to the inmate. This being 30 minutes a week free of charge. Once the free 30-minute weekly and or (2) hours has been used, the inmate may be charged a competitive rate for any additional time they choose to use the tablet.
- The proposed provider will provide 5 minutes free phone call on all new intakes into this facility.

TRAINING:

The proposed vendor must be able to train staff on the use of disinfecting all equipment installed.

8 PROPOSAL RESPONSE FORMAT

****PROPOSAL RESPONSE AND PRICING FORMAT****

IMPORTANT: Please UPLOAD one document with all of the information listed in #7. Please list it as it is described in order.

9 Company History/Firm Qualifications/Pricing/Renewals

**PLEASE PROVIDE A DETAILED PROPOSAL AS DESCRIBED BELOW.
ONCE COMPLETED, ATTACH YOUR PDF TO THE
RESPONSE TAB UNDER PROPOSAL RESPONSE.**

Company History/Firm Qualifications

Title Page:

Include company name, address, telephone number, fax number, email address and contact name.

Executive Summary:

This one-page executive summary is to briefly describe the vendor's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the vendor. The reader should be able to determine the essence of the proposal by reading the executive summary.

Detailed Response:

This section should constitute the major portion of the proposal and must contain at a minimum the following information:

1. A brief **history** of the company, including but not limited to: ownership, date business started, (including business name changes), mission statement, number of clients pertaining to this RFP, etc.
2. A **complete narrative** of the vendor's assessment of the work to be performed, the vendor's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the vendor's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed.
3. Provide a listing of any **data or information** which the vendor will require in order to undertake the project.
4. Provide any certifications you may have for the industry standards.
5. Provide information on applicable prior projects completed for Christian County Sheriff's Office.
6. A description of the vendors intended relationship with county staff, including the level of assistance anticipated in completing the work of this project.
7. A description of any subcontracts and associations with other firms that the vendor proposes to utilize in the performance of this work. Fully describe the intended working relationships and responsibilities of each subcontracted firm and the number of past projects in which the vendor worked with each subcontracted firm.
8. Provide a **detailed** transition plan, if applicable. **Include milestone dates.**
9. Include jobs and contract that your company has held that are similar in scope and size to this RFP. Enter this information in Attribute 21-23 below.

Qualifications:

Include the following documentation of qualifications:

1. Copy of any license(s)
2. Copy of certification(s)

3. Copy of registration(s)
4. Provide a copy of any document **required** by the State of Missouri, local or federal authorities having jurisdiction for the vendor to perform the work of this project.

NOTE: It is a **Requirement** of this proposal that your firms equipment and software are compatible with Jail Management Software (JMS) Omnigo. Indicate what software you are providing and how that will integrate with Christian County's JMS. It will be the awarded vendor's responsibility to pay for the integration to Omnigo and training of the software.

Training:

Explain your training proposal, if applicable. Include milestones and approximate timeframe to be up and running.

Explain how your training will be conducted.

It is also a requirement that the awarded vendor will maintain/replace all equipment at no charge to the County.

Key Personnel/Staffing:

Project Manager/Other Key Personnel:

1. Provide the Project Manager name, contact information and provide a copy of their resumes. Details, experience and/or resumes for employees that will work on this contract (include training programs, certifications, etc. as applicable to this RFP.
2. List 1-3 examples of comparable projects undertaken by the project manager under your employment. Please note: Should a contract be given to your company and your project manager or dedicated representative leave your company, Christian County will have final say on who the representative will be for any replacement.

Include the following:

1. List the specific equipment and material storage requirements. Include the make, model and quantity of the equipment you are proposing.
2. Procedures for dealing with inmate/staff complaints about customer service issues. Include all ways the Jail staff may communicate to resolve customer service issues on behalf of the inmates.
3. Operations procedures for use of all communication devices.
4. List the types

PRICING:

Under this portion of your proposal explain ALL your cost/pricing and how it works for your solution in detail. Be very clear. Also, explain what charges will be sent to Christian County Jail. Under the LINE ITEMS TAB are 18 LINE ITEMS. Several of these Line Items are asking for an example of how your charges would look based on a real scenario. This is so we have a comparison basis for all bidders. The LINE ITEMS should MIRROR what your costs are under this proposal.

Prices will remain firm fixed through the first year of the contract or whatever is required by law.

In this section be very specific and explain in **DETAIL** all your costs for this proposal.

Please make sure that you add in "service or handling fees" in your proposal and explain what those are for. ALL FEES SHOULD BE EXPLAINED IN THIS PROPOSAL. NO EXCEPTIONS.

Rate Caps:

All rates must be consistent with FCC rulings and regulations, and Missouri State and local laws.

Commission Sharing:

Please indicate what commission sharing you are offering to Christian County based off your costs above, if applicable.

_____ % Phone

_____ % Video

- _____ % Messaging purchases
- _____ % Entertainment purchases -movies
- _____ % Entertainment purchases - games
- _____ % Entertainment purchases - songs/music
- _____ % Entertainment purchases - ebooks
- _____ % Miscellaneous (Is there anything we did not list?)

Software:

Indicate what software you will be using. **The software must be able to integrate with Omnigo our current JMS program.** Note: The integration of the company's software and **Omnigo interface will be at no charge to the County.**

Customer Service:

Explain your Customer Service program for complaints. Explain how complaints are resolved.

Renewals:

The contract is for one year with options to renew for an additional three (3) one (1) year terms.

Please provide your annual renewal increase. **Explain what method** you used to arrive at that figure. For example, if you are going to use the **CPI index, then cite the index** you will be using. If you use a **not-to-exceed percentage**, write what that percentage is Do this for each year, i.e. year 2, 3 and 4. At the time of renewal a justification will be requested for all price renewal increases. If you want the pricing/commissions to stay the same for all renewals going forward, state that in your bid.

Term:

The contract is for one year with options to renew for an additional three (3) one year term.

Each renewal must be approved by Sheriff Brad Cole and the Commission.

Agreements signed by Christian County must be signed by at least a majority of the members of the County Commission. Agreements must be attested by the County Clerk and approved to form by the County Counselor. In addition, the County Auditor must certify that there is an unencumbered balance available to pay the contract cost.

References:

Provide three references that you have contracted with in similar scope/size. Include name of company, contact name, phone number, email and date of service of contract. The vendor shall agree to authorize its references to furnish any information requested by Christian County to verify references provided and to determine the quality and timeliness of previous work performed. **This should be submitted under ATTRIBUTES #12, #13, and #14 below.**

**PLEASE PROVIDE A DETAILED PROPOSAL AS DESCRIBED ABOVE.
ONCE COMPLETED ATTACH YOUR PDF TO THE
RESPONSE TAB UNDER PROPOSAL RESPONSE.**

☒ I've attached this response to the RESPONSE TAB.

1
0**Renewals:**

The contract is for one year with **OPTIONS**_to renew for an additional three (3) one year term.

Please provide your annual renewal increase. **Explain what method** you used to arrive at that figure. For example, if you are going to use the **CPI index**, then cite the index you will be using. If you use a **not-to-exceed percentage**, write what that percentage is Do this for each year, i.e. year 2, 3 and 4.

At the time of renewal a justification will be requested for all price renewal increases. The Sheriff must approve all renewals.

If you choose to keep your price and commissions "the same" through the contract renewals please state that.

HomeWAV's proposal for Christian County does not include an annual renewal increase.

1
1**References****REFERENCES**

Please provide three references below. Minimum of Five (5) Years' Experience Providing Communications Solutions in a Correctional Setting. Please note that more references may be requested.

A poor negative reference may result in disqualification. Also note that Christian County is not limited to contact just the three references listed by the prospective bidders.

1
2**Reference #1**

Please provide a references of a company you have done business with in the past five years with a similar scope and size project.

Name of Company:
Representative Name:
Representative Email:
Representative Phone:
Project Name include dates:

Stone County (MO) Jail Captain Randall Bennett randall.bennett@stonecounty.mo.gov 417.357.6652 Started in September 2020

1
3**Reference #2**

Please provide a references of a company you have done business with in the past five years with a similar scope and size project.

Name of Company:
Representative Name:
Representative Email:
Representative Phone:
Project Name include dates:

Phelps County (MO) Sheriff's Department Sheriff Mike Kirn mike.kirn@phelpscountysheriff.org 573.426.3860 Started in November 2018

1
4**Reference #3**

Please provide a references of a company you have done business with in the past five years with a similar scope and size project.

Name of Company:
 Representative Name:
 Representative Email:
 Representative Phone:
 Project Name include dates:

Mississippi County (MO) Jail Captain Barry Morgan barry.morgan@misscomo.net 573.683.2111 Started in September 2017

1
5**Subcontractors**

Each bidder must submit with its proposal the names of all **Subcontractors** and major suppliers of material and equipment that it intends to use on the job. The County reserves the right to object to any Subcontractor or Supplier.

List items to be subcontracted with proposed subcontractor. Upload this under Response Attachments.

☒ I have read and will comply.

1
6**Vendor's Personnel Qualifications**

Christian County reserves the right to approve or disapprove the vendor's personnel providing services for Christian County government. Christian County also reserves the right to request replacement of any person assigned to provide services. Unless the situation regarding the personnel requires immediate replacement, the vendor shall be allowed at least fourteen (14) days after notification to replace unsatisfactory personnel.

☒ I have read and will comply.

1
7**Sample Invoice**

Provide a sample of a standard invoice.
 Upload this under RESPONSE ATTACHMENTS tab.

☒ I have read and attached a Sample Standard Invoice

1
8**Sample Reporting**

Please provide an example of what your sample reporting looks like.
 Upload this under RESPONSE ATTACHMENTS tab.

☒ I have read and attached a sample report.

1
9**Background Checks**

If requested, the vendor shall provide a list of names, social security numbers, and date of birth for each such personnel who will be providing services to Christian County buildings. In addition, the vendor must notify Christian County of any additions/changes to the list. Christian County reserves the right to accept or reject any of the vendor's personnel assigned to the contract to provide services

☒ I have read and will comply.

2
0**Submission Responses****Submission Responses**

All submittal responses must be submitted online via our electronic system. No fax or email submissions will be accepted.

2
1**Anti-Collusion Statement**

By submitting a proposal in response to this request for proposal, vendor and each person signing on behalf of the vendor, certify under penalty of perjury, that to the best of his/her belief the prices in the proposal were arrived at independently and without collusion, consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to such prices with any other vendor, or any other competitor. Unless otherwise required by law, the prices in the bid have not been knowingly disclosed by vendor, and will not be knowingly disclosed by vendor, prior to opening, directly or indirectly, to any other vendor or competitor. No attempt has been made or will be made by vendor or any other person associated with this invitation to bid, partnership, corporation, or entity to submit or not to submit a proposal in response to this bid for the purpose of restricting competition.

I affirm that I am duly authorized to execute this contract; that this company, corporation, firm, partnership or individual has not prepared this proposal in collusion with any other Bidder, and that the contents of this bid as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any other person engaged in this type of business prior to the official opening of this RFP.

☒ Yes
2
2**Minority Business Participation:**

Christian County encourages the participation and utilization of minority business enterprises in all projects of the county. Christian County will provide equitable and fair opportunity to minority businesses to submit bids and proposals and to receive an award. By responding to this invitation, the vendor agrees that it does not discriminate on the basis of race, religion, creed, national origin, age, sex or disability, and that it will refrain from any unlawful employment practices.

2
3**Incurred costs**

The county is not liable for any costs incurred by a vendor in the preparation or production of its proposal or for any work performed prior to the issuance of a valid contract under Missouri law. Such exemption from liability applies whether such costs are incurred by vendor or indirectly through vendor agents, employees, assigns or others, whether related or not to vendor.

2
4**AFFIDAVIT FOR CONTRACTS OVER \$5000 DOLLARS (US) - REQUIRED ONCE AWARD IS MADE****Section 285.530(2) RSMo. and 292.675 RSMo. Affidavit.**

Company shall comply with the provisions of Section 285.525 through 285.550 R.S.Mo. from the commencement until the termination of this Agreement. For any contract over \$5,000.00 and for any public works project contract the Contractor shall provide County an acceptable notarized affidavit stating:

1. That Company is enrolled in and participates in a federal work authorization program with respect to the employees working in connection with the contracted services; and
2. That Company does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.

A copy of the affidavit is attached to this RFP.

Additionally, Company must provide documentation evidencing current enrollment in a federal work authorization program (e.g. electronic signature page from E-Verification program's Memo of Understanding (MOU)).

2
5**TRANSIENT EMPLOYER LAW - REQUIRED ONCE AWARD IS MADE IF APPLICABLE**

A nonresident or foreign companies who employ people in Missouri must provide:

1. A certificate from the Missouri Director of Revenue showing compliance with the Transient Employer Law (285.230 R.S.Mo. et seq.); or
2. Proof of exemption from Section 285.230 R.S. Mo.

A Certificate of Compliance or proof of exemption must be submitted to Christian County in regards to the transient employer law. Questions? See <http://dor.mo.gov/business/register/or> call (573) 751-0459.

AFFIDAVIT FOR ANTI-DISCRIMINATION AGAINST ISRAEL ACT - REQUIRED ONCE AWARD IS MADE

Statutory Requirement: Section 34.600, RSMo, precludes entering into a contract with a company to acquire products and/or services “unless the contract includes a written certification that the company is not currently engaged in and shall not, for the duration of the contract, engage in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel.” Exceptions: The statute provides two exceptions for this certification:

- 1) “contracts with a total potential value of less than one hundred thousand dollars” or
- 2) “contractors with fewer than ten employees.” Therefore the following certification is required prior to any contract award.

Section 34.600, RSMo, defines the following terms: Company - any for-profit or not-for-profit organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company, or other entity or business association, including all wholly-owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of those entities or business associations. Boycott Israel and Boycott of the State of Israel - engaging in refusals to deal, terminating business activities, or other actions to discriminate against, inflict economic harm, or otherwise limit commercial relations specifically with the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel, that are all intended to support a boycott of the State of Israel. A company’s statement that it is participating in boycotts of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel, or that it has taken the boycott action at the request, in compliance with, or in furtherance of calls for a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel shall be considered to be conclusive evidence that a company is participating in a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel; provided, however that a company that has made no such statement may still be considered to be participating in a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel if other factors warrant such a conclusion.

Invoices

Please note that all invoices for the Sheriff's Office will be sent directly to:

Christian County Sheriff's Office
110 W. Elm Street, Room 70
Ozark, Missouri 65721

or invoices can be emailed to: sheriff@christiancountysheriff.net

Bid Lines

1 INMATE PHONE CALL

ENTER PRICING THAT WOULD BE IN EFFECT IN THE STATE OF MISSOURI ON AUGUST 28, 2025.

Quantity: 1 UOM: MINUTE (in effect August 28, 2025). Price: Total:

Item Notes: Please note it is the vendor's responsibility to verify pricing with the State of Missouri rulings.

2 VIDEO VISITATION - ONSITE

Quantity: 1 UOM: MINUTE Price: Total:

3 VIDEO VISITATION - REMOTE

Quantity: 1 UOM: MINUTES Price: Total:

4 VIDEO MESSAGING.

Please provide the price you would charge for a 3 minute video message.

Quantity: 1 UOM: PER 3 MINUTE VIDEO MESSAGE Price: Total:

Item Notes: **You may explain in your proposal how you calculate your costs on video messaging under ATTRIBUTES #9.**

This #4 Line Item is for comparison purposes.

5 SMS

Using your cost on SMS, how much do you charge total for a 160-character message?

Note: On average, the standard SMS message length limit is 160 characters.

Quantity: 1 UOM: LOT SMS - 160 character message Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #5 Line Item is for comparison purposes.

6 MMS

Using your cost on MMS - How much do you charge for a 1600-character message?

Note: On average, the standard MMS message length limit is 1600 characters.

Quantity: 1 UOM: LOT MMS - 1600 character message Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #6 Line Item is for comparison purposes.

7 INMATE EMAIL PER MESSAGE - using 280 characters for an email, please provide your cost for the ONE email.

Quantity: 1 UOM: Per 280 character Email Message Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #7 Line Item is for comparison purposes.

**8 INVESTIGATIVE DATA MINING SOFTWARE
(RECORDS RETENTION AND SOFTWARE)**

Based on 130 inmates, provide the billable annual cost of this service to the County.

Quantity: 1 UOM: YEAR Price: Total:

Item Notes: DO NOT include any offsetting bonus/commission in the LINES ITEM tab. The County wants to know **what we will be billed annually for the Investigative Data Mining Software.**

You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #8 Line Item is for comparison purposes.

9 LEGAL LIBRARY

Using 130 inmates as an average, provide the billable **annual cost** of this service to the County.

Quantity: 1 UOM: YEAR Price: Total:

Item Notes: DO NOT include any offsetting commission in the LINES ITEM tab. The County wants to know **what we will be billed annually for the Legal Library.**

You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #9 Line Item is for comparison purposes.

1
0

PREMIUM CONTENT (MOVIES) 105 MINUTE MOVIE.

Using 105 minutes as an example for a premium movie, provide your cost.

PER MOVIE - 105 Minutes
Quantity: 1 UOM: Long Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #10 Line Item is for comparison purposes.

1
1

PREMIUM CONTENT (GAMES)

Provide the cost of one premium game for 60 minutes of usage.

PER GAME USAGE - 60
Quantity: 1 UOM: MINUTES Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #11 Line Item is for comparison purposes.

1
2

PREMIUM CONTENT (SONGS)

Provide the cost of premium music for 180 minutes of usage.

Per Premium Music for 180
Quantity: 1 UOM: Minutes Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #12 Line Item is for comparison purposes.

1
3

EBOOKS

Provide the cost of one premium e-book or 300 minutes of usage of an e-book.

PREMIUM E-BOOK - 300
Quantity: 1 UOM: MINUTES TO READ Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #13 Line Item is for comparison purposes.

1
4

LOBBY VISITATION KIOSKS

Quantity: 2 UOM: EA Price: Total:

Item Notes: Note: At this time we have 2 Lobby Visitation Kiosks.

1
5

INMATE VIDEO KIOSKS

Quantity: 15 UOM: EA Price: Total:

1
6

WALL CHARGERS

Quantity: 2 UOM: EA Price: Total:

1 7	TABLETS
	Quantity: <u>120</u> UOM: <u>EA</u> Price: \$0.00 Total: \$0.00
	Item Notes: At this time, we have on hand 120 tablets.
	Note: Tablets will be replaced by the vendor as needed at no charge.

1 8	OPTIONAL ONLY:
	INMATE MAIL SCANNING SOFTWARE
	This may or may not be considered.
	Quantity: <u>1</u> UOM: <u>EA</u> Price: \$0.00 Total: \$0.00
	Item Notes: This may or may not be considered.

Response Total: \$9.03

DECLARATION PAGE

The vendor hereby declares understanding, agreement, and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of this original invitation to bid. The vendor further agrees that upon receipt of an authorized purchase order from the Christian County Commission or when a Notice of Award is signed and issued by the Commission, a binding contract shall exist between the vendor and Christian County. **Signature required below confirming understanding of this statement.**

Doing Business as (DBA) Name HomeWAV	Legal Name of Entity/Individual Filed with IRS for this Tax ID No. HomeWAV, LLC
Mailing Address 1224 Fern Ridge Parkway	IRS Form 1099 Mailing Address 1224 Fern Ridge Parkway
City, State, Zip Code St. Louis, MO 63141	City, State, Zip Code St. Louis, MO 63141

Contact Person Morteza Sahebkar CEO	Email Address: m.sahebkar@homewav.com
Phone Number 314.764.2873	Fax Number: N/A
Authorized Signature 	Date 7.16.2025



Christian County Commission

100 W. Church Street Room 100
Ozark, Missouri 65721
(417)582-4300

AGREEMENT FOR CONTRACT SERVICES

THIS AGREEMENT FOR CONTRACT SERVICES (the "Agreement") is made and entered into as of **September 18, 2025**, by and between the County of Christian ("County") and the Contractor **HomeWav** ("Contractor"). (The term Contractor includes professionals performing in a consulting capacity.)

PART I – FUNDAMENTAL TERMS

- A. Location of Project:** Christian County location of 110 W. Elm Street, Ozark, Missouri
- B. Description of Services/Goods to be Provided:** Provide goods/services in accordance with Scope of Services of the RFP #2025-8, which include, but are not limited to:
- RFP 2025-8 – Detention Center Inmate Communications Solution – issued 7/15/25
 - RFP 2025-8 – Addendum One – issued 7/25/25
 - RFP Proposal Received from HomeWav – received 8/4/25
 - Clarification #1 to HomeWav – dated 8/20/25
 - Clarification #1 Response from HomeWav – dated 8/21/25
 - Clarification #2 to HomeWav – dated 8/20/25
 - Clarification #2 Response from HomeWav – dated 8/21/25
- C. Term:** Unless terminated earlier as outlined in this Agreement, the services shall commence on **October 4, 2025** ("Commencement Date") and shall continue until **October 3, 2026**, with the option to renew for three additional one-year periods.
- D. Party Representatives:**
- D.1.** The County designates the following person to act on County's behalf: Colton Craig. The Contractor designates the following person to act on Contractor's behalf: Jim Dicenso.
- E. Notices:** Contractor shall deliver all notices and other writings required to be delivered under this Agreement to County at the address set forth in the General Provisions. The County shall deliver all notices and other writings required to be delivered to Contractor at the address set forth following Contractor's signature below.
- F. Integration:** This Agreement represents the entire understanding of County and Contractor as to those matters contained herein. No prior oral or written understanding shall be of any force or effect with regard to those matters covered by this Agreement. This Agreement supersedes and cancels any and all previous negotiations, arrangements, agreements, and understandings, if any, between the parties, and none shall be used to interpret this Agreement.

PART II - GENERAL PROVISIONS

1. SECTION ONE - SERVICES OF CONTRACTOR

- 1.1. Scope of Services.** In compliance with all terms and conditions of this Agreement, Contractor shall provide the goods and/or services shown on the Scope of Services, which may be referred to herein as the "services" or the "work." If this Agreement is for the provision of goods, supplies, equipment or personal property, the terms "services" and "work" shall include the provision (and, if designated in the Scope of Services, the installation) of such goods, supplies, equipment or personal property.

- 1.2. **Changes and Additions to Scope of Services.** County shall have the right at any time during the performance of the services, without invalidating this Agreement, to order extra work beyond that specified in the Scope of Services or make changes by altering, adding to, or deducting from said work. No such work shall be undertaken unless a written order is first given by County to Contractor, incorporating therein any adjustment in (i) the Budget, and/or (ii) the time to perform this Agreement, which adjustments are subject to the written approval of the Contractor. It is expressly understood by Contractor that the provisions of this Section 1.2 shall not apply to services specifically set forth in the Scope of Services or reasonably contemplated therein. Contractor hereby acknowledges that it accepts the risk that the services to be provided pursuant to the Scope of Services may be more costly or time consuming than Contractor anticipates and that Contractor shall not be entitled to additional compensation therefore.
- 1.3. **Standard of Performance.** Contractor agrees that all services shall be performed in a competent, professional, and satisfactory manner in accordance with the standards prevalent in the industry, and that all goods, materials, equipment or personal property included within the services herein shall be of good quality, fit for the purpose intended.
- 1.4. **Performance to Satisfaction of County.** Contractor agrees to perform all work to the satisfaction of County within the time specified. If County reasonably determines that the work is not satisfactory, County shall have the right to take appropriate action, including but not limited to: (i) meeting with Contractor to review the quality of the work and resolve matters of concern; (ii) requiring Contractor to repeat unsatisfactory work at no additional charge until it is satisfactory; (iii) suspending the delivery of work to Contractor for an indefinite time; and (iv) terminating this Agreement for breach of the provisions of the Agreement or failure to take reasonable and timely action to remedy and resolve matters of concern.
- 1.5. **Instructions from County.** In the performance of this Agreement, Contractor shall report to and receive instructions from the County's Representative designated in Paragraph D.1 of the Fundamental Terms of this Agreement. Tasks or services other than those specifically described in the Scope of Services shall not be performed without the prior written approval of the County's Representative.
- 1.6. **Familiarity with Work.** By executing this Agreement, Contractor warrants that Contractor (i) has thoroughly investigated and considered the scope of services to be performed, (ii) has carefully considered how the services should be performed, and (iii) fully understands the facilities, difficulties, and restrictions attending performance of the services under the Agreement. If the services involve work upon any site, Contractor warrants that Contractor has or will investigate the site and is or will be fully acquainted with the conditions there existing, prior to commencement of services hereunder. Should the Contractor discover any conditions, including any latent or unknown conditions, which will materially affect the performance of the services hereunder, Contractor shall immediately inform the County of such fact and shall not proceed except at Contractor's risk until written instructions are received from the County's Representative.
- 1.7. **Subcontracting or Assignment.** The Contractor shall be responsible for the acts, omissions, defaults, and negligence of any subcontractors, sub-subcontractors, suppliers, and their respective employees, agents, or representatives, as if they were the acts, omissions, defaults, or negligence of the Contractor itself. The use of any subcontractor shall not relieve the Contractor of any of its obligations under this Agreement. The Contractor shall ensure that all subcontractors comply with the terms and conditions of this Agreement to the extent applicable to the portion of the work performed by the subcontractor.
- 1.8. **Ownership of Equipment and Software.** HomeWAV is the sole and exclusive owner of the Software and Equipment and retains all right, title and interest in and to the Software and Equipment at all times during the Term. The Software and Equipment are provided to the County pursuant to the System license granted below. HomeWAV will purchase and maintain insurance coverage for the Equipment and the Software comprising the System. HomeWAV will deliver the Equipment to the County's designated Facilities pursuant to a mutually agreed schedule and will install and configure the Equipment with the Software pursuant to the Professional Services set forth above. The cost required to replace any lost or damaged Equipment installed at the Facility, which shall include, but not be limited to the cost of the Equipment, configuration, shipping, and installation, shall be deducted from the County's share of revenue.
- 1.9. **Exclusivity.** The County acknowledges and agrees that this is an exclusive services agreement between the Parties; and accordingly, the County agrees that for as long as this Agreement remains in

full force and effect HomeWAV will be its sole and exclusive provider of inmate voice calls, video calls, messaging, and tablet services for all of its Facilities. For purposes of clarity, this exclusive arrangement means, and the County agrees that the County is expressly prohibited from engaging, using, licensing, purchasing, or accepting from any third party, employee, contractor, or related entity any software, equipment or services that are similar to some or any part of the System (including the Licensed Services) or the Professional Services for use at any of its Facilities.

- 1.10 **Compensation.** Subject to compliance with FCC regulations, HomeWAV shall pay to the County 75% of the gross revenue from voice calling, 45% of the gross revenue from video calling, 45% of the gross revenue from messaging, and 45% of the gross revenue from entertainment, less monthly internet service fees, entertainment licensing fees, and premium services. HomeWAV shall pay to the County, on a monthly basis, its share of the revenue not later than the last day of the following month.
- 1.11 **License to System.** HomeWAV hereby grants to the County a limited, non-assignable, non-sublicensable, revocable, and nonexclusive license during the Term to use the Software, Equipment, and related components comprising the System solely for the limited purposes of providing voice calls, video calls, messaging, and tablet services to inmates in each Facility and viewing or monitoring the records of such calls. In addition, if the County exercises its right to receive “**Premium Features**” HomeWAV will provide the County with reasonable assistance to enable the County to receive and use such Premium Features with the System and will seek authorization from any third-party providers if necessary. The County will not, and will not permit any other person to remove, alter, disfigure, or cover up any numbering, lettering, insignia, or any owner’s tag(s) displayed upon the Equipment, and the County may not move the Equipment from the Facility or the location in the Facility where it is installed by HomeWAV. Any of the foregoing actions are deemed a material breach of this Agreement. The County may not copy or modify the Software, or any adaptation, transcription, or merged portion thereof, unless expressly authorized in writing by HomeWAV. Any modifications, improvements, enhancements, changes, or any other alterations to the Software, or any derivative works made therefrom (collectively, “**Modifications**”) that are made by the County or any third party acting on the County’s behalf, whether or not authorized by HomeWAV, are deemed the sole and exclusive property of HomeWAV. Accordingly, the County hereby assigns to HomeWAV all of its right, title, and interest in and to such Modifications and shall take all necessary actions to ensure that any third party who has participated in the development of any Modifications likewise assigns all of their right, title, and interest in the Modifications to HomeWAV. For the avoidance of doubt, the foregoing licenses to the Software, Equipment and any related System components shall terminate immediately upon the termination or expiration of this Agreement.
- 1.12 **Communication Retention.** HomeWAV will make video call recordings, voice call recordings, and messages available to the County according to the following schedule:

On-Demand and Archived Storage

90 Days On-Demand Period	Text messages, GIFs, and images
365 Days On-Demand Period Archival Period	Voice calls, video calls, video messages, voice messages, Voice calls, video calls, video messages, and voice messages will be archived on day 366 and will be available for an additional 365 days. GIFs, images, and text messages are not archived.

Records maintained on-demand will be immediately accessible to facility administrators through the HomeWAV administrator panel (the “**On-Demand Period**”). Once the On-Demand Period has run, records will be archived but remain retrievable by HomeWAV for an additional 365 days (the “**Archival Period**”). Archived records may be retrieved for internal use only, by submitting a request to HomeWAV Technical Support and will require a fee to access the archive, as well as a charge based on the labor hours required to fulfill the request. The County agrees that HomeWAV shall have no liability to the County or any third party for any failure to record, store, transmit, relay, review, or monitor any call or message.

- 1.13 **System Usage Fees.** Subject to compliance with FCC regulations, the Facility’s inmates shall be charged the following fees for using the System, or such other prices as may be agreed to by the County and HomeWAV (such amounts, the “**Usage Fees**”).

Usage Fees

Service	Rates & Fees
Domestic Voice Calls	\$0.12 per minute
International Voice Calls	International Rate + \$0.12 per minute
Onsite Video Calls	No Cost
Remote Video Calls	\$0.20 per minute
Messaging	
Text	\$0.03 per 10 characters
Photo	\$0.25
Video Messages (60 seconds)	\$0.40
Voice Messages (60 seconds)	\$0.24
GIF	\$0.10
Entertainment	
Audio Books	\$0.00 - \$1.99 per Book
Games	\$0.00 - \$1.99 Standard / \$2.49 Premium
Movies/TV	\$0.00 - \$1.99 Short Form
	\$0.00 - \$3.99 Premiums
Music (Single Track & Album)	\$0.80 – Recommended Retail Price

All such fees are collectively referred to as the “Usage Fees”. Revenues from using the System shall be deposited into a dedicated account established and maintained by HomeWAV and HomeWAV is authorized to disburse such funds in accordance with Section 12. HomeWAV reserves the right to change the Usage Fees, upon 30 days’ written notice to the County if such changes arising from any one or combination of the following: (a) inflation, (b) a change in taxes, or any (c) rule, regulation, or other action by any government or regulatory entity resulting in increased costs to HomeWAV.

2. SECTION TWO - INSURANCE AND INDEMNIFICATION

- 2.1. **Insurance:** Without limiting Contractor's indemnification obligations, Contractor shall procure and maintain, at its sole cost and for the duration of this Agreement, insurance coverage as provided below, against all claims for injuries against persons or damages to property which may arise from or in connection with the performance of the work hereunder by Contractor, its agents, representatives, employees, and/or subcontractors. In the event that Contractor subcontracts any portion of the work in compliance with Section 1.7 of this Agreement, the contract between the Contractor and such subcontractor shall require the subcontractor to maintain the same policies of insurance that the contractor is required to maintain pursuant to this Section 2.
- 2.2. **Contractor's Insurance Requirements:** The Contractor shall not commence work under this contract until they have obtained all insurance required under this paragraph and such insurance has been approved by the County, nor shall the Contractor allow any subcontractor to commence work on their subcontract until all similar insurance required of subcontractor has been so obtained and approved. All policies shall be from companies authorized to issue insurance in the State of Missouri and shall be in amounts, form and companies satisfactory to the County which must carry an A-6 or better rating as listed in the A.M. Best or equivalent rating guide. Insurance limits indicated below may be lowered at the discretion of the County.
- 2.3. **Comprehensive General Liability Insurance** -The Contractor shall take out and maintain during the life of this contract, such comprehensive general liability insurance as shall protect them and any subcontractor performing work covered by this contract, from claims for damages for personal injury including accidental death, as well as from claims for property damages, which may arise from operations under this contract, whether such operations be by themselves or for any subcontractor or by anyone directly or indirectly employed by them. The insurance carried by Contractor shall name Christian County, Missouri, its elected officials and **employees as additional named insureds** in amounts sufficient to cover the sovereign immunity limits for Christian County and said insurance shall be not less than \$500,000.00 per person and \$3,500,000.00 for any one occurrence covering both bodily injury and property damage, including accidental death. If the Contract involves any underground/digging operations, the general liability certificate shall include X, C, and U (Explosion, Collapse, and Underground) coverage. If providing Comprehensive General Liability Insurance, then the Proof of Coverage of Insurance shall also be included. [Sovereign Immunity Limits | Missouri Department of Commerce & Insurance \(mo.gov\)](https://www.mo.gov/department-of-commerce-and-insurance)

- 2.4. **Workers Compensation Insurance** -The Contractor shall take out and maintain during the life of this contract, Employee's Liability and Worker's Compensation Insurance for all of their employees employed at the site of work, and in case any work is sublet, the Contractor shall require the subcontractor similarly to provide Worker's Compensation Insurance for all of the latter's employees unless such employees are covered by the protection afforded by the Contractor. Worker's Compensation Insurance for Vendor's employee's coverage that shall meet **Missouri Statutory limits** or \$1,000,00, for each accident, whichever is greater. In case any class of employees engaged in hazardous work under this Contract at the site of the work is not protected under the Worker's Compensation Statute, the Contractor shall provide and shall cause each subcontractor to provide Employers' Liability Insurance for the protection of their employees not otherwise protected.
- 2.5. **Commercial Automobile Liability** – The Contractor shall maintain during the life of this contract, automobile liability insurance in the amount of not less than \$500,000.00 per claimant and \$3,500,000.00 for any one occurrence, covering both bodily injury, including accidental death, and property damage, to protect themselves from any and all claims arising from the use of the Contractor's own automobiles, teams and trucks; hired automobiles, teams and trucks; and both on and off the site of work.
- 2.6. **Professional Liability** - (covering errors and omissions): One Million Dollars (\$1,000,000.00) per claims made.
- 2.7. **Other Insurance** - Such other policies of insurance as may be required in the Special Provisions.
- 2.8. **Proof of Carriage of Insurance** -The Contractor shall furnish the County with Certificate(s) of Insurance which name the County, its elected officials and employees as additional insureds in an amount as required in this contract and sufficient to cover sovereign immunity limits for Missouri public entities as calculated by the Missouri Department of Insurance, financial institutions, professional registration, and publish annually in the Missouri Registered pursuant to Section 537.610, RSMo. Each party shall require a thirty (30) day mandatory cancellation notice. In addition, such insurance shall be on occurrence basis and shall remain in effect until such time as the County has made final acceptance of the facility contracted.
- 2.9. **Indemnity Agreement:** To the fullest extent permitted by law, Contractor shall indemnify, hold harmless and defend the County, its directors, officers, agents, and employees from and against all claims, damages, losses and expenses (including but not limited to attorney's fees) arising by reason of any act or failure to act, negligent or otherwise, of Contractor, of any subcontractor (meaning anyone, including but not limited to consultants having a contract with contractor or a subcontract for part of the services), of anyone directly or indirectly employed by contractor or by any subcontractor, or of anyone for whose acts the contractor or its subcontractor may be liable, in connection with providing these services. This provision does not, however, require contractor to indemnify, hold harmless, or defend the County of Christian from its own negligence or wilful misconduct. The Contractor shall not be required to indemnify the County for actions or non-actions if such actions or non-actions were dictated or at the direction of the County.
- 2.10. In no event shall the language or requirements of this Agreement constitute or be construed as a waiver or limitation of the County's rights or defenses with regard to County's applicable sovereign, governmental or official immunities and protections as provided by federal and state constitutions, statutes, and laws.

3. **SECTION THREE - LEGAL RELATIONS AND RESPONSIBILITIES**

- 3.1. **Compliance with Laws:** Contractor shall keep itself fully informed of all existing and future state and federal laws and all County statutes and regulations which in any manner affect those employed by it or in any way affect the performance of services pursuant to this Agreement. Contractor shall at all times observe and comply with all such laws, statutes, and regulations and shall be responsible for the compliance of all work and services performed by or on behalf of Contractor. When applicable, Contractor shall not pay less than the prevailing wage, which rate is determined by the Missouri Department of Labor and Industrial Relations of the State of Missouri.
- 3.2. **Licenses, Permits, Fees and Assessments.** Contractor shall obtain at its sole cost and expense all licenses, permits, and approvals that may be required by law for the performance of the services required by this Agreement. Contractor shall have the sole obligation to pay any fees, assessments, and taxes, plus applicable penalties and interest, which may be imposed by law and arise from or are necessary for

Contractor's performance of the services required by this Agreement, and shall indemnify, defend, and hold harmless County against any such fees, assessments, taxes, penalties, or interest levied, assessed, or imposed against County thereunder.

3.3. Non-Discrimination Assurance. With regard to work under this Agreement, the Contractor agrees as follows::

- a. Civil Rights Statutes: The Contractor shall comply with all state and federal statutes relating to nondiscrimination, including but not limited to Title VI and Title VII of the Civil Rights Act of 1964, as amended (42 U.S.C. §§ 2000d and 2000e, et seq.), as well as any applicable titles of the "Americans with Disabilities Act" (42 U.S.C. § 12101, et seq.). In addition, if the Contractor is providing services or operating programs on behalf of the department or the Commission, it shall comply with all applicable provisions of Title II of the "Americans with Disabilities Act".
- b. Nondiscrimination: The Contractor covenants for itself, its assigns, and all persons claiming under or through it, that there shall be no discrimination against any person on grounds of race, color, religion, creed, sex, disability, national origin, age or ancestry of any individual in the selection and retention of subcontractors, including procurement of materials and leases of equipment in the performance of this Agreement. The County shall not participate either directly or indirectly in the discrimination prohibited by 49 C.F.R. § 21.5, including employment practices.
- c. Solicitations for Subcontracts, Including procurements of Material and Equipment: These assurances concerning nondiscrimination also apply to subcontractors and suppliers of the Contractor. These apply to all solicitations either by competitive bidding or negotiation made by the Contractor for work to be performed under a subcontract including procurement of materials or equipment. Each potential subcontractor or supplier shall be notified by the Contractor of the requirements of this Agreement relative to nondiscrimination on grounds of the race, color, religion, creed, sex disability or national origin, age or ancestry of any individual.
- d. Information and Reports: The Contractor shall provide all information and reports required by this Agreement, or orders and instructions issued pursuant thereto, and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the County to be necessary to ascertain compliance with other contracts, orders and instructions. Where any information required of the Contractor in the exclusive possession of any other who fails or refuses to furnish this information, the Contractor shall so certify to the County as appropriate and shall set forth what efforts it has made to obtain the information.
- e. Sanctions for Noncompliance: In the event the Contractor fails to comply with the nondiscrimination provisions of this Agreement, the County shall impose such contract sanctions as it may determine to be appropriate, including but not limited to:
 - (i) Withholding of payments under this Agreement until the Contractor complies; and/or
 - (ii) Cancellation, termination or suspension of this Agreement, in whole or in part, or both.
- f. Incorporation of Provisions: The Contractor shall include the provisions of paragraph 3.3 of this Agreement in every subcontract, including procurements of materials and leases of equipment, unless exempted by the statutes, County Commission order, or instructions issued by the County. The Contractor will take such action with respect to any subcontract or procurement as the County may direct as a means of enforcing such provisions, including sanctions for noncompliance; provided that in the event the Contractor becomes involved or is threatened with litigation with a subcontractor or supplier as a result of such direction, the Contractor may request the County to enter into such litigation to protect the interests of the County.

3.4. Section 285.530(2) RSMo. and 292.675 RSMo. Affidavit. Contractor shall comply with the provisions of Sections 285.525 through 285.550, and 292.675 RSMo., from the commencement until the termination of this Agreement. For any contract over \$5,000.00 and for any public works project contract the Contractor shall provide County an acceptable notarized Affidavit stating:

- a. That Contractor is enrolled in and participates in a federal work authorization program with respect to the employees working in connection with the contracted services; and
- b. That Contractor does not knowingly employ any person who is an authorized alien in connection with the contracted services.

- c. That Company has verified the completion of a 10-hour construction safety program with respect to the employees working in connection with the contracted services.

Copies of the required Affidavits can be found on the County's Purchasing website: <http://www.Christiancountymo.org/purchasing/index.php>. Additionally, Contractor must provide County with documentation evidencing current enrollment in a federal work authorization program (e.g., electronic signatory page from E-verified program's memo of understanding). Refer to Attachment I, Notice and Instructions to Bidder/Vendors regarding Sections 285.525 through 285.550, RSMo., effective January 1, 2009 and Section 292.675 RSMo., effective August 28, 2009, attached hereto.

- 3.5. Independent Contractor.** Contractor shall perform all services required herein as an independent contractor of County and shall remain at all times as to County a wholly independent contractor. County shall not in any way or for any purpose become or be deemed to be a partner of Contractor in its business or otherwise, or a joint venturer, or a member of any joint enterprise with Contractor. Contractor shall not at any time or in any manner represent that it or any of its agents or employees are agents or employees of County. Neither Contractor nor any of Contractor's employees shall, at any time, or in any way, be entitled to any sick leave, vacation, retirement, or other fringe benefits from the County. County is under no obligation to withhold State and Federal tax deductions from Contractor's compensation. Neither Contractor nor any of Contractor's employees shall be included in the competitive service, have any property right to any position, or any of the rights an employee may have in the event of termination of this Agreement.
- 3.6. Use of Patented Materials.** Contractor shall assume all costs arising from the use of patented or copyrighted materials, including but not limited to equipment, devices, processes, and software programs, used or incorporated in the services or work performed by Contractor under this Agreement. Contractor shall indemnify, defend, and save the County harmless from any and all suits, actions or proceedings of every nature for or on account of the use of any patented or copyrighted materials.
- 3.7. Proprietary Information.** All software, code, tools, systems, processes, methodologies, enhancements, modifications, or other intellectual property developed, created, or improved by the Contractor for the County, whether or not based on suggestions, input, feedback, or recommendations provided by the County or any of its representatives, shall be and remain the sole and exclusive property of the Contractor. The County acknowledges that it shall have no ownership rights or claims to such Developments, and hereby waives any such rights to the fullest extent permitted by law. However, any proprietary reports developed specifically for County by Contractor in connection with, or resulting from, this Agreement shall be the sole and exclusive property of County, and are confidential and shall not be made available to any person or entity without the prior written approval of County. Contractor agrees that the compensation to be paid pursuant to this Agreement includes adequate and sufficient compensation for any proprietary information developed in connection with or resulting from the performance of Contractor's services under this Agreement. Contractor further understands and agrees that full disclosure of all proprietary information developed in connection with, or resulting from, the performance of services by Contractor under this Agreement shall be made to County, and that Contractor shall do all things necessary and proper to perfect and maintain ownership of such proprietary information by County.
- 3.8. Termination By County for Breach.** Either party may terminate this Agreement immediately upon written notice to the other party if the other party materially breaches any provision of this Agreement and fails to cure such breach within thirty (30) days after receiving written notice specifying the nature of the breach. If the breach is not capable of being cured, termination shall be effective immediately upon written notice. Termination under this clause shall be without prejudice to any other rights or remedies available to the non-breaching party under this Agreement or at law. Upon receipt of any notice of termination from County, Contractor shall immediately cease all services hereunder except such as may be specifically approved in writing by County. If termination is due to the failure of Contractor to fulfill its obligations under this Agreement, County may take over the work and prosecute the same to completion by contract or otherwise, and Contractor shall be liable to the extent that the total cost for completion of the services required hereunder, including costs incurred by County in retaining a replacement contractor and similar expenses exceed the Budget.
- 3.9. Right to Stop Work; Termination By Contractor.** Contractor may terminate this Agreement only for cause, upon thirty (30) days' prior written notice to County. Contractor shall immediately cease all

services hereunder as of the date Contractor's notice of termination is sent to County, except such services as may be specifically approved in writing by County. Contractor shall be entitled to compensation for all services rendered prior to the date notice of termination is sent to County and for any services authorized in writing by County thereafter. If Contractor terminates this Agreement because of an error, omission, or a fault of Contractor, or Contractor's willful misconduct, the terms of Section 3.8 relating to County's right to take over and finish the work and Contractor's liability therefore shall apply.

- 3.10. **Waiver.** No delay or omission in the exercise of any right or remedy by a non-defaulting party on any default shall impair such right or remedy or be construed as a waiver. A party's consent to or approval of any act by the other party requiring the party's consent or approval shall not be deemed to waive or render unnecessary the other party's consent to or approval of any subsequent act. Any waiver by either party of any default must be in writing.
- 3.11. **Legal Actions.** Legal actions concerning any dispute, claim, or matter arising out of or in relation to this Agreement shall be instituted and maintained in an appropriate court with jurisdiction in Christian County, and Contractor agrees to submit to the personal jurisdiction of such court.
- 3.12. **Rights and Remedies are Cumulative.** The rights and remedies of the parties are cumulative and the exercise by either party of one or more of such rights or remedies shall not preclude the exercise by it, at the same or different times, of any other rights or remedies for the same default or any other default by the other party.
- 3.13. **Attorneys' Fees.** In any action by the County against the Contractor seeking enforcement of any of the terms or provisions of this Agreement or in connection with the performance of the work hereunder, if the County is the party prevailing in the final judgment in such action or proceeding, in addition to any other relief which may be granted, the County shall be entitled to have and recover from the Contractor its reasonable costs and expenses, including, but not limited to, reasonable attorney's fees, expert witness fees, and courts costs. If the County is required to initiate or defend litigation with a third party because of the violation of any term or provision of this Agreement by the Contractor, then the County shall be entitled to its reasonable attorney's fees and costs from the Contractor.
- 3.14. **Force Majeure.** The time period specified in this Agreement for performance of services shall be extended because of any delays due to unforeseeable causes beyond the control and without the fault or negligence of County or Contractor, including, but not restricted to, acts of nature or of the public enemy, unusually severe weather, tornadoes, fires, earthquakes, floods, epidemics, quarantine restrictions, riots, strikes, freight embargoes, wars, litigation, and/or acts of any governmental agency, including County, if the delaying party shall within ten (10) days of the commencement of such delay notify the other party in writing of the causes of the delay. If Contractor is the delaying party, County shall ascertain the facts and the extent of delay, and extend the time for performing the services for the period of the enforced delay when and if in the judgment of County such delay is justified. County's determination shall be final and conclusive upon the parties to this Agreement. In no event shall Contractor be entitled to recover damages against County for any delay in the performance of this Agreement, however caused. Contractor's sole remedy shall be extension of this Agreement pursuant to this Section 3.14.
- 3.15. **Non-liability of County Employees.** No official, employee, agent, representative, or volunteer of County shall be personally liable to Contractor, or any successor in interest, in the event of any default or breach by County, or for any amount which may become due to Contractor or its successor, or for breach of any obligation of the terms of this Agreement.
- 3.16. **Conflicts of Interest.** No official, employee, agent, representative or volunteer of County shall have any financial interest, direct or indirect, in this Agreement, or participate in any decision relating to this Agreement that affects his or her financial interest or the financial interest of any corporation, partnership, association or other entity in which he or she is interested, in violation of any Federal, State or County law or statute. Contractor shall not employ any such person while this Agreement is in effect.
- 3.17. Contractor represents warrants and covenants that he, she or it presently has no interest, direct or indirect that would interfere with or impair in any manner or degree the performance of Contractor's obligations and responsibilities under this Agreement. Contractor further agrees that while this Agreement is in effect, Contractor shall not acquire or otherwise obtain any interest, direct or indirect, that would interfere with or impair in any manner or degree the performance of Contractor's obligations and responsibilities under this Agreement.

- 3.18. The Parties acknowledge that the County is a governmental entity entitled to certain immunities under the doctrines of sovereign, official, and governmental immunity. In no event shall the language of this Agreement constitute or be construed as a waiver or limitation of its rights or defenses regarding any applicable sovereign, governmental, or official immunities and protections provided by Federal and State Constitutions or laws.

4. SECTION FOUR - MISCELLANEOUS PROVISIONS

- 4.1. **Records and Reports.** Upon request by County, Contractor shall prepare and submit to County any reports concerning Contractor's performance of the services rendered under this Agreement. County shall have access, upon reasonable notice, to the books and records of Contractor related to Contractor's performance of this Agreement in the event any audit is required. All drawings, documents, and other materials prepared by Contractor in the performance of this Agreement (i) shall be the property of County and shall be delivered at no cost to County upon request of County or upon the termination of this Agreement, and (ii) are confidential and shall not be made available to any individual or entity without prior written approval of County. Contractor shall keep and maintain all records and reports related to this Agreement for a period of three (3) years following termination of this Agreement, and County shall have access to such records in the event any audit is required.
- 4.2. **Notices.** Unless otherwise provided herein, all notices required to be delivered under this Agreement or under applicable law shall be personally delivered, or delivered by United States mail, prepaid, certified, return receipt requested, or by reputable document delivery service that provides a receipt showing date and time of delivery. Notices personally delivered or delivered by a document delivery service shall be effective upon receipt. Notices delivered by mail shall be effective at 4:00 p.m. on the second calendar day following dispatch. Notices to the County shall be delivered to the following address, to the attention of the County Representative set forth in Paragraph D.1 of the Fundamental Terms of this Agreement:

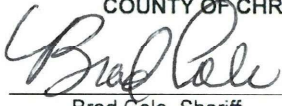
<u>To County:</u>	Christian County	Christian County
	Purchasing Department	Sheriff's Office
	202 W. Elm Street	110 W. Walnut, Room 70
	Ozark, Missouri 65721	Ozark, MO 65721

Notices to Contractor shall be delivered to the address set forth in Part 1, Section D.

- 4.3. **Construction and Amendment.** The terms of this Agreement shall be construed in accordance with the meaning of the language used and shall not be construed for or against either party by reason of the authorship of this Agreement or any other rule of construction which might otherwise apply. The headings of sections and paragraphs of this Agreement are for convenience or reference only, and shall not be construed to limit or extend the meaning of the terms, covenants and conditions of this Agreement. This Agreement may only be amended by the mutual consent of the parties by an instrument in writing.
- 4.4. **Severability.** Each provision of this Agreement shall be severable from the whole. If any provision of this Agreement shall be found contrary to law, the remainder of this Agreement shall continue in full force.
- 4.5. **Authority.** The person(s) executing this Agreement on behalf of the parties hereto warrant that (i) such party is duly organized and existing, (ii) they are duly authorized to execute and deliver this Agreement on behalf of said party, (iii) by so executing this Agreement, such party is formally bound to the provisions of this Agreement, and (iv) the entering into this Agreement does not violate any provision of any other Agreement to which said party is bound.
- 4.6. **Special Provisions.** Any additional or supplementary provisions or modifications or alterations of these General Provisions shall be set forth in the Special Provisions.

IN WITNESS WHEREOF, the parties have executed and entered into this Agreement as of the date first set forth above.

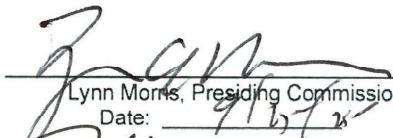
COUNTY OF CHRISTIAN

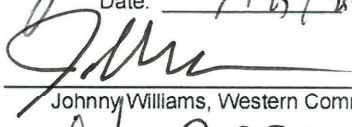
By: 
Brad Cole, Sheriff
Date: 09/17/2025

CONTRACTOR

Company Name: HomeWAV

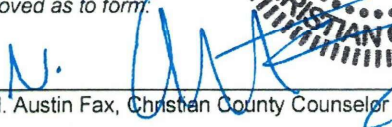
By: 
Title: CEO
Date: 9/26/2025

By: 
Lynn Morris, Presiding Commissioner
Date: 9/25/25

By: 
Johnny Williams, Western Commissioner
Date: 9-25-25

By: 
Bradley A. Jackson, Eastern Commissioner
Date: 9-25-25

ATTEST BY: 
Paula Brumfield, Christian County Clerk

Approved as to form: 
N. Austin Fax, Christian County Counselor



AUDITOR CERTIFICATION

I certify that the expenditure contemplated by this document is within the purpose of the document is within the purpose of the appropriation to which it is to be charged and that there is an unencumbered balance of anticipated revenue appropriated for payment of same.


Amy Dent, Christian County Auditor
Date: 9/25/2025



Christian County Commission

100 W. Church Street Room 100
Ozark, Missouri 65721
(417)582-4300

Lynn Morris
Presiding Commissioner

Bradley A. Jackson
Eastern Commissioner

Johnny Williams
Western Commissioner

September 25, 2025

HomeWAV, LLC
1224 Fern Ridge Parkway
St. Louis, MO 63141
ATTN: Jim Dicenso
j.dicenso@homewav.com
(815) 954 -1189

RE: RFP #2025-8 Detention Center Inmate Communications Solution

The Christian County Commission voted in session today to award the contract for Detention Center Inmate Communications Solution (RFP #2025-8) to HomeWAV, LLC.

The contract is for one year and will commence on October 3, 2025, and go through October 2, 2026, with options to renew.

Your point of contact will be Sheriff Brad Cole. Sheriff Cole can be reached at 417-582-5330 or by email at bcole@christiancountysheriff.net.

Johnny Williams
Western Commissioner

Date: 9-25-25

Lynn Morris
Presiding Commissioner

Date: 9/25/25

Bradley A. Jackson
Eastern Commissioner

Date: 9-25-25



2025-8 Addendum 1

CTC Communication and Commissary Supplier Response

Event Information

Number: 2025-8 Addendum 1
Title: DETENTION CENTER INMATE COMMUNICATIONS SOLUTION
Type: Request for Proposal
Issue Date: 7/15/2025
Deadline: 8/5/2025 09:00 AM (CT)
Notes: **REQUEST FOR PROPOSAL**

**#2025-8
7/15/25**

**This is a rebid.
Please note that information has changed.**

**ADDENDUM ONE
7/25/25**

TO PROSPECTIVE BIDDERS: The original Invitation to Bid documents remain in full force and effect except as revised by the

following changes which take precedence over anything to the contrary in the Bidding Event document. The following are questions submitted by prospective bidders and the official response from Christian County.

Asked by Inmate Calling Solutions:

Q1: The Bidder Requirements require access to “court approved classes.” Please provide details on the types of court approved classes. For example, do they involve live, instructor-led classes, pre-recorded videos, written course materials, testing materials, etc., and how are they accessed (log into a live session, access a website, upload files into the tablet system, other)?

A1: These courses are no longer required by the courts therefore there is no required courses for this RFP.

Q2: Typically tablets provide unlimited access to all education content and to designated entertainment content including music, select movies, and books; additional premium content (such as newer-release movies and TV shows, etc.) is offered for a fee. This model promotes security in the jail by keeping inmates occupied with unlimited access to free, engaging content. Is this model acceptable, or does the County require that inmates pay for ALL tablet usage beyond the first 30 minutes each week?

A2: Each potential bidder is to provide their own RFP proposal (business model) for the County. The County, when evaluating proposals, will consider what is in its best interest.

Q3: Under the Requested Attachments, we are instructed to submit responses to Attribute #9 as “Proposal Response and Pricing.” However, the instructions in Attribute #8 tell us to upload one document with all the information listed in Attribute #7 as “Proposal Response and Pricing.” Attributes #7 and 9 both contain requirements that require responses. Would you like us to combine the responses to Attributes #7 and 9 into a single document, or do you want us to upload two separate documents?

A3: ATTRIBUTE #7 are requirements of the bid. No response is required to that. ATTRIBUTE #8 should have read “IMPORTANT: Please UPLOAD one document with all of the information listed in ATTRIBUTE #9. Please list it as it is described in order”.

Asked by Combined Public Communications, LLC.:

Q4: Who is the detention center's current commissary provider?

A4: Our Commissary provider is Keefe.

Q5: What trust accounting software is being used currently at the detention center?

A5: Inmate trust is managed through the Keefe legacy accounting software.

All else remains the same.

END OF ADDENDUM ONE

INTRODUCTION:

Christian County Sheriff's Office is accepting proposals for **Request for Proposal #2025-5 Christian County Sheriff's Office Detention Center Inmate Communications Solution** in accordance with the requirements stated herein. The purpose of this request for proposal is to enter into an agreement with a qualified communications solutions vendor to provide all necessary equipment, software, licensed services and professional services, for the Christian County Detention Facility, located at 110 W. Elm Street Room 70, Ozark, MO 65721.

The successful bidder will be responsible for inmate voice calls, video calls, messaging, video messaging, and tablet services for all of its Facilities. The vendor must be able to install, service and maintain all equipment, including the kiosks in the inmate housing units and other locations within the facility. The vendor is also expected to perform system updates and install additional equipment when needed. The successful vendor will be able to provide these service for a daily population of 130 inmates at the Christian County Detention Facility. The Christian County Detention Center is a multi-level facility located in Ozark, Missouri. The building operates 24/7/365. The maximum capacity of the Detention center can reach as high as 150 inmates. The population fluctuates, but usually is around 130 inmates.

TERMS:

Christian County seeks an initial contract term for a **period of one (1) year**. The County reserves the right to renew the contract for three (3) additional one-year periods.

FCC/FEDERAL/STATE OF MISSOURI LAW:

Please know that the FCC has recently issued an order on Correction center communications that may change how certain pricing and commissions can be applied. See link from the FCC:

<https://docs.fcc.gov/public/attachments/DA-25-565A1.pdf?ref=broadbandbreakfast.com>

It is up to the prospective bidder to know and interpret how these changes will affect Christian County, Missouri's Jail pricing and commission.

QUESTIONS:

Please submit questions online through the Christian County Electronic Bidding portal before **July 24, 2025 at 9:00 a.m.** Christian County Sheriff Brad Cole will review all questions submitted and an

Addendum will be issued with those answers, when applicable.

ADDENDUMS:

If it becomes necessary to revise any portion of this RFP package, or if additional information is necessary to clarify any provision or respond to questions, the revision and/or additional information will be provided through the bidding portal.

ONLINE REGISTRATION:

Christian County requires online bid submittals as it helps to expedite the bidding process and to alleviate errors. Click on the following link: <https://christiancountymo.ionwave.net/Login.aspx> and follow the directions to register. **No faxed or emailed** submittals will be accepted. Christian County maintains a list of vendors in our online vendor registration database. It is the vendor's responsibility to update contact information. The Christian County Commission office is not obligated to send invitations to vendors. Christian County fulfills its legal requirements by posting a notice in the local paper. Christian County will send out Addendums through the online portal, it will be the bidders responsibility to verify in the portal any addendums that are issued.

RFP OPENING:

Proposals will be unsealed publicly at **9:00 a.m. August 5, 2025.** Only the names of the offerors will be read aloud at the proposal opening. Evaluations of proposal(s) will be made available upon award of contract.

BACKGROUND:

The Christian County Sheriff's Office Detention Center is located at 110 W. Elm Street in Ozark, Missouri and is a 24/7 365 days per year operation. The inmate population ranges approximately 130 per day. Christian County Sheriff's Office currently uses HomeWAV, LLC., for the Detention Center Inmate Phone and Video Visitation System. See HomeWAV's contract attached.

The Christian County Jail currently has six Pods. Each Pod holds 20-25 inmates, and Booking holds 15-20 inmates. The Christian County Jail's total population averages 130 inmates. The federal inmates are approximately 30% of that population.

We currently have two (2) kiosks per pod, one in our booking area and two public kiosks in our lobby for a total of 15 kiosks. We want to consider potentially adding a second kiosk to the booking, bringing the total to 16. There are approximately twenty (20) tablets per pod and nine (9) tablets in bookings. Currently we use our kiosks for our phone and video calls.

Our schedule for inmates to access the phones is as follows: 7:00 a.m. – 11:00 a.m., 12:00 p.m. – 5:00 p.m., and 6:00 p.m. – 11:00 p.m. Note: Note: Hours are subject to change by the Sheriff's Office. At this time,

there are no limits on the maximum number of onsite visits allowed per week (or other interval), remote visits per week, calls per week, minutes per call/visit. This is always subject to change per the Sheriff's direction.

Our current vendor does not charge a tablet rental fee.

Mail: The average number of inmate mail pieces received daily is five pieces every two days.

The fees that are being charged to end-users for any required services, including deposits for tablet usage and emails or photos: a. Account Funding Fee via Web b. Account Funding Fee via IVR c. Account Funding Fee via Live Operator.
Handling Fee for Account Funding: \$2.00 per deposit.

TERMS AND CONDITIONS:

View under ATTACHMENTS tab.

PROPOSAL RESPONSE:

See the ATTRIBUTES TAB for proposal response format.

EVALUATION AND SELECTION PROCESS:

The proposal evaluation and selection process will be conducted under this Request for Proposal (RFP) based on competitive negotiated procurement procedures. Interviews, discussions, negotiations, vendors may be short listed, and a Best and Final offer (BAFO)) may be held only with selected firms from those firms who meet Christian County's requirements and fall within the competitive ranges as determined by Christian County. Christian County reserves the right to award a contract to a firm solely on the basis of this initial proposal submitted and without any further interview, discussions and negotiation.

Each Proposers must comply with the requirements contained in the RFP.

Christian County will evaluate each proposal to determine which is the lowest and best (i.e., Best Value).

If Christian County determines that a proposal has failed to meet an acceptable level on any factor listed below, the County may reject that proposal.

EVALUATION CRITERIA:

In evaluating the proposals, Christian County will use the following evaluation factors to determine the lowest and best proposal. Deviation from the requirements will be evaluated, but may, in the discretion of the Purchasing Agent, result in rejection of a proposal.

70% Total Cost, including but not limited to the Cost in the Proposal and Line Items.

30% Adherence to RFP requirements, including but not limited

to:

Firm Qualifications, Declaration Page, Answers to Questions in the Attributes tab, Exceptions to our T&C's and References.

Note: A poor/negative reference may result in disqualification.

Bidders should consider these factors when preparing their proposals and should provide a specific response to each of the evaluation factors.

Based on the evaluation process described, the Evaluation Committee comprised of Christian County employees, will review the proposals.

CONTRACT DOCUMENTS:

See Attached Christian County Agreement for Services Contract under the **ATTACHMENTS TAB**.

PROPRIETARY INFORMATION:

Christian County is a governmental agency and practices open government. All records belonging to the County Commission are open records and available to all members of the public, with the exception of attorney/client documents. Therefore, any document you provide to the Commission will be considered an open record and available to anyone wanting a copy of it.

AWARD OF THE CONTRACT:

The Commission will award the RFP to the lowest and best value bidder. The best vendor may not be the one that provides the lowest price. Christian County Purchasing Agent reserves the right to reject in whole, or in part any and all proposals, to waive any formalities, and to accept the proposal determined to be in the best interest of the county. This solicitation may also be canceled in whole or in part if determined to be in the best interest of the county.

It is also important to note that should additional Federal or State of Missouri changes happen after an award has been made for this contract, as this may be the case effective April 1, 2027 per the FCC order. So as not to interrupt County Jail operations, the County may consider amending the contract to reflect the new price changes or commissions to Christian County that would be mandated. The County reserves the right to negotiate these prices and commission if applicable, or to rebid this contract should this be in the best interest of the County.

INSURANCE REQUIREMENTS:

See insurance requirements attached in ATTACHMENTS tab.

EXHIBITS A-C

Attached are our revenue statements from our current vendor.

EXHIBIT D-F:

Attached is a copy of all current contracts and amendments pertaining

to all services under this RFP.

Note: Amendment #2 was labeled and issued incorrectly as Amendment #3. There were only two Amendments issued to the current communications contract.

DECLARATION PAGE FORM:

A DECLARATION PAGE FORM is provided under the **ATTACHMENTS** tab. The vendor hereby declares understanding, agreement, and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of this original invitation to bid. The Declaration Page must be signed in ink and include the full business address of the bidder. Proposals by partnerships must be signed in the partnership name by one or more of the general partners. Proposals by a corporation must be signed by an officer of the corporation or other person authorized to bind the corporations to the proposal. The names and titles of all the persons signing shall be typed or printed below their signatures. The vendor further agrees that upon receipt of an authorized purchase order from the Christian County Commission or when a Notice of Award is signed and issued by the Commission, a binding contract shall exist between the vendor and Christian County.

NOTE: FAILURE TO UPLOAD A COMPLETED DECLARATION PAGE FORM MAY BE CAUSE FOR REJECTION OF YOUR PROPOSAL.

HISTORY:

Christian County is a first-class County without a charter form of government. The governing body of Christian County is the County Commission. The Commission consists of a Presiding Commissioner, a Western Commissioner, and an Eastern Commissioner. It's County seat is in Ozark, Missouri. The County was organized in 1859 and continues to be one of the fastest-growing counties in the state. Cities in Christian County include Billings, Clever, Fremont Hills, Highlandville, Nixa, Ozark, Sparta, and Village of Saddlebrooke.

END OF SECTION

Contact Information

Contact: Kim Hopkins Purchasing Manager
Address: Christian County Purchasing
202 West Elm Street
Ozark, MO 65721

Email: khopkins@christiancountymo.gov

CTC Communication and Commissary Information

Contact: Eric Terry
Address: 4501 Marlena Street
Bossier City, LA 71111
Phone: (417) 448-7123
Email: eterry@citytelecoin.com
Web Address: citytelecoin.com

By submitting your response, you certify that you are authorized to represent and bind your company.

Eric Terry
Signature

eterry@citytelecoin.com
Email

Submitted at 8/5/2025 07:03:41 AM (CT)

Requested Attachments

DECLARATION PAGE UPLOADED HERE

Christian Declaration.jpg

Upload the Declaration Page Form here.

PROPOSAL RESPONSE/PRICING

Christian County, MO Draft 1
August (2).pdf

Attach your PROPOSAL RESPONSE HERE. Note: These are listed under the ATTRIBUTES #9.

Keep your response in the format requested under ATTRIBUTES #9

Explain in detail your PRICING.

INVOICE SAMPLE

Shannon County, MO Invoice
20200-20299.pdf

Provide a copy of a sample invoice.

REPORTING SAMPLE

Sample Report.pdf

Provide a copy of a typical report submittal.

SAMPLE CONTRACT

Christian County MO
Communications Proposal.pdf

Please provide a copy of your firm's sample contract. Reminder: If you do not take any exceptions to this RFP then you are accepting our terms and conditions.

SUBCONTRACTORS

No response

Upload your subcontractors' names and major suppliers of material and equipment you intend to use on the job. If no document is uploaded, this will serve as a not applicable. This is found under the ATTRIBUTES TAB #8.

E-VERIFY AFFIDAVIT OF COMPLIANCE AND MOU FORM

Chrisitan Everify.jpg

E-VERIFY AFFIDAVIT OF COMPLIANCE AND MOU FORM

ANTI-DISCRIMINATION AGAINST ISRAEL ACT AFFIDAVIT

Christian Anti Discrimination.jpg

ANTI-DISCRIMINATION AGAINST ISRAEL ACT AFFIDAVIT

Bid Attributes

1

Christian County Terms and Conditions

Please download and thoroughly review the Christian County Bidder Requirements Terms and Conditions and acknowledge your acceptance below.

☒ I have downloaded and read the attachment..

2 No Deviations or Exceptions

I certify that there are NO deviations or exceptions to the attached Christian County Terms and Conditions.

No

3 Exceptions to Christian County Bidder Requirements Terms and Conditions

If respondent indicated above, there ARE exceptions to the CHRISTIAN COUNTY BIDDER RESPONSIBILITIES & TERMS AND CONDITIONS REV. 0423, (by clicking NO above) please provide details below. If no exceptions, please enter N/A.

N/A

4 Omnigo

The bidders software must be able to integrate with Omnigo our current JMS program.

Note: The integration of the company's software and **Omnigo interface will be at no charge to the County.**

-

-

Yes, I have read and agree.

5 TERM OF CONTRACT

The initial contract is for one (1) year with an OPTION to renew for an additional three (3), one (1) year terms.

Agreements signed by Christian County must be signed by at least a majority of the members of the County Commission. Agreements must be attested by the County Clerk and approved to form by the County Counselor. In addition, the County Auditor must certify that there is an unencumbered balance available to pay the contract cost.

6 BIDDER REQUIREMENTS

BIDDER REQUIREMENTS

7 Requirements

SERVICES:

The vendor must be able to install, service, and maintain all equipment, including the kiosks in the inmate housing units and other locations within the facility. The vendor is also expected to perform system updates and install additional equipment when needed.

EQUIPMENT:

The equipment includes a phone/video kiosk and personal tablets in new, good quality condition.

The proposed equipment will consist of a minimum of fifteen (15) kiosks, two (2) kiosks per pod, six (6) total pods, two (2) kiosks in our public visitation area, and one (1) kiosk in the booking area.

The proposed equipment will be a minimum of 120 tablets, with the ability to add additional due to ADP increases. The tablets will mirror the pod kiosk functions with the exception of video chat.

The proposed equipment must have the capability to run efficiently with an internet connection **at the vendor's expense. The vendor will not use Christian County's internet.** The vendor will be provided sufficient space to store such equipment securely.

The system will need to communicate with Omnigo, the facility booking software. This will pair inmates into the facility to the phone provider to ensure that all inmates have the ability to use the contracted phone service. Any interface cost to do so will be placed on the vendor.

SYSTEM REQUIRED:

Required but not limited to:

- The proposed system should allow the inmate the ability to initiate video visits, video messaging, and phone calls.
- The proposed system should not require facility personnel to operate the system.
- The proposed system should not require facility personnel for scheduling visits. It should be the ability of the family members and/or inmates for all scheduling.
- The proposed system should not require a minimum call length or a connection fee.
- The proposed (2) kiosks in the public visitation area will be free of charge to the inmate and family.
- The proposed system should support call lengths from one (1) minute to one hour on the kiosk and tablets.
- The proposed provider will provide no less than a five (5) minute free phone call on all new intakes into this facility.
- The proposed system should have the capability to charge users in one-minute increments, with competitive rates.
- The use of the system will be at no charge to the Missouri Public Defenders Office, Missouri Mental Health, Missouri Probation and Parole. Paid Attorneys representing prisoners will not fall under this proposed request, and be charged the same rate as a family or friend.
- The proposed system will not record or allow to view any communication with the above organizations in this paragraph, including Attorneys representing prisoners, said calls being labeled as "Privileged Call".
- The proposed system will allow the facility to monitor any function allowed on the system proposed, grant access and/or deny access to any visitor in the system.
- The proposed system will function with both Android and iPhone devices.
- The proposed system will provide a way for inmates and other users the ability to contact the vendor directly with all technical issues.
- The proposed equipment will have set hours of operation approved by the Jail Captain of the facility.
- The proposed system will have the capability to sanction an inmate the loss of phone privileges for violation of facility rules and regulations set forth by the facility.
- The proposed system must be able to obtain all data for up to five (5) years minimum. When any evidentiary evidence, such as video, voice calls and texts are requested by the Sheriff, Captain, and/or Lieutenant of Operations and/or any designee set forth by the facility, it will be at no cost to the facility.
- The proposed provider must provide legal law library, court approved classes set forth by the Christian County Courts. At no cost to the inmate or the facility on tablets.
- The proposed provider will provide ROS forms (Request of staff), Grievance forms and any forms the facility may request at no cost to the facility or inmate. These forms will be stored for up to five (5) years and available upon request by the facility.
- The proposed provider will set forth free music, movies, and learning tools on the tablets for a maximum of two (2) hours free a month to the inmate. This being 30 minutes a week free of charge. Once the free 30-minute weekly and or (2) hours has been used, the inmate may be charged a competitive rate for any additional time they choose to use the tablet.
- The proposed provider will provide 5 minutes free phone call on all new intakes into this facility.

TRAINING:

The proposed vendor must be able to train staff on the use of disinfecting all equipment installed.

8 PROPOSAL RESPONSE FORMAT

****PROPOSAL RESPONSE AND PRICING FORMAT****

IMPORTANT: Please UPLOAD one document with all of the information listed in #7. Please list it as it is described in order.

9 Company History/Firm Qualifications/Pricing/Renewals

PLEASE PROVIDE A DETAILED PROPOSAL AS DESCRIBED BELOW.
ONCE COMPLETED, ATTACH YOUR PDF TO THE
RESPONSE TAB UNDER PROPOSAL RESPONSE.

Company History/Firm Qualifications

Title Page:

Include company name, address, telephone number, fax number, email address and contact name.

Executive Summary:

This one-page executive summary is to briefly describe the vendor's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the vendor. The reader should be able to determine the essence of the proposal by reading the executive summary.

Detailed Response:

This section should constitute the major portion of the proposal and must contain at a minimum the following information:

1. A brief **history** of the company, including but not limited to: ownership, date business started, (including business name changes), mission statement, number of clients pertaining to this RFP, etc.
2. A **complete narrative** of the vendor's assessment of the work to be performed, the vendor's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the vendor's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed.
3. Provide a listing of any **data or information** which the vendor will require in order to undertake the project.
4. Provide any certifications you may have for the industry standards.
5. Provide information on applicable prior projects completed for Christian County Sheriff's Office.
6. A description of the vendors intended relationship with county staff, including the level of assistance anticipated in completing the work of this project.
7. A description of any subcontracts and associations with other firms that the vendor proposes to utilize in the performance of this work. Fully describe the intended working relationships and responsibilities of each subcontracted firm and the number of past projects in which the vendor worked with each subcontracted firm.
8. Provide a **detailed** transition plan, if applicable. **Include milestone dates.**
9. Include jobs and contract that your company has held that are similar in scope and size to this RFP. Enter this information in Attribute 21-23 below.

Qualifications:

Include the following documentation of qualifications:

1. Copy of any license(s)
2. Copy of certification(s)
3. Copy of registration(s)
4. Provide a copy of any document **required** by the State of Missouri, local or federal authorities having jurisdiction for the vendor to perform the work of this project.

NOTE: It is a **Requirement** of this proposal that your firms equipment and software are compatible with Jail Management Software (JMS) Omnigo. Indicate what software you are providing and how that will integrate with Christian County's JMS. It will be the awarded vendor's responsibility to pay for the integration to Omnigo and training of the software.

Training:

Explain your training proposal, if applicable. Include milestones and approximate timeframe to be up and running.
Explain how your training will be conducted.

It is also a requirement that the awarded vendor will maintain/replace all equipment at no charge to the County.

Key Personnel/Staffing:

Project Manager/Other Key Personnel:

1. Provide the Project Manager name, contact information and provide a copy of their resumes. Details, experience and/or resumes for employees that will work on this contract (include training programs, certifications, etc. as applicable to this RFP.
2. List 1-3 examples of comparable projects undertaken by the project manager under your employment. Please note: Should a contract be given to your company and your project manager or dedicated representative leave your company, Christian County will have final say on who the representative will be for any replacement.

Include the following:

1. List the specific equipment and material storage requirements. Include the make, model and quantity of the equipment you are proposing.
2. Procedures for dealing with inmate/staff complaints about customer service issues. Include all ways the Jail staff may communicate to resolve customer service issues on behalf of the inmates.
3. Operations procedures for use of all communication devices.
4. List the types

PRICING:

Under this portion of your proposal explain ALL your cost/pricing and how it works for your solution in detail. Be very clear. Also, explain what charges will be sent to Christian County Jail. Under the LINE ITEMS TAB are 18 LINE ITEMS. Several of these Line Items are asking for an example of how your charges would look based on a real scenario. This is so we have a comparison basis for all bidders. The LINE ITEMS should MIRROR what your costs are under this proposal.

Prices will remain firm fixed through the first year of the contract or whatever is required by law.

In this section be very specific and explain in **DETAIL** all your costs for this proposal.

Please make sure that you add in "service or handling fees" in your proposal and explain what those are for. ALL FEES SHOULD BE EXPLAINED IN THIS PROPOSAL. NO EXCEPTIONS.

Rate Caps:

All rates must be consistent with FCC rulings and regulations, and Missouri State and local laws.

Commission Sharing:

Please indicate what commission sharing you are offering to Christian County based off your costs above, if applicable.

_____ % Phone

_____ % Video

_____ % Messaging purchases

_____ % Entertainment purchases -movies

_____ % Entertainment purchases - games

_____ % Entertainment purchases - songs/music

_____ % Entertainment purchases - ebooks

_____ % Miscellaneous (Is there anything we did not list?)

Software:

Indicate what software you will be using. **The software must be able to integrate with Omnigo our current JMS program.** Note: The integration of the company's software and **Omnigo interface will be at no charge to the County.**

Customer Service:

Explain your Customer Service program for complaints. Explain how complaints are resolved.

Renewals:

The contract is for one year with options to renew for an additional three (3) one (1) year terms.

Please provide your annual renewal increase. **Explain what method** you used to arrive at that figure. For example, if you are going to use the **CPI index, then cite the index** you will be using. If you use a **not-to-exceed percentage**, write what that percentage is Do this for each year, i.e. year 2, 3 and 4. At the time of renewal a justification will be requested for all price renewal increases. If you want the pricing/commissions to stay the same for all renewals going forward, state that in your bid.

Term:

The contract is for one year with options to renew for an additional three (3) one year term.

Each renewal must be approved by Sheriff Brad Cole and the Commission.

Agreements signed by Christian County must be signed by at least a majority of the members of the County Commission. Agreements must be attested by the County Clerk and approved to form by the County Counselor. In addition, the County Auditor must certify that there is an unencumbered balance available to pay the contract cost.

References:

Provide three references that you have contracted with in similar scope/size. Include name of company, contact name, phone number, email and date of service of contract. The vendor shall agree to authorize its references to furnish any information requested by Christian County to verify references provided and to determine the quality and timeliness of previous work performed. **This should be submitted under ATTRIBUTES #12, #13, and #14 below.**

**PLEASE PROVIDE A DETAILED PROPOSAL AS DESCRIBED ABOVE.
ONCE COMPLETED ATTACH YOUR PDF TO THE
RESPONSE TAB UNDER PROPOSAL RESPONSE.**

☒ I've attached this response to the RESPONSE TAB.

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Renewals:

The contract is for one year with OPTIONS_to renew for an additional three (3) one year term.

Please provide your annual renewal increase. **Explain what method** you used to arrive at that figure. For example, if you are going to use the **CPI index, then cite the index** you will be using. If you use a **not-to-exceed percentage**, write what that percentage is Do this for each year, i.e. year 2, 3 and 4.

At the time of renewal a justification will be requested for all price renewal increases. The Sheriff must approve all renewals.

If you choose to keep your price and commissions "the same" through the contract renewals please state that.

For the first 36 months, the commissions will be reviewed and renegotiated with Christian County annually.

1
1

References

REFERENCES

Please provide three references below. Minimum of Five (5) Years' Experience Providing Communications Solutions in a Correctional Setting. Please note that more references may be requested.

A poor negative reference may result in disqualification. Also note that Christian County is not limited to contact just the three references listed by the prospective bidders.

1
2

Reference #1

Please provide a references of a company you have done business with in the past five years with a similar scope and size project.

Name of Company:
Representative Name:
Representative Email:
Representative Phone:
Project Name include dates:

Ste. Genevieve County Sheriff's Office Sheriff Gary Stolzer jstolzer@sgcso.com 573-883-5820 Phones, kiosks, tablets and commissary (5+ years)

1
3

Reference #2

Please provide a references of a company you have done business with in the past five years with a similar scope and size project.

Name of Company:
Representative Name:
Representative Email:
Representative Phone:
Project Name include dates:

Dent County Sheriff's Office Sheriff Bob Wells bwells@dentcountysheriff.org 573-729-3241 Phones, kiosks and tablets (5+ years)

1
4

Reference #3

Please provide a references of a company you have done business with in the past five years with a similar scope and size project.

Name of Company:
Representative Name:
Representative Email:
Representative Phone:
Project Name include dates:

Barry County Sheriff's Office Sheriff Danny Boyd dboyd@barrycountysheriff.com 417-847-6556 Phones, kiosks, tablets and commissary (5+ years)

1
5

Subcontractors

Each bidder must submit with its proposal the names of all **Subcontractors** and major suppliers of material and equipment that it intends to use on the job. The County reserves the right to object to any Subcontractor or Supplier.
List items to be subcontracted with proposed subcontractor. Upload this under Response Attachments.

☒ I have read and will comply.

1
6

Vendor's Personnel Qualifications

Christian County reserves the right to approve or disapprove the vendor's personnel providing services for Christian County government. Christian County also reserves the right to request replacement of any person assigned to provide services. Unless the situation regarding the personnel requires immediate replacement, the vendor shall be allowed at least fourteen (14) days after notification to replace unsatisfactory personnel.

☒ I have read and will comply.

1
7

Sample Invoice

Provide a sample of a standard invoice.
Upload this under RESPONSE ATTACHMENTS tab.

☒ I have read and attached a Sample Standard Invoice

1
8

Sample Reporting

Please provide an example of what your sample reporting looks like.
Upload this under RESPONSE ATTACHMENTS tab.

☒ I have read and attached a sample report.

1
9

Background Checks

If requested, the vendor shall provide a list of names, social security numbers, and date of birth for each such personnel who will be providing services to Christian County buildings. In addition, the vendor must notify Christian County of any additions/changes to the list. Christian County reserves the right to accept or reject any of the vendor's personnel assigned to the contract to provide services

☒ I have read and will comply.

2
0

Submission Responses

Submission Responses

All submittal responses must be submitted online via our electronic system. No fax or email submissions will be accepted.

2
1**Anti-Collusion Statement**

By submitting a proposal in response to this request for proposal, vendor and each person signing on behalf of the vendor, certify under penalty of perjury, that to the best of his/her belief the prices in the proposal were arrived at independently and without collusion, consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to such prices with any other vendor, or any other competitor. Unless otherwise required by law, the prices in the bid have not been knowingly disclosed by vendor, and will not be knowingly disclosed by vendor, prior to opening, directly or indirectly, to any other vendor or competitor. No attempt has been made or will be made by vendor or any other person associated with this invitation to bid, partnership, corporation, or entity to submit or not to submit a proposal in response to this bid for the purpose of restricting competition.

I affirm that I am duly authorized to execute this contract; that this company, corporation, firm, partnership or individual has not prepared this proposal in collusion with any other Bidder, and that the contents of this bid as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any other person engaged in this type of business prior to the official opening of this RFP.

☒ Yes
2
2**Minority Business Participation:**

Christian County encourages the participation and utilization of minority business enterprises in all projects of the county. Christian County will provide equitable and fair opportunity to minority businesses to submit bids and proposals and to receive an award. By responding to this invitation, the vendor agrees that it does not discriminate on the basis of race, religion, creed, national origin, age, sex or disability, and that it will refrain from any unlawful employment practices.

2
3**Incurred costs**

The county is not liable for any costs incurred by a vendor in the preparation or production of its proposal or for any work performed prior to the issuance of a valid contract under Missouri law. Such exemption from liability applies whether such costs are incurred by vendor or indirectly through vendor agents, employees, assigns or others, whether related or not to vendor.

2
4**AFFIDAVIT FOR CONTRACTS OVER \$5000 DOLLARS (US) - REQUIRED ONCE AWARD IS MADE****Section 285.530(2) RSMo. and 292.675 RSMo. Affidavit.**

Company shall comply with the provisions of Section 285.525 through 285.550 R.S.Mo. from the commencement until the termination of this Agreement. For any contract over \$5,000.00 and for any public works project contract the Contractor shall provide County an acceptable notarized affidavit stating:

1. That Company is enrolled in and participates in a federal work authorization program with respect to the employees working in connection with the contracted services; and
2. That Company does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.

A copy of the affidavit is attached to this RFP.

Additionally, Company must provide documentation evidencing current enrollment in a federal work authorization program (e.g. electronic signature page from E-Verification program's Memo of Understanding (MOU)).

2
5**TRANSIENT EMPLOYER LAW - REQUIRED ONCE AWARD IS MADE IF APPLICABLE**

A nonresident or foreign companies who employ people in Missouri must provide:

1. A certificate from the Missouri Director of Revenue showing compliance with the Transient Employer Law (285.230 R.S.Mo. et seq.); or
2. Proof of exemption from Section 285.230 R.S. Mo.

A Certificate of Compliance or proof of exemption must be submitted to Christian County in regards to the transient employer law. Questions? See <http://dor.mo.gov/business/register/or> call (573) 751-0459.

AFFIDAVIT FOR ANTI-DISCRIMINATION AGAINST ISRAEL ACT - REQUIRED ONCE AWARD IS MADE

Statutory Requirement: Section 34.600, RSMo, precludes entering into a contract with a company to acquire products and/or services “unless the contract includes a written certification that the company is not currently engaged in and shall not, for the duration of the contract, engage in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel.” Exceptions: The statute provides two exceptions for this certification:

- 1) “contracts with a total potential value of less than one hundred thousand dollars” or
- 2) “contractors with fewer than ten employees.” Therefore the following certification is required prior to any contract award.

Section 34.600, RSMo, defines the following terms: Company - any for-profit or not-for-profit organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company, or other entity or business association, including all wholly-owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of those entities or business associations. Boycott Israel and Boycott of the State of Israel - engaging in refusals to deal, terminating business activities, or other actions to discriminate against, inflict economic harm, or otherwise limit commercial relations specifically with the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel, that are all intended to support a boycott of the State of Israel. A company’s statement that it is participating in boycotts of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel, or that it has taken the boycott action at the request, in compliance with, or in furtherance of calls for a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel shall be considered to be conclusive evidence that a company is participating in a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel; provided, however that a company that has made no such statement may still be considered to be participating in a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel if other factors warrant such a conclusion.

Invoices

Please note that all invoices for the Sheriff's Office will be sent directly to:

Christian County Sheriff's Office
110 W. Elm Street, Room 70
Ozark, Missouri 65721

or invoices can be emailed to: sheriff@christiancountysheriff.net

Bid Lines

1 INMATE PHONE CALL

ENTER PRICING THAT WOULD BE IN EFFECT IN THE STATE OF MISSOURI ON AUGUST 28, 2025.

Quantity: 1 UOM: MINUTE (in effect August 28, 2025). Price: Total:

Item Notes: Please note it is the vendor's responsibility to verify pricing with the State of Missouri rulings.

2 VIDEO VISITATION - ONSITE

Quantity: 1 UOM: MINUTE Price: Total:

3 VIDEO VISITATION - REMOTE

Quantity: 1 UOM: MINUTES Price: Total:

4 VIDEO MESSAGING.

Please provide the price you would charge for a 3 minute video message.

Quantity: 1 UOM: PER 3 MINUTE VIDEO MESSAGE Price: Total:

Item Notes: **You may explain in your proposal how you calculate your costs on video messaging under ATTRIBUTES #9.**

This #4 Line Item is for comparison purposes.

5 SMS

Using your cost on SMS, how much do you charge total for a 160-character message?

Note: On average, the standard SMS message length limit is 160 characters.

Quantity: 1 UOM: LOT SMS - 160 character message Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #5 Line Item is for comparison purposes.

6 MMS

Using your cost on MMS - How much do you charge for a 1600-character message?

Note: On average, the standard MMS message length limit is 1600 characters.

Quantity: 1 UOM: message LOT MMS - 1600 character Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #6 Line Item is for comparison purposes.

7 INMATE EMAIL PER MESSAGE - using 280 characters for an email, please provide your cost for the ONE email.

Quantity: 1 UOM: Message Per 280 character Email Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #7 Line Item is for comparison purposes.

**8 INVESTIGATIVE DATA MINING SOFTWARE
(RECORDS RETENTION AND SOFTWARE)**

Based on 130 inmates, provide the billable annual cost of this service to the County.

Quantity: 1 UOM: YEAR Price: Total:

Item Notes: DO NOT include any offsetting bonus/commission in the LINES ITEM tab. The County wants to know **what we will be billed annually for the Investigative Data Mining Software.**

You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #8 Line Item is for comparison purposes.

9 LEGAL LIBRARY

Using 130 inmates as an average, provide the billable **annual cost** of this service to the County.

Quantity: 1 UOM: YEAR Price: Total:

Item Notes: DO NOT include any offsetting commission in the LINES ITEM tab. The County wants to know **what we will be billed annually for the Legal Library.**

You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #9 Line Item is for comparison purposes.

10	PREMIUM CONTENT (MOVIES) 105 MINUTE MOVIE. Using 105 minutes as an example for a premium movie, provide your cost. PER MOVIE - 105 Minutes Quantity: <u> 1 </u> UOM: <u> Long </u> Price: \$0.00 Total: \$0.00 Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9. This #10 Line Item is for comparison purposes.
11	PREMIUM CONTENT (GAMES) Provide the cost of one premium game for 60 minutes of usage. PER GAME USAGE - 60 Quantity: <u> 1 </u> UOM: <u> MINUTES </u> Price: \$0.00 Total: \$0.00 Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9. This #11 Line Item is for comparison purposes.
12	PREMIUM CONTENT (SONGS) Provide the cost of premium music for 180 minutes of usage. Per Premium Music for 180 Quantity: <u> 1 </u> UOM: <u> Minutes </u> Price: \$0.00 Total: \$0.00 Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9. This #12 Line Item is for comparison purposes.
13	EBOOKS Provide the cost of one premium e-book or 300 minutes of usage of an e-book. PREMIUM E-BOOK - 300 Quantity: <u> 1 </u> UOM: <u> MINUTES TO READ </u> Price: \$0.00 Total: \$0.00 Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9. This #13 Line Item is for comparison purposes.
14	LOBBY VISITATION KIOSKS Quantity: <u> 2 </u> UOM: <u> EA </u> Price: \$0.00 Total: \$0.00 Item Notes: Note: At this time we have 2 Lobby Visitation Kiosks.
15	INMATE VIDEO KIOSKS Quantity: <u> 15 </u> UOM: <u> EA </u> Price: \$0.00 Total: \$0.00
16	WALL CHARGERS Quantity: <u> 2 </u> UOM: <u> EA </u> Price: \$0.00 Total: \$0.00

1 7	TABLETS
	Quantity: <u>120</u> UOM: <u>EA</u> Price: \$0.00 Total: \$0.00
	Item Notes: At this time, we have on hand 120 tablets.
	Note: Tablets will be replaced by the vendor as needed at no charge.

1 8	OPTIONAL ONLY:
	INMATE MAIL SCANNING SOFTWARE
	This may or may not be considered.
	Quantity: <u>1</u> UOM: <u>EA</u> Price: \$0.00 Total: \$0.00
Item Notes: This may or may not be considered.	

Response Total: \$1.46



CHRISTIAN COUNTY

AUGUST 2025

POINT OF CONTACT:

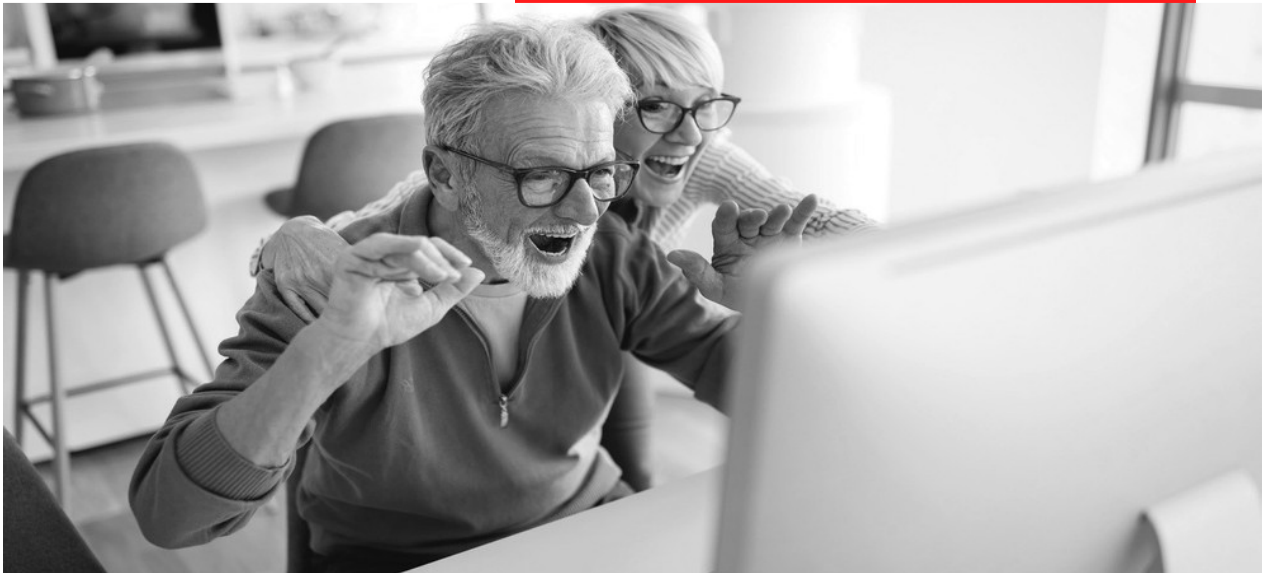
ERIC TERRY

417.448.7123

Eterry@citytelecoin.com

WHY CTC?

CONNECTING PEOPLE SINCE 1986



Since 1986, City Tele-Coin has provided the corrections industry with technology for inmate communications. CTC continues to advance in technology and provide the latest platforms to hundreds of facilities across numerous states. We pride ourselves on customer service. Customer service is key to keeping facilities operating smoothly and all technology working properly.



August 2025

Christian County Sheriff's Office
110 West Elm St. #70
Ozark, MO 65721

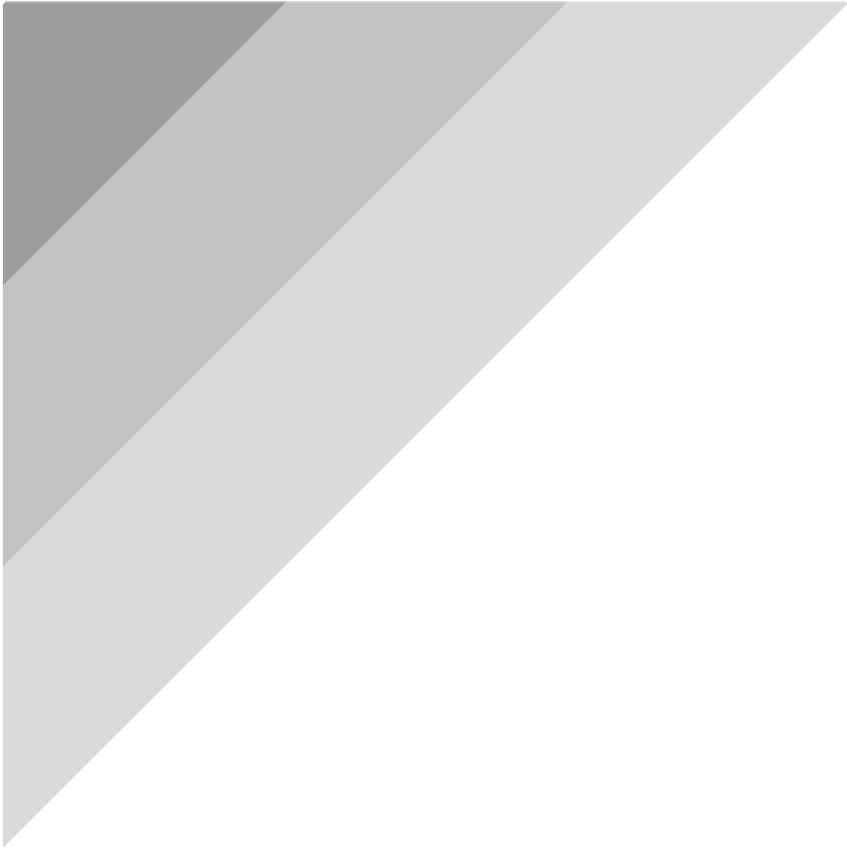
Sheriff Brad Cole,

I would like to take the time to express how much of an honor it would be to serve as the Inmate Communications provider at the Starr County Jail. At CTC, we strive to provide the latest technology to our customers. As a family owned business with our own in-house development team, we eliminate the need to rely on third party companies. We write our own software and design our own hardware which gives us the opportunity to customize features to better fit your needs.

Since we develop and design our own software and hardware, we are very flexible in customizing applications such as streaming live church services, customizable education content, or any other applications desired by Starr County.

We provide live operators who will promptly address any and all concerns whether it's the Starr County facility, the customer, or the inmate calling in. With CTC, there is no risk and no need to wonder if you're making the right decision because we are already proven and, unlike many of our competitors, we do not make promises on things we cannot deliver. CTC does not participate in call diversion tactics such as, single pay calls, promotional items, etc. We pay true commissions on ALL usage revenue generated, including interstate calls which is easily monitored and checked on our platform.

Eric Terry
417.448.7123
Eterry@citytelecoin.com



OUR OFFER





INITIAL PROPOSAL

FOR CHRISTIAN COUNTY, MISSOURI

OVERVIEW

City Tele-Coin (CTC) is pleased to present our Initial Proposal for inmate communication services. The previous requirements under the Martha Wright-Reed Act have been withdrawn by the FCC until 2027. During this time, the FCC is actively reviewing and rewriting the guidelines originally outlined in the Act. Because the FCC has withdrawn the order, we are currently allowed to pay commissions on phone and video usage along with messaging and media app usage; allowing you to generate a revenue on all services provided.

CTC is committed to offering the best products available in the industry and providing the most revenue-generating technology for our counties. All services provided by CTC to Christian County — including Safety, Security, Storage, Remote Mail Scanning, and Law Library access — will be offered free of charge to the County.

Should any further changes arise, we are fully committed to renegotiating terms in good faith to align with any newly issued FCC guidelines. A draft contract is included at the end of this RFP for further clarification.

SERVICE PROVIDED	RATE	COMMISSION
Standard Calling	\$0.21/per min	68%
International Calling	\$0.50/per min	68%
Remote Video Visitation	\$0.25/per min	30%
Messaging	\$0.25/per message	30%
Photo Message	\$0.25/per message	30%
Media App	\$0.05/per min	10%

Standard Calling includes: IntraLata, Intrastate, Local Calls, Long Distance



INITIAL PROPOSAL

FOR CHRISTIAN COUNTY, MISSOURI

OVERVIEW

CTC introduces block time options for Media Apps, allowing inmates to buy time bundles at a discounted rate instead of paying for each minute separately.

Here's a breakdown of the block times for Media Apps, detailing the rates and per-minute charges.

TIME BLOCKS	RATE	PER MIN CHARGE	COMMISSION
1 Hour	\$2.85	\$0.04/per min	10%
24 Hours	\$14.95	\$0.01/per min	10%
72 Hours	\$22.95	\$0.0053/per min	10%
7 Days	\$29.95	\$0.0029/per min	10%
30 Days	\$69.95	\$0.0016/per min	10%



INITIAL PROPOSAL

FOR CHRISTIAN COUNTY, MISSOURI

EQUIPMENT + TECHNOLOGY ENHANCEMENT

With the FCC's recent decision to withdraw the Martha Wright-Reed Act until 2027, inmate communication providers are no longer required to charge for services related to Safety, Security, Storage, Remote/Onsite Mail Scanning, and Law Library access. Previously, the FCC considered providing these services at no cost as an in-kind payment, but this is no longer the case under the current guidelines. As a result, CTC is able to continue offering all of these services free of charge to Christian County.

EQUIPMENT + TECHNOLOGY ENHANCEMENT BREAKDOWN

3 Inmate Phones (booking & attorney visits) - CTC will provide this service at no cost to Christian County. All other calls will be placed on kiosks/tablets.	\$900/value
16 Video Kiosks - CTC will provide this service at no cost to Christian County.	\$64,000/value
120 Tablets - CTC will provide this service at no cost to Christian County	\$48,000/value
Law Library - CTC will provide this service at no cost to Christian County.	\$1,275/value
Onsite Mail Scanner - CTC will provide this service at no cost to Christian County.	\$400/value



FEATURE SUMMARY

OVERVIEW

CityTeleCoin (CTC) proposes a comprehensive, secure, and fully web-based inmate communications solution for your facility. This system includes phone services, video visitation, investigative tools, and robust reporting and monitoring features. The CTC Phone Manager platform and Video Kiosk systems aim to enhance facility security, streamline administrative tasks, generate additional revenue, and improve investigative capabilities.

KEY FEATURES & CAPABILITIES

INMATE PHONE SYSTEM

FREE

- **Real-Time Monitoring & Recording:** 24/7 call recording from off-hook to hang-up. All calls, accepted or not, are stored and protected against tampering.
- **Three-Way Call Detection:** Identifies multiple voices post-call to avoid alerting participants.
- **Vision Tool:** Detects connections between inmates and external contacts for investigative insight.
- **PIN-Based Controls:** Custom, secure inmate identification system with optional passcodes.
- **Alerting System:** Real-time notifications via text/email when calls are made to monitored numbers.

SECURITY & ADMINISTRATION

FREE

- **Tailored User Privileges:** Each facility has the ability to customize user groups. These groups can be assigned specific access to features within the phone manager, as determined by the user group creator.
- **Remote Administration:** Enjoy comprehensive system access from any internet-enabled device.
- **Phone Restrictions:** Set call limits based on time, day, phone, pod, destination number, or inmate.



FEATURE SUMMARY

REPORTING, REVENUE & STORAGE



- **Real-Time Revenue Verification:** Web-based financial tracking and automated daily uploads to billing services.
- **Advanced Reporting:** Detailed call logs, PIN usage, top contact numbers, and traffic reports.
- **Unlimited Phone Call Storage**
- **1 Year Video Call Storage**
- **Redundant Data Storage:** Recordings are saved in two independent servers with 15-minute auto-backups.
- **Evidence Integrity:** Calls can be bookmarked, exported, and annotated without affecting the original recording

VIDEO KIOSK SYSTEM



- **On-Site & Remote Video Visitation:** Reduces inmate movement and generates revenue.
- **Electronic Messaging:** Secure communication with monitoring and keyword filtering.
- **Electronic Grievances & PREA Compliance:** Paperless inmate communication and compliance tools.
- **Commissary & Law Library Access:** Integration with external systems for streamlined operations.
- **Digital Posting of Rules & Info:** Inmate-facing info screens for schedules, rules, and notifications.
- **Video Arraignment**
- **Electronic Grievance Filing**



FEATURE SUMMARY

INMATE SELF-SERVICE

FREE

- Commissary Ordering
- Commissary Account Transfers/PIN Debit
- Customizable forms – Grievances, Request Forms
- Medical Call
- Handbook
- Facility documents
- PREA compliance
- Access to Law Library

CONTENT ON TABLETS

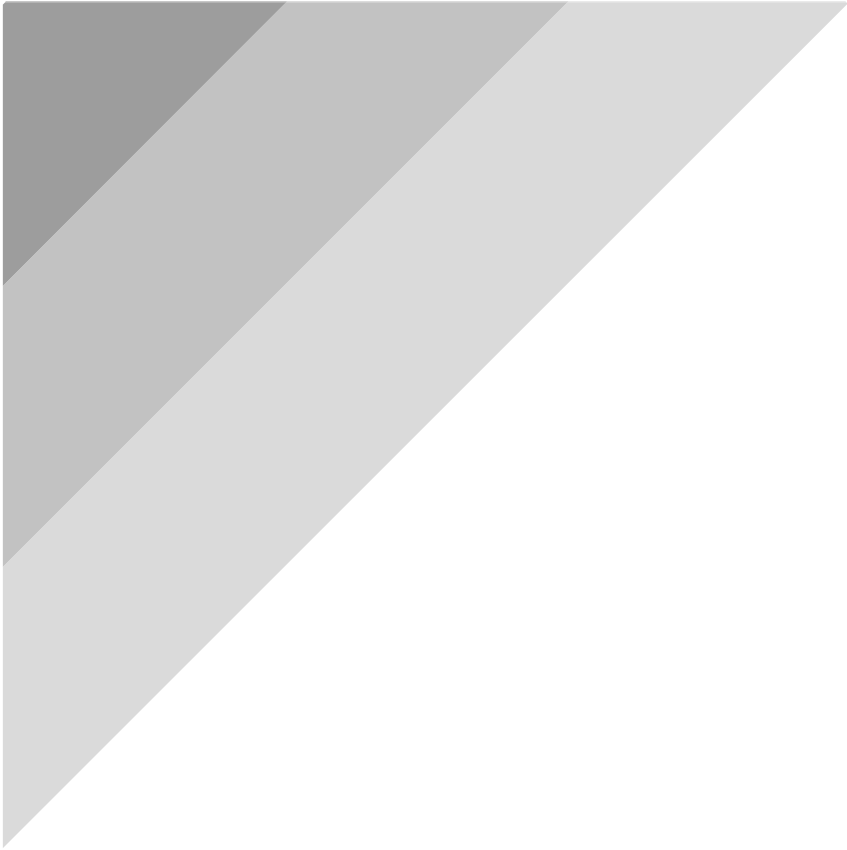
FREE

- E-books
- Podcasts
- Religious Materials
- Premium movies, Music, TV and Books Available
- Education Materials and GED/HiSet Materials

SERVICE & INSTALLATION

FREE

- 24/7/365 Support for Jail Staff
- Support for Inmate Family and Friends
- Inmate Hotline
- Purple Relay Tablet and Service to Meet ADA Requirements



ABOUT US



What makes CTC different?



CUSTOMER SERVICE

- 24/7 Live Customer Service Representative
- Local Representative
- Corporate offers services that downloads calls/visits to a disc or USB and shipped to facility.
- Inmate Hotline: Inmates can call our free inmate hotline to give the names and telephone numbers of their loved ones to our operators; our operators will contact them and assist with account setup.



SINGLE SOURCE PROVIDER

- CTC's development team is in-house.
- The development team can create and modify any solution that best fits your facility.
- This allows us to provide you with a more customizable experience with all of our products.



COMMISSIONS

- We pay on **ALL** phone calls, offsite video calls, messaging & tablet app usage.
- Intrastate Calls
- LIVE Revenue



COMPANY INFORMATION

Our Mission

Since 1986, City Tele-Coin has provided the corrections industry with technology for inmate communications. CTC continues to advance in technology and provide the latest platforms to hundreds of facilities across numerous states. We pride ourselves on customer service. Customer service is key to keeping facilities operating smoothly and all technology working properly.

Company History & Qualifications

Company Name: City TeleCoin

Address: 4501 Marlena Street, Bossier City, LA 71111

Company Phone Number: (318) 746-1114

Contact Person Info: Eric Terry 417.448.7123

Number of Years in Business: 37 years

Number of Current Customers: 257

Currently in Missouri, Mississippi, Louisiana,
Texas, Arkansas, Oklahoma, Kansas, Missouri

Total Number of Inmate Population Under Contract: 35,000

Staff Information: following pages



years in business



current customers



ZERO third parties



MEET THE TEAM

Jerry Juneau, SR.

President

Founded City Tele-Coin Company, Inc. in 1986, as a payphone company. After running the payphone business for ten years, Jerry turned City Tele-Coin Company, Inc. into an inmate telephone company. After 23 years in the inmate communications business, City Tele-Coin Company, Inc. now provides not only inmate telephones, but also remote video visitation, inmate tablets, and commissary.

Jerry Juneau, JR.

Vice President

Jerry has been an employee of City Tele-Coin Company, Inc. for over 30 years. Working his way up through every department, Jerry started with running routes to empty the payphone. He has extensive time and experience invested in every single department at City Tele-Coin Company, Inc. from system installations to server management, to web development.

David S. Cotton

Senior Vice
President of Sales

David Cotton is the owner of DSC Tactical Inc, which among many things provides technology consulting to Law Enforcement, Correctional Facilities and City Tele-Coin Company, Inc.

David Cotton served 9 years as a Director of the American Public Communications Counsel in Washington DC. He has also served as President of the Louisiana Payphone Association, Executive Director of the Southern Public Communications Association and the National Alliance of Specialized Correctional Providers. David has traveled the U.S. teaching Inmate 101 & 102 classes to new providers entering the industry.

David has provided testimony or appeared as a professional witness in many State and Federal Venues relating to Legal and Regulatory issues in the Public Communications sector, including US Congressional Sub Committees and the FCC relating to the Martha Wright Petition that has currently evolved into the current FCC rate making regulations.

Eric Terry

Regional Sales
Director

Eric has been with CTC since 2020 and a customer since 2015 prior to joining the CTC team. Eric has over 20 years of law enforcement experience, with close to half of that as a jail administrator in Missouri. While serving as a jail administrator, Eric experienced working with multiple different commissary and communication vendors. He chose to add CTC services in his facility for all inmate services and can attest to the quality and service provided as a customer and now a representative of CTC. Eric also served on the Missouri Sheriff's Association, Jail Standards and Training committee. He has the experience and knowledge to assist facilities in utilizing all of CTC services to alleviate liability and streamline timely and dangerous jail functions.



MEET THE TEAM

Bryan Rhodes

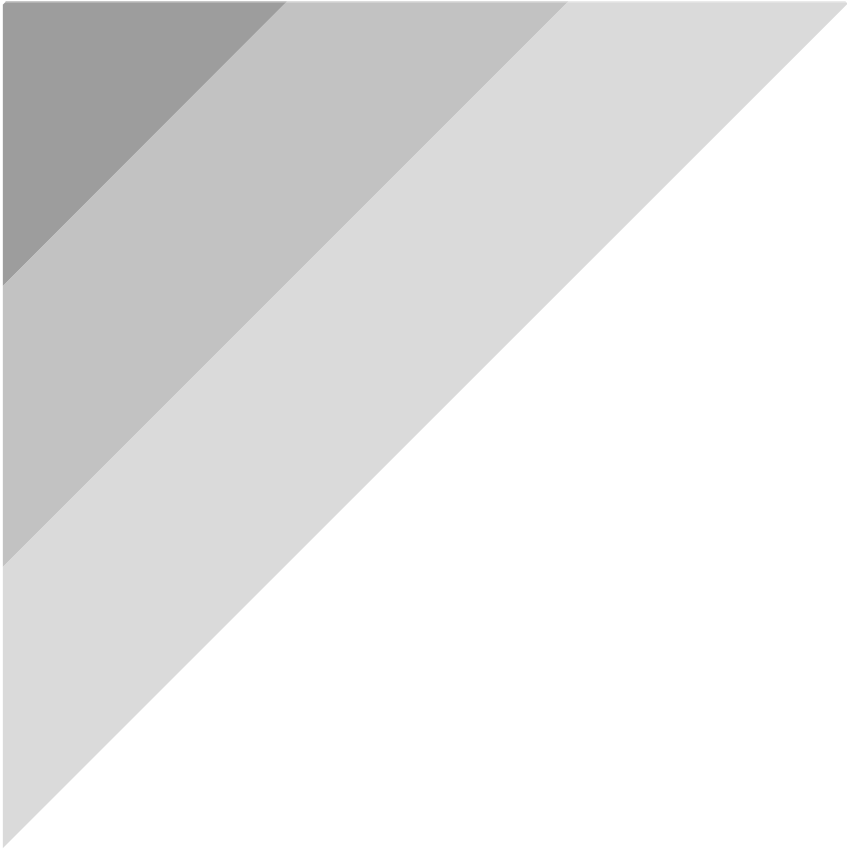
Development

Bryan Rhodes is the Director of Software Development. He has over ten years experience developing enterprise software, six of which with City Tele-Coin Company, Inc. During his time with CTC, he has strengthened existing software and spearheaded creating multiple products including CTC Mail, Vision, Video Visitation and tablets. As the director of development, he has grown CTC's software development to be a robust department by building a team of engineers and developers with a wide range of skill sets allowing customers to see increased benefits including inmate management, reporting and investigations.

Adam Jordan

IT Department

Adam Jordan has guided the technology foundation and stability of City Tele-Coin Company, Inc. as Director of Infrastructure for over two years. During his short time, he has directly overseen multiple major projects that allow CTC to provide their customers with 99.9% uptime, fast data retrieval and product stability. Adam has over 12 years of strong IT experience with a large part of it in computer science research. With this skill set, Adam has worked directly with AT&T to provide a strengthened internet across the South-eastern US riding on top of AT&T's fiber backbone. Because of his knowledge, experience and oversight, CTC has not suffered a data breach or attack and operates a 24/7/365 failover solution for the entire company, allowing CTC to survive natural disasters with little knowledge of the event being known to customers.



PHONE INFORMATION





INMATE PHONES

ADDITIONAL PHONE INFORMATION FOR YOUR EVALUATION BELOW. SOME OF THESE FEATURES AND HIGHLIGHTED POINTS MAY BE REPETITIVE BUT CTC WANTS TO MAKE SURE CHRISTIAN COUNTY HAS ALL INFORMATION AVAILABLE.

INVESTIGATIVE FEATURES

Since all calls are stored on a hard drive at CTC's main facility there is no way to tamper with or edit them. Investigators may transfer an entire call or a portion of a call onto a CD or other device. The entire recording will still be available for court purposes if only a portion of the call is recorded onto a CD. By applying the relevant identifying information automatically to a downloaded recording, the CTC Phone Manager maintains the integrity of the chain of evidence in as much as it relates to functions within the control of CTC. Investigators may also "bookmark" certain parts of a recorded call by providing an area wherein notes on a particular call can be annotated.

THREE WAY CALL DETECTION

CityTeleCoin's advanced three way call detection can quickly detect the number of voices on a call shortly after it ends. To further assist investigations, the system processes the call afterwards instead of during the call and thus does not alert any party to investigations by terminating the call. The CityTeleCoin Phone Manager software displays the number of voices detected along with color coding when searching phone calls to assist in reducing investigation times.

VISION

Vision is a useful tool to further investigations on an inmate or outside party. With these tools, the investigator can search with different types of criteria such as customer online accounts, customer to inmate relations, inmate call type count, inmate to customer relations and shared contacts. These searches will efficiently produce information and links between multiple parties.

ALERTING

The ability to receive an alert (viewing a number for auto-monitoring) for investigative purposes was designed in our system so that it is user-friendly and simple. Alerts can be made available to any of your staff who have been designated a Site Administrator or as a Site User. As long as you have been assigned administrative rights to set a Destination Number at an "alert" status, you may do so on-site or off-site. The CTC Phone Manager allows an alert to be sent to you whenever an inmate uses his PIN or dials a certain Destination Number, via email, call or text message. Contact upon a "hit" is automatic as soon as a call is placed that falls within the parameters you specified inside the alert system.



REAL-TIME ON-SITE & OFF-SITE ADMINISTRATION & MANAGEMENT OF YOUR PHONE SYSTEM

- Secure, Web-based Platform
- User Level Access Security
- Accessible 24/7 from any location or handheld device with internet
- Effortless On-site & Off-site Site Administration
- Complete Phone System Management & Control
- Individualized PIN Control
- Advanced Call Recording
- Live Call Monitoring
- Number Alert & Notification Forwarding
- Record Storage & Retrieval
- Customized Telephone Control
- Customizable Call Detail Reports
- Real-time Revenue Verification
- Live Customer Support
- High Level Technical Support & Maintenance
- Options for Inmates & End-users
- Advanced Technology & Equipment



Site Administrators may at any time, from any location, listen to, download, playback recorded calls, view attempted calls, allow and disallow destination numbers and PINs, search for a particular inmate based on various criteria, limit inmate privileges by phone, PIN, destination number, set up alerts, monitor calls in progress, view real time revenue on any phone located within your facility for all call types, view real-time “Top 25s,” physically shut off/turn on any telephone located within your facility, and edit user rights.

Changes made inside the CTC Phone Manager are recognized and implemented instantly. Commands and functions of the Site Administrator are tied in directly to our on-site equipment and CTC Phone Manager. Changing a function at your site is as quick as changing it on our server. Changes are made in real-time and there is no delay.

The CTC Phone Manager allows a Site Administrator to operate their inmate phone system via on-line facility access. Phones are listed inside the CTC Phone Manager so that the Site Administrator can easily discern which pod, dorm, and/or area the individual phone belongs to so that parameters may be placed appropriately. Manual on/off switches that control service to all inmate telephones, individually and by area, are installed at the same time as the system.

Inmate Phones may be controlled individually, per pod, dorm, area, and system wide as follows:

- Temporarily suspend selected phones from inmate use
 - Program the length of an inmate's conversation (Audible warnings at 90, 60, 30s)
 - Restrict inmate calls to particular hours each day
 - Schedule inmate calls to particular hours each day
 - Apply restrictions based on day and time of day
 - Set parameters based on individual phone, pod, dorm, area, destination number, or PIN number
- 



PIN & CALL MANAGEMENT

PINs may be entered automatically into the CTC Phone Manager via batch file from your existing booking system, or CTC can issue a request to our team of supervisors to have the numbers added manually. The Site Administrator, at the time of booking or whenever a number needs to be reissued, creates and assigns PINs from directly inside the CTC Phone Manager for their site. CTC can interface with the existing jail management system so that PINs are automatically populated into the CTC Phone Manager. As soon as an inmate is released from booking, their PIN is automatically deactivated inside the CTC Phone Manager.

CTC offers secondary PINS also known as Passcodes. The inmate can create their own passcode which is entered after their original PIN. The passcode can be changed as many times as the inmate wishes. This feature offers extra security for each inmate and reduces PIN theft in the facility.

The Site Administrator will have the ability to choose the number of digits (1-10) included in an inmate's PIN and may use any unique number, booking ID number or the inmate's social security number as their PIN. The PIN may be stored permanently and can be reactivated if the inmate returns to the facility.

Site Administrators may totally or partially restrict an inmate's calling ability for any specified period of time through the use of PINs. Phone privileges, via the inmate's PIN and for any number of inmates, may be manipulated without affecting the rest of the inmate population. The restrictions can be put in place or removed at any time using the CTC Phone Manager. Restrictions include allow lists and temporary usage suspensions.

The CTC Phone Manager allows for the storage of a pre-recorded name, based on the inmate's PIN. Anytime the inmate places a call from any phone within the facility, it is a function of our system to require that the inmate PIN be entered before a call is processed. The inmate will not be prompted to state his name during a call after his PIN has been properly created; his name is automatically stored and will be relayed to the end-user by the automated operator.





Inmate calls processed by the CTC Phone Manager are subject to the following:

- Call Branding (the name of the facility is announced at the beginning of each call)
- PIN Recognition (the name of the inmate is announced automatically based on PIN)
- Inmates hear music until an end-user positively accepts a call
- Warning Announcements (that call is being recorded, and remaining time for call)
- Connection Delay (acceptance of a call is not allowed until the menu plays through)
- End User Options (Accept/Reject call, hear charges for call, check Prepaid Balance, Replay Menu Options)
- Disallowance of 800/900/Information/Operator Calls
Prefixes of 900, 950, 800, 888, 700, 976, 411, and/or 911 are not accepted. Calls to the operator through dialing 0, and/or 00 are not allowed. Functions of "re-routing" calls via 10xxx and/or 950xxx have been disallowed.
Inmates may elect automated instructions in English or Spanish.

Upon initiating a call, inmates are offered a complete list of options including the following:

- Time of day
 - Prepaid Inmate Calling Card balance
 - Funds transfer of left over units onto newly purchased prepaid inmate calling card
 - Instructions for placing different call types
 - Directions on contacting CTC toll free
 - Automatic connection to ICE
 - Automatic connection to the Commissary
- 



RECORDS

The CTC Phone Manager is powered by a number of extremely powerful servers; simultaneous access into the CTC Phone Manager by an unlimited number of Administrators, Investigators, and/or users at any single time will not degrade call data, bog down any portion of the system, or otherwise prevent normal, streamline operations to continue uninterrupted.

RECORDING

The CTC Phone Manager monitors and records all inmate phone traffic on a 24/7/365 basis. Recording a call starts when the inmate phone is taken off hook and does not end until the inmate phone is placed back on hook. Whether a call is accepted, rejected, treated as inmate hung up, or otherwise terminated or not answered, the call is recorded and stored. Functions for disallowing the recording feature are available but belong exclusively to the CTC Group Administrator. Unless otherwise directed to disallow the recording status of a phone number, the record and live monitor functions will by default be turned on.

STORAGE

Call recordings are stored on record servers in duplicate in that they are stored in two locations, independent of each other. The servers are scheduled to automatically perform self back-ups every 15 minutes, 24/7 – 365. They are structured so that in the event of hard drive failure, data is still retrievable. Recordings may be retrieved from any location or hand held device with internet access and quickly stored locally to a hard drive or any type of recordable media so that permanent storage is achieved. The CTC Phone Manager treats each recording as a sovereign piece of data in that the recording may be saved instantly without prior or full review. Use of a specific hard drive for permanent on-line retention of records is an option available to each site; otherwise, recordings are stored for the life of the contract.

RETRIEVAL

Locating recorded conversation(s) from any location (remote or on-site) is achievable by following two simple steps: (1) Enter the phone number or PIN into its destination text box, and (2) Search. Once you've located a call, you simply click its "actions" box and the conversation will begin to play. Various parameters may be applied to each search, such as date and time, dorm location, etc... Our recordings may be transferred easily to a CD or other medium and replayed at any time on any device with audio capabilities. Recordings do not have to be played in their entirety to be downloaded or transferred. With each download or transfer, our system maintains the following applicable information pertinent to the call/recording: Date, Time, Originating number, Destination number and Inmate PIN. Furthermore, replay of any recorded conversation associated with a selected call record or reporting period may also be initiated from inside a call detail report.





INVESTIGATING

Since all calls are stored on a hard drive at CTC's main facility there is no way to tamper with or edit them. Investigators may transfer an entire call or a portion of a call onto a CD or other device. The entire recording will still be available for court purposes if only a portion of the call is recorded onto a CD. By applying the relevant identifying information automatically to a downloaded recording, the CTC Phone Manager maintains the integrity of the chain of evidence in as much as it relates to functions within the control of CTC. Investigators may also "bookmark" certain parts of a recorded call by providing an area wherein notes on a particular call can be annotated.

MONITORING

Live Monitor is a standard feature of the CTC Phone Manager wherein you may view and monitor all calls currently in progress inside your facility. Parameters may be applied for detailed search criteria such as Location, Destination Type, Call Type, Card ID, Station Number, Destination Number, and/or PIN. Live calls are shown on-screen and include information such as where the inmate phone is located inside the facility, the destination number, an interactive satellite map button which brings the user to the location of the destination number, real-time call duration, as well as other standard call statistics. Calls may be monitored in spy mode (undetectable by either party), whisper mode (alert either party of the monitor), and barge mode (speak with both parties simultaneously). Calls may also be terminated by the user during Live Monitor.

ALERTING

The ability to receive an alert (viewing a number for auto-monitoring) for investigative purposes was designed in our system so that it is user-friendly and simple. Alerts can be made available to any of your staff who have been designated a Site Administrator or as a Site User. As long as you have been assigned administrative rights to set a Destination Number at an "alert" status, you may do so on-site or off-site. The CTC Phone Manager allows an alert to be sent to you whenever an inmate uses his PIN or dials a certain Destination Number, via email, call or text message. Contact upon a "hit" is automatic as soon as a call is placed that falls within the parameters you specified inside the alert system.

REPORTING

The CTC Phone Manager records and stores all aspects of inmate call details on a 24/7/365 basis. Call detail records are collected per facility on a daily basis and disbursed to our billing company and to our accounting department. The CTC Phone Manager records the following information when a call is placed or attempted: Facility from which call was made, Call Date, Call Time, Location call was placed from within facility, From Number of the phone within the facility from where the call was placed, Destination Number, Call Type, Call Rate, Call Duration, Call Charges, Inmate PIN, Call Termination Type. Call detail records are saved in their entirety in at least four locations, each location independent of itself, each and every day of the year (they are located inside the CTC Phone Manager, recorded by our billing company during upload, stored in email form on a central email server as well as on a local email hard drive, and retrievable from any hard drives to where they're downloaded into an internal audit program).



Each morning traditional collect call records are batched into a single .emi file per facility and automatically uploaded to our billing company's website; as such, the CTC Phone Manager uploads all files independent of human prompting and therefore records are disbursed for billing and collection 365 days per year. By far, we boast one of the highest billable calls collection rates in this industry. Call statistics representing all call types (Traditional Collect, Prepaid, Debit) for each facility on the CTC Phone Manager are sent via email directly to our accounting department each morning. Statistics are downloaded into an internal program whereby we review revenue trend, analyze spikes and falls, and analyze the data for discrepancies which are not otherwise decipherable or reported to us either by our billing company or by site administrators. All inmate call traffic regardless of type is monitored and audited daily through the use of internal database programs and controls.

Printable call detail reports may be pre-configured to display whatever information the site specifically asks that we report in hard copy; at minimum the following fields of information are listed inside the report: Total Number of Records per Call Type, Total Duration per Call Type, and Total Revenue per Call Type. Features of each report may be easily adjusted, independently for each site, so that the call detail report displays alternate fields of information. Additionally, the Site Administrator is allowed to sort call detail records on-screen by cell, destination, rate, call type, and PIN. The CTC Phone Manager allows for a search for call records based on specific criteria. Site Administrators may access and edit restrictions assigned to telephone numbers, PINs, and inmate phones directly from on-screen call detail reports.

Moreover, summary reports may be quickly generated of the most frequently dialed destination numbers, the most frequently used PINs, traffic per inmate phone, revenue trends per location and/or station, and newly added/created PINs. Reports may be based on various parameters, including date and time, and may be sorted on screen.

REVENUE VERIFICATION

Because the CTC Phone Manager is web-based, call records are continuously being updated. Site Administrators may perform any number of searches at any given time to review real-time, detailed information about revenue generation at their site. By performing searches on phone trends, you are able to determine when/if a phone or group of phones breaks trend and thereby immediately remedy potential problems. When monthly commission reports are sent, you can quickly and easily cross-examine our reports by logging into your site and performing a revenue search.





ONSITE & OFF-SITE SYSTEM MANAGEMENT

Accessible 24/7 from any location or handheld device with internet access, The CTC Phone Manager is a secure, web-based platform that allows single-site, user-level access by only those authorized individuals who have been assigned privileges and specific entry rights into any single site. User-level access is based on a hierarchy scheme in that system features are open to, hidden from, or otherwise locked based on the authorization rights assigned to individual users. CTC offers the ability to create custom Facility Groups which provides the ability to select the features each group can view. Administrative functions of the CTC Phone Manager are dependent exclusively on the user, independent of terminal, point of access, location, or device through which the CTC Phone Manager is accessed.

The CTC Phone Manager requires the user to login as a Site Administrator, Site User, Site User (PINS only) or a custom Facility Group User. Only Site Administrators can control call functionality, have the ability to set up new users, and view real-time revenue reports. Site Users have capabilities much like the Site Administrators but cannot set up a new user, control the inmate phones or view the inmate phone revenue for the facility. Site Users (PINS only) have only two capabilities involving functions of PIN set-up and entry.

Facility Administrators, Investigators, and/or authorized users may access call controls or call records and recordings remotely from locations other than the workstation computer quickly and efficiently in order to perform any or all of the administrative or investigative functions permitted by the individual's security level. The user interface and system functions available via remote access are identical to those of the on-site workstation; all functionality and feature components of the CTC Phone Manager remain the same.

All functions assigned to the individual user are accessible by a single entry password. Access to call controls, administrative functions, call detail records, and call recordings are password protected to prevent unauthorized access. Assigned passwords dictate which features, functions, and data will be accessible to each user. The CTC Phone Manager times out after a short period of inactivity; therefore re-entry into the system requires that the user re-enter their password.





INMATE TELEPHONE HARDWARE

CT-500 INMATE TELEPHONE

GENERAL SPECIFICATIONS

- HOUSING: High security, 14 gauge steel
- SIZE: 14 ½"H x 8"W x 2 ½"D
- CORD: Standard 36" (L)
- HANDSET: Armored cord w/steel lanyard, heavy 14 gauge steel retainer INFO CARD: 2 ½"H x 5"W
- MOUNTING: Directly to wall or directly onto backboard CONNECTIONS: Modular or Spade

TECHNICAL SPECIFICATIONS

- 20mA Minimum to 80mA Maximum Line Power
- Meets FCC Parts 68 and Bellcore TR-TSY-000450
- Meets Waterspray Test Bellcore TR-TSY-000456 7.2
- Relative Humidity 0% to 95% Condensing
- Operating Temperature -40 to 140 Degrees Fahrenheit
- Hearing Aid Compatible EIA-RS-504
- Meets ADA Requirements

AVAILABLE MODIFICATIONS include:

- HOUSING: Stainless Steel, Blue Powder Coat, Black Powder Coat •
- CORD: 8", 15", 18", 24", or 32" (L) • AUDIO: Volume control button •
- EQUIPMENT: Invisible Hookswitch, Wall Mount Backboard, 2 or 4 Wheel Cart

ADTRAN, TOTAL ACCESS 900/900e SERIES

The Total Access 900/900e Series of IP Business Gateways combine the functionality of ADTRAN's industry-leading integrated access devices with a SIP/MGCP and analog gateway to offer carriers and network service providers a cost-effective IP network strategy for VoIP deployment, with support for legacy equipment. The Total Access 900 and 900e Series allow carriers to deliver SIP trunks, hosted PBX, and other integrated voice and data services such as Dedicated Internet Access (DIA) to small and medium businesses, quickly and cost-effectively.

-TOTAL ACCESS 900 SERIES

Single-T1, IP Business Gateways designed for carrier SIP/MGCP Voice over IP (VoIP) networks -

TOTAL ACCESS 900e SERIES

-Multi-T1, IP Business Gateways designed for carrier SIP/MGCP Voice over IP (VoIP) networks -

Converged Access solutions for trunking and hosted VoIP networks

-Robust routing, firewall, VPN, Voice Quality Monitoring, QoS, dynamic bandwidth allocation, and remote management features.

-Support for up to 24 analog FXS ports, integral DSX-1 PRI/CAS interface for PBX connectivity

-Multi chassis options provide flexibility, room for growth

-Analog to SIP or MGCP conversion for legacy support over a dynamic IP network



SAMPLE REPORTS



SAMPLE REPORTS -REVENUE

This is from a current facility. Therefore, some information, such as names and numbers, has been erased.

multiple options for how revenue reports may be ran

Reports

Facility Rates

Revenue by Call Type

Revenue by Call Type/Rate

Revenue by Cell/Extn

Current User: [redacted] Facility: 6154221 - Sumner County Home Logout

Facility Revenue Report Search (Hide)

Facility: [redacted] County - 6154221

Start Date: [03/25/2024] End Date: [04/08/2024]

Call Type: [redacted]

Search Print Export CSV

Filter... (limit: 500) Hide Columns Facility Revenue Report

Facility	Name	Call Type	Records	Revenue	FCC Tax	State USF	Commissionable Revenue	Duration
6154221	County	Kiosk PPCard	1162	2132.71	49.35	0	2083.36	8821:14
6154221	County	Online PPCard	4751	8879.65	609.78	0	8269.87	35279:34
6154221	County	PPAcct	8951	18161.28	862.98	0	17298.30	74875:05
6154221	County	Tablet App Usage	1548	2798.78	0.00	0	2798.78	00:00
6154221	County	Video Messaging App	4134	2067.00	0.00	0	2067.00	00:00
6154221	County	Video Messaging Attachment	670	335.00	0.00	0	335.00	00:00
6154221	County	Video Messaging Kiosk	1983	991.50	0.00	0	991.50	00:00
6154221	County	Video Messaging Kiosk - PPCard Kiosk	18	9.00	0.00	0	9.00	00:00
6154221	County	Video Messaging Kiosk - PPCard Online	81	40.50	0.00	0	40.50	00:00
6154221	County	Video Messaging Tablet	1463	731.50	0.00	0	731.50	00:00
6154221	County	Video Messaging Tablet - PPCard Kiosk	6	3.00	0.00	0	3.00	00:00
6154221	County	Video Messaging Tablet - PPCard Online	156	78.00	0.00	0	78.00	00:00
6154221	County	Video Messaging Website	134	67.00	0.00	0	67.00	00:00
6154221	County	Video Visit Kiosk	4878	15027.47	0.00	0	15027.47	27609:41
Grand Total:			29935	\$51,322.39	\$1,522.11	\$0.00	\$49,800.28	146585:34

14 results
Jump to top of page

Facility Revenue Report								
Call Type	Call Rate	Description	Records	Revenue	FCC Tax	State USF	Commissionable Revenue	Duration
Kiosk PPCard	INTL	-	28	62.62	15.82	0.00	46.80	81:30
Kiosk PPCard	Intrastate	-	195	371.39	0.00	0.00	371.39	1608:54
Kiosk PPCard	Local	-	869	1558.44	0.00	0.00	1558.44	6683:46
Kiosk PPCard	LongDist	-	70	140.26	33.53	0.00	106.73	447:04
Subtotal:			1162	\$2,132.71	\$49.35	\$0.00	\$2,083.36	8821:14
Online PPCard	INTL	-	13	30.61	8.15	0.00	22.46	40:58
Online PPCard	Intrastate	-	856	1511.26	0.00	0.00	1511.26	6467:35
Online PPCard	Local	-	2757	4849.89	0.00	0.00	4849.89	20740:21
Online PPCard	LongDist	-	1125	2487.89	601.63	0.00	1886.26	8030:40
Subtotal:			4751	\$8,879.65	\$609.78	\$0.00	\$8,269.87	35279:34
PPAcct	Intrastate	Intrastate	1667	3264.68	0.00	0.00	3264.68	14152:18
PPAcct	Local	Local Calls	5681	11324.27	0.00	0.00	11324.27	49208:43
PPAcct	LongDist	Long Distance	1606	3578.30	862.98	0.00	2715.32	11540:47
Subtotal:			8954	\$18,167.25	\$862.98	\$0.00	\$17,304.27	74901:48
Tablet App Usage	Tablet App Usage	-	1548	2798.78	0.00	0.00	2798.78	00:00
Subtotal:			1548	\$2,798.78	\$0.00	\$0.00	\$2,798.78	00:00
Video Messaging App	Video Messaging	-	4134	2067.00	0.00	0.00	2067.00	00:00
Subtotal:			4134	\$2,067.00	\$0.00	\$0.00	\$2,067.00	00:00
Video Messaging Attachment	Video Messaging Attachment	-	670	335.00	0.00	0.00	335.00	00:00
Subtotal:			670	\$335.00	\$0.00	\$0.00	\$335.00	00:00
Video Messaging Kiosk	Messaging	-	99	49.50	0.00	0.00	49.50	00:00
Video Messaging Kiosk	Video Messaging	-	1884	942.00	0.00	0.00	942.00	00:00
Subtotal:			1983	\$991.50	\$0.00	\$0.00	\$991.50	00:00
Video Messaging Kiosk - PPCard Kiosk	Video Messaging	-	18	9.00	0.00	0.00	9.00	00:00
Subtotal:			18	\$9.00	\$0.00	\$0.00	\$9.00	00:00
Video Messaging Kiosk - PPCard Online	Video Messaging	-	81	40.50	0.00	0.00	40.50	00:00
Subtotal:			81	\$40.50	\$0.00	\$0.00	\$40.50	00:00
Video Messaging Tablet	Messaging	-	162	81.00	0.00	0.00	81.00	00:00
Video Messaging Tablet	Video Messaging	-	1301	650.50	0.00	0.00	650.50	00:00
Subtotal:			1463	\$731.50	\$0.00	\$0.00	\$731.50	00:00
Video Messaging Tablet - PPCard Kiosk	Video Messaging	-	6	3.00	0.00	0.00	3.00	00:00
Subtotal:			6	\$3.00	\$0.00	\$0.00	\$3.00	00:00
Video Messaging Tablet - PPCard Online	Video Messaging	-	156	78.00	0.00	0.00	78.00	00:00
Subtotal:			156	\$78.00	\$0.00	\$0.00	\$78.00	00:00
Video Messaging Website	Video Messaging	-	134	67.00	0.00	0.00	67.00	00:00
Subtotal:			134	\$67.00	\$0.00	\$0.00	\$67.00	00:00
Video Visit Kiosk	Remote	-	4879	15034.23	0.00	0.00	15034.23	27622:42
Subtotal:			4879	\$15,034.23	\$0.00	\$0.00	\$15,034.23	27622:42
Grand Total:			29939	\$51,335.12	\$1,522.11	\$0.00	\$49,813.01	146625:18

SAMPLE REPORTS -PROFILES

This is from a current facility. Therefore, some information, such as names and numbers, has been erased.

Profiles is a tool to see all of the connections with a particular inmate and to link other inmates/customers

Inmate Information



Tiffany

6154221
1093

County



122 Records

Transactions including this account: ¹

\$30.09



1

Messages
²



20

Calls



85

Call
Attempts



7

Video
Calls



9

Video
Attempts



2

Calling
Cards ³

RELATIONSHIPS



Allison

Destinations:
615 [REDACTED]



Ashley

F [REDACTED] e
Destinations:
615 [REDACTED]
615 [REDACTED]



Caleb

Destinations:
615 [REDACTED]

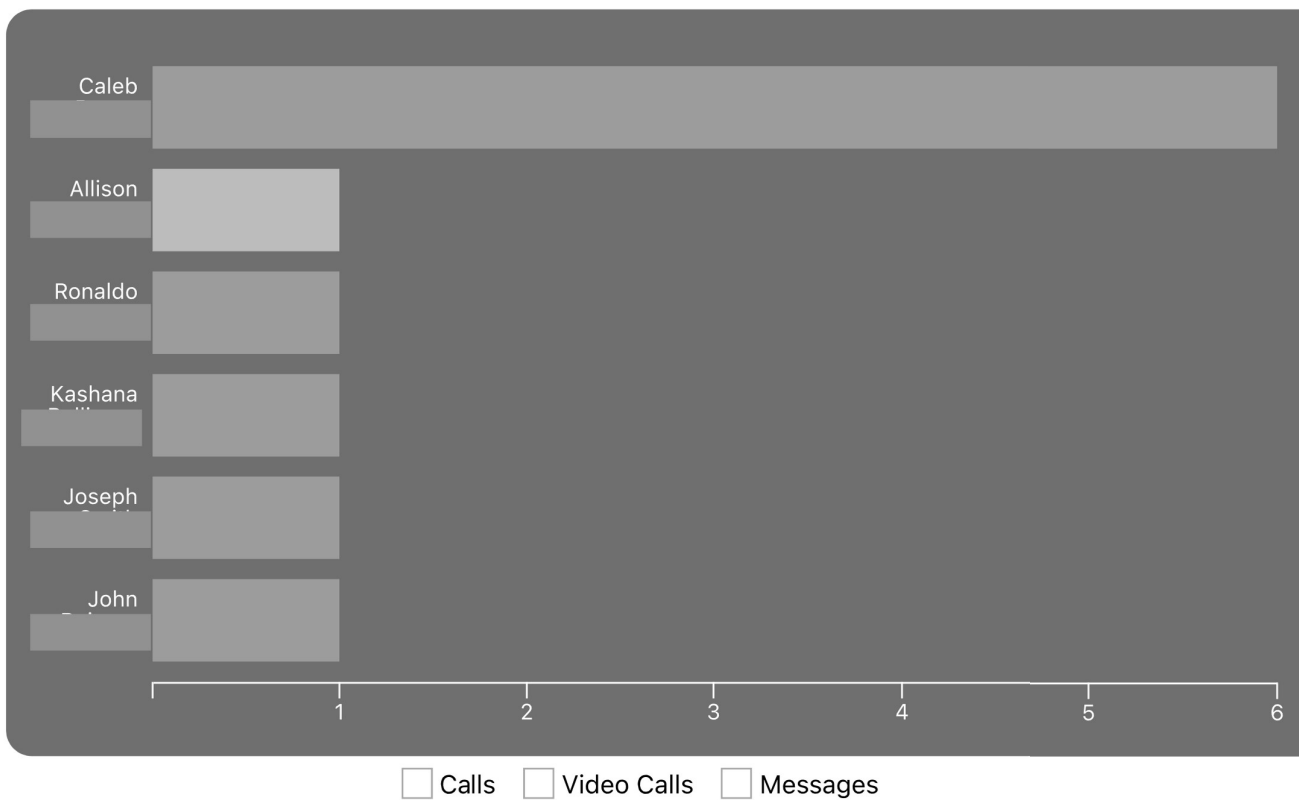


John

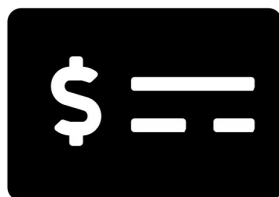
Destinations:
720 [REDACTED]

→ Scroll to see all relationships. You can view Customer Profiles by clicking name.

TOP CONTACTS



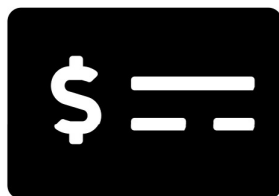
TRANSACTIONS



2310682712

\$14.29

(Remaining: \$0.00)



2404828043

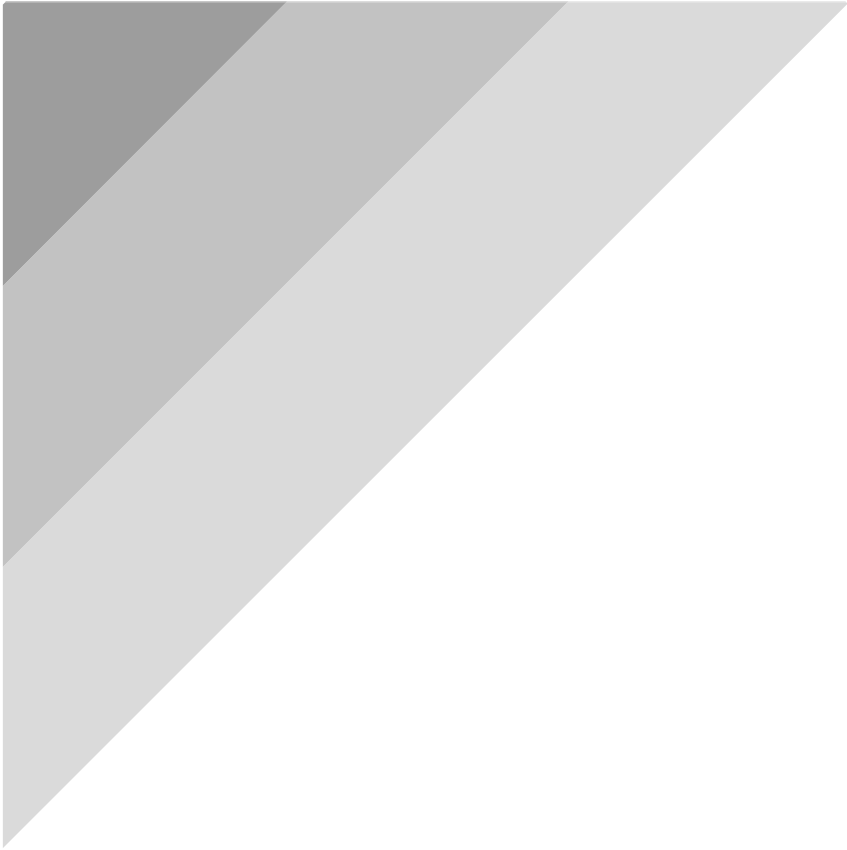
\$15.30

(Remaining: \$0.00)

1 - Includes transactions made by both inmate and customer, and is not an indicator of user-exclusive transactions.

2 - Messages are gathered using the user's entire account and are not separated by phone number.

3 - Calling Card count includes all calling cards associated with the account, omitting dates.



VIDEO INFORMATION





INMATE VIDEO KIOSKS

ADDITIONAL VIDEO INFORMATION FOR YOUR EVALUATION BELOW. SOME OF THESE FEATURES AND HIGHLIGHTED POINTS MAY BE REPETITIVE BUT CTC WANTS TO MAKE SURE Cumberland COUNTY HAS ALL INFORMATION AVAILABLE.

Video Kiosks

In recognizing the continued need for correctional facilities to enhance security features, create a paperless environment, generate additional revenue and decrease staff workload, CTC has developed and incorporated into its communications infrastructure Video Kiosks. Unlike many of our competitors, CTC does not 3rd party any of these video services and just act as Agents for other companies. All hardware is made at our corporate office and all software is written by our onsite I.T staff and programmers, thus providing you with one contact and unmatched service response. Your admin staff can access any feature or content data from the system remotely via computer or cell phone.

Benefits of CTC's Video kiosk

- Video Arraignment
- On Site Video Visitation
- Revenue producing Off Site Video Visitation
- Revenue Producing Messaging with Picture Attachment • Electronic

Grievance Filing

- Electronic Law Library Research
- Electronic Posting of Jail Rules and Standards
- Inmate Information Terminal
- Commissary Interface
- Medical Requests
- Electronic PREA Compliance
- Investigative Alerts
- CTC Mail Program

CTC Video Kiosk Specs

- SIP Compliant
- 17" Color Monitor
- Impact Resistant Display
- Remote Low Voltage DC Power
- High Resolution Camera with VGA Capability • (2)

External USB Ports

- High Impact Injected Mold
- Digital Recording, Archiving and Retrieval





Description of Benefits

Video Arraignment

Use of video arraignment eliminates the need to transport inmates thus eliminating a security risk to correctional staff, courthouse staff and the general public. Our system does not require the court to purchase any additional software; all they need is a computer with a camera and access to the internet.

On Site Video Visitation

Use of this feature eliminates the need to move the inmate from his pod or cell and walk them down to the visitation area. This eliminates a security risk and decreases the work load of facility staff. All visitations are recorded and can be electronically retrieved. All visitations can be live monitored and suspended by staff upon viewing inappropriate behavior or violation of facility rules.

Off Site Visitation

It costs time and money for a visitor to arrange their schedule and transportation to come down to the facility for a visit. Use of this feature will not only cut down on the foot traffic at the facility on visitation times, assist in decreasing the amount of contraband brought into the facility, but will generate additional revenue for the facility. Use of this feature also eliminates the need to move the inmate from his pod or cell and walk them down to the visitation area. This eliminates a security risk and decreases the work load of facility staff. All remote visitations are recorded and can be electronically retrieved. All visitations can be live monitored and suspended by staff upon viewing inappropriate behavior or violation of facility rules. The facility has the choice to either pre-approve and do back ground research on remote visitor applications or just allow the visit to be scheduled and take place without approval. This feature also helps reduce recidivism by allowing more visits to loved ones.

Messaging

CTC Video Kiosks allow the inmate to send and receive text messages to loved ones. Each message, both sent and received, is checked by a approved word scan before it leaves the facility. Photos can also be attached to the message. The contents of this word scan can be added to by the facility if they know of any slang or specific words that are unique to their location they want to catch. Captured messages or all messages can be directed to staff for review and approval or denial. All URL's are deactivated and no access to the internet is allowed. Message cost is set by the facility and can virtually eliminate the paper mail workload of your staff. Mobile APP's are available for both Android and Apple phones.

Electronic Grievance Filing

CTC Video Kiosks allow the inmate to access a keyboard on the touch screen to electronically file a grievance and send it to the appropriate staff at your facility. Designated Staff can reply electronically and a digital record is kept. This greatly cuts down of staff labor and paperwork.

Electronic Law Library Research

CTC Video Kiosks allow the inmate to access law library research right in the cell or pod without having to be moved. CTC can either load the state statues or tie directly into electronic services like Lexus Nexus or West Law.

Electronic Posting of Jail Rules or Standards

Facilities can post their jail rules or standards on the CTC Video Kiosk. Once the inmate access the Kiosk, these rules are posted and the inmate must check that he has read these rules before he can proceed to do anything else on the Kiosk.

Inmate Information Terminal

While not in use, the CTC Video Kiosk can broadcast or stream any information deemed necessary by the facility across the screen. This can range from the menu to religious services scheduled.

Commissary Interface

CTC Video Kiosks can integrate with whoever your commissary provider may be if they have electronic capabilities. This allows the inmate to check their balance or order approved items.

Electronic PREA Compliance

Every 31 days the inmate must be made aware of his PREA rights. Upon the first time an inmate uses the kiosk the PREA rights are displayed and the inmate must accept that that he/she has read them or they cannot perform any other function. 31 days later when the inmate logs into the kiosk with their ID number, the rules and rights are displayed again, thus making your facility compliant with the 31-day notification.

Investigative Alerts

CTC Video Kiosks have the ability for officers to set alerts so when an inmate attempts a remote video or sends a message an alert is sent to a designated cell phone or email address of the investigative officer.





TRAINING & TIMELINE





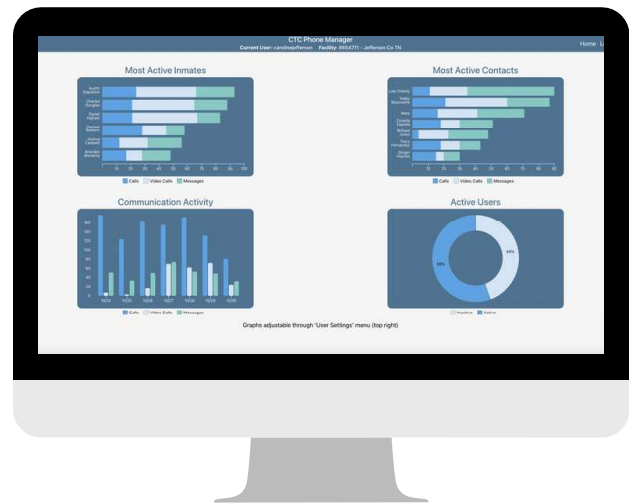
TRAINING & TIMELINE



CTC is pleased to offer an onsite training session for your staff, designed to introduce them to the latest advancements on our platform. This session will ensure your team is well-equipped to take full advantage of the tools and features we provide. To support ongoing learning, we will also distribute comprehensive documentation that offers clear guidance on using our platform effectively. Examples of these materials can be found in the following pages.



Phone Manager quick tips



Inmate PINS

► Deactivating Inmate Account

- 1) click menu button in top left hand corner
- 2) click '**Manager**' and click '**Inmate Pin**'
- 3) search for specific inmate
- 4) hover over '**more**' and select '**edit**'
- 5) select the date you would like for inmate's access to be reinstated in the '**Disabled Until**' section
- 6) select what type of access are you wanting to limit in the '**Disabled Type**' section
- 7) click '**save**'

► Resetting Facial Recognition

- 1) click menu button in top left hand corner
- 2) click '**Manager**' and click '**Inmate Pin**'
- 3) search for specific inmate
- 4) hover over '**more**' and select '**Reset FR**'

Facial Recognition is only on the tablets unless specifically requested by facility to be activated on the video kiosks as well. You can view the facial recognition login pictures in '**Inmate Logs**'.

► Overriding Visitation Rights for Inmate

- 1) click menu button in top left hand corner
- 2) click '**Manager**' and click '**Inmate Pin**'
- 3) search for specific inmate
- 4) hover over '**more**' and select '**Override**'

This is a great tool if jail staff is wanting to allow an extra onsite visit or if their original visit was interrupted for any reason.

Phone Manager quick tips

Disabling Equipment

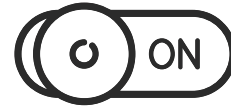
► Video Kiosks & Tablet Access Points

- 1) click menu button in top left hand corner
- 2) click '**Manager**' and click '**Kiosk Management**'
- 3) the kiosks and access points are labeled by location
- 4) hover over '**More**' and select the location you would like to disable
- 5) the location will turn red when it's properly disabled

► Phones

- 1) click menu button in top left hand corner
- 2) click '**Administrator**' and click '**Phones On/Off**'
- 3) the phones are labeled by location
- 4) hover over '**More**' and select the location you would like to disable
- 5) the location will turn red when it's properly disabled

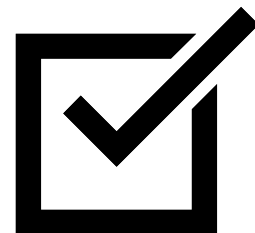
Once equipment has been disabled manually in the phone manager, it will not turn back on unless it's manually turned back on.



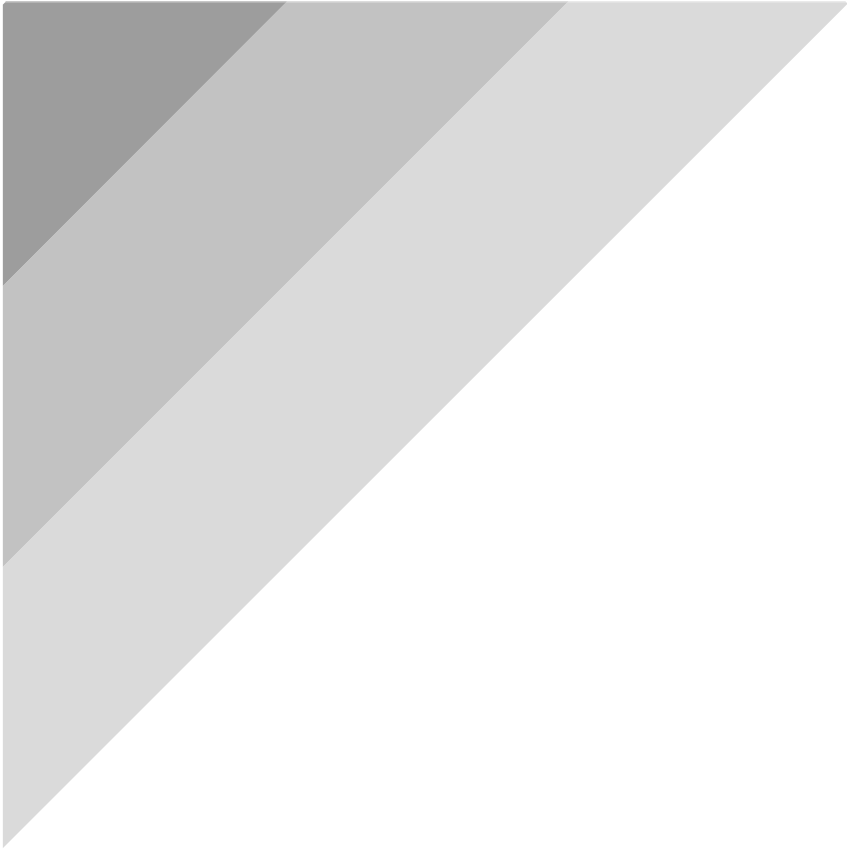
Inmate Messages

► Approving/Denying Messages

- 1) click menu button in top left hand corner
- 2) click '**Manager**' and click '**Message Approval Queue**'
- 3) hover over '**More**' and select '**Approve**' or '**Deny**'
OR
- 3) to approve or deny multiple messages at once select the checkbox next to each message and press '**Approve Selected**' or '**Deny Selected**'



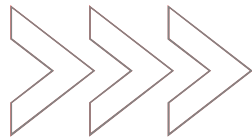
The messages that enter the Message Approval Queue is fully customizable by the facility. All messages can enter the queue or just the messages with pictures and filter words.



FEATURES

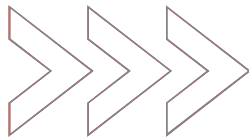


INVESTIGATIVE FEATURES



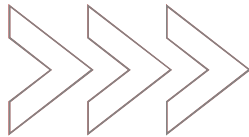
THREE WAY CALL DETECTION

CityTeleCoin's advanced three way call detection can quickly detect the number of voices on a call shortly after it ends. To further assist investigations, the system processes the call afterwards instead of during the call and thus does not alert any party to investigations by terminating the call. The CityTeleCoin Phone Manager software displays the number of voices detected along with color coding when searching phone calls to assist in reducing investigation times.



VISION

Vision is a useful tool to further investigations on an inmate or outside party. With these tools, the investigator can search with different types of criteria such as customer online accounts, customer to inmate relations, inmate call type count, inmate to customer relations and shared contacts. These searches will efficiently produce information and links between multiple parties.

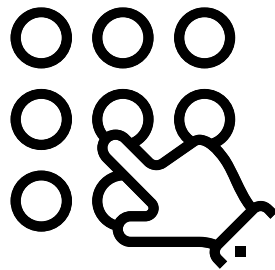


VOICE BIOMETRICS

CTC offers the robust Argus Voice Biometrics platform as an extended feature of its investigation suite. The Argus platform offers industry leading tools that when combined with the unassailable CTC Vision Investigation Suite, allows facilities to receive notifications of PIN sharing, mute incarcerated or third party members of a call to hear the conversation with utmost quality and drill down to all levels of investigations to understand what communication is occurring and thus protecting inmates and officers better than ever.



STEP INMATE SECURITY



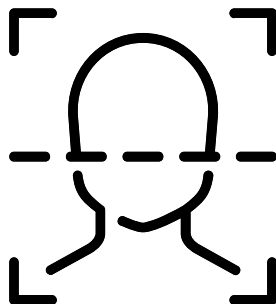
INMATE ENTERS PIN ASSOCIATED WITH JAIL'S JMS

PINS are automatically uploaded to our system from your JMS software.



INMATE ENTERS 'PASSCODE'

'Passcode' is customizable by the inmate. After their initial login, they will be able to adjust the 'passcode' to their preference.



FACIAL RECOGNITION

Inmate will take a picture upon initial login that will be used for facial recognition in future logins. These pictures will be saved for the facility's review.



REAL TIME REVENUE

CTC Phone Manager

Home Logout

Facility Revenue Report Search

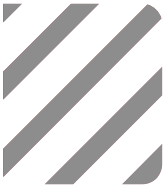
Facility: [Dropdown]
Start Date: 04/01/2023 End Date: 04/30/2023
Call Type: [Dropdown]
Search Print

Facility Revenue Report

Facility	Name	Call Type	Records	Revenue	FCC Tax	State USF	Commissionable Revenue	Duration
6154221		FreePhone	4759	0.00	0.00	0	0.00	17114:33
6154221		Kiosk PPCard	914	1432.25	50.02	0	1382.23	5796:42
6154221		NoBill	29	0.00	0.00	0	0.00	146:19
6154221		Online PPCard	8805	16841.18	737.29	0	16103.89	68101:44
6154221		PPAcct	21181	43963.39	2466.17	0	41497.22	182477:20
6154221		PPCard	3	9.75	0.00	0	9.75	44:20
6154221		PREA	8	0.00	0.00	0	0.00	18:22
6154221		Tablet App Usage	10301	6515.99	0.00	0	6515.99	118043:00
6154221		Tablet Free App	10981	0.00	0.00	0	0.00	132064:00
6154221		Video Messaging App	5284	2642.00	0.00	0	2642.00	00:00
6154221		Video Messaging Attachment	1062	531.00	0.00	0	531.00	00:00
6154221		Video Messaging Kiosk	3929	1964.50	0.00	0	1964.50	00:00
6154221		Video Messaging Kiosk - PPCard Kiosk	21	10.50	0.00	0	10.50	00:00
6154221		Video Messaging Kiosk - PPCard Online	462	231.00	0.00	0	231.00	00:00
6154221		Video Messaging Tablet	1015	507.50	0.00	0	507.50	00:00
6154221		Video Messaging Tablet - PPCard Kiosk	9	4.50	0.00	0	4.50	00:00
6154221		Video Messaging Tablet - PPCard Online	119	59.50	0.00	0	59.50	00:00
6154221		Video Messaging Website	256	128.00	0.00	0	128.00	00:00
6154221		Video Visit	716	0.00	0.00	0	0.00	16536:35
6154221		Video Visit Kiosk	10205	32018.00	0.00	0	32018.00	58806:25
Grand Total:			80059	\$106,859.06	\$3,253.48	\$0.00	\$103,605.58	599149:20

20 results
Click to see all data





MAIL OPTIONS



REMOTE MAIL SCANNING

BENIFITS FOR YOUR DEPARTMENT



CONTRABAND

Remove drugs and unrecorded communications with inmates by creating a digital copy of all mail.



OVERSIGHT

Jail administration has the ability to screen and approve all inmate mail (other than Legal Mail) prior to it being available to to be viewed by the inmate.



TIME EFFICIENT

On average, facilities save over 150 man hours a year by going to remote mail scanning. This saves your jail thousands of dollars per year in wasted labor.



SPEED, ACCURACY & SECURITY

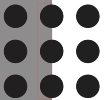
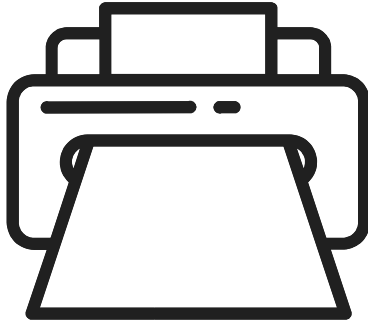
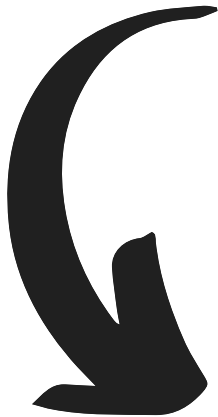
- All mail is uploaded within 24 hours of being received by our highly trained technicians.
- Mail is processed and screened for illicit materials, our technicians complete the process and upload the correct inmate mail with a 99.7% accuracy rating.
- All mail is kept in an individually locked, secured cabinet for 90 days. After this time period, the mail is professionally shredded and disposed of to ensure the inmates privacy.



DIGITAL FOOTPRINT

- All mail that enters the CTC Mailroom has a digital footprint of when it was received and processed.
- In the case of non-deliverable mail, a digital record is created for when it was received and what action was taken with the postage.





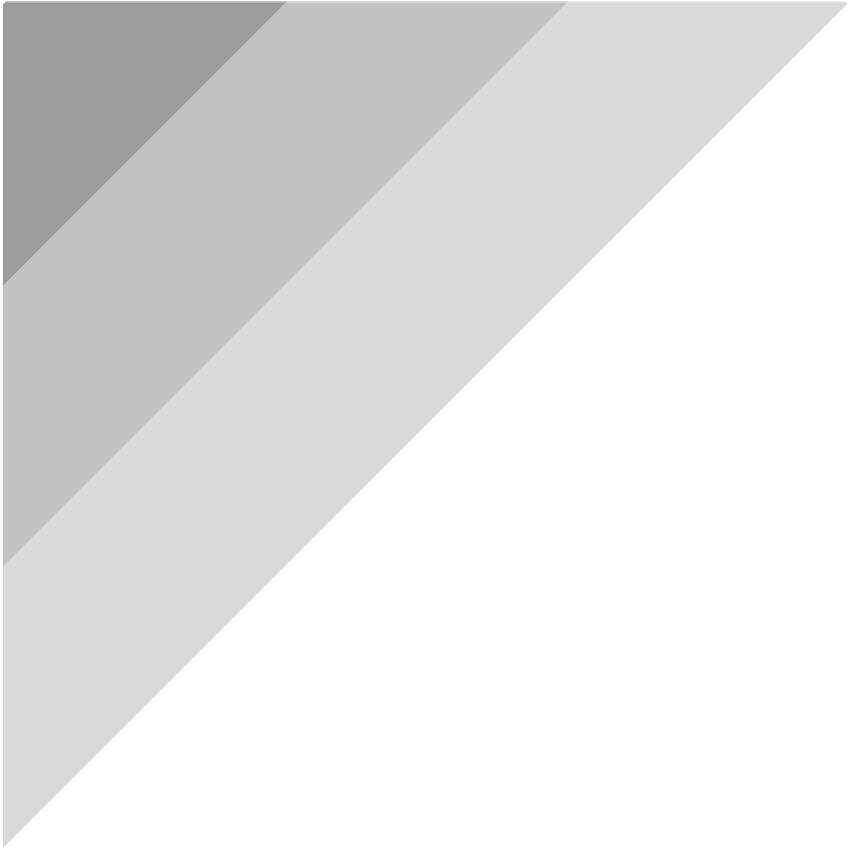
ONSITE MAIL

MAIL IS
DELIVERED TO
FACILITY

JAIL STAFF
SCANS MAIL INTO
PROGRAM

JAIL STAFF SELECTS
INMATE TO RECEIVE
MAIL

INMATE RECEIVES
MAIL VIA TABLET OR
KIOSK



DRAFT CONTRACT



CORRECTIONAL COMMUNICATIONS SERVICES AGREEMENT

Made on this, the day of _____, by and between these parties:

City Tele-Coin Company, Inc. (hereinafter referred to as "CITY"),
and
Christian County Sheriff's Office (hereinafter referred to as "CHRISTIAN")

WHEREAS, CHRISTIAN has requested CITY to perform the services hereinafter described and CITY has agreed to perform such services, subject to the terms and conditions hereinafter set out:

NOW IN CONSIDERATION of the payment of fees provided hereinafter and other terms and conditions hereinafter set out, CHRISTIAN and CITY hereby agree:

(A) THE WORK

CHRISTIAN agrees that it is the manager of the locations listed directly hereunder in *Section A.1 - Locations*, and that said locations require video visitation and inmate telecommunication services, and that said telecommunications services are to include all local, *interLATA*, *intraLATA*, and interstate telephone services. CITY shall install, service, and maintain inmate telecommunication services using methods consistent with sound, generally recognized practices ordinarily associated with the type of work to be performed, to include all existing and future facilities under the management of CHRISTIAN. CITY will be responsible for any and all local, long distance, and equipment charges. CITY shall remit to CHRISTIAN its portion of the revenues as set out herein below. Parties acknowledge that CITY shall be the exclusive provider of such services, at below location, during the time this agreement is in force and effect.

(1) LOCATION

Christian County Jail
110 West Elm Street #70
Ozark, Missouri 65721

--- REMAINDER OF PAGE LEFT BLANK ON PURPOSE ---

City Tele-Coin Company, Inc.

4506 Marlena Street, Bossier City, LA 71111
800.682.0707 / www.citytelecoin.com

(B) COMMISSIONS

As to any inmate unit that is located within those locations listed in Section A.1 whereby service to that unit is being provided by **CITY** successive of cut-over, revenue shall be deemed commissionable and henceforth payable by **CITY** to **CHRISTIAN** commencing with the exact point in time in which the first billable or prepaid call has been initiated from that unit; moreover, such revenue shall remain commissionable and payable on any such unit until service to that unit has been reassigned through contractual reassignment.

- (1) **CITY** shall remit to **CHRISTIAN**, **Sixty-eight (68%) Percent** of all Billable Usage Revenue generated through **Gross Collect, Prepaid Inmate Calling Cards, and Direct Pay** telephone traffic (local, intraLATA, interLATA, and interstate) originating from the facility managed by **CHRISTIAN**, as listed in Section A “The Work” and processed by **CITY’s** call processing system. **CITY** shall remit to **CHRISTIAN** **Thirty-five (35%) Percent** of all Revenue generated through **Inmate Initiated Video Calls, and Messaging** via inmate video traffic. **CITY** shall remit to **CHRISTIAN** **10% (Ten Percent)** of all Revenue generated through **Media Apps** via inmate video traffic. Billable Usage Revenue is defined as Gross Revenue minus all applicable state, County, city, and/or federal taxes, and all fees applicable by law. **CITY** will pay all said commissions on a monthly basis along with a monthly report of all said monies.
- (2) **Remittance and Acceptance** – **Remittance** of commissions shall commence Twenty (20) Days after installation of equipment. Furthermore, **CITY** shall remit commission payments to **CHRISTIAN** on a monthly basis. Any objection to a commission payment shall be brought to the attention of **CITY** by way of written notice by **CHRISTIAN** and shall be made within 30 days after receiving said commission payment. **Acceptance** of said commission payment shall be final and binding if no objections are brought forth within 30 days after receipt thereof.
- (3) **Adverse Conditions** – At any time while this contract is in force and effect, should the Missouri Public Service Commission, the Louisiana Public Service Commission, the Federal Communications Commission, or any other governmental or regulatory agency that has legal authority over inmate telecommunications, may change rates or impose restrictions or otherwise modify any rules or regulations under which inmate telecommunications are currently operating, so that such changes, restrictions, or modifications affect inmate communication traffic in a way that causes **CHRISTIAN’S** generated revenue from such traffic to be adversely affected, or **CITY’s** Billable Gross Usage Revenue to be adversely affected, then both Parties agree to renegotiate the terms of this Agreement in good faith. Both Parties acknowledge and confirm that there are concurrently legal proceedings involving the FCC and Inmate Communication Companies, including **CITY**, which upon final resolution through the United States Court of Appeals and Supreme Court, could greatly alter the rates and charges set out in this Agreement. The Parties hereto state upon final judicial resolution, or by issuance of an order by the FCC, this Agreement will be amended to comply, if necessary, with the provisions and terms of the final judicial resolution.

(C) TERMS

The initial term of this agreement shall be for a period of Twelve (12) months beginning with the first billable service usage, specifically, but not limited to telephone calls and video usage being conducted through the system installed herein. **CITY** shall forward to **CHRISTIAN**, in writing, the date of first billable service usage upon installation of this system for the purpose of clarifying the term beginning date. At the initial term completion date, and only at the initial term date or any subsequent renewal term completion date, **CITY** or **CHRISTIAN**, at its option, has the right to refuse this contract renewal, under the terms and conditions set forth by this contract, by giving certified notice to **CHRISTIAN** or **CITY**. Any certified notice must be mailed and received Ninety (90) days prior to scheduled termination date of this contract, or subsequent renewal term, to the address provided herein. The Parties acknowledge that should no notice to cancel be received by either Party per the above terms, this Agreement will automatically rollover for an additional Twelve (12) month term under the same terms and conditions.

(D) ASSIGNMENT

The Parties interest in and to this service agreement may not be transferred or assigned, without prior written consent of the opposing party. If the parties are not in agreement on the proposed assignment, and the assignment is consummated, authorized termination may be initiated.

(E) EQUIPMENT

CITY agrees to provide for **CHRISTIAN** new equipment with the ability to perform monitoring, recording, and cutoff switches. **CITY** has the right, and maintains the right, with written consent of **CHRISTIAN**, to remove or relocate any telephone or video equipment, from any location which is the subject of and governed by the terms of this agreement that **CITY**, in its sole and absolute discretion, determines is not economically profitable. The removal or relocation of the equipment shall not be undertaken until **CHRISTIAN** is given ten (10) days written notice of **CITY's** intent to remove said equipment. The removal of equipment under terms herein shall in no way create or constitute a default of the terms of this contract. **CITY** agrees that upon removal or relocation of equipment it will restore the site where said equipment was removed from to its original condition. This excludes ordinary wear and tear, any condition(s) resulting from prior material, and any condition(s) resulting from actions of individuals other than employees or agents of **CITY**. **CITY** agrees to install and maintain up to the maximum number of coin-less inmate telephones and video units as needed at the facility and/or as many as requested by **CHRISTIAN**, subject to industry standards.

(F) OBLIGATIONS OF CHRISTIAN

CHRISTIAN agrees to undertake and perform the following: (i) Reasonably monitor the equipment for abuse and report any damage(s), service problem(s), and/or hazardous condition(s) to **CITY**; (ii) Provide all necessary power and space for proper installation and maintenance of the equipment; (iii) Provide safe and secure access to the equipment by **CITY** and its employees or agents as needed by **CITY**; (iv) Allow **CITY** to affix signs to the equipment, as required by law. Said signs are to be furnished by **CITY**, and **CHRISTIAN** will not allow any other signs, equipment or information to be affixed to the equipment or in the immediate area unless mutually agreed to by both parties; (v) **CHRISTIAN** will allow inmates access to the telephone and video equipment a minimum of 10 hours per day, 7 days per week except during transport. This provision, not being a requirement, allows for the maximum access to inmates, to serve as much of the inmate population as possible, and is subject to the incarceration provisions of a particular inmate or any disciplinary action by **CHRISTIAN**.

(G) DEFAULT

In the event either party fails to perform one of its obligations under this agreement **(i)** by defaulting on a payment due; **(ii)** by non-performance or by interfering with the other party's performance or ability to perform; or **(iii)** through inability to perform their obligations under this agreement, and such default or failure continues for more than thirty (30) days after the non-defaulting party shall have given the defaulting party written notice specifying such default and demanding that the default be remedied or, in the case of any such default which cannot be remedied with thirty (30) days, if defaulting party fails to proceed promptly to remedy any such default receiving such notice, **(iv)** or if either party shall make voluntary assignment in bankruptcy or proposal to its creditors or take any similar action or if any bankruptcy, reorganization, proposal, insolvency, receivership, or similar proceeding is instituted against either party hereto or involving substantially all of its property and, in the case of such proceeding instituted against such party and not consented to by such party, such proceeding is not discontinued or dismissed with thirty (30) days from the date of its commencement, then the non-defaulting party may terminate this Agreement by giving written notice to the defaulting party. No failure of either party hereto to enforce any remedy available to it or delay of such party shall be considered to prohibit such party from enforcing any such remedy. The rights and remedies of the parties hereto contained in this Agreement shall not be exclusive but shall be cumulative, in addition to all other rights and remedies existing at law or in equity available to the parties hereto.

(H) GOVERNING LAW

This Agreement and the rights and obligations of **CHRISTIAN** and **CITY** hereunder shall be subject to and interpreted in accordance with the laws of the State of Missouri.

City Tele-Coin Company, Inc.

4506 Marlena Street, Bossier City, LA 71111
800.682.0707 / www.citytelecoin.com

(I) NOTICES

Notices or other communications required to be given under this agreement shall be in writing and may be delivered by courier, prepaid certified mail or FedEx, and addressed as follows:

**TO CHRISTIAN: CHRISTIAN SHERIFF'S
Office**

Attn: Sheriff Brad Cole
110 West Elm St. #70
Ozark, MO 65721

TO CITY: City Tele-Coin Company, Inc

Attn: Jerry Juneau, Sr.
4501 Marlena St
Bossier City, LA 71111

(J) EQUIPMENT OWNERSHIP

CHRISTIAN acknowledges and agrees that **CITY** shall remain the owner of any inmate communication equipment installed by **CITY**, from the interface to, and including, the telephone, inmate tablet, and video unit.

(K) REPAIR SERVICE

CITY shall provide 24 hour response time for repairs Monday through Friday, 9 a.m. to 5 p.m. **CITY** shall respond within 24 hours after receipt of verbal notice or email notice, as set out herein below, except where it is impossible to restore the service due to acts beyond the control of **CITY** such as riot, fire, war, flood, parts unavailability, and strike.

- (i) Verbal Notice318-629-0760
- (ii) E-Mail Noticesupport@citytelecoin.com
- (iii) Emergency318-588-7094 or 318-629-0760

(L) PREPAID CALLING CARDS

Prepaid calling cards will be provided to **CHRISTIAN** to be used for resale to inmates at **CHRISTIAN** only. The prepaid cards provided will not be subject to return or refund. Calling cards are subject to any applicable per charge surcharge fee together with all federal, state, and local taxes. All calling cards will be honored beginning with their first use or sale. **CITY** shall provide a new lobby kiosk to **CHRISTIAN** for the sale of inmate calling cards to inmates.

CITY shall invoice you for each of your orders for calling cards. All applicable sales taxes and other charges, including shipping and handling, will be included in said invoice. You specifically agree to pay said invoice within thirty (30) days of your receipt of your invoice. Should you provide **CITY** with a Sales and Use Tax Resale Certificate wherein you take responsibility for, and assume the sole liability for charging and collecting applicable taxes from the end users, and for remitting said taxes to the proper taxing authority, **CITY** will not charge the sales taxes on the purchase invoice submitted to you upon purchase of the prepaid calling cards.

Should the invoice not be paid within said forty-five (45) days, **CITY** hereby reserves, and **CHRISTIAN** hereby authorizes, **CITY** to deduct the balance due from any earned commissions which **CHRISTIAN** may have coming due from **CITY**. **CITY** shall provide **CHRISTIAN** written confirmation/documentation of any commission reduced due to a late payment within Ten (10) days of the reduction. It is understood that sales taxes will be charged unless a valid reseller's certificate is received by **CITY** prior to the time of sale.

(M) INMATE VIDEO VISITATION SYSTEM

CITY shall provide **at no cost** to **CHRISTIAN** a Video Visitation System (the "System") consisting

of Sixteen (16) Video Kiosks, Three (3) Inmate Phones, One Hundred Twenty (120) Inmate Communication Tablets, and Three (3) Charging Cabinets.

CONFIGURATION

Visitation Stations – Construction

Each Station is made up of a single visitation unit and associated components. Units are made of tamper resistant, correctional grade material that is durable, strong, and safe for use in a jail environment and feature steel lanyards and correctional grade handsets.

Visitation Stations – Power & Connectivity

Units will need to be powered individually, either by electrical power outlets furnished at the Center, or by 16-gauge conductor wire running directly from each unit to the network room. Each unit shall provide real-time video and audio input and output via a Cat 5 UTP cable which connects the unit directly to the Center's existing network infrastructure.

(i) REQUIREMENTS

Accommodations for Network Hardware

CHRISTIAN shall provide the necessary space in the main network room at the Center for all network hardware and must allow for linkage to the network infrastructure. **CHRISTIAN** may provide access to an alternate network closet or dedicate private space for a new network closet wherefrom the existing network infrastructure and power is readily accessible.

Accommodations for Visitation Booths

CHRISTIAN shall provide the necessary space and booth construction for all visitation stations and shall be responsible for the removal of any objects, including existing visitation stations that may block or otherwise frustrate the installation of the new visitation stations. **CHRISTIAN** shall be responsible for providing seating at each of the units.

Accommodations for System Administrator

CHRISTIAN shall provide, and advise **CITY**, an individual designated as a Video System Administrator whose responsibilities shall include, but not be limited to, overseeing installation of the video system, daily oversight of scheduling of visitation, examining and reporting any and all issues relating to maintenance or problems to **CITY**.

CHRISTIAN shall set aside a Two (2) hour period for training of the Video System Administrator by an employee of **CITY** within Ten (10) working days of the Video System Install.

Data Connections

CHRISTIAN shall provide an internet circuit capable of supplying, at minimum, enough bandwidth to simultaneously store and stream continuous video and audio feed, with the cost being the responsibility of **CHRISTIAN**.

Electrical Power Sources

CHRISTIAN shall provide the electrical power sources required for the visitation system. In lieu of individual power outlets, 16-gauge conductor cables may be used to connect each unit

to the network (a cost-efficient means of providing power to the unit). If **CHRISTIAN** does not provide a dedicated power outlet to a backup generator, the warranty shall be void. **CHRISTIAN** shall provide **CITY** with adequate access to a 20-amp electrical outlet tied to **CHRISTIAN**'s Emergency Backup Power Circuit (Generator) within the confines of **CHRISTIAN**'s Server Room. Should **CHRISTIAN** not currently have an Emergency Backup Power Unit, then, and only then, the facility shall provide an Emergency Backup Power Unit (generator) with sufficient capacity to power the **CITY** video system without causing damage to same. Any damage incurred by **CITY**'S equipment due to electrical failure while not connected to **CHRISTIAN**'s Emergency Backup Power Circuit (Generator) shall be the sole financial responsibility of the facility and will not be covered under any warranty offerings by **CITY**.

Network Hardware & Software

New hardware, including servers, recording devices, battery backups, audio and video switch components, processors, cables and wires, and equipment rack shall be provided by the vendor. The vendor will provide program software needed for running the visitation stations and software which allows for visitation system management, monitoring, recording, and playback. **CITY** is not responsible for any cost dictated by the County's JMS Company. Video Visitation scheduling requires JMS integration. **CHRISTIAN** shall be responsible for any costs associated with Interfacing with their Jail Management System, (JMS).

Visitation Booths

The vendor shall provide, deliver, and install all visitation station units. Cabling and wiring needed for connecting each unit to the network infrastructure shall be handled by the vendor and carried out in such a way that is sound and consistent with those procedures and practices which are standards based and industry specific - wires and cables shall be contained within conduit or other tamper resistant material. **CHRISTIAN** shall be responsible for any enclosures, construction of physical space, seating, etc, that is outside what is listed above.

(ii) DELIVERY

The estimated installation date of the System shall be 90 to 120 days from the execution of the *Correctional Communications Services Agreement* (the "Agreement").

(iii) COST

CITY shall provide the System **at no cost** to **CHRISTIAN**. The System shall remain the sole property of **CITY** and as such, shall be returned to **CITY** upon termination of the Agreement.

(iv) RIGHT OF USE

CITY, as part and parcel of this Agreement, allows **CHRISTIAN** the use of the software program(s) hereinafter referred to as "PROGRAM(S)" that are the basis of the operating system used in the video system hardware. It is specifically understood and agreed that the PROGRAM(S) shall remain the sole proprietary property of **CITY**. No part of this attachment, or the Correctional Communication Services Agreement, shall be interpreted in any way to attempt to state the ownership, or any rights of ownership, in and to the PROGRAM(S) are conveyed herein to **CHRISTIAN**.

City Tele-Coin Company, Inc.

4506 Marlena Street, Bossier City, LA 71111

800.682.0707 / www.citytelecoin.com

The use of the PROGRAM(S) shall not convey any ownership interest in and to said PROGRAM(S) to **CHRISTIAN**, only the use of the PROGRAM(S) during the life of this agreement. Should **CHRISTIAN** terminate this agreement and/or the Correctional Communications Services Agreement, an extension or renewal thereof, or any new agreement with **CITY**, for any cause whatsoever, the right of use in and to the PROGRAM(S) granted herein, shall terminate immediately by means independent to **CITY**, without notice to **CHRISTIAN**. In the event of such termination, **CITY** shall be responsible for removing equipment owned by them and returning the **CHRISTIAN** facility(s) to a fully functioning condition at a minimum to the condition it was when this agreement was executed, subject to normal wear and tear. **CITY** shall also work with the **CHRISTIAN** appointed Video System Administrator to ensure all equipment on Attachment "A" has been returned to **CITY**. Both Parties will sign on the Attachment "A" to document agreement with the materials, hardware, license, etc. being returned to **CITY**.

(N) EXCLUSIVITY PROVISION

CHRISTIAN hereby states and affirms that **CITY** shall, during the terms of this agreement and any rollover term, be the exclusive sole provider of any and all inmate communications systems *provided by CITY*, including but not limited to inmate telephone systems, video visitation systems, inmate tablets, arraignment systems, and any and all other systems which can be provided by **CITY** by wired or wireless devices.

(P) ENTIRE AGREEMENT

This agreement constitutes the entire agreement between the parties and may be modified or amended only by written agreement signed by both parties.

(Q) SEVERABILITY

If any term, sentence, paragraph, or provision of this agreement or the application thereof, be deemed invalid or unenforceable, the remaining terms, sentences, paragraphs, and provisions shall not be affected and shall remain valid and enforceable to the maximum extent allowed by law and the terms of this agreement.

---Signatures Contained on the following page---

City Tele-Coin Company, Inc.

4506 Marlena Street, Bossier City, LA 71111

800.682.0707 / www.citytelecoin.com

THUS DONE AND SIGNED on this day, _____.

Christian County Sheriff's Office

By: _____

Signature

Sheriff Brad Cole

Print Name

Sheriff

Title

THUS DONE AND SIGNED on this day, _____.

Christian County, Missouri

Signature

Lynn Morris

Print Name

Presiding Commissioner

Title

THUS DONE AND SIGNED on this day, _____.

City Tele-Coin Company, Inc.

By: _____

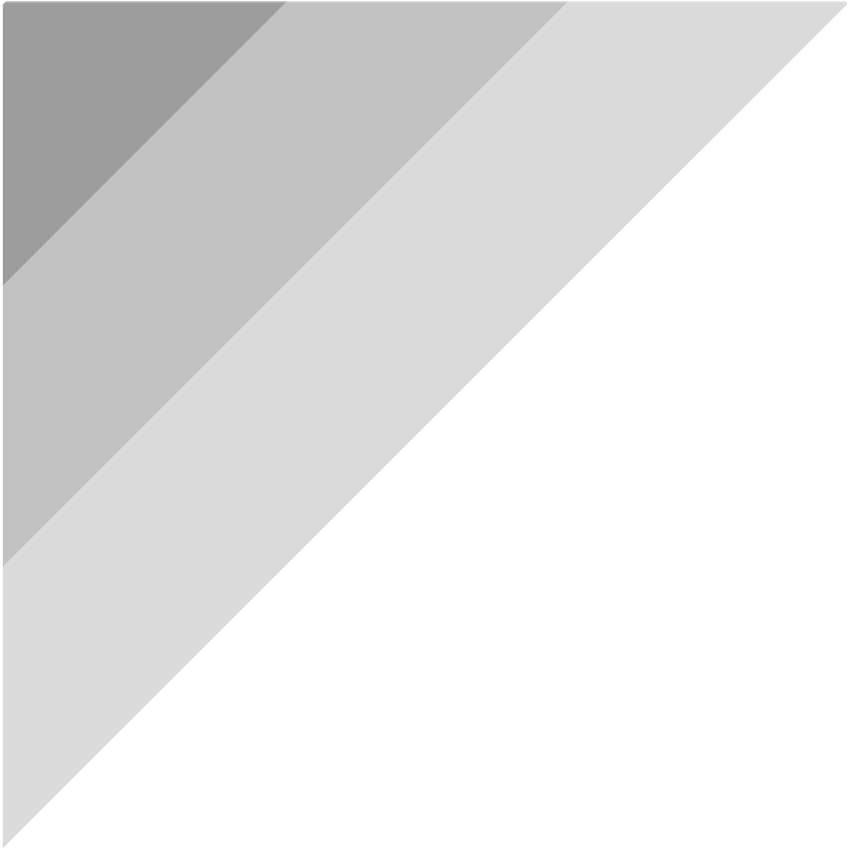
Signature

Gerald L. Juneau

Print Name

President & CEO

Title



RFP FORMS



CHRISTIAN COUNTY MISSOURI

AFFIDAVIT OF COMPLIANCE WITH SECTION 34.600 R.S.MO., ET SEQ.
FOR CONTRACTS OVER \$100,000.00 OR AN EMPLOYER WITH 10 OR MORE
EMPLOYEES.

STATE OF LOUISIANA)
PARISH)ss.
COUNTY OF BOSSIER)

Before me, the undersigned Notary Public, in and for the Parish County of BOSSIER,

State of LOUISIANA, personally appeared GERALD L. JUNEAU (Name) who is
PRESIDENT/CEO (Title) of CITYTELE-COIN COMPANY, INC. (Name of company)

(a corporation) (a partnership) (a sole proprietorship) (a limited liability company), hereinafter
referred to as "Company" and after being duly sworn did depose and say:

1) that pursuant to RSMo. §34.600, Company is not currently engaged in, and shall not,
for the duration of the contract with Christian County Missouri, engage in a "Boycott of the State
of Israel" (as defined in RSMo. §34.600) in regards to:

- a. Goods or services from the State of Israel;
- b. Companies doing business in, or with, the State of Israel;
- c. Companies authorized by, licensed by, or organized under the laws of the
State of Israel; or,
- d. Persons or entities doing business in the State of Israel.

The terms contained in quotations in this affidavit shall have the meanings set forth in Section
34.600.3 RSMo.

Signature

Name: GERALD L. JUNEAU

Subscribed and sworn to before me this 27th day of MAY, 2025.

Notary Public

My commission expires:

THEODORE E. JOHNSON JR.
LA BAR # 7331
MY COMMISSION IS FOR LIFE

DECLARATION PAGE

The vendor hereby declares understanding, agreement, and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of this original invitation to bid. The vendor further agrees that upon receipt of an authorized purchase order from the Christian County Commission or when a Notice of Award is signed and issued by the Commission, a binding contract shall exist between the vendor and Christian County.

Signature required below confirming understanding of this statement.

Doing Business as (DBA) Name City Telecoin Company, Inc.	Legal Name of Entity/Individual Filed with IRS for this Tax ID No. 72-1073513
Mailing Address 4501 Marlena Street	IRS Form 1099 Mailing Address 4501 Marlena Street
City, State, Zip Code Bossier City, LA 71111	City, State, Zip Code Bossier City, LA 71111

Contact Person Eric Terry	Email Address: eterry@citytelecoin.com
Phone Number 417-448-7123	Fax Number:
Authorized Signature 	Date 05/28/2025

PROPOSAL

Detailed Response Bid Number 25-085

Christian County
Sheriff's Office





Encartele, Inc.

8210 S. 109th Street La Vista, NE 68128



QUINN WEBB

Business Development Specialist

(308) 390-2241

quinn.webb@encartele.net



CODY WORTHLEY

Customer Success Leader

(573) 280-6400

cody.worthley@encartele.net

Executive Summary

Smart Technology. Transparent Revenue. A Stronger Partnership for Christian County

Cidnet, the flagship platform of Encartele, Inc., is proud to propose a fully integrated inmate communications and digital services system for Christian County. With over 450 partner facilities nationwide and 45 in Missouri, Cidnet delivers a proven, scalable solution backed by deep regional experience and operational expertise.

Unlike traditional telecom vendors, Cidnet is a modern Internet Applications Provider (IAP), combining secure phone, video, messaging, grievance tools, legal research, education, and entertainment into a single, user-friendly platform. Our solution reduces staff workload, enhances inmate access, and ensures full visibility and control for administrators.

Zero-Cost, Fully Managed Solution

Christian County will incur no cost for equipment, installation, broadband, maintenance, software, training, or integration with the Omnigo JMS. Our proposal includes:

- **15 secure kiosks and 120 tamper-resistant tablets**
- High-speed broadband infrastructure
- Ongoing software updates and hardware replacement
- 24/7 U.S.-based technical support

All services are delivered through a single platform, eliminating complexity while improving operational efficiency.

Fair and Transparent Billing

Cidnet's usage-based billing model ensures inmates and families only pay for what they use—with no rounding, flat rates, or connection fees. Typical pricing includes:

- 10-minute phone call: **\$0.90**
- 15-minute video visit: **\$2.10**
- 3 secure messages: **\$0.30**
- 1 hour of music/games/books: **\$0.035**
- 1 hour of movie streaming: **\$0.90**

Each inmate receives **two hours of free media access monthly** and a **five-minute intake call at no charge**. Privileged communications are never recorded or monitored.

More Revenue with Less Complexity

Between February and April 2025, Christian County earned **\$42,962.27**, or just **56%** of net revenue from inmate communications, after deductions and variable commission splits. Under Cidnet's flat **60% revenue share across all services with no deductions**, the County would have earned **\$3,064** more—a **7% increase**.

With Cidnet:

- The County earns **60%** on all services, including high-volume tablet apps
- There are **no back-end fees, deductions, or fine-print exclusions**
- Revenue grows predictably as usage grows—with no need to renegotiate

Built for Missouri. Backed by Experience.

Cidnet supports 45 Missouri correctional facilities and understands the regulatory, operational, and staffing realities of jails like Christian County. Our platform integrates seamlessly with existing systems and requires minimal staff oversight. All service is backed by U.S.-based 24/7 support and dedicated account management.

Conclusion: A Smarter, Stronger Path Forward

Cidnet offers Christian County a transparent, cost-free solution that increases revenue, simplifies operations, and adapts to future needs. Our team is ready to deliver immediate value through secure, modern technology and a partnership rooted in service—not sales.

Detailed Response:

This section should constitute the major portion of the proposal and must contain at a minimum the following information:

1. A brief history of the company, including but not limited to: ownership, date business started, (including business name changes), mission statement, number of clients pertaining to this RFP, etc.



Cidnet has read, understands, and will comply.

Cidnet is the flagship communications platform developed by Encartele, Inc., a privately held company headquartered in La Vista, Nebraska. Founded in 2004, Encartele began as a telecommunications provider and evolved into a specialized correctional technology company, rebranding its operational focus under the name Cidnet to reflect its core Internet Applications Platform (IAP) for secure inmate communication and facility management.

The mission of Cidnet is to deliver secure, transparent, and cost-effective communications solutions that improve operational efficiency for correctional facilities while fostering meaningful, controlled engagement between incarcerated individuals and their loved ones.

Cidnet currently serves over 450 correctional facilities nationwide, with a strong presence in Missouri—supporting 45 facilities across the state. This track record demonstrates Cidnet's scalability, reliability, and commitment to regional service excellence. The company remains privately owned and committed to evolving its platform in close partnership with its client agencies.

2. A complete narrative of the vendor's assessment of the work to be performed, the vendor's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the vendor's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed.



Cidnet has read, understands, and will comply.

Cidnet has conducted a thorough assessment of Christian County's Inmate Communications needs and proposes the Cidnet platform as a turnkey, scalable solution. Our approach and resources are outlined as follows:

▪ **Assessment of Work to Be Performed**

- **Site Survey & Planning:** We will deploy our field engineering team to perform a complete site survey, documenting kiosk locations, network backhaul points, and secure storage areas.
- **Integration Analysis:** We will map existing Omnigo booking data flows and design the secure API interface required to synchronize inmate profiles with Cidnet in real time.
- **Compliance & Security Review:** Our compliance specialists will validate that all hardware and software meet CJIS and ACA standards, and that Privileged Calls (e.g., Public Defender, Mental Health, Probation & Parole) remain fully confidential.

▪ **Vendor Ability & Approach**

- **Project Management:** A dedicated Program Manager will oversee all phases—installation, testing, cut-over, and post-deployment support—using a detailed Gantt schedule and weekly status reporting.
- **Experienced Field Teams:** Our certified technicians average 5 years of correctional-environment deployments and carry all necessary parts and spares to ensure same-day turnarounds.
- **Remote Operations Center (ROC):** Cidnet is monitored 24×7 by our ROC, which manages system health, applies updates, and performs proactive maintenance without facility staff intervention.

▪ **Resources Necessary**

▪ **Hardware & Network:**

- Fifteen (15) Wall Mount Cid Devices and 120 Cid Tablets, all new and tamper-resistant.
- Vendor-provided PoE switches, wireless access points, and a dedicated broadband backhaul link (at no cost to the County).

▪ **Personnel:**

- Project Manager, Field Installation Team, Network Engineer, Integration Specialist, and Training Coordinator.
- 24×7 ROC support staff and a Tier 2/3 engineering escalation team.

- **Training & Documentation:**
 - On-site and virtual staff training on system operation, scheduling module, sanctioning procedures, and disinfection protocols.
 - Comprehensive SOPs, checklists, and video guides.
- **Options & Alternatives Proposed**
 - Phased Deployment: If warranted by facility operations, we can roll out kiosks and tablets in two phases (e.g., housing pods first, then visitation areas) to minimize operational impact.
 - Extended Tablet Library: Beyond the standard legal library and educational courses, we can integrate custom content (e.g., vocational training modules) under a subscription model, should the County wish to expand inmate programming.

This narrative reflects Cidnet's comprehensive understanding of performance expectations and demonstrates our readiness to deliver a fully managed, secure, and flexible communications solution for Christian County.

3. Provide a listing of any data or information which the vendor will require in order to undertake the project.



Cidnet has read, understands, and will comply.

Cidnet will require the following data and information from Christian County to ensure a smooth and timely implementation of the Cidnet platform:

- **Facility Documentation & Layouts**
 - Detailed floor plans of each housing unit, visitation area, booking lobby, and control room.
 - Rack elevations, server room layouts, and existing network closet locations.
- **Network & IT Infrastructure Details**
 - Current network topology diagrams, including VLAN assignments, IP addressing schema, and firewall rules.
 - Internet/backhaul specifications: available bandwidth, SLA requirements, and ISP contacts.
 - PoE-capable switch inventory and wireless access point locations (if already deployed).
 - Credentials (read-only) for network monitoring tools (e.g., SNMP community strings).
- **Security & Compliance Requirements**
 - CJIS and ACA security policy documents, including encryption and data-handling standards.
 - Facility access protocols, escort requirements, and background-check procedures for vendor personnel.
 - Whitelist/blacklist rules for IPs and domains pertinent to inmate communications.
- **Systems Integration Information**
 - Omnigo (booking) system API specification or data-export schema (field definitions, update cadence, authentication method).
 - LDAP/Active Directory details if single sign-on or staff authentication integration is desired.
 - Any legacy database schemas or CSV templates currently used for inmate roster feeds.
- **Operational & Scheduling Data**
 - Current visitation schedules, sanction rules, and call-scheduling policies.
 - Inmate population statistics by housing unit and average daily call volume.
 - Peak-usage periods (e.g., evenings, weekends) and any blackout windows (lockdowns, count times).
- **Stakeholder & Support Contacts**
 - Primary points of contact for IT, security, facility operations, and finance teams.
 - Escalation matrix for technical and billing issues, including after-hours contacts.
- **Training & Change-Management Plans**
 - Facility staff training schedules and any union- or post-order constraints on training delivery.
 - Preferred training media formats (in-person, virtual, video modules) and current LMS credentials if integration is desired.

Providing this information upfront will enable Encartele to finalize the technical design, produce accurate timelines and cost estimates, and ensure compliance with all County and regulatory requirements. If any items above are not yet available or require further clarification, please advise so we can coordinate their preparation.

4. Provide any certifications you may have for the industry standards.



Cidnet has read, understands, and will comply.

Encartele and the Cidnet platform maintain the following key industry certifications and attestations to ensure the highest levels of security, compliance, and operational integrity:

- **ISO/IEC 27001:2013 Certified**

Our Information Security Management System (ISMS) is certified to the international ISO/IEC 27001 standard, demonstrating a systematic approach to managing sensitive data and continuous improvement of security controls.

- **SOC 2 Type II Attestation**

We undergo annual, independent SOC 2 Type II audits covering the Trust Services Criteria—Security, Availability, Processing Integrity, Confidentiality, and Privacy—providing assurance over our controls and operational effectiveness over a minimum six-month period.

- **PCI DSS Level 1 Compliant**

For any card-based deposit or payment functionality within Cidnet, we adhere to the Payment Card Industry Data Security Standard (PCI DSS) Level 1 requirements, the highest level of certification for payment security.

- **UL 60950-1 / IEC 62368-1 Safety Certified Hardware**

All Cid-series devices (kiosks and tablets) are tested and certified under UL 60950-1 and IEC 62368-1 standards for electrical and mechanical safety in commercial environments.

- **American Correctional Association (ACA) Best-Practice Alignment**

Cidnet's operational procedures and service-delivery models follow ACA best-practice guidelines for inmate programming, security, and vendor oversight—providing additional confidence in our correctional-environment expertise.

These certifications and attestations collectively demonstrate Cidnet's commitment to security, compliance, and quality in delivering the Cidnet platform to Christian County.

5. Provide information on applicable prior projects completed for Christian County Sheriff's Office.



Cidnet has not completed an applicable prior project for Christian County Sheriff's Office.

6. A description of the vendors intended relationship with county staff, including the level of assistance anticipated in completing the work of this project.



Cidnet has read, understands, and will comply.

Cidnet anticipates a collaborative and professional relationship with county staff, grounded in transparency, responsiveness, and mutual respect. The Cidnet platform is designed to be intuitive and minimally demanding on county resources. As such, Cidnet requires only limited assistance from county staff, primarily during initial configuration, training coordination, and policy alignment. After deployment, Cidnet's dedicated support team will manage ongoing system maintenance, troubleshooting, and user support, ensuring the county can rely on us without being burdened with technical or operational overhead.

7. A description of any subcontracts and associations with other firms that the vendor proposes to utilize in the performance of this work. Fully describe the intended working relationships and responsibilities of each subcontracted firm and the number of past projects in which the vendor worked with each subcontracted firm.



Cidnet has read, understands, and will comply.

Cidnet will not utilize any subcontractors or third-party firms in the performance of this work. All aspects of the project—including implementation, support, training, and ongoing service delivery—will be managed exclusively by Cidnet's in-house team. This approach ensures full accountability, streamlined communication, and consistent service quality throughout the duration of the project.

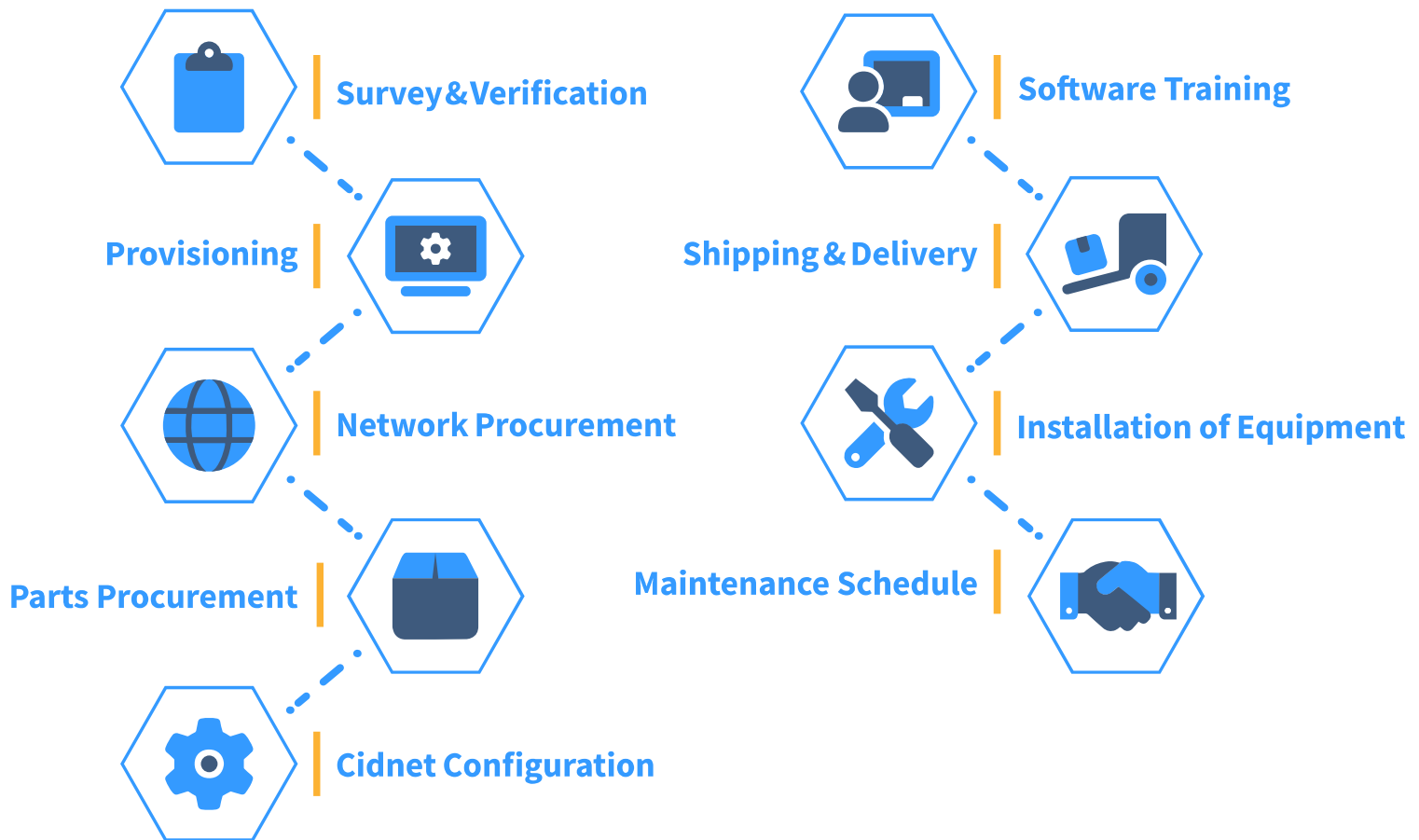
8. Provide a detailed transition plan, if applicable. Include milestone dates.



Our team brings decades of combined experience in correctional technology, network security, and facility operations. This background enables us to understand the unique challenges correctional environments face and to tailor our solutions accordingly. Cidnet maintains strict compliance with industry standards and continually enhances its platform to stay ahead of evolving security and operational needs.

Through successful deployments in facilities ranging from small jails to large, multi-site detention centers, Cidnet has demonstrated its capability to deliver scalable, high-performing solutions that improve operational efficiency and security. We are proud to offer a system that empowers facilities to manage communications with unmatched transparency and control.

With 20+ years of experience and hundreds of installations behind us, we know that no two facilities are the same. That's why every Cidnet deployment includes a dedicated project manager, and a tailored approach built around your facility's needs. Clear, consistent communication is our priority — ensuring a smooth, collaborative rollout from day one.



9. Include jobs and contract that your company has held that are similar in scope and size to this RFP. Enter this information in Attribute 21-23 below.



Cidnet has read, understands, and will comply.

Installations of Cidnet at the following agencies are similar in scope to the requirements of this RFP.

- Lincoln County Sheriff's Office – Missouri
- Taney County Sheriff's Office – Missouri
- Douglas County Sheriff's Office – Missouri
- Douglas County Sheriff's Office – Missouri
- Texas County Sheriff's Office – Missouri
- Jasper County Sheriff's Office – Missouri
- Dallas County Sheriff's Office – Missouri
- Newton County Sheriff's Office – Missouri

Qualifications:

Include the following documentation of qualifications:

- Copy of any license(s)
- Copy of certification(s)
- Copy of registration(s)
- Provide a copy of any document required by the State of Missouri, local or federal authorities having jurisdiction for the vendor to perform the work of this project.

NOTE: It is a Requirement of this proposal that your firms equipment and software are compatible with Jail Management Software (JMS) Omnigo. Indicate what software you are providing and how that will integrate with Christian County's JMS. It will be the awarded vendor's responsibility to pay for the integration to Omnigo and training of the software.



Cidnet has read, understands, and will comply.

Cidnet has read and understands the requirements outlined in this section. Upon award, Cidnet will provide all requested documentation, including copies of applicable licenses, certifications, and registrations, as well as any documents required by the State of Missouri, or other local or federal authorities, to perform the work associated with this project.

Cidnet's software platform is compatible with the Omnigo Jail Management Software (JMS). Integration is accomplished through secure API connections that enable automated data exchange, including PIN management, user identification, and account synchronization. Cidnet will cover all costs associated with the integration to Omnigo, as well as any required software training for County personnel.

Training:

Explain your training proposal, if applicable. Include milestones and approximate timeframe to be up and running. Explain how your training will be conducted.



Cidnet has read, understands, and will comply.

Cidnet Response:

Cidnet will deliver a structured, hands-on training program tailored to Christian County staff roles. Training is conducted onsite by our Director of Training and includes interactive sessions for administrative, technical, and operational personnel.

Milestones include:

- **Contract Execution to Go-Live:** 6 weeks
- **Site Survey & Installation:** Weeks 1–4
- **Staff Training & System Testing:** Weeks 4–5
- **Go-Live & Support Transition:** Week 6

All training is delivered in person and supported by printed guides, video tutorials, and follow-up sessions as needed.

Key Personnel/Staffing:

Project Manager/Other Key Personnel:

- Provide the Project Manager name, contact information and provide a copy of their resumes. Details, experience and/or resumes for employees that will work on this contract (include training programs, certifications, etc. as applicable to this RFP.



Cidnet has read, understands, and will comply.

Cidnet's Operations Team is made up of a pool of highly trained and expert project managers. Collectively they make up a total of 70 years of experience installing Cidnet in secure county jail facilities. Upon execution of the agreement, Cidnet will assign a project manager to this project and at that point this information will be provided.

- List 1-3 examples of comparable projects undertaken by the project manager under your employment. Please note: Should a contract be given to your company and your project manager or dedicated representative leave your company, Christian County will have final say on who the representative will be for any replacement.



Cidnet has read, understands, and will comply.

- Taney County Sheriff's Office – Missouri
- Douglas County Sheriff's Office – Missouri
- Texas County Sheriff's Office – Missouri
- Jasper County Sheriff's Office – Missouri
- Dallas County Sheriff's Office – Missouri
- Newton County Sheriff's Office – Missouri
- Lincoln County Sheriff's Office – Missouri

Include the following:

1. List the specific equipment and material storage requirements. Include the make, model and quantity of the equipment you are proposing.



Cidnet has read, understands, and will comply.

Cidnet will provide 120 inmate tablets, along with all other specified equipment. All devices will be delivered, installed, and maintained at no cost to Christian County. Equipment and materials will be stored in secure areas onsite, coordinated with facility staff.

The following secure communication equipment will be provided:

Device Type	Make/Model	Quantity
Inmate Phones (Voice CUE)	Quadrum 6Q2	As required per housing specifications
Video Visitation Units (Wall-Mount)	CID 2 & CID 3	15 Units
Inmate Tablets	CidTab CTM v2	120 units
Charging Stations (Wall & Cart)	CidPort 8/16/32 Bay	Per housing unit needs

All equipment is tamper-resistant, correctional-grade, and fully integrated into the Cidnet platform to support secure voice, video, and messaging services.

2. Procedures for dealing with inmate/staff complaints about customer service issues. Include all ways the Jail staff may communicate to resolve customer service issues on behalf of the inmates.



Cidnet has read, understands, and will comply.

Jail staff may report and resolve inmate-related service issues using the following methods:

- The Cidnet Admin Portal, which is the preferred method for submitting and tracking service tickets. The Portal offers full visibility into the status of each request and supports detailed documentation and communication.
- Email communication to our support team at support@encartele.net for direct assistance and documentation of service issues.
- Escalation pathways to the Director of Operations or designated Account Manager are available for urgent or unresolved matters.

All complaints are logged in a centralized system, monitored through resolution, and reviewed for trend analysis to improve service delivery.

3. Operations procedures for use of all communication devices.



Cidnet has read, understands, and will comply.

Operational procedures will be determined in collaboration with Christian County staff.

4. List the types



Cidnet has read, understands, and will comply.

Cidnet has read and understands this instruction. Upon clarification of the full requirement, Cidnet will provide a complete and compliant response.

PRICING:

Under this portion of your proposal explain ALL your cost/pricing and how it works for your solution in detail. Be very clear. Also, explain what charges will be sent to Christian County Jail. Under the LINE ITEMS TAB are 18 LINE ITEMS. Several of these Line Items are asking for an example of how your charges would look based on a real scenario. This is so we have a comparison basis for all bidders. The LINE ITEMS should MIRROR what your costs are under this proposal.

Prices will remain firm fixed through the first year of the contract or whatever is required by law.

In this section be very specific and explain in DETAIL all your costs for this proposal.

Please make sure that you add in “service or handling fees” in your proposal and explain what those are for. ALL FEES SHOULD BE EXPLAINED IN THIS PROPOSAL. NO EXCEPTIONS.



Cidnet has read, understands, and will comply.

Cidnet has reviewed this requirement and provides the following comprehensive explanation of our pricing model, user billing methodology, and all applicable fees. Our cost structure is designed to maximize transparency, ensure fairness for users, and eliminate financial burden for Christian County.

Overview of Pricing Model

Cidnet’s platform uses a data-consumption-based billing model, where users are charged based solely on the actual data transmitted during communication or media sessions. The standard rate is \$0.30 per megabyte (MB). This model ensures precision billing without rounding, time blocks, or arbitrary flat rates. Users pay only for what they use—down to the kilobyte—enabling cost control and eliminating hidden fees.

For ease of comparison across vendors, we have translated average data usage into per-minute or per-hour equivalents. These rates reflect typical consumption for voice calls, video visits, messaging, and media usage.

Per-Minute and Per-Service Pricing (Derived from \$0.30/MB)

- **Voice Calls (Voice CUE):**
 - Uses ~0.3 MB/minute or less → \$0.09 per minute
 - **Example:** 10-minute call = 3 MB × \$0.30 = **\$0.90**

- **Video Visitation:**
 - Uses ~0.47 MB/minute or less → \$0.14 per minute
 - **Example:** 15-minute visit = 7.05 MB × \$0.30 = **\$2.12**
- **Secure Messaging (Text Only):**
 - Average message = ~0.33 MB or less → \$0.10 per message
 - **Example:** 3 messages = 0.99 MB × \$0.30 = **\$0.30 total**
 - Image or video attachments may be charged separately depending on final configuration.
- **Media Streaming – Movies:**
 - Uses ~3 MB/minute or less → \$0.90 per hour
 - **Example:** 60-minute stream = 180 MB × \$0.30 = **\$0.90**
- **Media Streaming – Music, Games, eBooks:**
 - Uses ~0.116 MB/minute or less → \$0.035 per hour
 - **Example:** 60-minute stream = 7 MB × \$0.30 = **\$0.035**

Free Allowances and Zero-Cost Access

- Two (2) hours of free media streaming per month per inmate (automatically tracked in 30-minute weekly blocks)
- Five (5) minutes of free phone use for every new inmate intake
- No charges for Missouri Public Defenders, Mental Health, or Probation and Parole offices
- No charges for use of two public visitation kiosks

Charges to Christian County Jail

There will be no charges billed to Christian County for:

- Equipment (phones, tablets, kiosks, networking infrastructure)
- Installation, configuration, and ongoing maintenance
- Integration with Omnigo JMS
- Staff training, system updates, and hardware replacements
- Retrieval of evidentiary calls, messages, or video (held for 5 years)
- Technical support or post-deployment service

The entire system is fully vendor-funded and maintained, with no cost obligations placed on the County for the life of the contract.

Example Real-World Pricing Scenarios

For comparison across vendors, the following examples illustrate real scenarios under our data-consumption model at \$0.30 per MB:

- **10-minute phone call:** 3 MB × \$0.30 = **\$0.90**
- **15-minute video visit:** 7.05 MB × \$0.30 = **\$2.12**
- **3 secure text messages:** 0.99 MB × \$0.30 = **\$0.30**
- **1-hour movie stream:** 180 MB × \$0.30 = **\$0.90**
- **1 hour of music/games/books:** 7 MB × \$0.30 = **\$0.035**

Rate Commitment and Pricing Stability

All rates listed above will remain **firm fixed through the first year** of the agreement, or as required by applicable Missouri law. Any future adjustments (if proposed) will follow CPI-based methodology or a mutually agreed not-to-exceed percentage, to be disclosed during contract renewal discussions.

Summary:

Cidnet's pricing model is based entirely on **actual data usage**, delivering unmatched billing accuracy and fairness. There are **no connection fees, no time blocks, no hidden costs, and no financial burden** placed on Christian County Jail at any point during the contract.

Rate Caps:

All rates must be consistent with FCC rulings and regulations, and Missouri State and local laws.



Cidnet has read, understands, and will comply.

Commission Sharing:

Please indicate what commission sharing you are offering to Christian County based off your costs above, if applicable.



60% Phone

60% Video

60% Messaging purchases

60% Entertainment purchases -movies

60% Entertainment purchases - games

60% Entertainment purchases - songs/music

60% Entertainment purchases - ebooks

60 % Miscellaneous (Is there anything we did not list?)

Software:

Indicate what software you will be using. The software must be able to integrate with Omnigo our current JMS program. Note: The integration of the company's software and Omnigo interface will be at no charge to the County.



Cidnet has read, understands, and will comply.

Cidnet confirms that its proprietary platform—Cidnet Admin Portal—will be the primary software used to manage all inmate communications, including Voice CUE (telephones), video visitation, tablets, messaging, grievance forms, and investigative tools.

Cidnet's software is fully web-based, modular, and built with an open API architecture. It has been successfully integrated with a variety of Jail Management Systems (JMS), including Omnigo.

Cidnet will perform a zero-cost, two-way integration with Christian County's current JMS (Omnigo), enabling real-time syncing of inmate data such as booking status, housing assignments, ID numbers, PIN management, and visitation privileges. This integration supports:

- Automated creation and updating of inmate user profiles
- Real-time syncing of housing and movement data for device access and visit scheduling
- Secure transfer of booking and release information for communications access control

All costs associated with integration—including development, testing, implementation, and ongoing maintenance—will be fully covered by Cidnet, with no expense to Christian County.

Customer Service:

Explain your Customer Service program for complaints. Explain how complaints are resolved.



Cidnet has read, understands, and will comply.

Customer Service Access Points

- **Secure Messaging Through Portal:** Friends, family, and jail staff may submit service inquiries or complaints directly through the Cidnet customer portal (mycidnet.net) or the Cidnet Admin Portal, ensuring centralized and trackable communication.
- **In-App Support Options:** Both web and mobile interfaces include access to support tools, FAQs, and contact pathways.
- **Email Support:** Jail staff and users may also contact support directly at support@encartele.net for assistance and documentation.

- **Escalation Contacts:** Jail staff may escalate urgent matters directly to Cidnet's Director of Operations or designated Account Manager for prioritized handling.

Complaint Resolution Process

- **Submission:** Complaints are submitted through the Cidnet customer or admin portals, or via email.
- **Ticket Creation:** A support ticket is generated and categorized by issue type and priority.
- **Investigation:** Support personnel review communication records, system configurations, and usage logs to determine the root cause.
- **Resolution:** A solution is implemented, and confirmation is shared with the reporting party through the same channel.
- **Tracking & Reporting:** All complaint activity is logged and analyzed to identify trends, with regular reports available for facility review.

This platform-centric support model ensures efficient issue resolution while giving jail staff and the public full visibility and control through the portals they already use.

Renewals:

The contract is for one year with options to renew for an additional three (3) one (1) year terms.

Please provide your annual renewal increase. Explain what method you used to arrive at that figure. For example, if you are going to use the CPI index, then cite the index you will be using. If you use a not-to-exceed percentage, write what that percentage is. Do this for each year, i.e. year 2, 3 and 4. At the time of renewal a justification will be requested for all price renewal increases. If you want the pricing/commissions to stay the same for all renewals going forward, state that in your bid.



Cidnet has read, understands, and will comply.

Cidnet confirms that no annual price increase will be applied during the contract or any of its renewal terms. Pricing and commission structures will remain fixed and unchanged for the initial contract year and all three (3) optional one-year renewals. No CPI indexing, percentage escalation, or fee adjustments will be applied. This ensures long-term stability, budget certainty, and pricing transparency for Christian County.

Term:

The contract is for one year with options to renew for an additional three (3) one year term.



Cidnet has read, understands.

Each renewal must be approved by Sheriff Brad Cole and the Commission.



Cidnet has read, understands.

Agreements signed by Christian County must be signed by at least a majority of the members of the County Commission. Agreements must be attested by the County Clerk and approved to form by the County Counselor. In addition, the County Auditor must certify that there is an unencumbered balance available to pay the contract cost.



Cidnet has read, understands

DECLARATION PAGE

The vendor hereby declares understanding, agreement, and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of this original invitation to bid. The vendor further agrees that upon receipt of an authorized purchase order from the Christian County Commission or when a Notice of Award is signed and issued by the Commission, a binding contract shall exist between the vendor and Christian County.

Signature required below confirming understanding of this statement.

Doing Business as (DBA) Name Encartele	Legal Name of Entity/Individual Filed with IRS for this Tax ID No. Encartele
Mailing Address 8210 S 109 th Street	IRS Form 1099 Mailing Address 8210 S 109 th Street
City, State, Zip Code La Vista, NE 68128	City, State, Zip Code La Vista, NE 68128

Contact Person Alex Moreland	Email Address: alex.moreland@encartele.net
Phone Number (402) 943-9931	Fax Number:
Authorized Signature 	Date May 29, 2025



County Sheriff's Department, MO

Client Share Earnings Report

4/1/2025 - 4/30/2025

64650

Encartele - EN0114

Average Daily Population - 167

Facility/Inmate Data Sales

Data Sale Provider - Stellar

Data Sales

Transactions	1,588
MegaBytes	45,450.60
Total \$\$ Sales	\$13,635.00

Data BuyBacks

Transactions	24
Total \$\$ Buybacks	-\$259.63

Net Transactions 1,564

Net Invoice Amount **\$13,375.37**

****Invoice for \$13,375.37 will be submitted****

Enhanced Services

ADP: 167

Voice Minutes: 145,943

Service/Terms	Fee
Argus Intelligence Management	
\$0.02 per Voice Minute, Monthly	\$2,918.87
Argus Voice Intelligence	
\$0.01 per Voice Minute, Monthly	\$1,459.44

Total: **\$7,297.18**

Payment Summary

Payment ID	Bill Date	Due Date	Gross Payment	Enhanced Services Deduction	Net Payment
2025040114	4/30/2025	06/29/2025	\$26,406.18	(\$7,297.18)	\$19,109.00



██████████ County Sheriff's Department, MO

Client Share Earnings Report

4/1/2025 - 4/30/2025

██████████ 64650

Encartele - EN0114

Average Daily Population - 167

Cidnet Utilization Event (CUE) Summary

Application	CUE Data Megabyte Usage	CUE Charges
 Media	7,977.71	\$2,393.31
 Mail	26,591.29	\$7,977.38
 Video	18,100.77	\$5,430.22
 Voice	87,566.15	\$26,269.84
 Freemium	0.00	\$0.00
	140,235.92	\$42,070.75



2025-8 Addendum 1 Encartele Supplier Response

Event Information

Number: 2025-8 Addendum 1
Title: DETENTION CENTER INMATE COMMUNICATIONS SOLUTION
Type: Request for Proposal
Issue Date: 7/15/2025
Deadline: 8/5/2025 09:00 AM (CT)
Notes: **REQUEST FOR PROPOSAL**
#2025-8
7/15/25

This is a rebid.
Please note that information has changed.

ADDENDUM ONE
7/25/25

TO PROSPECTIVE BIDDERS: The original Invitation to Bid documents remain in full force and effect except as revised by the

following changes which take precedence over anything to the contrary in the Bidding Event document. The following are questions submitted by prospective bidders and the official response from Christian County.

Asked by Inmate Calling Solutions:

Q1: The Bidder Requirements require access to “court approved classes.” Please provide details on the types of court approved classes. For example, do they involve live, instructor-led classes, pre-recorded videos, written course materials, testing materials, etc., and how are they accessed (log into a live session, access a website, upload files into the tablet system, other)?

A1: These courses are no longer required by the courts therefore there is no required courses for this RFP.

Q2: Typically tablets provide unlimited access to all education content and to designated entertainment content including music, select movies, and books; additional premium content (such as newer-release movies and TV shows, etc.) is offered for a fee. This model promotes security in the jail by keeping inmates occupied with unlimited access to free, engaging content. Is this model acceptable, or does the County require that inmates pay for ALL tablet usage beyond the first 30 minutes each week?

A2: Each potential bidder is to provide their own RFP proposal (business model) for the County. The County, when evaluating proposals, will consider what is in its best interest.

Q3: Under the Requested Attachments, we are instructed to submit responses to Attribute #9 as “Proposal Response and Pricing.” However, the instructions in Attribute #8 tell us to upload one document with all the information listed in Attribute #7 as “Proposal Response and Pricing.” Attributes #7 and 9 both contain requirements that require responses. Would you like us to combine the responses to Attributes #7 and 9 into a single document, or do you want us to upload two separate documents?

A3: ATTRIBUTE #7 are requirements of the bid. No response is required to that. ATTRIBUTE #8 should have read “IMPORTANT: Please UPLOAD one document with all of the information listed in ATTRIBUTE #9. Please list it as it is described in order”.

Asked by Combined Public Communications, LLC.:

Q4: Who is the detention center's current commissary provider?

A4: Our Commissary provider is Keefe.

Q5: What trust accounting software is being used currently at the detention center?

A5: Inmate trust is managed through the Keefe legacy accounting software.

All else remains the same.

END OF ADDENDUM ONE

INTRODUCTION:

Christian County Sheriff's Office is accepting proposals for **Request for Proposal #2025-5 Christian County Sheriff's Office Detention Center Inmate Communications Solution** in accordance with the requirements stated herein. The purpose of this request for proposal is to enter into an agreement with a qualified communications solutions vendor to provide all necessary equipment, software, licensed services and professional services, for the Christian County Detention Facility, located at 110 W. Elm Street Room 70, Ozark, MO 65721.

The successful bidder will be responsible for inmate voice calls, video calls, messaging, video messaging, and tablet services for all of its Facilities. The vendor must be able to install, service and maintain all equipment, including the kiosks in the inmate housing units and other locations within the facility. The vendor is also expected to perform system updates and install additional equipment when needed. The successful vendor will be able to provide these service for a daily population of 130 inmates at the Christian County Detention Facility. The Christian County Detention Center is a multi-level facility located in Ozark, Missouri. The building operates 24/7/365. The maximum capacity of the Detention center can reach as high as 150 inmates. The population fluctuates, but usually is around 130 inmates.

TERMS:

Christian County seeks an initial contract term for a **period of one (1) year**. The County reserves the right to renew the contract for three (3) additional one-year periods.

FCC/FEDERAL/STATE OF MISSOURI LAW:

Please know that the FCC has recently issued an order on Correction center communications that may change how certain pricing and commissions can be applied. See link from the FCC:

<https://docs.fcc.gov/public/attachments/DA-25-565A1.pdf?ref=broadbandbreakfast.com>

It is up to the prospective bidder to know and interpret how these changes will affect Christian County, Missouri's Jail pricing and commission.

QUESTIONS:

Please submit questions online through the Christian County Electronic Bidding portal before **July 24, 2025 at 9:00 a.m.** Christian County Sheriff Brad Cole will review all questions submitted and an

Addendum will be issued with those answers, when applicable.

ADDENDUMS:

If it becomes necessary to revise any portion of this RFP package, or if additional information is necessary to clarify any provision or respond to questions, the revision and/or additional information will be provided through the bidding portal.

ONLINE REGISTRATION:

Christian County requires online bid submittals as it helps to expedite the bidding process and to alleviate errors. Click on the following link: <https://christiancountymo.ionwave.net/Login.aspx> and follow the directions to register. **No faxed or emailed** submittals will be accepted. Christian County maintains a list of vendors in our online vendor registration database. It is the vendor's responsibility to update contact information. The Christian County Commission office is not obligated to send invitations to vendors. Christian County fulfills its legal requirements by posting a notice in the local paper. Christian County will send out Addendums through the online portal, it will be the bidders responsibility to verify in the portal any addendums that are issued.

RFP OPENING:

Proposals will be unsealed publicly at **9:00 a.m. August 5, 2025.** Only the names of the offerors will be read aloud at the proposal opening. Evaluations of proposal(s) will be made available upon award of contract.

BACKGROUND:

The Christian County Sheriff's Office Detention Center is located at 110 W. Elm Street in Ozark, Missouri and is a 24/7 365 days per year operation. The inmate population ranges approximately 130 per day. Christian County Sheriff's Office currently uses HomeWAV, LLC., for the Detention Center Inmate Phone and Video Visitation System. See HomeWAV's contract attached.

The Christian County Jail currently has six Pods. Each Pod holds 20-25 inmates, and Booking holds 15-20 inmates. The Christian County Jail's total population averages 130 inmates. The federal inmates are approximately 30% of that population.

We currently have two (2) kiosks per pod, one in our booking area and two public kiosks in our lobby for a total of 15 kiosks. We want to consider potentially adding a second kiosk to the booking, bringing the total to 16. There are approximately twenty (20) tablets per pod and nine (9) tablets in bookings. Currently we use our kiosks for our phone and video calls.

Our schedule for inmates to access the phones is as follows: 7:00 a.m. – 11:00 a.m., 12:00 p.m. – 5:00 p.m., and 6:00 p.m. – 11:00 p.m. Note: Note: Hours are subject to change by the Sheriff's Office. At this time,

there are no limits on the maximum number of onsite visits allowed per week (or other interval), remote visits per week, calls per week, minutes per call/visit. This is always subject to change per the Sheriff's direction.

Our current vendor does not charge a tablet rental fee.

Mail: The average number of inmate mail pieces received daily is five pieces every two days.

The fees that are being charged to end-users for any required services, including deposits for tablet usage and emails or photos: a. Account Funding Fee via Web b. Account Funding Fee via IVR c. Account Funding Fee via Live Operator.
Handling Fee for Account Funding: \$2.00 per deposit.

TERMS AND CONDITIONS:

View under ATTACHMENTS tab.

PROPOSAL RESPONSE:

See the ATTRIBUTES TAB for proposal response format.

EVALUATION AND SELECTION PROCESS:

The proposal evaluation and selection process will be conducted under this Request for Proposal (RFP) based on competitive negotiated procurement procedures. Interviews, discussions, negotiations, vendors may be short listed, and a Best and Final offer (BAFO)) may be held only with selected firms from those firms who meet Christian County's requirements and fall within the competitive ranges as determined by Christian County. Christian County reserves the right to award a contract to a firm solely on the basis of this initial proposal submitted and without any further interview, discussions and negotiation.

Each Proposers must comply with the requirements contained in the RFP.

Christian County will evaluate each proposal to determine which is the lowest and best (i.e., Best Value).

If Christian County determines that a proposal has failed to meet an acceptable level on any factor listed below, the County may reject that proposal.

EVALUATION CRITERIA:

In evaluating the proposals, Christian County will use the following evaluation factors to determine the lowest and best proposal. Deviation from the requirements will be evaluated, but may, in the discretion of the Purchasing Agent, result in rejection of a proposal.

- 70% Total Cost, including but not limited to the Cost in the Proposal and Line Items.
- 30% Adherence to RFP requirements, including but not limited

to:

Firm Qualifications, Declaration Page, Answers to Questions in the Attributes tab, Exceptions to our T&C's and References.

Note: A poor/negative reference may result in disqualification.

Bidders should consider these factors when preparing their proposals and should provide a specific response to each of the evaluation factors.

Based on the evaluation process described, the Evaluation Committee comprised of Christian County employees, will review the proposals.

CONTRACT DOCUMENTS:

See Attached Christian County Agreement for Services Contract under the **ATTACHMENTS TAB**.

PROPRIETARY INFORMATION:

Christian County is a governmental agency and practices open government. All records belonging to the County Commission are open records and available to all members of the public, with the exception of attorney/client documents. Therefore, any document you provide to the Commission will be considered an open record and available to anyone wanting a copy of it.

AWARD OF THE CONTRACT:

The Commission will award the RFP to the lowest and best value bidder. The best vendor may not be the one that provides the lowest price. Christian County Purchasing Agent reserves the right to reject in whole, or in part any and all proposals, to waive any formalities, and to accept the proposal determined to be in the best interest of the county. This solicitation may also be canceled in whole or in part if determined to be in the best interest of the county.

It is also important to note that should additional Federal or State of Missouri changes happen after an award has been made for this contract, as this may be the case effective April 1, 2027 per the FCC order. So as not to interrupt County Jail operations, the County may consider amending the contract to reflect the new price changes or commissions to Christian County that would be mandated. The County reserves the right to negotiate these prices and commission if applicable, or to rebid this contract should this be in the best interest of the County.

INSURANCE REQUIREMENTS:

See insurance requirements attached in ATTACHMENTS tab.

EXHIBITS A-C

Attached are our revenue statements from our current vendor.

EXHIBIT D-F:

Attached is a copy of all current contracts and amendments pertaining

to all services under this RFP.

Note: Amendment #2 was labeled and issued incorrectly as Amendment #3. There were only two Amendments issued to the current communications contract.

DECLARATION PAGE FORM:

A DECLARATION PAGE FORM is provided under the **ATTACHMENTS** tab. The vendor hereby declares understanding, agreement, and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of this original invitation to bid. The Declaration Page must be signed in ink and include the full business address of the bidder. Proposals by partnerships must be signed in the partnership name by one or more of the general partners. Proposals by a corporation must be signed by an officer of the corporation or other person authorized to bind the corporations to the proposal. The names and titles of all the persons signing shall be typed or printed below their signatures. The vendor further agrees that upon receipt of an authorized purchase order from the Christian County Commission or when a Notice of Award is signed and issued by the Commission, a binding contract shall exist between the vendor and Christian County.

NOTE: FAILURE TO UPLOAD A COMPLETED DECLARATION PAGE FORM MAY BE CAUSE FOR REJECTION OF YOUR PROPOSAL.

HISTORY:

Christian County is a first-class County without a charter form of government. The governing body of Christian County is the County Commission. The Commission consists of a Presiding Commissioner, a Western Commissioner, and an Eastern Commissioner. It's County seat is in Ozark, Missouri. The County was organized in 1859 and continues to be one of the fastest-growing counties in the state. Cities in Christian County include Billings, Clever, Fremont Hills, Highlandville, Nixa, Ozark, Sparta, and Village of Saddlebrooke.

END OF SECTION

Contact Information

Contact: Kim Hopkins Purchasing Manager
Address: Christian County Purchasing
202 West Elm Street
Ozark, MO 65721

Encartele Information

Address: 8210 S 109th Street
La Vista, NE 68128
Phone: (888) 231-3393

By submitting your response, you certify that you are authorized to represent and bind your company.

Alex Moreland

Signature

Submitted at 8/1/2025 12:05:05 PM (CT)

alex.moreland@encartele.net

Email

Requested Attachments

DECLARATION PAGE UPLOADED HERE

Upload the Declaration Page Form here.

Christian County MO RFP -
Declaration Page.pdf

PROPOSAL RESPONSE/PRICING

Attach your PROPOSAL RESPONSE HERE. Note: These are listed under the ATTRIBUTES #9.

Christian County Bid - Detailed
Responses-Attributes 9 -
8.1.2025.pdf

Keep your response in the format requested under ATTRIBUTES #9

Explain in detail your PRICING.

INVOICE SAMPLE

Provide a copy of a sample invoice.

Christian County MO RFP -
Invoice.pdf

REPORTING SAMPLE

Provide a copy of a typical report submittal.

Christian County MO RFP
Report.pdf

SAMPLE CONTRACT

Please provide a copy of your firm's sample contract. Reminder: If you do not take any exceptions to this RFP then you are accepting our terms and conditions.

Sample Cidnet Agreements.pdf

SUBCONTRACTORS

Upload your subcontractors' names and major suppliers of material and equipment you intend to use on the job. If no document is uploaded, this will serve as a not applicable. This is found under the ATTRIBUTES TAB #8.

No response

E-VERIFY AFFIDAVIT OF COMPLIANCE AND MOU FORM

E-VERIFY AFFIDAVIT OF COMPLIANCE AND MOU FORM

E-Verify Affidavit of Compliance for
Christian County form.pdf

ANTI-DISCRIMINATION AGAINST ISRAEL ACT AFFIDAVIT

ANTI-DISCRIMINATION AGAINST ISRAEL ACT AFFIDAVIT

Christian County MO RFP - Anti
Discrimination Affidavit.pdf

Response Attachments

Christian County - Bidder Requirement - 8.1.2025.pdf

Bidder Requirement - Attributes 7

Christian County - Complete Bid - 8.1.2025.pdf

Complete Bid - All components of RFP

Bid Attributes

1	Christian County Terms and Conditions Please download and thoroughly review the Christian County Bidder Requirements Terms and Conditions and acknowledge your acceptance below. ☒ I have downloaded and read the attachment..
2	No Deviations or Exceptions I certify that there are NO deviations or exceptions to the attached Christian County Terms and Conditions. Yes
3	Exceptions to Christian County Bidder Requirements Terms and Conditions If respondent indicated above, there ARE exceptions to the CHRISTIAN COUNTY BIDDER RESPONSIBILITIES & TERMS AND CONDITIONS REV. 0423, (by clicking NO above) please provide details below. If no exceptions, please enter N/A. N/A
4	Omnigo The bidders software must be able to integrate with Omnigo our current JMS program. Note: The integration of the company's software and Omnigo interface will be at no charge to the County. - - Yes, I have read and agree.
5	TERM OF CONTRACT The initial contract is for one (1) year with an OPTION to renew for an additional three (3), one (1) year terms. Agreements signed by Christian County must be signed by at least a majority of the members of the County Commission. Agreements must be attested by the County Clerk and approved to form by the County Counselor. In addition, the County Auditor must certify that there is an unencumbered balance available to pay the contract cost.
6	BIDDER REQUIREMENTS BIDDER REQUIREMENTS
7	Requirements SERVICES: The vendor must be able to install, service, and maintain all equipment, including the kiosks in the inmate housing units and other locations within the facility. The vendor is also expected to perform system updates and install additional equipment when needed. EQUIPMENT: The equipment includes a phone/video kiosk and personal tablets in new, good quality condition. The proposed equipment will consist of a minimum of fifteen (15) kiosks, two (2) kiosks per pod, six (6) total pods, two (2) kiosks in our public visitation area, and one (1) kiosk in the booking area.

The proposed equipment will be a minimum of 120 tablets, with the ability to add additional due to ADP increases. The tablets will mirror the pod kiosk functions with the exception of video chat.

The proposed equipment must have the capability to run efficiently with an internet connection **at the vendor's expense. The vendor will not use Christian County's internet.** The vendor will be provided sufficient space to store such equipment securely.

The system will need to communicate with Omnigo, the facility booking software. This will pair inmates into the facility to the phone provider to ensure that all inmates have the ability to use the contracted phone service. Any interface cost to do so will be placed on the vendor.

SYSTEM REQUIRED:

Required but not limited to:

- The proposed system should allow the inmate the ability to initiate video visits, video messaging, and phone calls.
- The proposed system should not require facility personnel to operate the system.
- The proposed system should not require facility personnel for scheduling visits. It should be the ability of the family members and/or inmates for all scheduling.
- The proposed system should not require a minimum call length or a connection fee.
- The proposed (2) kiosks in the public visitation area will be free of charge to the inmate and family.
- The proposed system should support call lengths from one (1) minute to one hour on the kiosk and tablets.
- The proposed provider will provide no less than a five (5) minute free phone call on all new intakes into this facility.
- The proposed system should have the capability to charge users in one-minute increments, with competitive rates.
- The use of the system will be at no charge to the Missouri Public Defenders Office, Missouri Mental Health, Missouri Probation and Parole. Paid Attorneys representing prisoners will not fall under this proposed request, and be charged the same rate as a family or friend.
- The proposed system will not record or allow to view any communication with the above organizations in this paragraph, including Attorneys representing prisoners, said calls being labeled as "Privileged Call".
- The proposed system will allow the facility to monitor any function allowed on the system proposed, grant access and/or deny access to any visitor in the system.
- The proposed system will function with both Android and iPhone devices.
- The proposed system will provide a way for inmates and other users the ability to contact the vendor directly with all technical issues.
- The proposed equipment will have set hours of operation approved by the Jail Captain of the facility.
- The proposed system will have the capability to sanction an inmate the loss of phone privileges for violation of facility rules and regulations set forth by the facility.
- The proposed system must be able to obtain all data for up to five (5) years minimum. When any evidentiary evidence, such as video, voice calls and texts are requested by the Sheriff, Captain, and/or Lieutenant of Operations and/or any designee set forth by the facility, it will be at no cost to the facility.
- The proposed provider must provide legal law library, court approved classes set forth by the Christian County Courts. At no cost to the inmate or the facility on tablets.
- The proposed provider will provide ROS forms (Request of staff), Grievance forms and any forms the facility may request at no cost to the facility or inmate. These forms will be stored for up to five (5) years and available upon request by the facility.
- The proposed provider will set forth free music, movies, and learning tools on the tablets for a maximum of two (2) hours free a month to the inmate. This being 30 minutes a week free of charge. Once the free 30-minute weekly and or (2) hours has been used, the inmate may be charged a competitive rate for any additional time they choose to use the tablet.
- The proposed provider will provide 5 minutes free phone call on all new intakes into this facility.

TRAINING:

The proposed vendor must be able to train staff on the use of disinfecting all equipment installed.

8 PROPOSAL RESPONSE FORMAT

****PROPOSAL RESPONSE AND PRICING FORMAT****

IMPORTANT: Please UPLOAD one document with all of the information listed in #7. Please list it as it is described in order.

9 Company History/Firm Qualifications/Pricing/Renewals

**PLEASE PROVIDE A DETAILED PROPOSAL AS DESCRIBED BELOW.
ONCE COMPLETED, ATTACH YOUR PDF TO THE
RESPONSE TAB UNDER PROPOSAL RESPONSE.**

Company History/Firm Qualifications

Title Page:

Include company name, address, telephone number, fax number, email address and contact name.

Executive Summary:

This one-page executive summary is to briefly describe the vendor's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the vendor. The reader should be able to determine the essence of the proposal by reading the executive summary.

Detailed Response:

This section should constitute the major portion of the proposal and must contain at a minimum the following information:

1. A brief **history** of the company, including but not limited to: ownership, date business started, (including business name changes), mission statement, number of clients pertaining to this RFP, etc.
2. A **complete narrative** of the vendor's assessment of the work to be performed, the vendor's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the vendor's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed.
3. Provide a listing of any **data or information** which the vendor will require in order to undertake the project.
4. Provide any certifications you may have for the industry standards.
5. Provide information on applicable prior projects completed for Christian County Sheriff's Office.
6. A description of the vendors intended relationship with county staff, including the level of assistance anticipated in completing the work of this project.
7. A description of any subcontracts and associations with other firms that the vendor proposes to utilize in the performance of this work. Fully describe the intended working relationships and responsibilities of each subcontracted firm and the number of past projects in which the vendor worked with each subcontracted firm.
8. Provide a **detailed** transition plan, if applicable. **Include milestone dates.**
9. Include jobs and contract that your company has held that are similar in scope and size to this RFP. Enter this information in Attribute 21-23 below.

Qualifications:

Include the following documentation of qualifications:

1. Copy of any license(s)
2. Copy of certification(s)
3. Copy of registration(s)
4. Provide a copy of any document **required** by the State of Missouri, local or federal authorities having jurisdiction for the vendor to perform the work of this project.

NOTE: It is a Requirement of this proposal that your firms equipment and software are compatible with Jail

Management Software (JMS) Omnigo. Indicate what software you are providing and how that will integrate with Christian County's JMS. It will be the awarded vendor's responsibility to pay for the integration to Omnigo and training of the software.

Training:

Explain your training proposal, if applicable. Include milestones and approximate timeframe to be up and running.

Explain how your training will be conducted.

It is also a requirement that the awarded vendor will maintain/replace all equipment at no charge to the County.

Key Personnel/Staffing:

Project Manager/Other Key Personnel:

1. Provide the Project Manager name, contact information and provide a copy of their resumes. Details, experience and/or resumes for employees that will work on this contract (include training programs, certifications, etc. as applicable to this RFP.
2. List 1-3 examples of comparable projects undertaken by the project manager under your employment. Please note: Should a contract be given to your company and your project manager or dedicated representative leave your company, Christian County will have final say on who the representative will be for any replacement.

Include the following:

1. List the specific equipment and material storage requirements. Include the make, model and quantity of the equipment you are proposing.
2. Procedures for dealing with inmate/staff complaints about customer service issues. Include all ways the Jail staff may communicate to resolve customer service issues on behalf of the inmates.
3. Operations procedures for use of all communication devices.
4. List the types

PRICING:

Under this portion of your proposal explain ALL your cost/pricing and how it works for your solution in detail. Be very clear. Also, explain what charges will be sent to Christian County Jail. Under the LINE ITEMS TAB are 18 LINE ITEMS. Several of these Line Items are asking for an example of how your charges would look based on a real scenario. This is so we have a comparison basis for all bidders. The LINE ITEMS should MIRROR what your costs are under this proposal.

Prices will remain firm fixed through the first year of the contract or whatever is required by law.

In this section be very specific and explain in **DETAIL** all your costs for this proposal.

Please make sure that you add in "service or handling fees" in your proposal and explain what those are for. ALL FEES SHOULD BE EXPLAINED IN THIS PROPOSAL. NO EXCEPTIONS.

Rate Caps:

All rates must be consistent with FCC rulings and regulations, and Missouri State and local laws.

Commission Sharing:

Please indicate what commission sharing you are offering to Christian County based off your costs above, if applicable.

_____ % Phone

_____ % Video

_____ % Messaging purchases

_____ % Entertainment purchases -movies

- _____ % Entertainment purchases - games
- _____ % Entertainment purchases - songs/music
- _____ % Entertainment purchases - ebooks
- _____ % Miscellaneous (Is there anything we did not list?)

Software:

Indicate what software you will be using. **The software must be able to integrate with Omnigo our current JMS program.** Note: The integration of the company's software and **Omnigo interface will be at no charge to the County.**

Customer Service:

Explain your Customer Service program for complaints. Explain how complaints are resolved.

Renewals:

The contract is for one year with options to renew for an additional three (3) one (1) year terms.

Please provide your annual renewal increase. **Explain what method** you used to arrive at that figure. For example, if you are going to use the **CPI index**, then cite the index you will be using. If you use a **not-to-exceed percentage**, write what that percentage is Do this for each year, i.e. year 2, 3 and 4. At the time of renewal a justification will be requested for all price renewal increases. If you want the pricing/commissions to stay the same for all renewals going forward, state that in your bid.

Term:

The contract is for one year with options to renew for an additional three (3) one year term.

Each renewal must be approved by Sheriff Brad Cole and the Commission.

Agreements signed by Christian County must be signed by at least a majority of the members of the County Commission. Agreements must be attested by the County Clerk and approved to form by the County Counselor. In addition, the County Auditor must certify that there is an unencumbered balance available to pay the contract cost.

References:

Provide three references that you have contracted with in similar scope/size. Include name of company, contact name, phone number, email and date of service of contract. The vendor shall agree to authorize its references to furnish any information requested by Christian County to verify references provided and to determine the quality and timeliness of previous work performed. **This should be submitted under ATTRIBUTES #12, #13, and #14 below.**

**PLEASE PROVIDE A DETAILED PROPOSAL AS DESCRIBED ABOVE.
ONCE COMPLETED ATTACH YOUR PDF TO THE
RESPONSE TAB UNDER PROPOSAL RESPONSE.**

☒ I've attached this response to the RESPONSE TAB.

10	Renewals: The contract is for one year with OPTIONS_to renew for an additional three (3) one year term. Please provide your annual renewal increase. Explain what method you used to arrive at that figure. For example, if you are going to use the CPI index , then cite the index you will be using. If you use a not-to-exceed percentage , write what that percentage is Do this for each year, i.e. year 2, 3 and 4. At the time of renewal a justification will be requested for all price renewal increases. The Sheriff must approve all renewals. If you choose to keep your price and commissions "the same" through the contract renewals please state that.
	Cidnet proposes to maintain the same pricing and commission structure through the initial contract term and all three (3) optional renewal years (Years 2, 3, and 4). We believe in providing predictable and stable pricing to our partners and will not impose any annual increases during the life of the agreement. Therefore, no CPI index or percentage-based escalation will be applied. Any future justification, if necessary, will be provided in accordance with the Sheriff's approval process, though Cidnet does not anticipate submitting any price increase requests.

11	References REFERENCES Please provide three references below. Minimum of Five (5) Years' Experience Providing Communications Solutions in a Correctional Setting. Please note that more references may be requested. A poor negative reference may result in disqualification. Also note that Christian County is not limited to contact just the three references listed by the prospective bidders.
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12	Reference #1 Please provide a references of a company you have done business with in the past five years with a similar scope and size project. Name of Company: Representative Name: Representative Email: Representative Phone: Project Name include dates:
	Name of Company: Lincoln County Sheriff's Office Representative Name: Pete Liparoto Representative Email: pliparoto@lcsomo.gov Representative Phone: (636) 528-8546 ext 5312 Project Name include dates: Installation of Cidnet at the county jail in March 2025. ADP is 150.

13	Reference #2 Please provide a references of a company you have done business with in the past five years with a similar scope and size project. Name of Company: Representative Name: Representative Email: Representative Phone: Project Name include dates:
	Name of Company: Taney County Sheriff's Office Representative Name: Keith Gwin Representative Email: keith.gwin@taneycountymo.gov Representative Phone: (417) 546-7257 Project Name include dates: Cidnet client using all communication services. Installed in 2015.

1 4	Reference #3 Please provide a references of a company you have done business with in the past five years with a similar scope and size project. Name of Company: Representative Name: Representative Email: Representative Phone: Project Name include dates: Name of Company: Stoddard County Sheriff's Office & Jail Representative Name: Dan Seger Representative Email: dan.seger.sheriff@stoddardcountymo.gov Representative Phone: (573) 568-4654 Project Name include dates: Cidnet client using all communication services. Installed in 2013.
1 5	Subcontractors Each bidder must submit with its proposal the names of all Subcontractors and major suppliers of material and equipment that it intends to use on the job. The County reserves the right to object to any Subcontractor or Supplier. List items to be subcontracted with proposed subcontractor. Upload this under Response Attachments. ☒ I have read and will comply.
1 6	Vendor's Personnel Qualifications Christian County reserves the right to approve or disapprove the vendor's personnel providing services for Christian County government. Christian County also reserves the right to request replacement of any person assigned to provide services. Unless the situation regarding the personnel requires immediate replacement, the vendor shall be allowed at least fourteen (14) days after notification to replace unsatisfactory personnel. ☒ I have read and will comply.
1 7	Sample Invoice Provide a sample of a standard invoice. Upload this under RESPONSE ATTACHMENTS tab. ☒ I have read and attached a Sample Standard Invoice
1 8	Sample Reporting Please provide an example of what your sample reporting looks like. Upload this under RESPONSE ATTACHMENTS tab. ☒ I have read and attached a sample report.
1 9	Background Checks If requested, the vendor shall provide a list of names, social security numbers, and date of birth for each such personnel who will be providing services to Christian County buildings. In addition, the vendor must notify Christian County of any additions/changes to the list. Christian County reserves the right to accept or reject any of the vendor's personnel assigned to the contract to provide services ☒ I have read and will comply.
2 0	Submission Responses Submission Responses All submittal responses must be submitted online via our electronic system. No fax or email submissions will be accepted.

2 1	Anti-Collusion Statement By submitting a proposal in response to this request for proposal, vendor and each person signing on behalf of the vendor, certify under penalty of perjury, that to the best of his/her belief the prices in the proposal were arrived at independently and without collusion, consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to such prices with any other vendor, or any other competitor. Unless otherwise required by law, the prices in the bid have not been knowingly disclosed by vendor, and will not be knowingly disclosed by vendor, prior to opening, directly or indirectly, to any other vendor or competitor. No attempt has been made or will be made by vendor or any other person associated with this invitation to bid, partnership, corporation, or entity to submit or not to submit a proposal in response to this bid for the purpose of restricting competition. I affirm that I am duly authorized to execute this contract; that this company, corporation, firm, partnership or individual has not prepared this proposal in collusion with any other Bidder, and that the contents of this bid as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any other person engaged in this type of business prior to the official opening of this RFP. ☒ Yes
2 2	Minority Business Participation: Christian County encourages the participation and utilization of minority business enterprises in all projects of the county. Christian County will provide equitable and fair opportunity to minority businesses to submit bids and proposals and to receive an award. By responding to this invitation, the vendor agrees that it does not discriminate on the basis of race, religion, creed, national origin, age, sex or disability, and that it will refrain from any unlawful employment practices.
2 3	Incurred costs The county is not liable for any costs incurred by a vendor in the preparation or production of its proposal or for any work performed prior to the issuance of a valid contract under Missouri law. Such exemption from liability applies whether such costs are incurred by vendor or indirectly through vendor agents, employees, assigns or others, whether related or not to vendor.
2 4	AFFIDAVIT FOR CONTRACTS OVER \$5000 DOLLARS (US) - REQUIRED ONCE AWARD IS MADE Section 285.530(2) RSMo. and 292.675 RSMo. Affidavit. Company shall comply with the provisions of Section 285.525 through 285.550 R.S.Mo. from the commencement until the termination of this Agreement. For any contract over \$5,000.00 and for any public works project contract the Contractor shall provide County an acceptable notarized affidavit stating: 1. That Company is enrolled in and participates in a federal work authorization program with respect to the employees working in connection with the contracted services; and 2. That Company does not knowingly employ any person who is an unauthorized alien in connection with the contracted services. A copy of the affidavit is attached to this RFP. Additionally, Company must provide documentation evidencing current enrollment in a federal work authorization program (e.g. electronic signature page from E-Verification program's Memo of Understanding (MOU)).
2 5	TRANSIENT EMPLOYER LAW - REQUIRED ONCE AWARD IS MADE IF APPLICABLE A nonresident or foreign companies who employ people in Missouri must provide: 1. A certificate from the Missouri Director of Revenue showing compliance with the Transient Employer Law (285.230 R.S.Mo. et seq.); or 2. Proof of exemption from Section 285.230 R.S. Mo. A Certificate of Compliance or proof of exemption must be submitted to Christian County in regards to the transient employer law. Questions? See http://dor.mo.gov/business/register/or call (573) 751-0459.

26	AFFIDAVIT FOR ANTI-DISCRIMINATION AGAINST ISRAEL ACT - REQUIRED ONCE AWARD IS MADE Statutory Requirement: Section 34.600, RSMo, precludes entering into a contract with a company to acquire products and/or services “unless the contract includes a written certification that the company is not currently engaged in and shall not, for the duration of the contract, engage in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel.” Exceptions: The statute provides two exceptions for this certification: 1) “contracts with a total potential value of less than one hundred thousand dollars” or 2) “contractors with fewer than ten employees.” Therefore the following certification is required prior to any contract award. Section 34.600, RSMo, defines the following terms: Company - any for-profit or not-for-profit organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company, or other entity or business association, including all wholly-owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of those entities or business associations. Boycott Israel and Boycott of the State of Israel - engaging in refusals to deal, terminating business activities, or other actions to discriminate against, inflict economic harm, or otherwise limit commercial relations specifically with the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel, that are all intended to support a boycott of the State of Israel. A company’s statement that it is participating in boycotts of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel, or that it has taken the boycott action at the request, in compliance with, or in furtherance of calls for a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel shall be considered to be conclusive evidence that a company is participating in a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel; provided, however that a company that has made no such statement may still be considered to be participating in a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel if other factors warrant such a conclusion.
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27	Invoices Please note that all invoices for the Sheriff’s Office will be sent directly to: Christian County Sheriff’s Office 110 W. Elm Street, Room 70 Ozark, Missouri 65721 or invoices can be emailed to: sheriff@christiancountysheriff.net
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Bid Lines

1	INMATE PHONE CALL		
ENTER PRICING THAT WOULD BE IN EFFECT IN THE STATE OF MISSOURI ON AUGUST 28, 2025.			
MINUTE (in effect August 28, 2025).			
Quantity: 1	UOM: MINUTE	Price: \$0.09	Total: \$0.09
Item Notes: Please note it is the vendor's responsibility to verify pricing with the State of Missouri rulings.			

2	VIDEO VISITATION - ONSITE		
Quantity: 1	UOM: MINUTE	Price: \$0.00	Total: \$0.00

3	VIDEO VISITATION - REMOTE		
Quantity: 1	UOM: MINUTES	Price: \$0.14	Total: \$0.14

4	VIDEO MESSAGING.		
Please provide the price you would charge for a 3 minute video message.			
PER 3 MINUTE VIDEO			
Quantity: 1	UOM: MESSAGE	Price: \$0.42	Total: \$0.42
Item Notes: You may explain in your proposal how you calculate your costs on video messaging under ATTRIBUTES #9.			
This #4 Line Item is for comparison purposes.			

5	SMS		
Using your cost on SMS, how much do you charge total for a 160-character message?			
Note: On average, the standard SMS message length limit is 160 characters.			
LOT SMS - 160 character			
Quantity: 1	UOM: message	Price: \$0.10	Total: \$0.10
Item Notes: You may explain in your proposal how you calculate your costs under ATTIBUTES #9.			
This #5 Line Item is for comparison purposes.			

6 MMS

Using your cost on MMS - How much do you charge for a 1600-character message?

Note: On average, the standard MMS message length limit is 1600 characters.

Quantity: 1 UOM: message LOT MMS - 1600 character Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #6 Line Item is for comparison purposes.

7 INMATE EMAIL PER MESSAGE - using 280 characters for an email, please provide your cost for the ONE email.

Quantity: 1 UOM: Message Per 280 character Email Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #7 Line Item is for comparison purposes.

8 INVESTIGATIVE DATA MINING SOFTWARE
(RECORDS RETENTION AND SOFTWARE)

Based on 130 inmates, provide the billable annual cost of this service to the County.

Quantity: 1 UOM: YEAR Price: Total:

Item Notes: DO NOT include any offsetting bonus/commission in the LINES ITEM tab. The County wants to know **what we will be billed annually for the Investigative Data Mining Software.**

You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #8 Line Item is for comparison purposes.

9 LEGAL LIBRARY

Using 130 inmates as an average, provide the billable **annual cost** of this service to the County.

Quantity: 1 UOM: YEAR Price: Total:

Item Notes: DO NOT include any offsetting commission in the LINES ITEM tab. The County wants to know **what we will be billed annually for the Legal Library.**

You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #9 Line Item is for comparison purposes.

1 0	PREMIUM CONTENT (MOVIES) 105 MINUTE MOVIE. Using 105 minutes as an example for a premium movie, provide your cost. PER MOVIE - 105 Minutes Quantity: <u> 1 </u> UOM: <u>Long</u> Price: \$1.58 Total: \$1.58 Item Notes: You may explain in your proposal how you calculate your costs under ATTIBUTES #9. This #10 Line Item is for comparison purposes.
1 1	PREMIUM CONTENT (GAMES) Provide the cost of one premium game for 60 minutes of usage. PER GAME USAGE - 60 Quantity: <u> 1 </u> UOM: <u>MINUTES</u> Price: \$0.035 Total: \$0.04 Item Notes: You may explain in your proposal how you calculate your costs under ATTIBUTES #9. This #11 Line Item is for comparison purposes.
1 2	PREMIUM CONTENT (SONGS) Provide the cost of premium music for 180 minutes of usage. Per Premium Music for 180 Quantity: <u> 1 </u> UOM: <u>Minutes</u> Price: \$0.035 Total: \$0.04 Item Notes: You may explain in your proposal how you calculate your costs under ATTIBUTES #9. This #12 Line Item is for comparison purposes.
1 3	EBOOKS Provide the cost of one premium e-book or 300 minutes of usage of an e-book. PREMIUM E-BOOK - 300 Quantity: <u> 1 </u> UOM: <u>MINUTES TO READ</u> Price: \$0.175 Total: \$0.18 Item Notes: You may explain in your proposal how you calculate your costs under ATTIBUTES #9. This #13 Line Item is for comparison purposes.
1 4	LOBBY VISITATION KIOSKS Quantity: <u> 2 </u> UOM: <u>EA</u> Price: \$0.00 Total: \$0.00 Item Notes: Note: At this time we have 2 Lobby Visitation Kiosks.
1 5	INMATE VIDEO KIOSKS Quantity: <u> 15 </u> UOM: <u>EA</u> Price: \$0.00 Total: \$0.00
1 6	WALL CHARGERS Quantity: <u> 2 </u> UOM: <u>EA</u> Price: \$0.00 Total: \$0.00

1 7	TABLETS
Quantity: <u>120</u> UOM: <u>EA</u> Price: \$0.00 Total: \$0.00	
Item Notes: At this time, we have on hand 120 tablets. Note: Tablets will be replaced by the vendor as needed at no charge.	

1 8	OPTIONAL ONLY:
INMATE MAIL SCANNING SOFTWARE	
This may or may not be considered.	
Quantity: <u>1</u> UOM: <u>EA</u> Price: \$0.00 Total: \$0.00	
Item Notes: This may or may not be considered.	

Response Total: \$2.79



2025-8 Addendum 1
NCIC Inmate Communications
Network Communications International Corp.
Supplier Response

Event Information

Number: 2025-8 Addendum 1
Title: DETENTION CENTER INMATE COMMUNICATIONS SOLUTION
Type: Request for Proposal
Issue Date: 7/15/2025
Deadline: 8/5/2025 09:00 AM (CT)
Notes: **REQUEST FOR PROPOSAL**

#2025-8

7/15/25

This is a rebid.
Please note that information has changed.

ADDENDUM ONE

7/25/25

TO PROSPECTIVE BIDDERS: The original Invitation to Bid documents remain in full force and effect except as revised by the following changes which take precedence over anything to the contrary in the Bidding Event document. The following are questions submitted by prospective bidders and the official response from Christian County.

Asked by Inmate Calling Solutions:

Q1: The Bidder Requirements require access to “court approved classes.” Please provide details on the types of court approved classes. For example, do they involve live, instructor-led classes, pre-recorded videos, written course materials, testing materials, etc., and how are they accessed (log into a live session, access a website, upload files into the tablet system, other)?

A1: These courses are no longer required by the courts therefore there is no required courses for this RFP.

Q2: Typically tablets provide unlimited access to all education content and to designated entertainment content including music, select movies, and books; additional premium content (such as newer-release movies and TV shows, etc.) is offered for a fee. This model promotes security in the jail by keeping inmates occupied with unlimited access to free, engaging content. Is this model acceptable, or does the County require that inmates pay for ALL tablet usage beyond the first 30 minutes each week?

A2: Each potential bidder is to provide their own RFP proposal (business model) for the County. The County, when evaluating proposals, will consider what is in its best interest.

Q3: Under the Requested Attachments, we are instructed to submit responses to Attribute #9 as “Proposal Response and Pricing.” However, the instructions in Attribute #8 tell us to upload one document with all the information listed in Attribute #7 as “Proposal Response and Pricing.” Attributes #7 and 9 both contain requirements that require responses. Would you like us to combine the responses to Attributes #7 and 9 into a single document, or do you want us to upload two separate documents?

A3: ATTRIBUTE #7 are requirements of the bid. No response is required to that. ATTRIBUTE #8 should have read “IMPORTANT: Please UPLOAD one document with all of the information listed in ATTRIBUTE #9. Please list it as it is described in order”.

Asked by Combined Public Communications, LLC.:

Q4: Who is the detention center's current commissary provider?

A4: Our Commissary provider is Keefe.

Q5: What trust accounting software is being used currently at the detention center?

A5: Inmate trust is managed through the Keefe legacy accounting software.

**All else remains the same.
END OF ADDENDUM ONE**

INTRODUCTION:

Christian County Sheriff's Office is accepting proposals for **Request for Proposal #2025-5 Christian County Sheriff's Office Detention Center Inmate Communications Solution** in accordance with the requirements stated herein. The purpose of this request for proposal is to enter into an agreement with a qualified communications solutions vendor to provide all necessary equipment, software, licensed services and professional services, for the Christian County Detention Facility, located at 110 W. Elm Street Room 70, Ozark, MO 65721.

The successful bidder will be responsible for inmate voice calls, video calls, messaging, video messaging, and tablet services for all of its Facilities. The vendor must be able to install, service and maintain all equipment, including the kiosks in the inmate housing units and other locations within the facility. The vendor is also expected to perform system updates and install additional equipment when needed. The successful vendor will be able to provide these service for a daily population of 130 inmates at the Christian County Detention Facility. The Christian County Detention Center is a multi-level facility located in Ozark, Missouri. The building operates 24/7/365. The maximum capacity of the Detention center can reach as high as 150 inmates. The population fluctuates, but usually is around 130 inmates.

TERMS:

Christian County seeks an initial contract term for a **period of one (1) year**. The County reserves the right to renew the contract for three (3) additional one-year periods.

FCC/FEDERAL/STATE OF MISSOURI LAW:

Please know that the FCC has recently issued an order on Correction center communications that may change how certain pricing and commissions can be applied. See link from the FCC:
<https://docs.fcc.gov/public/attachments/DA-25-565A1.pdf?ref=broadbandbreakfast.com>
It is up to the prospective bidder to know and interpret how these changes will affect Christian County, Missouri's Jail pricing and commission.

QUESTIONS:

Please submit questions online through the Christian County

Electronic Bidding portal before **July 24, 2025 at 9:00 a.m.** Christian County Sheriff Brad Cole will review all questions submitted and an Addendum will be issued with those answers, when applicable.

ADDENDUMS:

If it becomes necessary to revise any portion of this RFP package, or if additional information is necessary to clarify any provision or respond to questions, the revision and/or additional information will be provided through the bidding portal.

ONLINE REGISTRATION:

Christian County requires online bid submittals as it helps to expedite the bidding process and to alleviate errors. Click on the following link: <https://christiancountymo.ionwave.net/Login.aspx> and follow the directions to register. **No faxed or emailed** submittals will be accepted. Christian County maintains a list of vendors in our online vendor registration database. It is the vendor's responsibility to update contact information. The Christian County Commission office is not obligated to send invitations to vendors. Christian County fulfills its legal requirements by posting a notice in the local paper. Christian County will send out Addendums through the online portal, it will be the bidders responsibility to verify in the portal any addendums that are issued.

RFP OPENING:

Proposals will be unsealed publicly at **9:00 a.m. August 5, 2025.** Only the names of the offerors will be read aloud at the proposal opening. Evaluations of proposal(s) will be made available upon award of contract.

BACKGROUND:

The Christian County Sheriff's Office Detention Center is located at 110 W. Elm Street in Ozark, Missouri and is a 24/7 365 days per year operation. The inmate population ranges approximately 130 per day. Christian County Sheriff's Office currently uses HomeWAV, LLC., for the Detention Center Inmate Phone and Video Visitation System. See HomeWAV's contract attached.

The Christian County Jail currently has six Pods. Each Pod holds 20-25 inmates, and Booking holds 15-20 inmates. The Christian County Jail's total population averages 130 inmates. The federal inmates are approximately 30% of that population.

We currently have two (2) kiosks per pod, one in our booking area and two public kiosks in our lobby for a total of 15 kiosks. We want to consider potentially adding a second kiosk to the booking, bringing the total to 16. There are approximately twenty (20) tablets per pod and nine (9) tablets in bookings. Currently we use our kiosks for our phone and video calls.

Our schedule for inmates to access the phones is as follows: 7:00 a.m.

– 11:00 a.m., 12:00 p.m. – 5:00 p.m., and 6:00 p.m. – 11:00 p.m. Note: Note: Hours are subject to change by the Sheriff's Office. At this time, there are no limits on the maximum number of onsite visits allowed per week (or other interval), remote visits per week, calls per week, minutes per call/visit. This is always subject to change per the Sheriff's direction.

Our current vendor does not charge a tablet rental fee.

Mail: The average number of inmate mail pieces received daily is five pieces every two days.

The fees that are being charged to end-users for any required services, including deposits for tablet usage and emails or photos: a. Account Funding Fee via Web b. Account Funding Fee via IVR c. Account Funding Fee via Live Operator. Handling Fee for Account Funding: \$2.00 per deposit.

TERMS AND CONDITIONS:

View under ATTACHMENTS tab.

PROPOSAL RESPONSE:

See the ATTRIBUTES TAB for proposal response format.

EVALUATION AND SELECTION PROCESS:

The proposal evaluation and selection process will be conducted under this Request for Proposal (RFP) based on competitive negotiated procurement procedures. Interviews, discussions, negotiations, vendors may be short listed, and a Best and Final offer (BAFO)) may be held only with selected firms from those firms who meet Christian County's requirements and fall within the competitive ranges as determined by Christian County. Christian County reserves the right to award a contract to a firm solely on the basis of this initial proposal submitted and without any further interview, discussions and negotiation.

Each Proposers must comply with the requirements contained in the RFP.

Christian County will evaluate each proposal to determine which is the lowest and best (i.e., Best Value).

If Christian County determines that a proposal has failed to meet an acceptable level on any factor listed below, the County may reject that proposal.

EVALUATION CRITERIA:

In evaluating the proposals, Christian County will use the following evaluation factors to determine the lowest and best proposal. Deviation from the requirements will be evaluated, but may, in the discretion of the Purchasing Agent, result in rejection of a proposal.

70% Total Cost, including but not limited to the Cost in the Proposal and Line Items.

30% Adherence to RFP requirements, including but not limited to:

Firm Qualifications, Declaration Page, Answers to Questions in the Attributes tab, Exceptions to our T&C's and References.

Note: A poor/negative reference may result in disqualification.

Bidders should consider these factors when preparing their proposals and should provide a specific response to each of the evaluation factors.

Based on the evaluation process described, the Evaluation Committee comprised of Christian County employees, will review the proposals.

CONTRACT DOCUMENTS:

See Attached Christian County Agreement for Services Contract under the **ATTACHMENTS TAB**.

PROPRIETARY INFORMATION:

Christian County is a governmental agency and practices open government. All records belonging to the County Commission are open records and available to all members of the public, with the exception of attorney/client documents. Therefore, any document you provide to the Commission will be considered an open record and available to anyone wanting a copy of it.

AWARD OF THE CONTRACT:

The Commission will award the RFP to the lowest and best value bidder. The best vendor may not be the one that provides the lowest price. Christian County Purchasing Agent reserves the right to reject in whole, or in part any and all proposals, to waive any formalities, and to accept the proposal determined to be in the best interest of the county. This solicitation may also be canceled in whole or in part if determined to be in the best interest of the county.

It is also important to note that should additional Federal or State of Missouri changes happen after an award has been made for this contract, as this may be the case effective April 1, 2027 per the FCC order. So as not to interrupt County Jail operations, the County may consider amending the contract to reflect the new price changes or commissions to Christian County that would be mandated. The County reserves the right to negotiate these prices and commission if applicable, or to rebid this contract should this be in the best interest of the County.

INSURANCE REQUIREMENTS:

See insurance requirements attached in ATTACHMENTS tab.

EXHIBITS A-C

Attached are our revenue statements from our current vendor.

EXHIBIT D-F:

Attached is a copy of all current contracts and amendments pertaining to all services under this RFP.

Note: Amendment #2 was labeled and issued incorrectly as Amendment #3. There were only two Amendments issued to the current communications contract.

DECLARATION PAGE FORM:

A DECLARATION PAGE FORM is provided under the **ATTACHMENTS** tab. The vendor hereby declares understanding, agreement, and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of this original invitation to bid. The Declaration Page must be signed in ink and include the full business address of the bidder. Proposals by partnerships must be signed in the partnership name by one or more of the general partners. Proposals by a corporation must be signed by an officer of the corporation or other person authorized to bind the corporations to the proposal. The names and titles of all the persons signing shall be typed or printed below their signatures. The vendor further agrees that upon receipt of an authorized purchase order from the Christian County Commission or when a Notice of Award is signed and issued by the Commission, a binding contract shall exist between the vendor and Christian County.

NOTE: FAILURE TO UPLOAD A COMPLETED DECLARATION PAGE FORM MAY BE CAUSE FOR REJECTION OF YOUR PROPOSAL.

HISTORY:

Christian County is a first-class County without a charter form of government. The governing body of Christian County is the County Commission. The Commission consists of a Presiding Commissioner, a Western Commissioner, and an Eastern Commissioner. It's County seat is in Ozark, Missouri. The County was organized in 1859 and continues to be one of the fastest-growing counties in the state. Cities in Christian County include Billings, Clever, Fremont Hills, Highlandville, Nixa, Ozark, Sparta, and Village of Saddlebrooke.

END OF SECTION

Contact Information

Contact: Kim Hopkins Purchasing Manager
Address: Christian County Purchasing
202 West Elm Street

Ozark, MO 65721
Email: khopkins@christiancountymo.gov

NCIC Inmate Communications Information

Contact: William L. Pope
Address: 607 East Whaley St.
Longview, TX 75601
Phone: (903) 757-4455 x1019
Toll Free: (888) 686-3699
Email: rfp@ncic.com
Web Address: www.ncic.com

By submitting your response, you certify that you are authorized to represent and bind your company.

William Louis Pope

Signature

Submitted at 8/5/2025 08:38:16 AM (CT)

RFP@ncic.com

Email

Supplier Note

NCIC is please to submit our detailed response to Christian County and looks forward to the opportunity to provide our complete system and services. Please do not hesitate to contact us if you have any questions pertaining to our response/offer and further, if any additional demonstrations regarding our proposed solution are desired, we would be pleased to provide those when convenient.

Requested Attachments

DECLARATION PAGE UPLOADED HERE

Upload the Declaration Page Form here.

DECLARATION_PAGE-Signed.pdf

PROPOSAL RESPONSE/PRICING

Attach your PROPOSAL RESPONSE HERE. Note: These are listed under the ATTRIBUTES #9.

Keep your response in the format requested under ATTRIBUTES #9

Explain in detail your PRICING.

ChristianCounty_2025-8_Addendum1_NCICCorrectionalServices.pdf

INVOICE SAMPLE

Provide a copy of a sample invoice.

Christian County Proposal Format Requirements-Invoice Sample.pdf

REPORTING SAMPLE

Provide a copy of a typical report submittal.

Christian County Proposal Format Requirements-Reporting Sample.pdf

SAMPLE CONTRACT

Please provide a copy of your firm's sample contract. Reminder: If you do not take any exceptions to this RFP then you are accepting our terms and conditions.

Christian County Proposal Format Requirements-Sample Contract.pdf

SUBCONTRACTORS

No response

Upload your subcontractors' names and major suppliers of material and equipment you intend to use on the job. If no document is uploaded, this will serve as a not applicable. This is found under the ATTRIBUTES TAB #8.

E-VERIFY AFFIDAVIT OF COMPLIANCE AND MOU FORM

E-VERIFY AFFIDAVIT OF COMPLIANCE AND MOU FORM

ANTI-DISCRIMINATION AGAINST ISRAEL ACT AFFIDAVIT

ANTI-DISCRIMINATION AGAINST ISRAEL ACT AFFIDAVIT

E-Verify Affidavit of Compliance for
Christian County_FINAL.pdf

Anti-Discrimination Against Israel
Act Form_FINAL.pdf

Bid Attributes

1 Christian County Terms and Conditions

Please download and thoroughly review the Christian County Bidder Requirements Terms and Conditions and acknowledge your acceptance below.

☒ I have downloaded and read the attachment..

2 No Deviations or Exceptions

I certify that there are NO deviations or exceptions to the attached Christian County Terms and Conditions.

Yes

3 Exceptions to Christian County Bidder Requirements Terms and Conditions

If respondent indicated above, there ARE exceptions to the CHRISTIAN COUNTY BIDDER RESPONSIBILITIES & TERMS AND CONDITIONS REV. 0423, (by clicking NO above) please provide details below. If no exceptions, please enter N/A.

N/A

4 Omnigo

The bidders software must be able to integrate with Omnigo our current JMS program.

Note: The integration of the company's software and **Omnigo interface will be at no charge to the County.**

-

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Yes, I have read and agree.

5 TERM OF CONTRACT

The initial contract is for one (1) year with an OPTION to renew for an additional three (3), one (1) year terms.

Agreements signed by Christian County must be signed by at least a majority of the members of the County Commission. Agreements must be attested by the County Clerk and approved to form by the County Counselor. In addition, the County Auditor must certify that there is an unencumbered balance available to pay the contract cost.

6 BIDDER REQUIREMENTS

BIDDER REQUIREMENTS

7 Requirements

SERVICES:

The vendor must be able to install, service, and maintain all equipment, including the kiosks in the inmate housing

units and other locations within the facility. The vendor is also expected to perform system updates and install additional equipment when needed.

EQUIPMENT:

The equipment includes a phone/video kiosk and personal tablets in new, good quality condition.

The proposed equipment will consist of a minimum of fifteen (15) kiosks, two (2) kiosks per pod, six (6) total pods, two (2) kiosks in our public visitation area, and one (1) kiosk in the booking area.

The proposed equipment will be a minimum of 120 tablets, with the ability to add additional due to ADP increases. The tablets will mirror the pod kiosk functions with the exception of video chat.

The proposed equipment must have the capability to run efficiently with an internet connection **at the vendor's expense. The vendor will not use Christian County's internet.** The vendor will be provided sufficient space to store such equipment securely.

The system will need to communicate with Omnigo, the facility booking software. This will pair inmates into the facility to the phone provider to ensure that all inmates have the ability to use the contracted phone service. Any interface cost to do so will be placed on the vendor.

SYSTEM REQUIRED:

Required but not limited to:

- The proposed system should allow the inmate the ability to initiate video visits, video messaging, and phone calls.
- The proposed system should not require facility personnel to operate the system.
- The proposed system should not require facility personnel for scheduling visits. It should be the ability of the family members and/or inmates for all scheduling.
- The proposed system should not require a minimum call length or a connection fee.
- The proposed (2) kiosks in the public visitation area will be free of charge to the inmate and family.
- The proposed system should support call lengths from one (1) minute to one hour on the kiosk and tablets.
- The proposed provider will provide no less than a five (5) minute free phone call on all new intakes into this facility.
- The proposed system should have the capability to charge users in one-minute increments, with competitive rates.
- The use of the system will be at no charge to the Missouri Public Defenders Office, Missouri Mental Health, Missouri Probation and Parole. Paid Attorneys representing prisoners will not fall under this proposed request, and be charged the same rate as a family or friend.
- The proposed system will not record or allow to view any communication with the above organizations in this paragraph, including Attorneys representing prisoners, said calls being labeled as "Privileged Call".
- The proposed system will allow the facility to monitor any function allowed on the system proposed, grant access and/or deny access to any visitor in the system.
- The proposed system will function with both Android and iPhone devices.
- The proposed system will provide a way for inmates and other users the ability to contact the vendor directly with all technical issues.
- The proposed equipment will have set hours of operation approved by the Jail Captain of the facility.
- The proposed system will have the capability to sanction an inmate the loss of phone privileges for violation of facility rules and regulations set forth by the facility.
- The proposed system must be able to obtain all data for up to five (5) years minimum. When any evidentiary evidence, such as video, voice calls and texts are requested by the Sheriff, Captain, and/or Lieutenant of Operations and/or any designee set forth by the facility, it will be at no cost to the facility.
- The proposed provider must provide legal law library, court approved classes set forth by the Christian County Courts. At no cost to the inmate or the facility on tablets.
- The proposed provider will provide ROS forms (Request of staff), Grievance forms and any forms the facility may request at no cost to the facility or inmate. These forms will be stored for up to five (5) years and available upon request by the facility.
- The proposed provider will set forth free music, movies, and learning tools on the tablets for a maximum of two (2) hours free a month to the inmate. This being 30 minutes a week free of charge. Once the free 30-minute weekly and or (2) hours has been used, the inmate may be charged a competitive rate for any additional time they choose to use the tablet.
- The proposed provider will provide 5 minutes free phone call on all new intakes into this facility.

TRAINING:

The proposed vendor must be able to train staff on the use of disinfecting all equipment installed.

8 PROPOSAL RESPONSE FORMAT******PROPOSAL RESPONSE AND PRICING FORMAT******

IMPORTANT: Please UPLOAD one document with all of the information listed in #7. Please list it as it is described in order.

9 Company History/Firm Qualifications/Pricing/Renewals

**PLEASE PROVIDE A DETAILED PROPOSAL AS DESCRIBED BELOW.
ONCE COMPLETED, ATTACH YOUR PDF TO THE
RESPONSE TAB UNDER PROPOSAL RESPONSE.**

Company History/Firm Qualifications

Title Page:

Include company name, address, telephone number, fax number, email address and contact name.

Executive Summary:

This one-page executive summary is to briefly describe the vendor's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the vendor. The reader should be able to determine the essence of the proposal by reading the executive summary.

Detailed Response:

This section should constitute the major portion of the proposal and must contain at a minimum the following information:

1. A brief **history** of the company, including but not limited to: ownership, date business started, (including business name changes), mission statement, number of clients pertaining to this RFP, etc.
2. A **complete narrative** of the vendor's assessment of the work to be performed, the vendor's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the vendor's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed.
3. Provide a listing of any **data or information** which the vendor will require in order to undertake the project.
4. Provide any certifications you may have for the industry standards.
5. Provide information on applicable prior projects completed for Christian County Sheriff's Office.
6. A description of the vendors intended relationship with county staff, including the level of assistance anticipated in completing the work of this project.
7. A description of any subcontracts and associations with other firms that the vendor proposes to utilize in the performance of this work. Fully describe the intended working relationships and responsibilities of each subcontracted firm and the number of past projects in which the vendor worked with each subcontracted firm.
8. Provide a **detailed** transition plan, if applicable. **Include milestone dates.**
9. Include jobs and contract that your company has held that are similar in scope and size to this RFP. Enter this information in Attribute 21-23 below.

Qualifications:

Include the following documentation of qualifications:

1. Copy of any license(s)
2. Copy of certification(s)
3. Copy of registration(s)
4. Provide a copy of any document **required** by the State of Missouri, local or federal authorities having jurisdiction for the vendor to perform the work of this project.

NOTE: It is a **Requirement** of this proposal that your firms equipment and software are compatible with Jail Management Software (JMS) Omnigo. Indicate what software you are providing and how that will integrate with Christian County's JMS. It will be the awarded vendor's responsibility to pay for the integration to Omnigo and training of the software.

Training:

Explain your training proposal, if applicable. Include milestones and approximate timeframe to be up and running.

Explain how your training will be conducted.

It is also a requirement that the awarded vendor will maintain/replace all equipment at no charge to the County.

Key Personnel/Staffing:

Project Manager/Other Key Personnel:

1. Provide the Project Manager name, contact information and provide a copy of their resumes. Details, experience and/or resumes for employees that will work on this contract (include training programs, certifications, etc. as applicable to this RFP.
2. List 1-3 examples of comparable projects undertaken by the project manager under your employment. Please note: Should a contract be given to your company and your project manager or dedicated representative leave your company, Christian County will have final say on who the representative will be for any replacement.

Include the following:

1. List the specific equipment and material storage requirements. Include the make, model and quantity of the equipment you are proposing.
2. Procedures for dealing with inmate/staff complaints about customer service issues. Include all ways the Jail staff may communicate to resolve customer service issues on behalf of the inmates.
3. Operations procedures for use of all communication devices.
4. List the types

PRICING:

Under this portion of your proposal explain ALL your cost/pricing and how it works for your solution in detail. Be very clear. Also, explain what charges will be sent to Christian County Jail. Under the LINE ITEMS TAB are 18 LINE ITEMS. Several of these Line Items are asking for an example of how your charges would look based on a real scenario. This is so we have a comparison basis for all bidders. The LINE ITEMS should MIRROR what your costs are under this proposal.

Prices will remain firm fixed through the first year of the contract or whatever is required by law.

In this section be very specific and explain in **DETAIL** all your costs for this proposal.

Please make sure that you add in "service or handling fees" in your proposal and explain what those are for. **ALL FEES SHOULD BE EXPLAINED IN THIS PROPOSAL. NO EXCEPTIONS.**

Rate Caps:

All rates must be consistent with FCC rulings and regulations, and Missouri State and local laws.

Commission Sharing:

Please indicate what commission sharing you are offering to Christian County based off your costs above, if applicable.

_____ % Phone

- _____ % Video
- _____ % Messaging purchases
- _____ % Entertainment purchases -movies
- _____ % Entertainment purchases - games
- _____ % Entertainment purchases - songs/music
- _____ % Entertainment purchases - ebooks
- _____ % Miscellaneous (Is there anything we did not list?)

Software:

Indicate what software you will be using. **The software must be able to integrate with Omnigo our current JMS program.** Note: The integration of the company's software and **Omnigo interface will be at no charge to the County.**

Customer Service:

Explain your Customer Service program for complaints. Explain how complaints are resolved.

Renewals:

The contract is for one year with options to renew for an additional three (3) one (1) year terms.

Please provide your annual renewal increase. **Explain what method** you used to arrive at that figure. For example, if you are going to use the **CPI index, then cite the index** you will be using. If you use a **not-to-exceed percentage**, write what that percentage is Do this for each year, i.e. year 2, 3 and 4. At the time of renewal a justification will be requested for all price renewal increases. If you want the pricing/commissions to stay the same for all renewals going forward, state that in your bid.

Term:

The contract is for one year with options to renew for an additional three (3) one year term.

Each renewal must be approved by Sheriff Brad Cole and the Commission.

Agreements signed by Christian County must be signed by at least a majority of the members of the County Commission. Agreements must be attested by the County Clerk and approved to form by the County Counselor. In addition, the County Auditor must certify that there is an unencumbered balance available to pay the contract cost.

References:

Provide three references that you have contracted with in similar scope/size. Include name of company, contact name, phone number, email and date of service of contract. The vendor shall agree to authorize its references to furnish any information requested by Christian County to verify references provided and to determine the quality and timeliness of previous work performed. **This should be submitted under ATTRIBUTES #12, #13, and #14 below.**

**PLEASE PROVIDE A DETAILED PROPOSAL AS DESCRIBED ABOVE.
ONCE COMPLETED ATTACH YOUR PDF TO THE
RESPONSE TAB UNDER PROPOSAL RESPONSE.**

☒ I've attached this response to the RESPONSE TAB.

1
0**Renewals:**

The contract is for one year with OPTIONS_to renew for an additional three (3) one year term.

Please provide your annual renewal increase. **Explain what method** you used to arrive at that figure. For example, if you are going to use the **CPI index, then cite the index** you will be using. If you use a **not-to-exceed percentage**, write what that percentage is Do this for each year, i.e. year 2, 3 and 4.

At the time of renewal a justification will be requested for all price renewal increases. The Sheriff must approve all renewals.

If you choose to keep your price and commissions "the same" through the contract renewals please state that.

NCIC is not proposing any rate increases during the course of the agreement, including any renewal terms, and will keep the price and commissions the same for years 2, 3, and 4.

1
1**References****REFERENCES**

Please provide three references below. Minimum of Five (5) Years' Experience Providing Communications Solutions in a Correctional Setting. Please note that more references may be requested.

A poor negative reference may result in disqualification. Also note that Christian County is not limited to contact just the three references listed by the prospective bidders.

1
2**Reference #1**

Please provide a references of a company you have done business with in the past five years with a similar scope and size project.

Name of Company:
Representative Name:
Representative Email:
Representative Phone:
Project Name include dates:

Name of Company: Lawrence County Sheriff's Office Representative Name: David Carnagey Representative Email: dcarnagey@lawrencemosheriff.gov Representative Phone: 417-466-2131 Project Name include dates: Installation of Inmate Telephones, Video Visitation and Tablets; December 2024

1
3**Reference #2**

Please provide a references of a company you have done business with in the past five years with a similar scope and size project.

Name of Company:
Representative Name:
Representative Email:
Representative Phone:
Project Name include dates:

Name of Company: Callaway County Sheriff's Office Representative Name: Captain Robbie Harrison Representative Email: rharrison@callawayso.org Representative Phone: 573-592-2400 Project Name include dates: Installation of Inmate Telephones, Video Visitation and Tablets; July 2021

1
4**Reference #3**

Please provide a references of a company you have done business with in the past five years with a similar scope and size project.

Name of Company:
Representative Name:
Representative Email:
Representative Phone:
Project Name include dates:

Name of Company: Clinton County Jail Representative Name: Jail Administrator Mandy Youtsey Representative Email: myoutsey@clintoncosheriff.org Representative Phone: 816-539-2156 Project Name include dates: Installation of Inmate Telephones, Video Visitation; January 2023

1
5**Subcontractors**

Each bidder must submit with its proposal the names of all **Subcontractors** and major suppliers of material and equipment that it intends to use on the job. The County reserves the right to object to any Subcontractor or Supplier.

List items to be subcontracted with proposed subcontractor. Upload this under Response Attachments.

☒ I have read and will comply.

1
6**Vendor's Personnel Qualifications**

Christian County reserves the right to approve or disapprove the vendor's personnel providing services for Christian County government. Christian County also reserves the right to request replacement of any person assigned to provide services. Unless the situation regarding the personnel requires immediate replacement, the vendor shall be allowed at least fourteen (14) days after notification to replace unsatisfactory personnel.

☒ I have read and will comply.

1
7**Sample Invoice**

Provide a sample of a standard invoice.
Upload this under RESPONSE ATTACHMENTS tab.

☒ I have read and attached a Sample Standard Invoice

1
8**Sample Reporting**

Please provide an example of what your sample reporting looks like.
Upload this under RESPONSE ATTACHMENTS tab.

☒ I have read and attached a sample report.

1
9**Background Checks**

If requested, the vendor shall provide a list of names, social security numbers, and date of birth for each such personnel who will be providing services to Christian County buildings. In addition, the vendor must notify Christian County of any additions/changes to the list. Christian County reserves the right to accept or reject any of the vendor's personnel assigned to the contract to provide services

☒ I have read and will comply.

2
0**Submission Responses****Submission Responses**

All submittal responses must be submitted online via our electronic system. No fax or email submissions will be accepted.

2
1**Anti-Collusion Statement**

By submitting a proposal in response to this request for proposal, vendor and each person signing on behalf of the vendor, certify under penalty of perjury, that to the best of his/her belief the prices in the proposal were arrived at independently and without collusion, consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to such prices with any other vendor, or any other competitor. Unless otherwise required by law, the prices in the bid have not been knowingly disclosed by vendor, and will not be knowingly disclosed by vendor, prior to opening, directly or indirectly, to any other vendor or competitor. No attempt has been made or will be made by vendor or any other person associated with this invitation to bid, partnership, corporation, or entity to submit or not to submit a proposal in response to this bid for the purpose of restricting competition.

I affirm that I am duly authorized to execute this contract; that this company, corporation, firm, partnership or individual has not prepared this proposal in collusion with any other Bidder, and that the contents of this bid as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any other person engaged in this type of business prior to the official opening of this RFP.

☒ Yes
2
2**Minority Business Participation:**

Christian County encourages the participation and utilization of minority business enterprises in all projects of the county. Christian County will provide equitable and fair opportunity to minority businesses to submit bids and proposals and to receive an award. By responding to this invitation, the vendor agrees that it does not discriminate on the basis of race, religion, creed, national origin, age, sex or disability, and that it will refrain from any unlawful employment practices.

2
3**Incurred costs**

The county is not liable for any costs incurred by a vendor in the preparation or production of its proposal or for any work performed prior to the issuance of a valid contract under Missouri law. Such exemption from liability applies whether such costs are incurred by vendor or indirectly through vendor agents, employees, assigns or others, whether related or not to vendor.

2
4**AFFIDAVIT FOR CONTRACTS OVER \$5000 DOLLARS (US) - REQUIRED ONCE AWARD IS MADE****Section 285.530(2) RSMo. and 292.675 RSMo. Affidavit.**

Company shall comply with the provisions of Section 285.525 through 285.550 R.S.Mo. from the commencement until the termination of this Agreement. For any contract over \$5,000.00 and for any public works project contract the Contractor shall provide County an acceptable notarized affidavit stating:

1. That Company is enrolled in and participates in a federal work authorization program with respect to the employees working in connection with the contracted services; and
2. That Company does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.

A copy of the affidavit is attached to this RFP.

Additionally, Company must provide documentation evidencing current enrollment in a federal work authorization program (e.g. electronic signature page from E-Verification program's Memo of Understanding (MOU)).

2
5**TRANSIENT EMPLOYER LAW - REQUIRED ONCE AWARD IS MADE IF APPLICABLE**

A nonresident or foreign companies who employ people in Missouri must provide:

1. A certificate from the Missouri Director of Revenue showing compliance with the Transient Employer Law (285.230 R.S.Mo. et seq.); or
2. Proof of exemption from Section 285.230 R.S. Mo.

A Certificate of Compliance or proof of exemption must be submitted to Christian County in regards to the transient employer law. Questions? See <http://dor.mo.gov/business/register/or> call (573) 751-0459.

2
6

AFFIDAVIT FOR ANTI-DISCRIMINATION AGAINST ISRAEL ACT - REQUIRED ONCE AWARD IS MADE

Statutory Requirement: Section 34.600, RSMo, precludes entering into a contract with a company to acquire products and/or services “unless the contract includes a written certification that the company is not currently engaged in and shall not, for the duration of the contract, engage in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel.” Exceptions: The statute provides two exceptions for this certification:

- 1) “contracts with a total potential value of less than one hundred thousand dollars” or
- 2) “contractors with fewer than ten employees.” Therefore the following certification is required prior to any contract award.

Section 34.600, RSMo, defines the following terms: Company - any for-profit or not-for-profit organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company, or other entity or business association, including all wholly-owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of those entities or business associations. Boycott Israel and Boycott of the State of Israel - engaging in refusals to deal, terminating business activities, or other actions to discriminate against, inflict economic harm, or otherwise limit commercial relations specifically with the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel, that are all intended to support a boycott of the State of Israel. A company’s statement that it is participating in boycotts of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel, or that it has taken the boycott action at the request, in compliance with, or in furtherance of calls for a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel shall be considered to be conclusive evidence that a company is participating in a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel; provided, however that a company that has made no such statement may still be considered to be participating in a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel if other factors warrant such a conclusion.

2
7

Invoices

Please note that all invoices for the Sheriff's Office will be sent directly to:

Christian County Sheriff's Office
110 W. Elm Street, Room 70
Ozark, Missouri 65721

or invoices can be emailed to: sheriff@christiancountysheriff.net

Bid Lines

1 INMATE PHONE CALL

ENTER PRICING THAT WOULD BE IN EFFECT IN THE STATE OF MISSOURI ON AUGUST 28, 2025.

Quantity: 1 UOM: MINUTE (in effect August 28, 2025). Price: Total:

Item Notes: Please note it is the vendor's responsibility to verify pricing with the State of Missouri rulings.

2 VIDEO VISITATION - ONSITE

Quantity: 1 UOM: MINUTE Price: Total:

3 VIDEO VISITATION - REMOTE

Quantity: 1 UOM: MINUTES Price: Total:

4 VIDEO MESSAGING.

Please provide the price you would charge for a 3 minute video message.

Quantity: 1 UOM: PER 3 MINUTE VIDEO MESSAGE Price: Total:

Item Notes: **You may explain in your proposal how you calculate your costs on video messaging under ATTRIBUTES #9.**

This #4 Line Item is for comparison purposes.

5 SMS

Using your cost on SMS, how much do you charge total for a 160-character message?

Note: On average, the standard SMS message length limit is 160 characters.

Quantity: 1 UOM: LOT SMS - 160 character message Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #5 Line Item is for comparison purposes.

6 MMS

Using your cost on MMS - How much do you charge for a 1600-character message?

Note: On average, the standard MMS message length limit is 1600 characters.

Quantity: 1 LOT MMS - 1600 character UOM: message Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #6 Line Item is for comparison purposes.

7 INMATE EMAIL PER MESSAGE - using 280 characters for an email, please provide your cost for the ONE email.

Quantity: 1 Per 280 character Email UOM: Message Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #7 Line Item is for comparison purposes.

**8 INVESTIGATIVE DATA MINING SOFTWARE
(RECORDS RETENTION AND SOFTWARE)**

Based on 130 inmates, provide the billable annual cost of this service to the County.

Quantity: 1 UOM: YEAR Price: Total:

Item Notes: DO NOT include any offsetting bonus/commission in the LINES ITEM tab. The County wants to know **what we will be billed annually for the Investigative Data Mining Software.**

You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #8 Line Item is for comparison purposes.

9 LEGAL LIBRARY

Using 130 inmates as an average, provide the billable **annual cost** of this service to the County.

Quantity: 1 UOM: YEAR Price: Total:

Item Notes: DO NOT include any offsetting commission in the LINES ITEM tab. The County wants to know **what we will be billed annually for the Legal Library.**

You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #9 Line Item is for comparison purposes.

10	PREMIUM CONTENT (MOVIES) 105 MINUTE MOVIE. Using 105 minutes as an example for a premium movie, provide your cost. PER MOVIE - 105 Minutes Quantity: <u> 1 </u> UOM: <u> Long </u> Price: \$4.20 Total: \$4.20 Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9. This #10 Line Item is for comparison purposes.
11	PREMIUM CONTENT (GAMES) Provide the cost of one premium game for 60 minutes of usage. PER GAME USAGE - 60 Quantity: <u> 1 </u> UOM: <u> MINUTES </u> Price: \$0.00 Total: \$0.00 Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9. This #11 Line Item is for comparison purposes.
12	PREMIUM CONTENT (SONGS) Provide the cost of premium music for 180 minutes of usage. Per Premium Music for 180 Quantity: <u> 1 </u> UOM: <u> Minutes </u> Price: \$0.00 Total: \$0.00 Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9. This #12 Line Item is for comparison purposes.
13	EBOOKS Provide the cost of one premium e-book or 300 minutes of usage of an e-book. PREMIUM E-BOOK - 300 Quantity: <u> 1 </u> UOM: <u> MINUTES TO READ </u> Price: \$0.00 Total: \$0.00 Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9. This #13 Line Item is for comparison purposes.
14	LOBBY VISITATION KIOSKS Quantity: <u> 2 </u> UOM: <u> EA </u> Price: \$0.00 Total: \$0.00 Item Notes: Note: At this time we have 2 Lobby Visitation Kiosks.
15	INMATE VIDEO KIOSKS Quantity: <u> 15 </u> UOM: <u> EA </u> Price: \$0.00 Total: \$0.00
16	WALL CHARGERS Quantity: <u> 2 </u> UOM: <u> EA </u> Price: \$0.00 Total: \$0.00

1 7	TABLETS
	Quantity: <u>120</u> UOM: <u>EA</u> Price: \$0.00 Total: \$0.00
	Item Notes: At this time, we have on hand 120 tablets.
	Note: Tablets will be replaced by the vendor as needed at no charge.

1 8	OPTIONAL ONLY:
	INMATE MAIL SCANNING SOFTWARE
	This may or may not be considered.
	Quantity: <u>1</u> UOM: <u>EA</u> Price: \$0.00 Total: \$0.00
Item Notes: This may or may not be considered.	

Response Total: \$5.83



**REQUEST for PROPOSAL #2025-8 ADDENDUM 1
CHRISTIAN COUNTY DETENTION CENTER
INMATE COMMUNICATIONS SOLUTION**

**Christian County Detention Facility
110 W Elm Street, Room 70
Ozark, MO 65721**

**Due Date and Time:
August 5, 2025, 09:00 AM (CT)**

**PROPOSAL RESPONSE / PRICING
ORIGINAL**



KIOSKS



**REMOTE
VISITATION**



MAIL SCANNING



MESSAGING



**PHONE
CALLS**

NCIC.com | 800-943-2189

**William L. Pope
Bill.Pope@ncic.com**

**607 East Whaley Street
Longview, Texas 75601**

**Office 903-757-4455
Fax 903-757-4899**

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COVER LETTER

On behalf of NCIC Correctional Services (“NCIC”), I am pleased to present to Christian County Sheriff’s Office and Jail (“Christian County”) our complete response to **Request for Proposal for Detention Center Inmate Communications Solution**. NCIC has thoroughly reviewed, understands, and complies with all aspects and provisions of this RFP. Provided throughout this proposal is detailed information regarding how NCIC aims to provide reliable service to Christian County and its constituents. This proposal will remain open and valid for at least 180 days from the close date, if not longer.

NCIC is a trusted provider of communication services across the United States and 9 other countries, providing a range of value-adding technologies and tailored service to more than 900 separate correctional facilities, including County Jails, US Military Prisons, Bureau of Indian Affairs Prisons, Private Prisons, Police Departments, and Juvenile facilities. NCIC is extremely proud of the work we have done, and continue to do, in the law enforcement community, where we support the daily operations of law enforcement, and provide quality service for inmates, friends, and family members, all while providing a vital service at the industry’s lowest rates.

NCIC also enjoys the benefits of being the largest employee-owned communications provider in the United States – we are not beholden to the demands of Private Equity groups and offshore interests; our shareholders are our facility customers and constituents they serve, as well as our own employees.

NCIC’s overall proposal for Christian County revolves around increasing connectivity between inmates and their loved ones, leading security and investigative technology and a sturdy, **transparent** compensation offer that will provide a trustworthy method of forecasting the monthly earnings related to the Inmate Communications Agreement. NCIC is proposing a completely **no-cost, revenue-generating** proposal for Christian County, without any monthly commission deductions (as are being applied under the incumbent’s arrangement). Here is a snapshot of what we’re offering, which we will expand upon in the pages that follow:

- ✓ Replace all existing Inmate Kiosks and Tablets with brand new NCIC equipment (and add more, if needed);
- ✓ Provide, **from day one of operation**, the industry-leading NCIC Correctional Tablet, which is fully equipped with the NCIC InTouch suite of applications (Phone Calling, Tickets, Video Visitation, Messaging, etc.) and NCIC’s “Learn to Earn” educational / entertainment program...**at a 1:1 inmate – tablet ratio**;
- ✓ **Bring ALL Inmate Communications services under ONE provider, ushering in significant benefits for the Agency, inmates and their friends and families.**
- ✓ Provide a far superior, *guaranteed* monthly revenue-share to Christian County based on 100% of the revenue-generating services at the Facility;
- ✓ Provide all needed Inmate Communications hardware and infrastructure, including phones (if needed), kiosks, tablets, tablet charge carts, wireless access points and network equipment at **NO COST**;
- ✓ Provide a level of support that our competitors cannot come close to matching, for facility staff, inmates and their friends and families. **No “honeymoon period!”**



Over the past several months, NCIC has been in settlement discussions with the FCC in order to resolve our Petition for Reconsideration of the recent FCC Rate Ruling. NCIC filed our Petition for Reconsideration due to the FCC failing to enforce the past 12 years of rulings and denying consideration of the Safety and Security Costs (site commissions) dictated in the Martha Wright-Reed Act. NCIC’s later Settlement Offer is being considered the industry benchmark for rate caps and per-minute commission amounts. The National

Sheriff's Association has filed comments in support of NCIC's Petition for Reconsideration. As Christian County is aware, several weeks ago the 2024 FCC IPCS Rulemaking was "stayed" (for the most part), providing an opportunity for the FCC to correct the glaring errors and fashion a new Rulemaking that will include crucial Cost Recovery for Safety and Security Functions of phone and video visitation services. NCIC plans to remain at the forefront of these efforts, going in to bat for ALL involved parties. Additionally, NCIC is the ONLY provider who is actively fighting on behalf of law enforcement and correctional agencies in Missouri as well, with the Missouri legislature moving forward with IPCS legislation that would be crippling for the operating budgets of local jails in the State. NCIC vows to continue with this fight to ensure that this issue lands in a fair and reasonable place for *all* involved parties.

On January 6, 2025, we were made aware of Missouri House Bill Number 317, which introduced legislation to lower rates at all correctional facilities in the state of Missouri down to \$.12 based on the recent erroneous FCC ruling. We immediately hired lobbying firm, Flotron McIntosh, to lobby on our behalf with both representatives and senators in Missouri to educate them on the differences between county jails and the Missouri DOC, as the \$.12 would probably work for the DOC but not for county jails with limited budgets. The session ended before we could garner the votes to change the rates, so we will be taking up this battle in the next session. We are also looking to intervene on the Hammerschmidt Lawsuit that addresses various issues, including the state dictating rates to local entities. As it looks for now, all providers may have to lower their rates to \$.12 this month, which can impact all offers received by Christian County, so we plan on offering a second option that takes this rate into consideration as we continue to fight the legislature. As of right now, NCIC is the only correctional communications provider attempting to fight this legislation

In closing, as you review this proposal, we hope that you will become aware of NCIC's qualifications and commitment to Christian County as your ideal inmate communications partner. NCIC already enjoys an established presence in the State, as the existing provider of Inmate Communications and Tablets for a number of Missouri Counties including Lawrence, Callaway, Adair, Clinton, Ray, and Schuyler Counties, as well as Joplin and Independence Police Departments. Should NCIC become the trusted provider of inmate communications for Christian County, the Sheriff's Office and the broader community, your account will be managed collaboratively by Craig Storer, Director of Marketing and Bill Rounds, Missouri Sales, Service and Support, whose efforts will be supported by NCIC's experienced team of administrative, support, networking, IT, and field technician personnel.

Sincerely,

A handwritten signature in blue ink that reads "Bill Rounds".

Bill Rounds

Regional Sales, Service, and Support

Mobile: 816-651-5936

Email: Bill.Rounds@ncic.com

COMPANY HISTORY / FIRM QUALIFICATIONS

Network Communications International Corporation dba NCIC Correctional Services is Texas-owned with a corporation date of August 29, 1996, and is the longest running telecommunications carrier in the inmate communications industry. Company principals William Pope and Jay Walters offer more than 57 years of combined experience in the communications sector. NCIC is headquartered in Longview, Texas with satellite offices in Alabama, California, Iowa, Georgia, Minnesota, Missouri, North Carolina, Wisconsin, Mexico, El Salvador, Ecuador, Panama, and Honduras. In the event an inmate from Christian County is transferred to any facility serviced by NCIC, all associated data could be accessible to the County, if needed for investigation purposes.

NCIC operates with a commitment to transparency, integrity, and service, and the company's employee-owned model has enabled long-term investment in technology and customer support, without the influence of private equity firms or offshore interests. This unique ownership structure aligns the company's goals with those of its clients—correctional facilities and the communities they serve. While NCIC is the third largest Provider in the industry, *we are the largest provider that is not owned by Private Equity.*

NCIC has over 157 employees including full-time field technicians, with approximately \$90 Million dollars in revenue per year. In total, our platforms manage and record in excess of 700,000 secure phone calls, video visits, and text messages per day. NCIC is the *only* large communications provider for incarcerated persons in the U.S. that has not been sued for overcharging inmates and friends and family on calling rates and fees. Furthermore, NCIC has had no contract terminated for any reason in the last five years. NCIC is a trusted provider of communications services in the United States and nine other countries, providing a range of value-adding technologies and tailored service to more than 900 separate correctional facilities, including County Jails, US Military Prisons, Bureau of Indian Affairs Prisons, Police Departments, Private Prisons, and Juvenile facilities. NCIC is extremely proud of our continued accomplishments in the law enforcement community, supporting the daily operations of law enforcement, providing quality service for inmates and friends and family members, all while providing a generous return to our facility partners.

From its origins as a wholesale network provider, NCIC has evolved into the third-largest inmate communications provider in the United States, offering a full range of secure, scalable solutions tailored to correctional environments. Since 1998, NCIC has provided secure phone services in jails and prisons, and in 2007, the company shifted its focus exclusively to correctional communications, building a 100% VoIP platform designed for maximum security and operational flexibility. Unlike many competitors, NCIC has never been sued for overcharging inmates or their families and has never received notice of overcharge from any regulatory body. The company is proud to offer the lowest calling rates and fees in the industry, and it has had no contract terminations or active litigation in the past five years—a testament to its reliability and ethical practices.

NCIC provides an extensive suite of in-house developed communications and investigative technologies, including:

- Inmate Telephone System (ITS)
- Video Visitation System (VVS)
- e-Messaging and call transcription
- Voice Biometrics / Translation / Keyword Detection
- Multi-functional kiosks
- Tablet-based inmate services

- Digital and legal mail scanning
- Grievance systems
- Educational and rehabilitative programs

These services are offered at no cost to correctional facilities, demonstrating NCIC's commitment to affordable, accessible, and effective solutions. Each system is built in close collaboration with facility partners, ensuring features are responsive to real-world needs.

In 2019, NCIC launched our InTouch Video Visitation and Tablet Systems, which are now active in more than 230 jails across the U.S. These systems support on- and off-site video visitation, inmate messaging, and customizable request forms covering areas such as grievances, medical, PREA, and religious services. The platform also provides access to educational content, consular websites, and inmate handbooks.

NCIC's Digital Mail Scanning Services offer secure off-site *and* onsite mail processing, as well as an on-site Legal Mail Scanning solution, ensuring compliance with legal standards while enhancing facility security and efficiency. These services are fully integrated into NCIC's investigative platform and require no third-party infrastructure.

Today, NCIC continues to set industry standards through innovation, transparency, and customer-focused solutions. Its reputation for technological leadership, operational excellence, and ethical business practices has made it a preferred partner for correctional facilities across Missouri and the United States—serving everything from five-bed rural jails to large-scale international prison systems.

EXECUTIVE SUMMARY

NCIC Correctional Services is pleased to present this proposal in response to Chrisian County's Request for Proposal for Inmate Communications Services. Our submission outlines a fully turnkey, web-based communications platform designed to meet and exceed the County's technical, operational, and service requirements. NCIC's proposed solution includes all necessary equipment, software, installation, training, maintenance, and ongoing support - delivered without reliance on third-party vendors. Every aspect of the system is owned, operated, and directly supported by NCIC, ensuring unmatched accountability, performance, and responsiveness.

What sets NCIC apart from other providers is our continued commitment to innovation, integrity, and partnership. Many of our platform's core features were developed through direct collaboration with our correctional facility partners, ensuring the system meets the evolving operational and compliance needs of today's correctional environments. We reinvest approximately 20% of our annual revenue into R&D and have invested more than \$2 million in patents and licensing, and over \$1.5 million defending those patents – eliminating reliance on third-party technologies that may not meet our high standards of service delivery.

Our proprietary InTouch Suite and NCIC Tablet System, launched in 2019 and now deployed in over 230 facilities, offers a complete digital ecosystem. The platform supports secure on-site and remote video visitation, inmate messaging, automated and customizable request forms (such as medical, maintenance, PREA, ICE, religious, and more), and integration with commissary, facility handbooks, consular resources, and other approved web links. All services are built to enhance security, reduce staff workload, and empower inmate engagement in a controlled and transparent environment.

As part of our ongoing mission to positively impact the incarcerated population, NCIC is also proud to include our Schoolhouse program, an in-house educational and rehabilitative platform offered at no cost to inmates or the facility. Schoolhouse is designed to support successful re-entry by addressing cognitive behavioral patterns, encouraging emotional intelligence, and promoting self-improvement. Participants earn free access to entertainment content by engaging in learning modules, fostering a sense of reward through personal growth.

Our proposal includes a detailed implementation strategy, timeline, and a full explanation of how we will meet each of the County's RFP requirements. We are confident that our solution will deliver a modern, secure, and cost-effective communications experience for Dodge County, its staff, and the inmates they serve.

We appreciate the opportunity to be considered and encourage you to review the remainder of this response for full details on how NCIC will fulfill all functional, technical, and financial components of this engagement.

Mr. Bill Rounds, Field Service and Support, whose efforts will be supported by NCIC's experienced team of administrative, support, networking, IT, and field technician personnel, shall be the primary point of contact for all the County's maintenance and service needs.

DETAILED RESPONSE

Detailed Response:

This section should constitute the major portion of the proposal and must contain at a minimum the following information:

1. A brief **history** of the company, including but not limited to: ownership, date business started, (including business name changes), mission statement, number of clients pertaining to this RFP, etc.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

Founded on August 29, 1996, Network Communications International Corporation (NCIC) dba NCIC Correctional Services is a Texas-owned company and the longest-operating telecommunications carrier in the inmate communications industry. Headquartered in Longview, Texas, NCIC has steadily grown into one of the nation's most trusted and innovative inmate communications providers. NCIC is a reliable provider of communications services in the United States and nine other countries, providing a range of value-adding technologies and tailored service to more than 900 separate correctional facilities, including County Jails, US Military Prisons, Bureau of Indian Affairs Prisons, Police Departments, Private Prisons, and Juvenile facilities.

In 2019, NCIC launched its InTouch Video Visitation and Tablet Systems, which are now active in more than 230 jails across the U.S. These systems support both on-site and off-site video visitation, inmate messaging, and customizable request forms covering areas such as grievances, medical, PREA, and religious services. The platform also provides access to educational content, consular websites, and inmate handbooks. With over 157 employees, including full-time field technicians, NCIC generates approximately \$90 million in annual revenue, and its platforms process over 700,000 secure communications (calls, messages, and video visits) every day. Please also reference Company History / Firm Qualifications beginning on Page 5.

2. A **complete narrative** of the vendor's assessment of the work to be performed, the vendor's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the vendor's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC Correctional Services intends to provide the County with a comprehensive, turn-key suite of investigative and communications technologies which meet or exceed the requirements of the County, offering the perfect blend of functionality and profitability. Additionally, equipment specifications have been provided beginning on Page 58 in response to the request for information pertaining to specific equipment under item 1.

NCIC's proposed systems and services have been thoughtfully developed in-house over the years as intuitive, web-based solutions designed to deliver an exceptional user experience. NCIC delivers a fully integrated portfolio of advanced investigative and communication solutions tailored to the unique needs of correctional agencies and the communities they serve. Our offerings include secure Inmate Telephone and Video Visitation Systems, digital e-messaging, tablets, cutting-edge voice biometrics, automated call transcription, and versatile, multi-functional kiosks. We also provide secure mail scanning solutions, inmate

tablets equipped with educational and rehabilitative programming, as well as digital tools for grievances and intra-facility communications. Each solution is thoughtfully designed to enhance security, streamline facility operations, and support positive outcomes for incarcerated individuals.

Setting NCIC apart is our commitment to innovation driven by real-world input—many of our most powerful features in the platform were created in direct response to feedback from our Facility partners. This collaborative approach has allowed us to continually refine and tailor our solutions to meet the evolving needs of correctional facilities. Ensuring our technology remains at the forefront of the industry, NCIC performs system upgrades on a quarterly basis (at least). These enhancements not only introduce new features and capabilities but also improve system performance, security, and usability—providing our partners with a reliable, future-ready platform that evolves alongside their operational needs.

NCIC's InTouch Video Visitation and Tablet Systems are the newest platforms to the industry, having been first rolled out in 2019 and now in over 230 jails, providing both on and off-site video visitation, inmate messaging, unlimited customizable inmate requests (grievances, PREA, medical, dental, general requests, religious, maintenance, etc.), along with links to various services, such as educational content, rehabilitative programs, commissary, Immigration Information Websites, Consular websites, Veteran Services, approved videos, inmate information, and access to inmate documents / jail handbooks.

NCIC's Video Visitation ("VV") is conducted using high-quality, correctional-grade touchscreen kiosks, available in both wall-mounted and portable rolling configurations. Additionally, video visitation can be accessed through our tablets for enhanced convenience (secured by Facial Detection / Background Filtering). The proposed VV kiosks are specifically designed for correctional environments, offering a sturdy and robust construction with no removable exterior components.

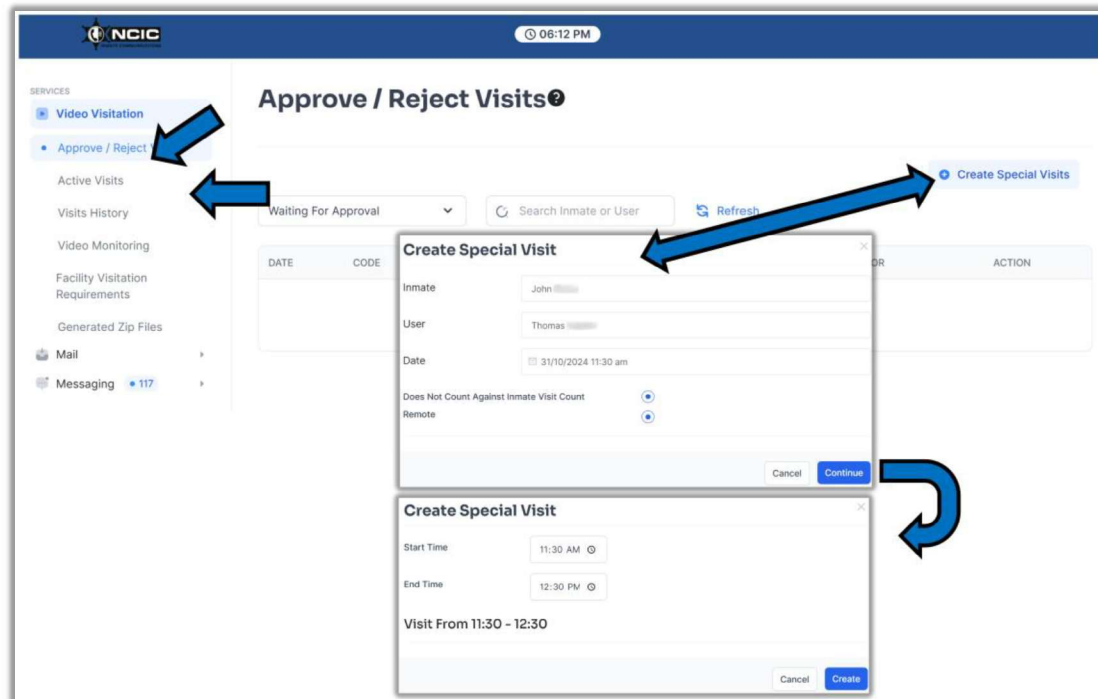
The proposed system provides a visitation calendar with the ability for Facility staff to add and remove visits to and from a visitation calendar. Within the system also exists the options to either have Facility staff manually manage visitation requests or to have the system automatically manage visitation requests based on configuration and criteria determined by the Facility. Once a visitation session is complete, any Facility staff with the appropriate permission levels will be able to view and download standard sessions along with the ability to utilize some investigative features such as associating investigative notes with selected sessions.



The proposed system allows for configurable user access and provides the ability for users to create/manage/edit schedules easily within the system. The scheduling system is based upon inmate housing, facilitated by the real-time interface with the JMS. Upon installation, all housing units will be listed by which kiosks are available for which inmates as labeled by their housing area. The scheduler is built with sophisticated tracking to know which kiosks are available based on the schedule put in place for each housing unit and how many visits are available at one time.

Authorized Facility Staff can create Special Visits within the system to override standard scheduled visitation configurations. These visits are considered privileges, allowing flexibility for last-minute visits or specific types of visits, such as legal or court-related meetings. Staff can configure Special Visits between inmates and designated registered users, ensuring they do not count toward the inmate's prescheduled visit quota. Additionally, visits can be set as either remote or onsite, with a specific date and time assigned, providing tailored options to meet unique circumstances.

Creating Special Visits Screenshots



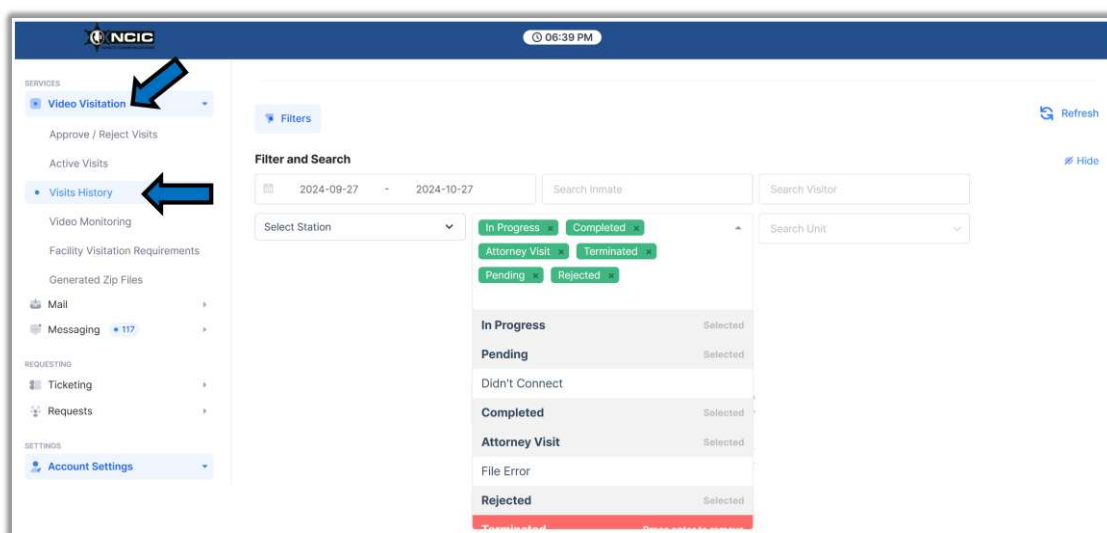
The proposed platform allows a visitor to schedule a remote video visit from any personal mobile device, tablet and/or home or public desktop computer with an internet connection through the user- friendly website. Remote video can be made through a desktop, laptop, tablet or mobile device. NCIC recommends using Windows10 or the most recent version of Mac OS as compatible software. On-site video units can be placed in designated areas of the lobby or visitation areas which allow friends, family members, attorneys, and public officials to schedule and participate in pre-scheduled on-site video visits.

All sessions can be accessed via a weblink provided at the time of schedule/purchase. Our platform can be configured to require that inmates and visitors agree to the Facility(s) terms and conditions and/or visitation policies prior to connecting and the start of the scheduled video visit. Visitation terms and conditions are based upon Facility(s) policy and easily uploaded and modified within the system's jail settings.

Video Visitation Monitoring, Recording, and Retention

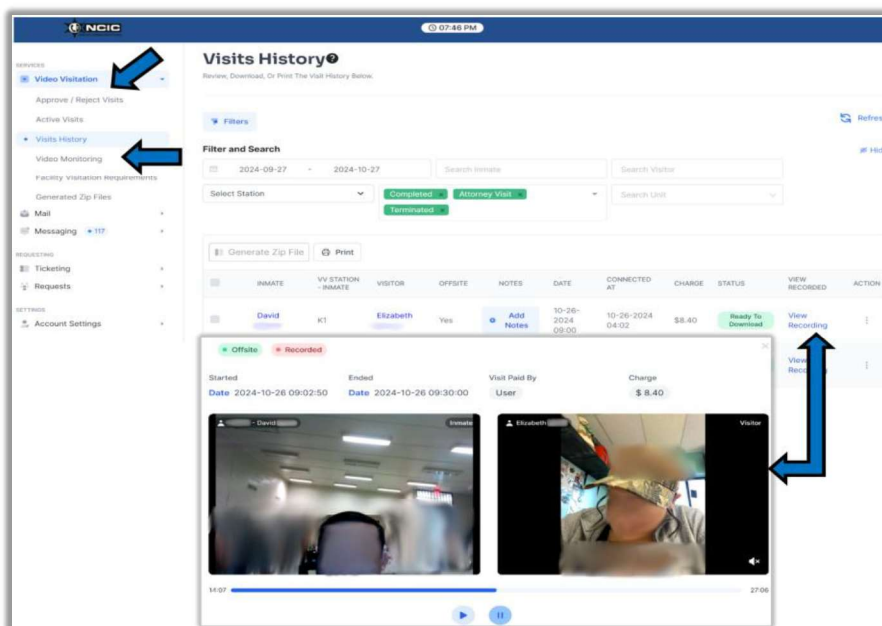
The proposed system records all VVS sessions by default, unless a session is a verified Attorney / Client visit. The length of recording retention is negotiable, depending on the specific requirements of the Facility. The proposed InTouch Video Visitation system allows users to track, research and investigate visitation history from within the web-based

platform. Available search parameters include visitation date, visitor, inmate, specific unit, as well as status, stations, and more as pictured in the images below.



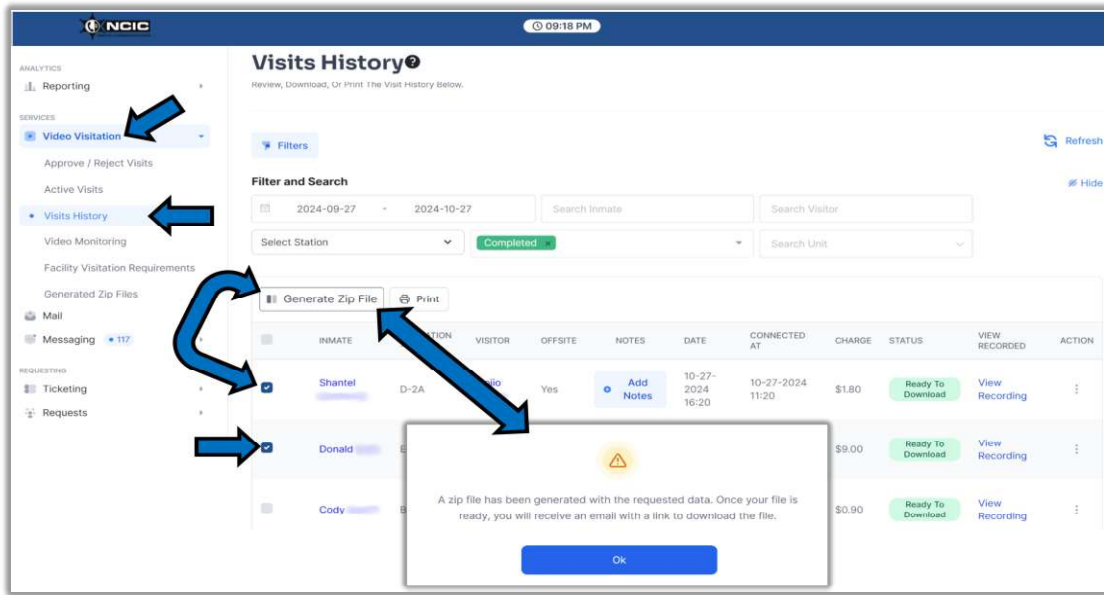
The proposed VVS allows Authorized Users to search for and view a recorded visitation session. This is performed directly through the system's "Visits History" tab where users can manually search for a specific visit of interest. Once selected and criteria is filtered, the search history will display the inmate's name, visitor name, start and end time the visit took place, and additional details. Users will have the ability to select "View Recording" to begin playing the recorded visit and will have the ability to mute the audio for one specific party, pause/stop the recording, and view any messages that may have been broadcasted during the visit. Please reference the following screenshot.

Viewing Recorded Visit Screenshot



Authorized users will have the ability to digitally extract any video recordings and data directly through the proposed system. This is performed through Visits History Tab and investigators will have the ability to select and download an unlimited number of video visits. Users will have the ability to playback recorded conversations and download these records to external media.

Downloading Visit Results Screenshot



Visits History
Review, Download, Or Print The Visit History Below.

Filter and Search

2024-09-27 - 2024-10-27 Search Inmate Search Visitor

Select Station **Completed** Search Unit

Generate Zip File **Print**

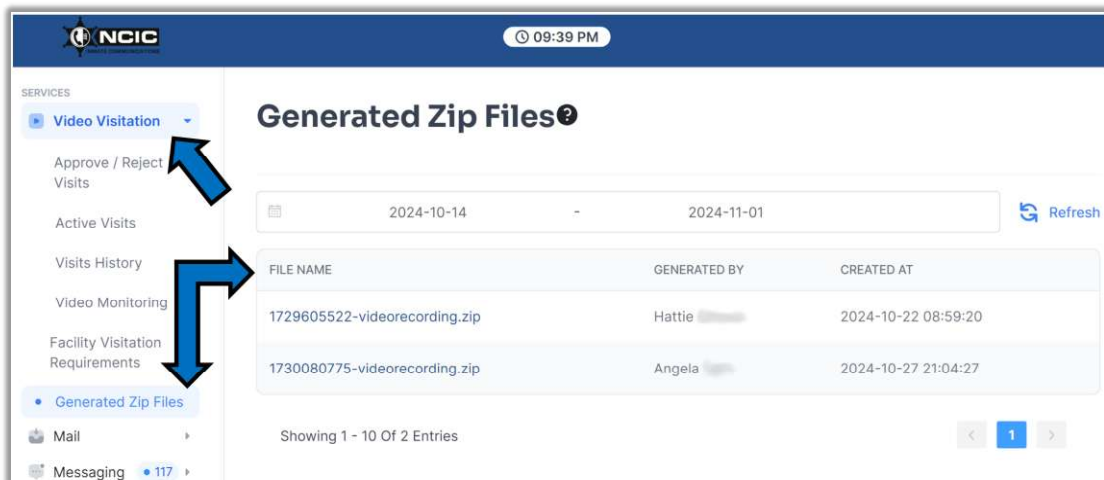
INMATE	VISITOR	OFFSITE	NOTES	DATE	CONNECTED AT	CHARGE	STATUS	VIEW RECORDED	ACTION
Shantel	D-2A	Yes	Add Notes	10-27-2024 16:20	10-27-2024 11:20	\$1.80	Ready To Download	View Recording	
Donald						\$9.00	Ready To Download	View Recording	
Cody						\$0.90	Ready To Download	View Recording	

A zip file has been generated with the requested data. Once your file is ready, you will receive an email with a link to download the file.

Ok

The proposed VVS provides access to previously downloaded video recordings typically based on a user-selected date range within the platform. The current date is automatically displayed by default, but a desired date range can be selected to display a listing of video recordings that have been previously downloaded. Once displayed, users can select a recording, and the system will begin downloading the .zip file directly to the user's personal computer. Exported recordings are separated by the isolated inmate side conversation, as well as the visitor side.

Generated Zip Files – Viewing Downloaded Visits Screenshot



Generated Zip Files

2024-10-14 - 2024-11-01 **Refresh**

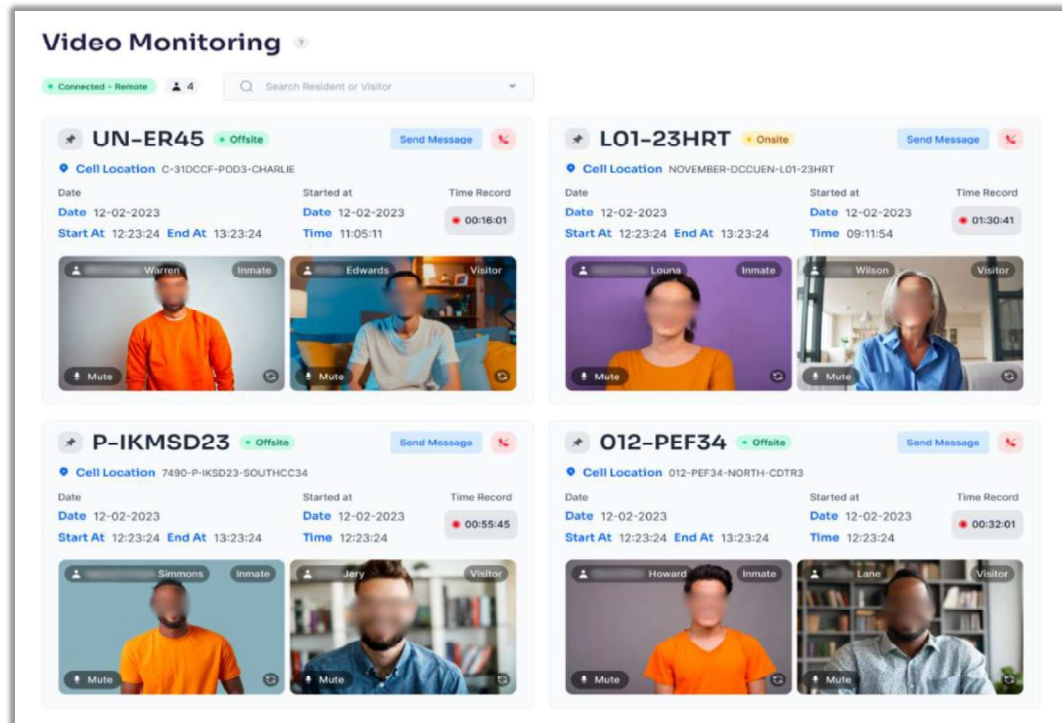
FILE NAME	GENERATED BY	CREATED AT
1729605522-videorecording.zip	Hattie	2024-10-22 08:59:20
1730080775-videorecording.zip	Angela	2024-10-27 21:04:27

Showing 1 - 10 Of 2 Entries

1

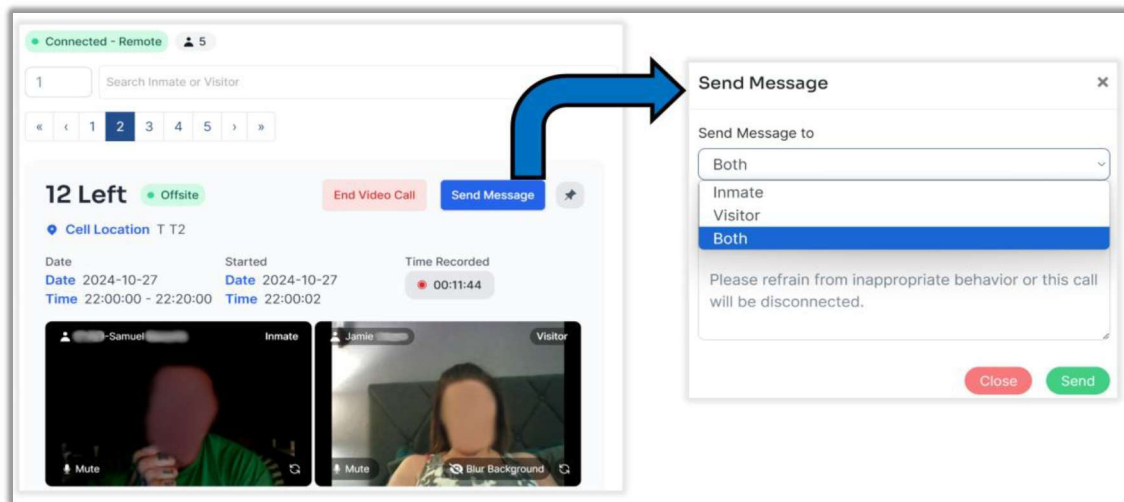
The proposed VVS also allows for secure recording and viewing of live video visitation sessions through the VVS Console. In addition, all previously recorded visits may be viewed in the Video Visitation reporting function unless there are restrictions that prohibit the recording and monitoring of certain calls, such as attorney-client privilege. Multiple users can monitor simultaneously without affecting the performance of the system, and without the parties on the session knowledge. Following is a sample screenshot of the monitoring functionality:

Monitoring a Live Video Session – Screenshot

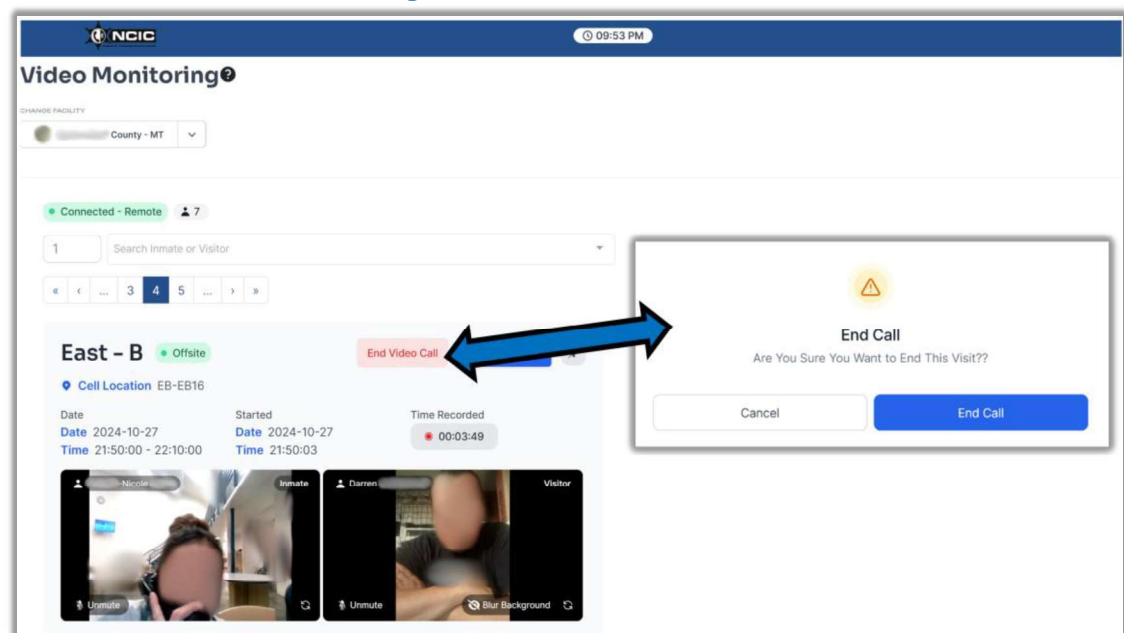


The proposed VVS allows Authorized Users to monitor all, individual and current, or completed sessions and rotate randomly between enlarged sessions in order to catch any untoward or suspicious behavior. Sessions can easily be terminated, if such behavior is observed. The Authorized User has the ability to first display a warning message to one or both parties, prior to termination, if chosen. Additionally, NCIC has recently implemented a facial detection feature that works to provide an additional measure of security for visits. The feature will provide the ability to grey out the screen any time that a face is not detected on the kiosks or visitor's camera. Please reference the following screenshots.

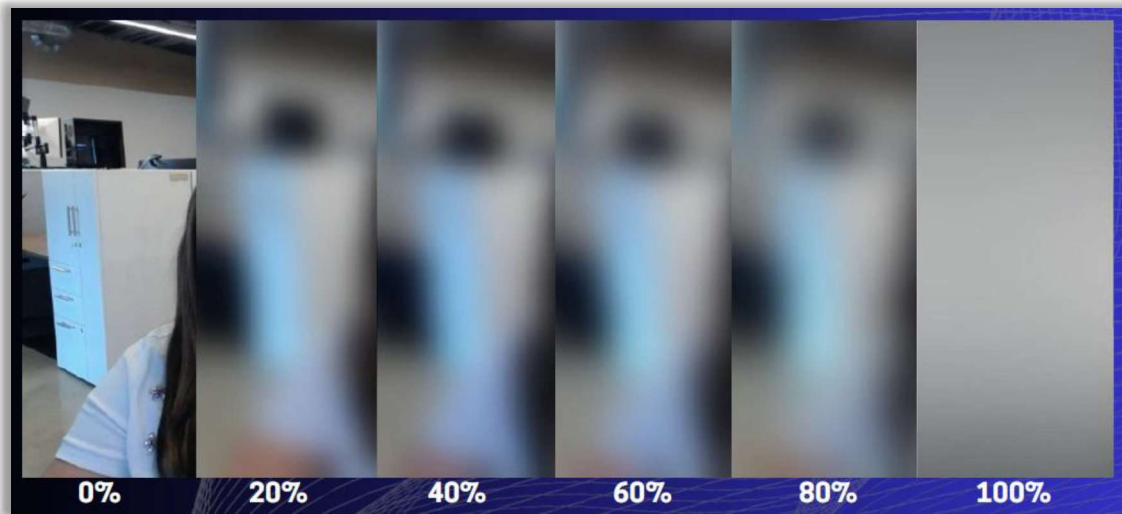
Sending a Warning Message – Screenshot



Terminating a Live Video Session – Screenshot



NCIC has worked hard to develop the best background filtering and facial detection technologies in the industry. The proposed technology allows the Agency to select a level of “blur” based on the unique needs of the agency, as well as allows for multiple faces to be shown on the family / visitor side, if preferred by the Agency. This feature is helpful when visiting with multiple family members, children, toddlers, etc.



Shown below is a sample screenshot of our Multi-Face Detection on the Visitor Side.



Inmate Messaging

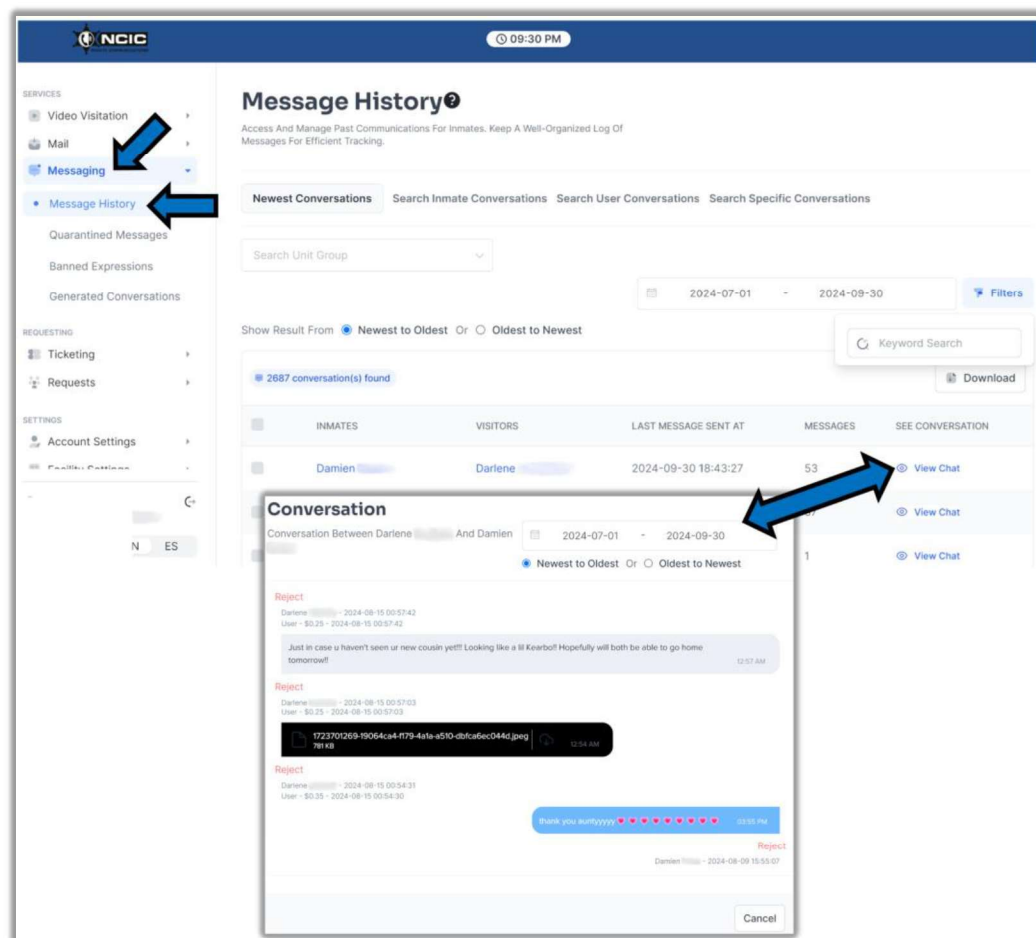
NCIC is capable of providing a secure, integrated Inmate Messaging application which is able to be provided through the Inmate Kiosks, or through a secure handheld device. Inmates will have the ability to send text messages and emojis. In addition, inmates will be able to receive photo attachments after being approved by Facility staff. All message history is stored in the system and can be audited by authorized users. Users will have the ability to filter through messages by specific inmate, visitor, custom date ranges, text/photo only findings, and keyword searching.

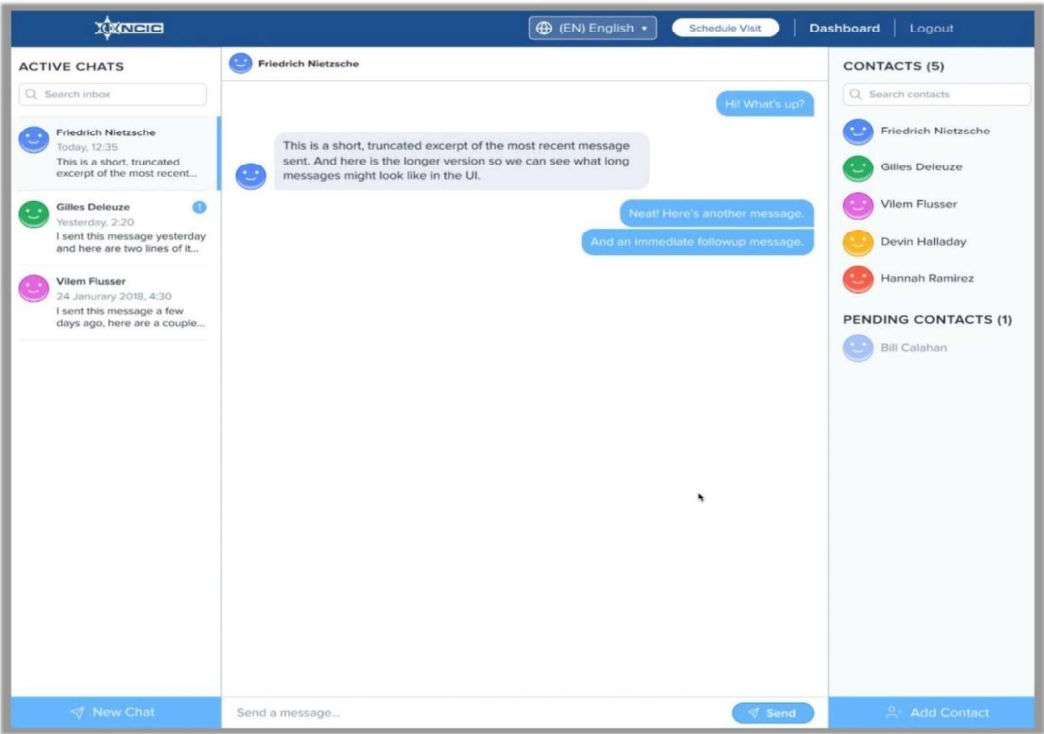


Inmate messages are subject to a range of security features, including:

- ✓ Ability to automatically detect certain keywords within messages that would have previously been marked as “Banned Expressions”. The proposed system offers a standard dictionary of common keywords and also offers the ability to supplement that standard dictionary with local slang and colloquialisms.
- ✓ Ability to quarantine messages based on whether keywords are detected, or whether they contain attachments, etc. Quarantining the messages would delay delivery until facility review. Quarantining can be done based on inmate or outside party, particular kiosk being used, etc.
- ✓ Ability to limit the number of characters / lengths of the messages. This can be done based on specific inmate, visitor, particular kiosk being used, etc.
- ✓ Ability to run warrant checks based on outside parties signing up for the messaging.
- ✓ Ability to send an email or text alert to designated investigators when certain messaging occurrences happen.

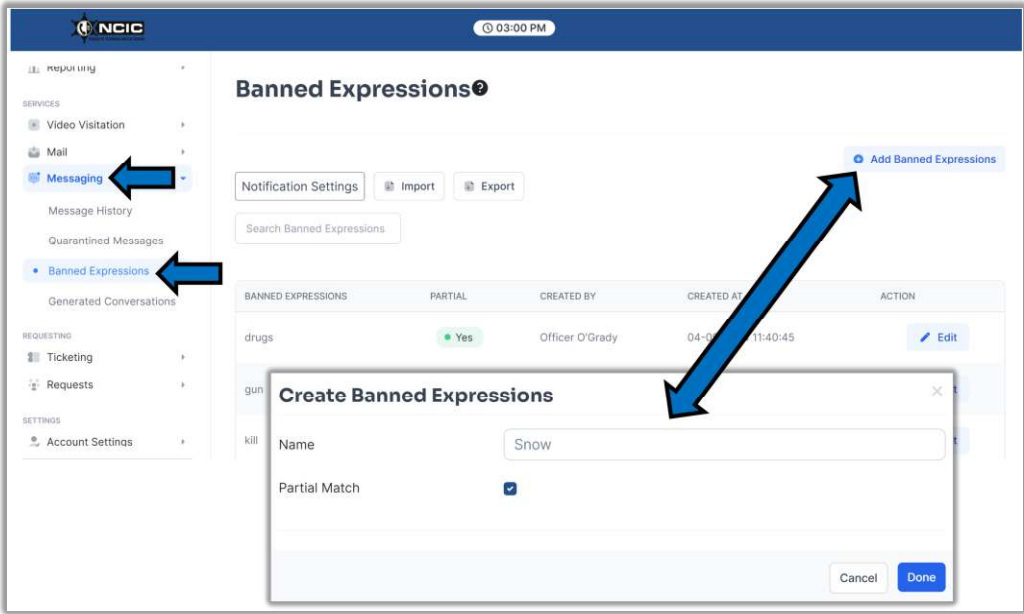
Shown below and on the following page are screenshots depicting the proposed Inmate Messaging application.





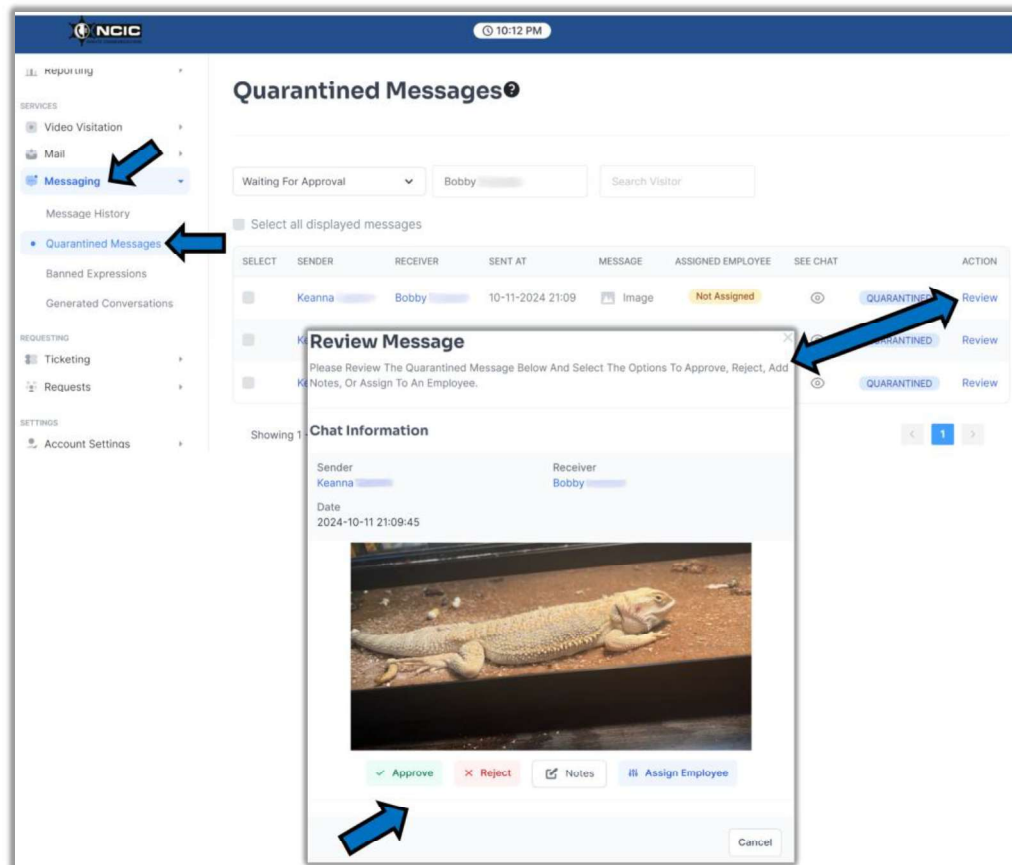
The proposed inmate messaging application allows specific expressions, language, verbiage between an inmate and/or visitor that is questionable in content to be flagged – this is performed through the use of our “Banned Expressions” tool. Investigators and agencies can either choose from NCIC’s standard dictionary of investigative keywords that can be used, or investigators can add words / expressions that are relevant to their specific agency. If a banned expression is detected, the message will be automatically quarantined for authorized investigators to review and approve the message, before it is delivered to the inmate. Please refer to the following sample screenshot.

Creating Banned Expressions Screenshot



The proposed Messaging Application contains a “Quarantined Messages” tab which automatically quarantines photo attachments and video messages that are sent by an inmate or pre-approved contact, if enabled by the Facility. Authorized users will have the ability to view the message and either approve, reject, add notes to, or assign the quarantined message to another user in the Facility. This ensures that all photos/video messages are properly screened and approved, prior to it being delivered to the receiving party.

Quarantined Messages Screenshot



Digital Mail Scanning Application

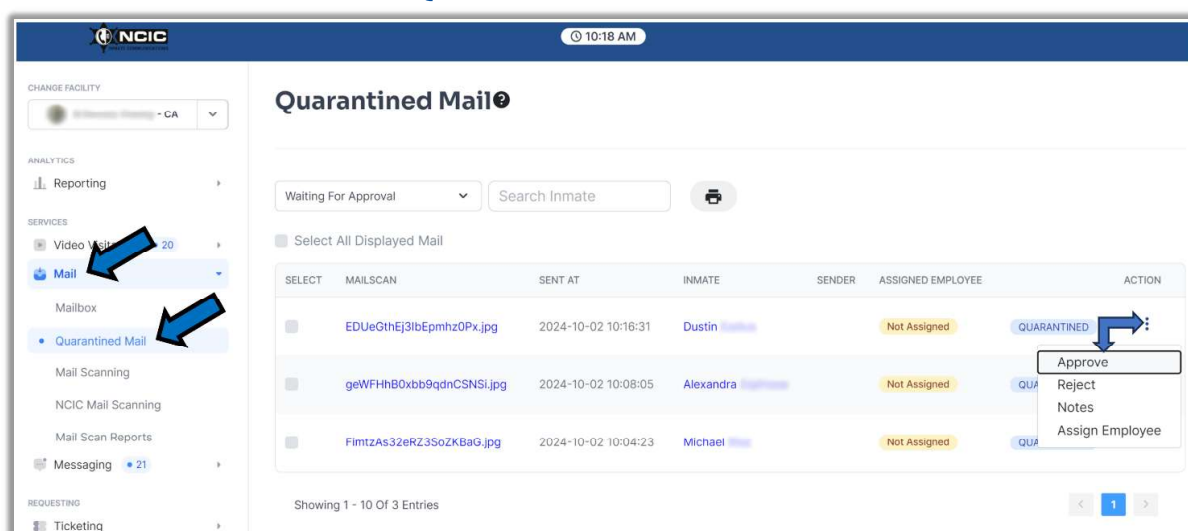
NCIC would be pleased to offer our industry-leading InTouch Mail Scanning application to Christian County. Our Mail Scanning application leads the industry in robust, secure digital delivery of incoming physical mail and is completely customizable based on the needs of the Facility. By intercepting the incoming physical mail and converting it into digital format for secure delivery to inmates, NCIC's Mail Scanning application disrupts the flow of incoming contraband such as harmful drugs which are commonly soaked into paper, greeting cards, envelopes, and stamps. All scanned mail is performed on a real-time basis and is available to the inmate almost immediately.

Upon arrival at NCIC's secure mail processing center, our highly trained personnel sort mail by Correctional Facility and carefully scan all qualifying mail for electronic delivery to the intended inmate's secure message center using the unique identifier for each inmate (e.g. SO number, Jacket number, Booking number, etc.), accessible by the NCIC Kiosks or Tablets inside each housing area within the Facility. The front of the envelope is scanned in

along with the contents of the envelope (letter, postcard, etc.), so that inmates can see all aspects of their mail (and for investigative benefit). Upon logging into the Inmate Tablet with their own unique PIN and PIN2, inmates will be notified in their “Message Center” if they have any messages awaiting them, including scanned mail.

If desired by the Facility, a configuration can be made to automatically quarantine all scanned mail, prior to it being delivered to the appropriate inmate, so that Facility staff may have a chance to scan and approve the mail contents. This provides an additional means of security to monitor incoming mail just as staff would do with physical mail. Facility staff can then reject, approve, add notes to, or assign mail to another staff member at the Facility. A sample screenshot can be shown below.

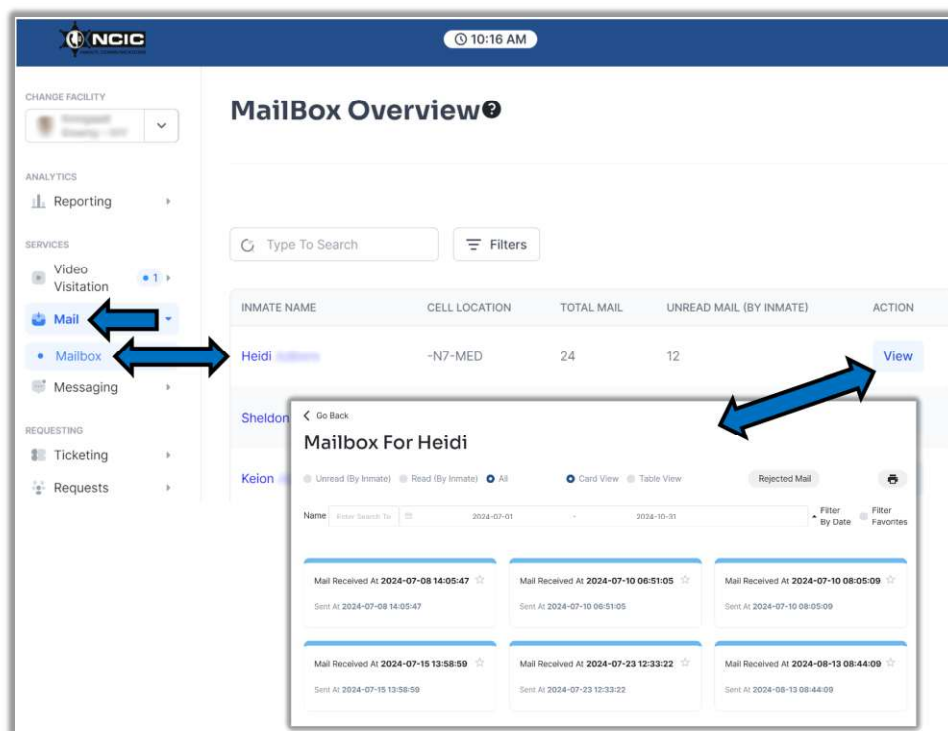
Quarantined Mail Screenshot



All scanned mail is securely stored within the system and can be audited by authorized administrative staff with the appropriate permission. Staff can search for mail using criteria such as inmate name or cell location to generate a list of inmates with scanned mail associated with their profiles. By selecting “View” next to an inmate’s name, investigators can further refine searches by date range, rejected mail, previously approved mail, or favorited items.

Detailed features for each mail item allow authorized users to adjust viewing settings, such as rotating or changing contrast, to enhance readability. Additional functions include the ability to print, add comments, review mail history, delete items, and more. Approval or rejection of mail is managed through the facility's side of the platform, ensuring inmates only see approved, non-quarantined items when accessing their mailbox feature. For additional details, please refer to the accompanying mailbox screenshot.

Inmate Mailbox Screenshot



Confidential Mail Scanning Solution

As part of our Mail Scanning application, NCIC offers facilities a secure and efficient solution for processing confidential and legal mail. Designed as a self-managed option for correctional agencies, this all-inclusive mail scanning and shredding system is fully portable and includes a personal computer. This setup enables facility staff to allow inmates to open their confidential mail and securely scan it into their inmate accounts, ensuring complete confidentiality.

When scanning their mail, inmates must designate it as confidential within the system. They will then review the digitized document, adjusting brightness and contrast as needed, before confirming the final version on the provided personal computer. Once scanned, inmates are directed to shred the physical mail, ensuring its secure disposal.

To access confidential mail within the system, inmates must first create a password. They will also be required to select and answer a set of security questions. In case of a forgotten password, inmates can reset it by correctly answering all security questions, maintaining a secure and controlled authentication process.

For added privacy, confidential mail is not accessible through the InTouch platform by administrative users or NCIC personnel. While the system logs the date and time of scanning, the actual content remains proprietary to the intended recipient, ensuring the highest level of security and privacy for inmate correspondence.

NCIC's Tablets are multi-functional, secure, and able to be provided at no cost to the Facility or to the inmate population. The tablets operate on the same InTouch Suite platform as the Kiosk System, allowing for streamlined delivery of approved services and applications

to the inmate population. The proposed Inmate Tablets are capable of offering video visitation services, standard inmate phone calling, messaging, grievances/ticketing, educational & rehabilitation program services, entertainment services, commissary ordering, inmate handbooks, law library, medical/mental health sick call requests; digital mail services; email messaging services, and various other services.

Individuals in custody will have the ability to pay for all communication services including phone calls, video visits, and messaging using available funds from their debit account. In addition, they may use their account balance to purchase access to premium tablet content, such as movies and TV shows, which are available as part of the entertainment offerings.

The proposed tablet system is currently installed in more than 230 facilities of all types and sizes. NCIC installs a secure network with ample bandwidth to support all services delivered from the Tablets, avoiding complaints or user issues for the inmate population. NCIC's proprietary Tablets are multi-functional, secure, and able to be provided at no cost to the Facility or to the inmate population. The tablets operate on the same InTouch Suite platform as the Kiosk System, allowing for streamlined delivery of approved services and applications to the inmate population. The proposed Tablets are capable of offering video visitation services, standard inmate phone calling, messaging, grievances/ticketing, educational & rehabilitation program services, entertainment services, commissary ordering, inmate handbooks, law library, medical/mental health sick call requests; digital mail services; email messaging services, and various other services.

The proposed Inmate Tablet solution operates on a dedicated Wi-Fi network that does not allow access to external networks, websites, or applications. The wireless solution has various components that can be either wired to an extended switched ethernet network or can be fully meshed with other existing access points. At no time will inmates be able to access the Operating Systems of the proposed Inmate Tablet solution. Prior to being deployed in correctional facilities, the proposed Tablets are subject to strenuous Penetration Testing methodologies to ensure suitability for deployment in a correctional environment. A Connect appliance is installed at each facility which manages the network and content distribution. This appliance maintains connectivity to the Private Cloud for continuous monitoring and content updates. At all times, the appropriate personnel are able to view, in real time, the interactions between inmates and the proposed Tablet solution.

The proposed tablet system offers both "no cost" and Paid content. NCIC's base offering is the "Learn 2 Earn" system whereby inmates can earn a minute of Entertainment Time ("ET") by completing a minute worth of something productive (coursework, rehabilitative content, etc.). Entertainment Time options include movies, music streaming and games. The proposed Tablet system offers our internally developed Schoolhouse application, comprised of more than 1,100 hours of educational, vocational and rehabilitative content.

Additionally, inmates have the option of purchasing "Premium Content" at a per-minute rate. Premium Content is comprised of more "up to date" entertainment options compared to the options available under the Learn 2 Earn model. The religious content and E-Books are available at no "cost" (no monetary cost and not having to complete educational content to access these items).

NCIC Correctional Services offers a groundbreaking education and entertainment platform, designed to significantly enhance the rehabilitation and reentry preparation for incarcerated individuals. The Schoolhouse system is the culmination of years of meticulous planning and the assembly of high-quality learning materials, videos, and games. It operates using our proprietary RISE Method (Restoration through Incentives, Skills, and Education) model, aiming to actively engage and transform our Learners into responsible citizens. Through this innovative method, learners can explore personal growth and skill development while earning rewards for their dedication. It offers a comprehensive range of over 1,100 hours of educational content and over 2,000 books, covering academic subjects, vocational skills, life-enhancing topics, and more.

**SCHOOLHOUSE**Powered by  NCIC

NCIC is continuing to add new educational course content, as well as entertainment content, to the Schoolhouse system with the help of our full-time Curriculum Coordinator, who has a master's degree in education and various certifications ranging from low-literacy education to special education. NCIC is constantly working with our customers and partners to generate new, custom content that suits the needs of our Facility customers and inmates. Engaging with our customers allows us to target the specific requirements for reform and education of their incarcerated population.

NCIC strongly believes in widespread accessibility of educational opportunities for those who are incarcerated. Because of this, we believe a truly impactful tablet program requires free and continuous access, irrespective of an incarcerated individual's ability to pay or socioeconomic status. There are many tablet programs that focus on a revenue-generating model, requiring incarcerated individuals to "pay to play." These programs that charge their incarcerated population to access content and entertainment (such as movies, games, music, e-books, etc.) often see significantly lower engagement rates. NCIC's education platform also allows agencies to upload their own courses and content via URL's or SCORM files, which also can be added as part of our module allowing the Learners to earn rewards.

The benefits that our Schoolhouse System provides an Agency, such as decreased incidences of violence, lowered recidivism, and better re-entry preparation, often far outweigh the potential revenue that may be generated from the devices. NCIC's educational platform and incentive-based entertainment comes at no additional cost to the incarcerated individuals, or their friends and family. Our Schoolhouse system helps Learners realize that incarceration is their opportunity to find a path forward instead of a brief pause from their struggles outside of your facility. These thoughtful courses were designed for incarcerated individuals struggling with mental health issues, grief, anxieties, and addictions. Your efforts to offer these meaningful programs will help your community curb recidivism by providing encouragement to your detainees and their families.

Priority courses cover:

- Anger Management – Course aimed at helping Learners control anger and emotions during heated moments.
- Stress Management – Courses aimed at helping Learners overcome stressful situations and lighten the mood of Learners.
- Personal Finance – Money management, budgeting, understanding credit cards, debt management and personal checking.

- Personal wellness – Courses aimed at confidence building, social skills, meditation, mindfulness, relaxation, and self-awareness activities.
- People skills – Interacting with others, dispute resolution, management techniques, communications skills, and reconnection with loved ones.
- Work skills – Courses aimed at computer / technical skills, how-to videos on construction, auto repairs, mechanical trades, etc.

How Schoolhouse Works from a Learner's Perspective:

The Schoolhouse system is integrated into NCIC's broader tablet suite, allowing for the simplicity of single sign-on functionality. On the Learner side, users can securely log in by a single click of the Schoolhouse link that is displayed on their Dashboard, where they will be re-routed to the Schoolhouse login page. Learners will not need to manually enter their information as the system will automatically populate the fields with their auto generated User ID and Password.

Once logged in, Learners will have a variety of educational, rehabilitative, and skill courses to choose from by selecting the "Courses" window link. They will be redirected to our Courses page that offers a variety of categories that a Learner can select and drop down to show an even wider range of courses that are broken down in alphabetical order. Learners will have the ability to manually search for specific courses of interest that they wish to participate in.

Collecting and Redeeming Awarded Time:

Upon completing coursework, Learners earn Entertainment Time, available for future redemption. Each course has a rating for the length of time it takes to complete based on data gathered from past completions of each course. Based on this rating, the Learner will earn the same amount of time it takes to complete a course in Entertainment Time. This gamified reward system is designed to keep Learners continually engaged in their digital education. It's important to note that Entertainment Time can be earned only once per course to prevent exploitation of the reward system, such as repeatedly taking memorized courses and quizzes to rack up Entertainment Time.

When Learners complete a course, the associated Entertainment Time is automatically added to an Entertainment Timer, visible on the Learner's Schoolhouse dashboard. The automation of this process keeps things simple for even those Learners who do not have much experience with technology.

Entertainment Time Usage:

After earning Entertainment Time, Learners gain access to an array of entertainment choices. These offers include approved movies, radio, games, and more notably, access to religious material and approved e-books is available without the need to expend Entertainment Time. The total number of minutes a Learner has collected directly influences the amount of time they can allocate toward various entertainment activities, whether that's extended gaming sessions, movie marathons, or prolonged radio listening. Upon choosing an option from the entertainment categories and initiating a session, the countdown of the Learner's redeemed time commences. A visible countdown timer allows Learners to keep track of the remaining entertainment time, ensuring they are fully aware of the remaining time left before needing to exit the entertainment interface.

Facility Staff Interacting with Their Learning Management System:

Administrators have the ability to access our Learning Management System through specialized administrative login. Within this portal, they can review course materials, monitor Learner certificates and activity, as well as add or remove Entertainment Time from Learner accounts.

Reporting Capabilities:

Our system offers robust reporting capabilities that are essential for tracking learning progress, engagement, and overall effectiveness of training programs. Here is a summary of some key reporting features that we can provide upon request:

- Custom Reports: Allows the creation of custom reports based on specific criteria, which can then be saved, scheduled, and distributed automatically.
- Predefined Templates: Offers a variety of pre-configured report templates for common reporting needs.
- Dashboard Analytics: Provides real-time analytics on the dashboard, giving administrators a quick overview of key metrics.
- User Tracking: Enables detailed tracking of individual user progress, including course completion, grades, and activity engagement.
- Course Analytics: Provides insights into course engagement and effectiveness, including data on participation, time spent, and course completions.
- Data Filters: Allows users to sort and filter data based on different criteria, such as date ranges, user roles, or specific courses and activities.
- Data Export: Capability to export reports in multiple formats like CSV, Excel, and PDF for further analysis or sharing.
- Dynamic Data: Reports can be set to auto-update, ensuring stakeholders always have access to the most current data.
- Competency Reports: Tracks skill and competency development across various learning programs
- Multi-Tenancy Support: Allows for isolated reporting in multi-tenancy environments, providing different departments or organizations with their own specific reports.
- Audit Trails: Keeps a log of all system activities, including user login and course modifications, aiding in compliance and auditing processes.

These reporting features enable organizations to measure the impact of their learning and development programs, making it easier to adjust strategies and achieve learning outcomes effectively.

Rising Stars Re-Entry Program

NCIC is proud to present Rising Stars: Pathway to Re-Entry, our re-entry program developed in-house. The Rising Stars Program is a transformative 130-hour journey crafted for students who are rebuilding their lives and seeking a fresh start. This program is designed to provide the tools, skills, and support needed to navigate the challenges of reintegration, empowering participants to break the cycle of recidivism. Through a combination of educational opportunities and personal development, we aim to inspire hope, foster resilience, and help individuals realize their full potential as they embark on a new chapter. Rising Stars is more than a program; it is a lifeline to a brighter future.

The program covers a range of topics, including interpersonal skills, emotional intelligence, job readiness, and financial literacy, all aimed at setting individuals up for success post-

release. Students even receive a separate certificate for this accomplishment that is unlike the others in our system. Below is a detailed overview of the different objectives broken out by category.

Orientation and Self-Awareness (20 hours)

Program Introduction and Expectations
Self-Assessment and Goal Setting
Emotional Intelligence and Self-Management
Building Self-Confidence and Resilience

Interpersonal Skills Development (30 hours)

Effective Communication Techniques
Active Listening and Empathy
Conflict Resolution and Mediation Skills
Cultural Sensitivity and Respect

Professional Development (30 hours)

Job Readiness and Resume Building
Interview Skills and Job Search Strategies
Workplace Etiquette and Professionalism

Life Skills Training (20 hours)

Financial Literacy, Budgeting, and Planning for Retirement
Time Management and Organizational Skills
Health and Wellness Strategies

Problem Solving and Thinking Critically (30 hours)

Teamwork and Collaboration
Leadership and Decision-Making
Building and Maintaining Networks

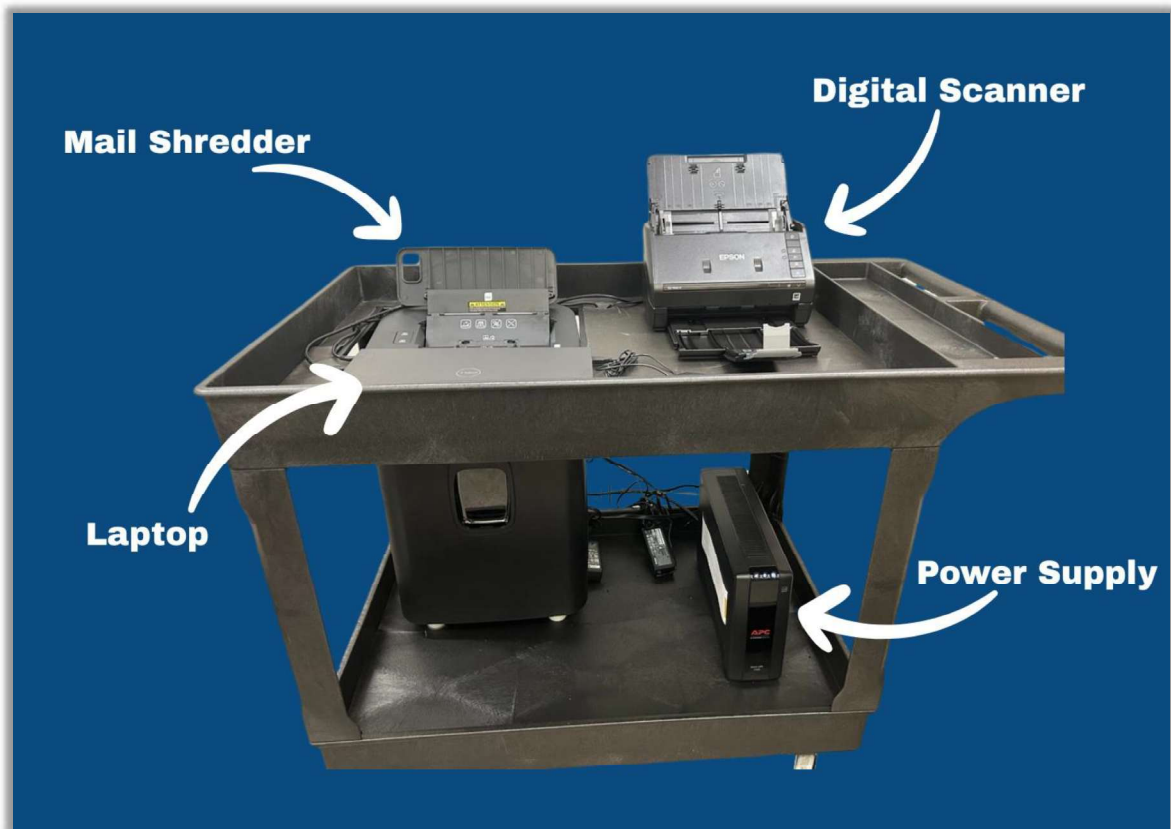
Review and Reflection

Program Review, Personal Reflection, and Feedback
Celebration of Achievements and Graduation

The proposed Schoolhouse platform has designed the courses to serve as re-entry preparation. Materials provided include those for independent GED study, parenting skills workshops, and interpersonal and social skills such as impulse control and anger management. Additionally, some courses assist students in practical matters, such as completing documents and obtaining a driver's license. Over the past decade, NCIC's curriculum coordinator has conducted extensive research on educational trends and identified gaps contributing to involvement in the criminal justice system. As a result, courses have been created aimed at addressing the need to reduce recidivism rates and collaborating on plans to offer court-mandated courses tailored to specific offenses, such as shoplifting, animal abuse, etc.

NCIC's proposed kiosks and tablets can provide an external link made accessible to inmates that connects to a desired program, if the County has a specific program that needs to be accessed.

The Mail Scanning application allows NCIC to offer facilities a secure and efficient solution for processing confidential and legal mail. Designed as a self-managed option for correctional agencies, this all-inclusive mail scanning and shredding system is fully portable and includes a personal computer. This setup enables facility staff to allow inmates to open their confidential mail and securely scan it into their inmate accounts, ensuring complete confidentiality. The inmates must designate the mail when it is scanned as confidential. The document can be reviewed as a digitized document, adjusting brightness and contrast as needed, before confirming the final version on the provided personal computer. Once scanned, inmates are directed to shred the physical mail, ensuring its secure disposal. Access to confidential mail within the system requires the inmate to first create a password along with selecting and answering a set of security questions. In case the password is forgotten, inmates can reset it by correctly answering all security questions, maintaining a secure and controlled authentication process. For added privacy, confidential mail is not accessible through the InTouch platform by administrative users or NCIC personnel. The system logs the date and time of scanning and the actual content remains proprietary to the intended recipient, ensuring the highest level of security and privacy for inmate correspondence.



3. Provide a listing of any **data or information** which the vendor will require in order to undertake the project.

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

NCIC generally does not require additional data or information outside the requirements provided in the proposal. Upon award, NCIC's intended approach is to initiate communication with the County in order to provide the installation team assisting with

undertaking this project. Any required integration with the Facility's JMS or Commissary / Trust provider will be completed at NCIC's sole expense.

4. Provide any certifications you may have for the industry standards.

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

NCIC is a registered business entity and has provided our certifications below. Additionally, all equipment meets or exceeds applicable FCC licensing, rules, and certification regulations according to the industry standards. NCIC's FCC number is 817994 and additional certification-related documents follow below.

The files have been shortened for brevity; however, the full document can be promptly provided upon request. Additionally, documents are available at the following link:
https://tariffs.net/select_client_docs.asp?comp=137

NETWORK COMMUNICATIONS INTERNATIONAL CORP.
d/b/a NCIC Inmate Communications
607 E. Whaley Street
Longview, Texas 75601

Missouri Price List
Original Title Page

Effective: July 27, 2017

INTEREXCHANGE TELECOMMUNICATIONS SERVICES PRICE LIST

MISSOURI

INTEREXCHANGE TELECOMMUNICATIONS PRICE LIST

OF

NETWORK COMMUNICATIONS INTERNATIONAL CORP.

Institutional Calling Services are provided under the trade name: NCIC Inmate Communications

This Price List contains the descriptions, regulations and rates applicable to the provision of interexchange telecommunications provided by Network Communications International Corp. d/b/a NCIC Inmate Communications within the State of Missouri. This Price List may be inspected, during normal business hours, at the Company's principal place of business at 607 E. Whaley Street, Longview, Texas 75601, or at the Company's website at:

http://tariffs.net/select_client_docs.asp?comp=137

Network Communications International Corp. d/b/a NCIC Inmate Communications operates as a competitive telecommunications company within the state of Missouri.

NETWORK COMMUNICATIONS INTERNATIONAL CORP.
 d/b/a NCIC Inmate Communications
 607 E. Whaley Street
 Longview, Texas 75601

Missouri Price List
 Original Page 1

Effective: July 27, 2017

INTEREXCHANGE TELECOMMUNICATIONS SERVICES PRICE LIST

CHECK SHEET

Pages of this price list, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original price list and are currently in effect as of the date on the bottom of this page.

<u>PAGE</u>	<u>REVISION</u>		<u>PAGE</u>	<u>REVISION</u>	
Title	Original	*	21	Original	*
1	Original	*	22	Original	*
2	Original	*	23	Original	*
3	Original	*	24	Original	*
4	Original	*	25	Original	*
5	Original	*	26	Original	*
6	Original	*	27	Original	*
7	Original	*	28	Original	*
8	Original	*	29	Original	*
9	Original	*	30	Original	*
10	Original	*	31	Original	*
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14	Original	*			
15	Original	*			
16	Original	*			
17	Original	*			
18	Original	*			
19	Original	*			
20	Original	*			

* - indicates those pages included with this filing

NETWORK COMMUNICATIONS INTERNATIONAL CORP.
d/b/a NCIC Inmate Communications
607 E. Whaley Street
Longview, Texas 75601

Missouri Price List
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INTEREXCHANGE TELECOMMUNICATIONS SERVICES PRICE LIST

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NETWORK COMMUNICATIONS INTERNATIONAL CORP.
d/b/a NCIC Inmate Communications
607 E. Whaley Street
Longview, Texas 75601

Missouri Price List
Original Page 3

Effective: July 27, 2017

INTEREXCHANGE TELECOMMUNICATIONS SERVICES PRICE LIST

APPLICATION OF PRICE LIST

The regulations, rules and conditions set forth in this Price List apply to the provision of intrastate public telecommunications services furnished within the State of Missouri by Network Communications International Corp. subject to the jurisdiction of the Public Service Commission of Missouri.

NETWORK COMMUNICATIONS INTERNATIONAL CORP.
d/b/a NCIC Inmate Communications
607 E. Whaley Street
Longview, Texas 75601

Missouri Price List
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INTEREXCHANGE TELECOMMUNICATIONS SERVICES PRICE LIST

EXPLANATION OF SYMBOLS

The following are the only symbols used for the purposes indicated below:

- (C) - To signify a changed listing, rule or condition that may affect rates or charges.
- (D) - To signify discontinued material, including a listing, rate, rule or condition.
- (I) - To signify an increase in rates or charges.
- (M) - To signify material relocated from or to another part of this Price List with no change in text, rate, rule or condition.
- (N) - To signify new material, including a listing, rate, rule or condition.
- (R) - To signify a reduction in rates or charges.
- (T) - To signify a change in the wording of the text, but no change in rate, rule or condition.
- (X) - To signify a correction or reissued matter.

NETWORK COMMUNICATIONS INTERNATIONAL CORP.
d/b/a NCIC Inmate Communications
607 E. Whaley Street
Longview, Texas 75601

Missouri Price List
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INTEREXCHANGE TELECOMMUNICATIONS SERVICES PRICE LIST

PRICE LIST FORMAT

- A. **Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new sheets are occasionally added to the price list. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. **Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version of the price list. For example, the 4th revised Page 14 cancels the 3rd revised Page 14.
- C. **Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
 - 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a)I.

NETWORK COMMUNICATIONS INTERNATIONAL CORP.
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 607 E. Whaley Street
 Longview, Texas 75601

Missouri Price List
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Effective: July 27, 2017

INTEREXCHANGE TELECOMMUNICATIONS SERVICES PRICE LIST

STATEMENT OF COMPETITIVE CARRIER STATUS

Network Communications International Corp. is classified as a competitive telecommunications company in Missouri for which the following statutory and regulatory requirements are waived:

Section 392.240 (1)	-	Ratemaking
Section 392.270	-	Property valuation (ratemaking)
Section 392.280	-	Depreciation accounts
Section 392.290	-	Issuance of securities
Section 392.310	-	Stock and debt issuance
Section 392.320	-	Stock dividend payments
Section 392.330	-	Issuance of securities, debt and notes
Section 392.340	-	Reorganization(s)

Commission Rules:

4 CSR 240-10.020	-	Depreciation fund income
4 CSR 240-30.010(2)(C)	-	Rate schedules
4 CSR 240-30.040	-	Uniform System of Accounts
4 CSR 240-32.030(1)(B)	-	Exchange boundary maps
4 CSR 240-32.030(1)(C)	-	Record keeping
4 CSR 240-32.030(2)	-	In-state record keeping
4 CSR 240-32.050(3)	-	Local office record keeping
4 CSR 240-32.050(4)	-	Telephone directories
4 CSR 240-32.050(5)	-	Call intercept
4 CSR 240-32.050(6)	-	Telephone number changes
4 CSR 240-32.070(4)	-	Public coin telephone
4 CSR 240-33.030	-	Minimum charges rules
4 CSR 240-33.040(5)	-	Financing Fees

NCIC has provided our General Business – For Profit Business Filing below.

Denny Hoskins

Missouri Secretary of State

MISSOURI ONLINE BUSINESS FILING

[MY ACCOUNT](#) | [HOME](#) | [SEARCH](#) | [MISC INFO](#) | [UCC FILING](#) | [Help](#)

Gen. Business - For Profit Details as of 5/15/2025

File Documents - select the filing from the "Filing Type" drop-down list, then click **FILE ONLINE**.

To terminate an entity two documents are required:

General Business and Nonprofit-- Articles of Dissolution followed by Articles of Termination

Limited Liability Companies-- Notice of Winding up followed by Articles of Termination

File Registration Reports - click **FILE REGISTRATION REPORT**.

Copies or Certificates - click **ORDER COPIES/CERTIFICATES**.

[RETURN TO SEARCH RESULTS](#)

[ORDER COPIES/CERTIFICATES](#)

Create Filing

Amended Articles Accepting Professional Corporation Law (Corp 43)

[FILE ONLINE](#)

General Information	Filings	Principal Office Address	Contact(s)
Name(s) NETWORK COMMUNICATIONS INTERNATIONAL CORP. Type Gen. Business - For Profit Domesticity Foreign Registered Agent NATIONAL REGISTERED AGENTS, INC. 5661 Telegraph Rd Ste 4B Saint Louis, MO 63129-4275 Date Formed 11/23/1998		Principal Office Address 607 E Whaley St LONGVIEW, TX 75601-6526 Charter No: F00462761 Home State TX Status Good Standing	
Duration Perpetual			
Report Due 4/30/2026			

The information contained on this page is provided as a public service, and may change at any time. The State, its employees, contractors, subcontractors or their employees do not make any warranty, expressed or implied, or assume any legal liability for the accuracy, completeness or usefulness of any information, apparatus, product or process disclosed or represent that its use would not infringe on privately-owned rights.

NCIC has provided our State of Texas certification below.



The State of Texas
SECRETARY OF STATE

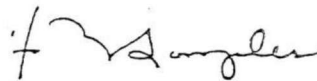
IT IS HEREBY CERTIFIED that
Articles of Incorporation of

NETWORK COMMUNICATIONS INTERNATIONAL CORP.
File No. 01413495-00

were filed in this office and a certificate of incorporation was issued to this corporation,
and no certificate of dissolution is in effect and the corporation is currently in existence.



*IN TESTIMONY WHEREOF, I have hereunto
signed my name officially and caused to be
impressed hereon the Seal of State at my office in
the City of Austin, on November 12, 1998.*



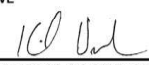
Alberto R. Gonzales
Secretary of State

MAC

NCIC has provided our W-9 below.

Form W-9 (Rev. October 2018) Department of the Treasury Internal Revenue Service	Request for Taxpayer Identification Number and Certification ► Go to www.irs.gov/FormW9 for instructions and the latest information.	Give Form to the requester. Do not send to the IRS.																																																		
Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. Network Communications International Corp.																																																			
	2 Business name/disregarded entity name, if different from above NCIC Correctional Services / NCIC Inmate Communications																																																			
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. ☐ Individual/sole proprietor or single-member LLC ☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► _____ Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. ☐ Other (see instructions) ► _____ ☐ C Corporation ☒ S Corporation ☐ Partnership ☐ Trust/estate																																																			
	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i>																																																			
	5 Address (number, street, and apt. or suite no.) See instructions. 607 E. Whaley St. 6 City, state, and ZIP code Longview, Texas 75601 7 List account number(s) here (optional)	Requester's name and address (optional)																																																		
Part I Taxpayer Identification Number (TIN) Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> , later. Note: If the account is in more than one name, see the instructions for line 1. Also see <i>What Name and Number To Give the Requester</i> for guidelines on whose number to enter.																																																				
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7	5		2	6	6	7	4	2	4																																											
Part II Certification Under penalties of perjury, I certify that: - The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and - I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and - I am a U.S. citizen or other U.S. person (defined below); and - The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct. Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.																																																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Sign Here</td> <td style="width: 55%;"> Signature of U.S. person ► <i>William 2 Pope</i> </td> <td style="width: 30%;"> Date ► <i>3/25/2025</i> </td> </tr> </table>			Sign Here	Signature of U.S. person ► <i>William 2 Pope</i>	Date ► <i>3/25/2025</i>																																															
Sign Here	Signature of U.S. person ► <i>William 2 Pope</i>	Date ► <i>3/25/2025</i>																																																		
General Instructions Section references are to the Internal Revenue Code unless otherwise noted. Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9 . Purpose of Form An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following. - Form 1099-DIV (dividends, including those from stocks or mutual funds) - Form 1099-MISC (various types of income, prizes, awards, or gross proceeds) - Form 1099-B (stock or mutual fund sales and certain other transactions by brokers) - Form 1099-S (proceeds from real estate transactions) - Form 1099-K (merchant card and third party network transactions) - Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition) - Form 1099-C (canceled debt) - Form 1099-A (acquisition or abandonment of secured property) Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN. <i>If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.</i>																																																				
Cat. No. 10231X Form W-9 (Rev. 10-2018)																																																				

NCIC has provided our Certificate of Insurance below.

 CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 12/23/2024					
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 GANS & SMITH INSURANCE AGENCY INC P.O. Box 2869 Longview TX 75606	CONTACT NAME: Ann Arnn CISR, ACSR PHONE (A/C, No, Ext): (903) 757-4601 FAX (A/C, No): (903) 753-0782 E-MAIL: AARNN@gans-smith.com INSURER(S) AFFORDING COVERAGE INSURER A: American Casualty Co of Reading PA NAIC #: 20427C INSURER B: Continental Insurance Company 35289C INSURER C: Continental Casualty Co (CNA) 20443C INSURER D: INSURER E: INSURER F:						
INSURED NETWORK COMMUNICATIONS INTERNATIONAL CORP dba NCIC INMATE COMMUNICATIONS 607 E WHALEY ST LONGVIEW TX 75601-6526							
COVERAGES CERTIFICATE NUMBER: 2025/26 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 INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR ☒ Incl explosion collapse underground GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PRO-JECT ☐ LOC OTHER:			6016376074	01/01/2025	01/01/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000
B	AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☒ HIRED AUTOS ONLY ☒ NON-OWNED AUTOS ONLY			6016376057	01/01/2025	01/01/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Medical payments \$
B	☒ UMBRELLA LIAB ☒ OCCUR ☒ EXCESS LIAB ☐ CLAIMS-MADE DED ☒ RETENTION \$ 10,000			6016376060	01/01/2025	01/01/2026	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ 2,000,000
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 N	N/A	WC 6 16376088	01/01/2025	01/01/2026	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 F.I. DISFASIF - POLICY LIMIT \$ 1,000,000
C	Network Security & Privacy Liability & Professional Liability			6083194789	01/01/2025	01/01/2026	CYBER LIABILITY LIMIT 2mil/2mil PROF LIABILITY LIHIT 3mil/3mil
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) The general liability policy includes a blanket automatic additional insured endorsement provision that provides additional insured status to the certificate holder only when there is a written contract between the named insured and the certificate holder that requires such status. The general liability & workers compensation policies includes a blanket automatic waiver of subrogation endorsement that provides this feature only when there is a written contract between the named insured and the certificate holder that requires it.							
CERTIFICATE HOLDER For Information Purposes 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 			

ACORD 25 (2016/03)

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5. Provide information on applicable prior projects completed for Christian County Sheriff's Office.

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

Currently, NCIC does not have any prior projects completed for the Christian County Sheriff's Office.

6. A description of the vendors intended relationship with county staff, including the level of assistance anticipated in completing the work of this project.
7. A description of any subcontracts and associations with other firms that the vendor proposes to utilize in the performance of this work. Fully describe the intended working relationships and responsibilities of each subcontracted firm and the number of past projects in which the vendor worked with each subcontracted firm.

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

NCIC is implementing a “Best-in-Class” strategy to meet and exceed the requirements outlined in this RFP. NCIC is equipped with well-trained and appropriately certified technical personnel (directly employed by NCIC – not subcontractors) who will be responsible for planning and executing the installation of technologies, as well as managing the ongoing maintenance and support of all systems. All NCIC personnel involved in the provision of services will pass and maintain security, background and any other clearances as required.

NCIC shall handle all work items related to the project directly, rather than utilizing subcontractors. However, should subcontractors be utilized in any fashion, they will be required to perform to the same level of quality and workmanship as direct NCIC employees while following the direction of County personnel.

8. Provide a **detailed** transition plan, if applicable. **Include milestone dates.**

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

An overview is provided detailing NCIC’s intended approach for a seamless transition of services at Christian County. A detailed walk-thru is encouraged with Christian County officials and, if awarded, NCIC’s installation team, along with the County, shall provide an approved and most efficient approach that will minimize down time. All phases are fully customizable to meet the requirements and needs of the County.

Inmate Video Visitation and Tablet System Transition / Installation Plan

Project Phase	Timeline	Description
Pre-Installation and Phase I	Week 1 (Day 1 – 7)	During Pre-Installation <u>Video Visitation</u> Phase, NCIC's Project Team will: • Meet with Customer to confirm the overall project scope, project schedule and acceptance criteria, conduct a supplemental Site Survey; • Order equipment including but not limited to circuits, network equipment, system software, video visitation kiosks and related equipment; • Confirm project team members and define roles and responsibilities; • Identify team members requiring onsite access – complete background / security clearance forms and any other Customer requirements to obtain facility access; and • Conduct site survey at each location identifying existing equipment locations, confirming installation requirements including number of video visitation kiosks (incarcerated individual(s)-side and public-side), infrastructure requirements, equipment room(s), cut-off switches. (Each facility location where equipment will be installed will be a task on the project plan). • Confirm scheduling requirements for video visitation for all User Groups. • Confirm the required functionality of the multi-functional video visitation kiosks, covering the following possible services: ○ On-site video visitation ○ Off-site ('remote') video visitation ○ Grievances ○ Medical Requests ○ Ticketing ○ Jail Handbook ○ Messaging ○ PREA Notifications ○ Suicide Notifications ○ Commissary Ordering ○ Links to other 3rd Party Services • Initiate the business relationship and dialogue with critical third parties such as the Facility's JMS and / or Commissary providers, in order to implement the critical interfaces.

		During the Pre-Installation <u>Tablet</u> Phase, NCIC's Project Team will: • Meet with Customer to confirm the overall project scope, project schedule and acceptance criteria, conduct a supplemental Site Survey; • Order equipment including but not limited to wireless access points, network equipment, system software, correctional tablets, and charging stations; • Confirm project team members and define roles and responsibilities; • Identify team members requiring onsite access – complete background / security clearance forms and any other Customer requirements to obtain facility access; and • Conduct site survey at each location identifying existing equipment locations, confirming installation requirements including number of correctional tablets, charging stations, infrastructure requirements, equipment room(s), charging stations. (Each facility location where equipment will be installed will be a task on the project plan). • Initiate the business relationship and dialogue with critical third parties such as the Facility's JMS and / or Commissary providers, in order to implement the critical interfaces. • Conduct Pre-Installation Configuration; • Confirm Requirements and Features with Customer; Conduct Initial Software Demo Training.
Installation, Cut-Over & Acceptance	Week 1 – 2 (Day 7 - 14)	During Installation & Cut-Over Video Visitation Phase, NCIC's Project Team will: • Configure and test network; • Account setup and configuration completed including setup and configuration of the correctional phones to test for required features and functionality; • Inspect and test all video visitation kiosks. Enable all required features in accordance with Customer requirements and contract. • Confirm visitation rules and User Access requirements with Customer, test configuration and User Access. • Request required data from the incumbent system (where applicable). Review, 'scrub' and migrate from current system. • Develop and test the required interfaces with 3rd Party providers such as JMS and Commissary. • QA testing on delivered equipment. • Test all installed Network Circuits; • Equipment setup and powered; • Installation of incarcerated individual(s)-side and public-side video visitation kiosks including installing any new cabling, QA testing; • Installation and setup of Computer Workstations and Administrative Software in designated areas;

- Confirm that incarcerated individual(s) information and other critical elements of the integrations are accurate and working;
- ID all kiosk ports and create equipment inventory listing.
- User Acceptance testing
- Comprehensive, on-site training which is scheduled in advance and ensures coverage of all required facility personnel and different shifts, if applicable.

Cut-over phase & Customer Acceptance Phase, which includes:

- Monitoring initial video visitation sessions for any issues, ensuring quality connectivity and accuracy of scheduling software;
- Miscellaneous support activities (e.g. ensuring NCIC video visitation information is on the City / Sheriff's web pages, providing informative posters / flyers / brochures for Friends and Families of incarcerated individual(s)s, providing NCIC Escalation List etc.);
- Post-Installation report;
- Final project documentation is completed; Project Plan is updated and closed out;
- Joint facility Walk-Thru, System Acceptance Testing, Final Documentation

During **Installation & Cut-Over Tablet Phase**, NCIC's Project Team will:

- Configure and test network;
- Account setup and configuration completed including setup and configuration of the correctional tablets to test for required features and functionality;
- Inspect and test all correctional tablets. Enable all required features in accordance with Customer requirements and contract.
- Confirm User Access requirements and User Roles with Customer, test configuration and User Access.
- Develop and test the required interfaces with 3rd Party providers such as JMS and Commissary.
- QA testing on delivered equipment.
- Implement System Configurations;
- Initiate Facility Training;
- Test all installed Network Circuits;
- Equipment setup and powered;
- Installation of charging stations and wireless content servers including installing any new cabling, QA testing;
- Installation and setup of Computer Workstations and Administrative Software in designated areas;
- Confirm that incarcerated individual(s) information and other critical elements of the integrations are accurate and working;
- ID all correctional Tablets and create equipment inventory listing.

- Additional On-site Software Training

Cut-over phase & Customer Acceptance Phase, which includes:

- Monitoring initial Education and Entertainment Content interaction for any issues, ensuring quality connectivity and charging consistency;
- Miscellaneous support activities (e.g. ensuring NCIC Correctional Tablet information is on the County web pages, providing informative posters / flyers / brochures for Staff and Incarcerated individual(s), providing NCIC Escalation List etc.);
- Post-Installation report;
- Joint facility Walk-Thru, System Acceptance Testing, Final Documentation

9. Include jobs and contract that your company has held that are similar in scope and size to this RFP. Enter this information in Attribute 21-23 below.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC has provided the three (3) requested references, submitted under Attributes #12, #13, and #14 on the bid portal and encourages the County to contact each of our references at any time.

Qualifications:

Include the following documentation of qualifications:

1. Copy of any license(s)
2. Copy of certification(s)
3. Copy of registration(s)
4. Provide a copy of any document **required** by the State of Missouri, local or federal authorities having jurisdiction for the vendor to perform the work of this project.

NOTE: It is a **Requirement** of this proposal that your firms equipment and software are compatible with Jail Management Software (JMS) Omnigo. Indicate what software you are providing and how that will integrate with Christian County's JMS. It will be the awarded vendor's responsibility to pay for the integration to Omnigo and training of the software.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC is a registered business entity and has provided our license(s), certification(s), registration, insurance, W-9 beginning on Page 28. All equipment meets or exceeds applicable FCC licensing, rules, and certification regulations. NCIC shall be fully responsible for all integration expenses and training details are provided in the section that follows. There will be no cost to the County.

Training:

Explain your training proposal, if applicable. Include milestones and approximate timeframe to be up and running. **Explain how your training will be conducted.**

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

NCIC provides free, comprehensive, *onsite* training to all customers and will provide free recurring training as needed and/or requested by the County. Facility Administrators, along with any County staff who will have access to the equipment and the system interface, are thoroughly instructed on how to use the proposed platforms. Staff will receive hands-on training to ensure they are properly acquainted with the new systems. Training can be provided over multiple days and shifts to ensure all Facility staff have a chance to participate, if needed. All staff will be provided with a detailed syllabus, as well as a training manual. In addition, the proposed communications platforms offer sections where users can reference instructional documents and videos that show said user how to use the systems. NCIC will provide on-site training based on the staff's areas of expertise, including, but not limited to:

- a. System administration and operation
- b. Investigative features for investigative staff
- c. Managerial and financial reporting for administrators

Initial on-site training is typically provided during the implementation and is included as part of the overall project plan. NCIC will work with the appropriate County personnel to identify any employee or personnel requiring additional training or a review. Including all staff (e.g., Administrator, Operation, Reporting, Investigative). A hands-on demonstration and training are provided to all necessary individuals to ensure proper acquaintance or reacquaintance with the new system.

Training will be provided over multiple days and shifts to ensure:

- All staff can attend;
- Trainings are provided for the staff's area of focus (e.g., administration, investigation);
- Smaller class sizes; and
- To accommodate the staff's schedules.

NCIC will provide on-going training to include, but not limited to training:

- a. New and existing Staff on new features or upgrades
- b. Investigative staff on new features or upgrades

On-demand training will be available via phone/web-based access, or on-site, if preferred. Web-based training can be done on the same day, in case of emergency. NCIC provides full documentation, and all supporting material is online and easily available from any Internet-enabled computer, accessible within the proposed system by clicking the Documentation tab. Online resources include Instructional Documents and more than thirty (30) Instructional How-To Videos which can be accessed on an as-needed basis covering various common functions of the proposed systems. NCIC's comprehensive training overview, including a proposed training schedule follows and can be customized based on the needs of the County.

System Training Overview			
Inmate Telephone System	Video Visitation System	Voice Biometrics System	Schoolhouse Learning Management System
Live Monitoring - Monitoring & Terminating Calls - Searching Specific Calls - Adjusting Columns Call History - Using “Canned” Searches / Selecting Search Criteria - Call Duration and Call Charges - Exporting and Revenue Tracking Briefcase - Selecting and Saving Calls to Briefcase - Sharing and Downloading Calls Destinations - Adding Destination Numbers - Searching Specific Destination Numbers - Managing Destination Number Configurations - Viewing Pre-Paid Account Information - Managing Restrictions & Allowed/Denied Numbers Inmate Accounts - Searching Specific Inmates - Managing Inmate PINs - Managing Inmate Restrictions - Inmate Greeting (Name Recording) - Inmate Messaging - Inmate Transactions Authorized Users - Adding a User - Setting and Editing User Permissions - Updating User Password - Viewing User Activity Investigative Alerts - Setting Alert Triggers - Receiving Alert Notifications (Call / Text / Email) Generating System Reports - Exporting Capabilities - Filtering through desired reporting criteria	Video Monitoring - Monitoring & Terminating Sessions - Using “Canned” Searches / Selecting Search Criteria - Selecting and Saving Calls to Briefcase - Sharing and Downloading Calls Inmate Accounts - Searching Specific Inmates - Managing Inmate PINs - Managing Inmate Restrictions - Inmate Messaging Authorized Users - Adding a User - Setting and Editing User Permissions - Updating User Password Investigative Alerts - Setting Alert Triggers - Receiving Alert - Notifications (Call / Text / Email) Generating System Reports - Exporting Capabilities - Filtering Through Desired Reporting Criteria Ticketing System - Manage Grievances - Manage Medical Requests - Manage Inmate Tickets	Pin Abuse - Selecting an Inmate - Selecting a Pin Sharer / Thief - Reviewing Calls Multi-Speaker Events - Selecting an Inmate - Selecting Additional Speakers - Reviewing Multi-Speaker Calls Visual Link Analysis - By Inmate and by Destination Number - Searching Specific Inmates - Reviewing Common Calling Activity - Reviewing Calls and Call Types - Navigating via Visual Link Analysis - Searching Specific Destination Numbers Hotlists and Scheduled Hotlist Reports - Configuring a New Hotlist - Selecting Points of Interest (Inmates / Destinations) - Establishing a Schedule for Reports - Configuring a New Report - Establishing a Schedule for Reports	Learner Engagement - Monitoring Learner Engagement - Checking Learner Login Frequency - Checking Learner Login Duration - Checking Learner Activity Distribution Learner Accounts - Searching Specific Learners - Managing Learner Logins - Managing learner Restrictions - Setting Alerts for Specific Learners Learner Certificates - Searching Course Completion Certificates - Printing / Exporting / Sharing Learner Certificates - Aggregating Learner Certificates Entertainment Management - Managing Entertainment Options - Movies / Radio / Games - Managing Entertainment Restrictions - Managing GEMs Generating System Reports - Exporting Capabilities - Filtering through Desired Reporting Criteria - Generating Learner Data Reports Authorized Users - Adding a User (Staff Member) - Setting Up and Editing User Permissions - Updating User Passwords

It is also a requirement that the awarded vendor will maintain/replace all equipment at no charge to the County.

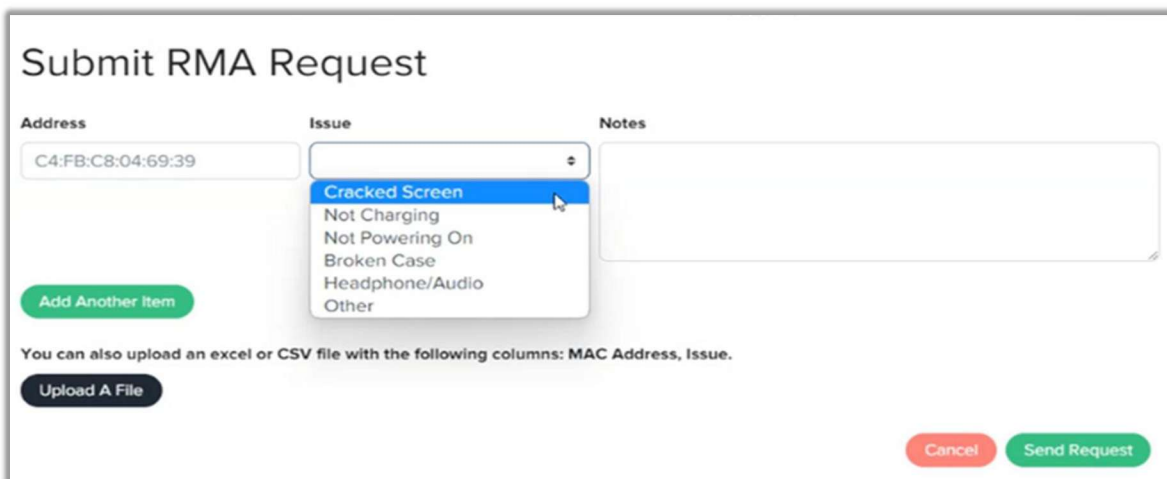
NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC directly provides maintenance and technical services including replacing / repairing equipment, as well as customer service and facility support at no cost to the County. All maintenance and repairs to telephones, tablets, and the ITS shall remain NCIC's full responsibility. NCIC's Customer Support is completely maintained "in-house". The bi-lingual Facility Support Department is available 24/7/365 and can be contacted by telephone at 903-757-4455 or toll-free 888-686-3699, or through email (for trouble-ticketing) at support@ncic.com. Callers can easily access a live agent within a few seconds, by following the easy prompts. All inquiries received will receive immediate notification of receipt, and resolution will follow shortly thereafter.

Provided as part of our continuous technical support, NCIC has made it easier for the management of damaged or faulty Tablets by allowing Authorized Users to prepare and submit a Return Merchandise Authorization (RMA) request, directly through the proposed InTouch Suite.

By default, all Tablets are identified by using the individually assigned MAC address on the back of the casing. Specifications for individual Tablet are required in order for the RMA process to be initiated such as providing the MAC Address, a pre-selected issue, and a written description of the issue, in order to proceed. If Facility staff would like to submit a long list of faulty equipment, users will have the ability to either manually add each device or upload an Excel spreadsheet with all required detail. Please reference the screenshot(s) that follow.

Submitting an RMA Request Screenshot



Submit RMA Request

Address
C4:FB:C8:04:69:39

Issue
Cracked Screen
Not Charging
Not Powering On
Broken Case
Headphone/Audio
Other

Notes

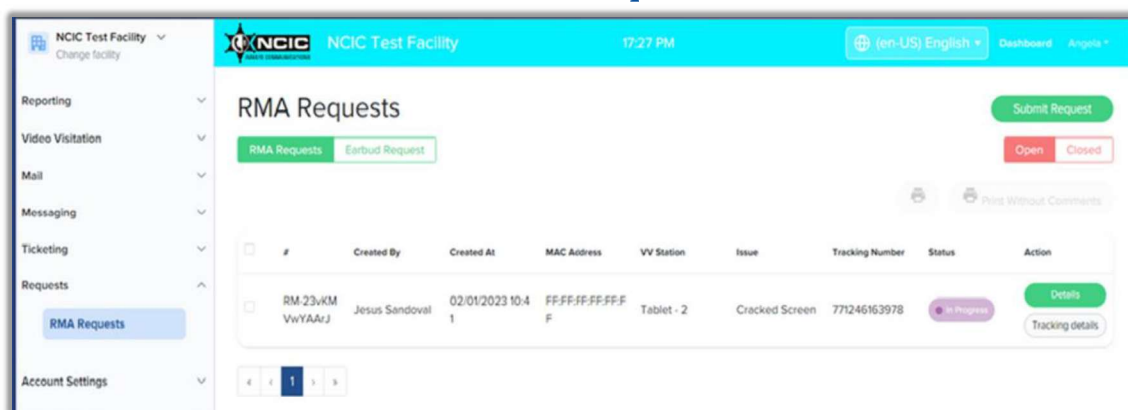
Add Another Item

You can also upload an excel or CSV file with the following columns: MAC Address, Issue.

Upload A File

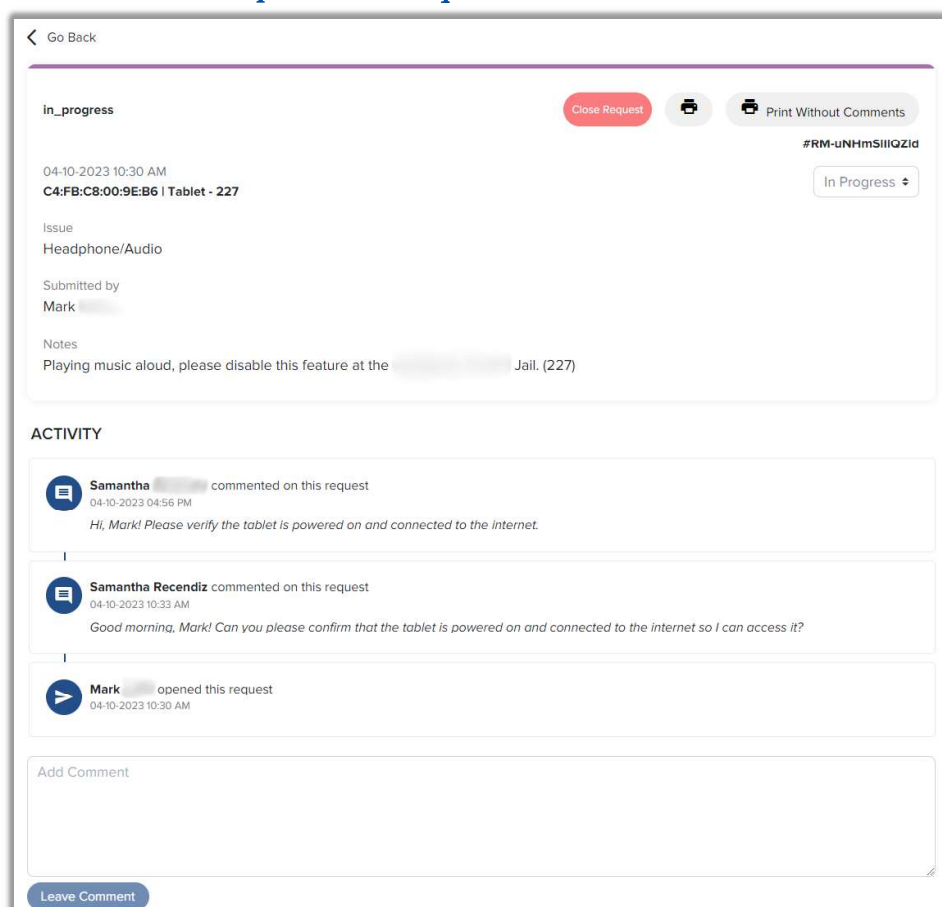
Cancel Send Request

Return Merchandise Request Screenshot



NCIC provides ticket information and resolution updates of RMAs by sending an email notification to the appropriate parties throughout the process. Once an RMA has been submitted, it will be assigned a unique RMA identifier number so that facility staff and NCIC personnel can easily locate RMA requests. NCIC personnel can communicate with Facility staff by sending messages back and forth within the submitted RMA request, until the request has been resolved and closed. Comments list the name of the NCIC staff member responding, along with a stamped date and time of the message. Please see the screenshot that follows.

Open RMA Request Card Screenshot



Key Personnel/Staffing:

Project Manager/Other Key Personnel:

1. Provide the Project Manager name, contact information and provide a copy of their resumes. Details, experience and/or resumes for employees that will work on this contract (include training programs, certifications, etc. as applicable to this RFP.

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

Should NCIC become the trusted provider of inmate communications for Christian County, the following team will collaboratively serve as Project Manager and Field Service, Maintenance and Support. NCIC will assign Mr. Craig Storer as the primary point of contact for the County during the contract term. Mr. Storer will oversee contract documentation and management, manage the implementation of all service, ongoing maintenance, and oversight into management of the day-to-day operations.

Mr. Bill Rounds, Field Service and Support, whose efforts will be supported by NCIC's experienced team of administrative, support, networking, IT, and field technician personnel, shall be the primary point of contact for all the County's maintenance and service needs.

Please reference the Escalation List / Key Personnel and resumes on the following pages.

Escalation List / Key Personnel

Level 1

Responsibilities

Primary contact and liaison for the Facility; Responsible for orchestrating installation and ongoing customer service. Responsible for site surveys, assessment of infrastructure and equipment needed, installation of network equipment, cabling, telephone systems, kiosks, wireless access points, and other necessary equipment in correctional facilities.

Experience

156 years of experience in installing, testing, and maintaining a variety of communications equipment. Experienced and qualified in project management for routine maintenance and installations pertaining to communication systems.



Bill Rounds

BUSINESS DEVELOPMENT &
TECHNICIAN SERVICES

Support@ncic.com
903-757-4455



Craig Storer

ACCOUNT EXECUTIVE

Craig.Storer@ncic.com
903-757-4455 ext. 1053



Randy Polk

CLIENT SERVICES DIRECTOR

Randy.Polk@ncic.com
903-757-4455 ext. 1020



Randy Dilday

WAREHOUSE / INSTALLATION
PROJECT MANAGER

Randy.Dilday@ncic.com
903-757-4455 ext. 1024



William Pope

PRESIDENT

Bill.Pope@ncic.com
903-757-4455 ext. 1001

Level 2

Responsibilities

Project Management and secondary contact for the County and responsible for orchestrating installation and ongoing maintenance of inmate telephone and equipment. Oversees NCIC's compliance with contractual obligations and ensure adherence to proposed calling rates and ancillary fees.

Experience

13 years' experience in inmate communications reconciliations and audits. Experienced in assembling RFP responses and proposals. 6 years' experience directly managing customer accounts as the Account Executive.

Level 3

Responsibilities

Manages the NCIC Customer Service team and conducts training on the communications and investigative software, as well as all related systems.

Experience

29 years of customer service experience. Pivotal in cultivating the company's overall approach to customer support and call center operations.

Level 4

Responsibilities

Oversees and manages all installations which includes pre-installation visits and site surveys; ordering hardware and actual installation of communications equipment required for the facility.

Experience

26 years' experience including facilitating installations, call center experience and 10 years as NCIC's call center manager. Experienced in performing platform integrations with JMS and Commissary providers.

Level 5

Responsibilities

Manages the daily operations of operator services and billing as well as the development strategy of new billing products for payphone and inmate phone industry. Primary representative to regulatory authorities and partner companies. Exists as the ultimate escalation point for County / Facility personnel.

Experience

Telecommunications career specifically in payphone, inmate telephone and billing services for 30+ years. More than 25 years dealing with correctional agencies and telephone carriers in over 20 countries.



Bill Rounds

Business Development and Field Services

Education:

High School Diploma

Related Work Experience:

Experienced in managing telecommunications projects, maintaining complex systems, and coordinating multi-team operations since 1995

Qualifications:

- **Project Management:** Responsible for site surveys, assessment of infrastructure and equipment needed, installation of network equipment, cabling, telephone systems, kiosks, wireless access points, and other necessary equipment in correctional facilities.
- **Installation, maintenance, and service of telephone systems and video visitation systems at correctional facilities, including infrastructure and network equipment.**

Relevant Experience:

- **1/18/2010 – Present**
Tele-Connect, Inc (a partner company of NCIC)
Account Representative
 - Provides pay telephone service for the residents at the Johnson County Adult Residential Center in New Century, Kansas. Visit several times monthly for coin collection and maintenance.
- **1/30/23 – Present**
Account Representative for
NCIC Inmate Communications
Clinton County Jail, Missouri
 - Performed site survey, determined all necessary equipment and materials, installed inmate phones, video visitation kiosks, wireless access points, tablets, network equipment and cabled jail for infrastructure. Also provides continuous maintenance.
- **2/8/23 – Present**
NCIC Inmate Communications
Ottawa County Jail, Kansas
 - Performed site survey, determined all necessary equipment and materials, installed inmate phones, video visitation kiosks, wireless access points, tablets, network equipment and cabled jail for infrastructure. Also provides continuous maintenance.
- **1/23/23 – Present**
NCIC Inmate Communications
Cowley County Jail, Kansas
 - Performed site survey, determined all necessary equipment and materials, installed inmate phones, video visitation kiosks, wireless access points, tablets, network equipment and cabled jail for infrastructure. Also provides continuous maintenance.
- **1/11/23 – Present**
NCIC Inmate Communications
Callaway County Jail, Missouri
 - Performed site survey, determined all necessary equipment and materials, installed inmate phones, video visitation kiosks, wireless access points, tablets, network equipment and cabled jail for infrastructure. Also provides continuous maintenance.
- **3/29/21 – Present**
Account Representative for
NCIC Inmate Communications
Ray County Jail, Missouri
 - Performed site survey, determined all necessary equipment and materials, installed inmate phones, video visitation kiosks, wireless access points, tablets, network equipment and cabled jail for infrastructure. Also provides continuous maintenance.



Craig Storer

Marketing Director

Qualifications:

- Requirements gathering for Inmate Communications Requests for Proposals (RFPs)
- RFP drafting in accordance with facility needs to address technological, compliance and monetary requirements
- Manage vendor correspondence and engagement with the RFP process
- Consult with correctional clients upon receipt and review of RFP responses
- Provide unbiased assessment and evaluation of RFP responses based on compliance with RFP requirements, technical capabilities, industry experience, cost proposals and financial offers
- Draft the subsequent Inmate Communications Agreements based on initial RFP requirements and in accordance with the responses/offers of successful offerors

Relevant Experience:

- Praeses, LLC- Shreveport, LA
- October 2010- February 2017
- National Accounts Manager- Correctional Services Division
 - Provide oversight of vendor contractual compliance on an ongoing basis, covering the following areas:
 - Provision and annual renewal of contractually required documents, including:
 - Insurance;
 - Surety;
 - Drug-Free Workplace Requirements, and;
 - Local/State Tariffs.
 - Manage and track monthly and annual compensation guarantees;
 - Manage monthly remittance and reporting processes;
 - Conduct detailed monthly reconciliations of call detail records related to the inmate communications environment.

Education:

Bachelor of International Business Murdoch University Perth, Western Australia

Master of Business Administration (MBA)
Centenary College
Shreveport, Louisiana

Related Work Experience:

Experience with inmate communications, reconciliations, RFP management, and sales in correctional telecommunications since 2010.

Certifications

- **Club Officer within Toastmasters Club 718 of Shreveport- served as President for 5 years**
- **Attained the awards of 'Competent Communicator' and 'Advanced Communicator Bronze.'**



Randy Polk

Client Service Director

Qualifications:

- **Efficient & Detail-Oriented:** Proven ability to perform accurate data entry and manage high workloads while meeting tight deadlines.
- **Strong Communicator:** Skilled in clear, professional verbal and written communication across diverse audiences.
- **Client-Focused:** Experienced in supporting customer needs with responsiveness, problem-solving, and a service-first mindset.
- **Organized & Reliable:** Demonstrated success in managing tasks, priorities, and systems with consistency and accountability.

Relevant Experience:

- **11/01/1997 – Present**
NCIC Correctional Services
Client Service Director
 - Serve as the primary point of contact for correctional facility clients nationwide, managing all aspects of account support, service delivery, and relationship retention.
 - Maintain and update client accounts, including rate configurations, commission structures, and billing details across NCIC's communication platforms.
 - Lead training for facility staff on NCIC's InTouch platform, covering phone systems, video visitation, messaging, and inmate tablets.
 - Manage service tickets through NCIC's customer support system, ensuring timely resolution of technical issues and service requests.
 - Represent NCIC at industry conferences and trade shows, presenting product solutions and fostering client engagement.
 - Collaborate with internal teams to support client onboarding, equipment deployment, and ongoing service optimization.

Education:

High School Diploma

Related Work Experience:

Experienced in managing client relations through customer service direction, as well providing in-depth system training for correctional agencies since 1994



Randy Dilday

Warehouse / Installation Project Manager

Qualifications:

- Call Center Director – 9 years
- Managing Customer Service Representatives - 12 years
- Training Customers/Facility Staff on Communications Platform
- Facilitate and perform platform integrations with JMS and Commissary providers
- Project Manager Jail Installation: pre-installation visits and site surveys; ordering hardware and actual installation of telephones/equipment required for the facility.
- Basic programming for statistical reporting

Relevant Experience:

- **March 2017**
 - Allen Correctional in Kinder La. Managed and assisted with the installation and cut over of the inmate phone system. Worked with JMS to get inmate data and create the Personal ID numbers Allen Correctional requested. Interfaced with the Commissary to allow phone time purchases and phone based commissary ordering.
- **May 2016**
 - Installed Panola County Jail, Texas. Evaluated jail ordered phones and equipment as well as facilitated the interface with the Commissary. Assisted with the hanging of the inmate phones and made sure the cut over went smooth. Trained staff on the ICE Platform.
- **April 2015**
 - Installed Gregg County Jail and assisted with training staff and educating inmates on the inmate phone system. Organized the incumbent provider cut-off, install of equipment and conversion to NCIC's platform. Assisted in the hanging of phones, running of wires and punch downs.
- **January 2015– March 2015**
 - Worked with Lone Star Commissary and the Gregg County Jail IT department to interface JMS, Commissary and Inmate Phone System.

Education:

High School Diploma

Attended East Texas Baptist University

Attended Kilgore College

Certifications:

Multiple Human Resource and Customer Service accreditations

2010
C# Programming Certification

Related Work Experience:

Experienced in managing telecom call center, as well as directing installation operations at correctional agencies since 1994



Bill Pope

President

Qualifications:

- Telecommunications career specifically in telecommunications, inmate communications/services and billing services for 34+ years.
- Extensive international sales and travel over past 27 years dealing specifically with government correctional agencies in over 20 countries.
- Manages the daily operations, regulatory activities and billing as well as the development strategy of new products for the corrections industry
- Primary representative to regulatory authorities and partner companies
- Successfully defended and settled approximately 10 lawsuits

Relevant Experience:

In addition to serving as President and Owner of NCIC Inmate Communications, the following details are inclusive with the relevant experience:

- **2022**
 - Testifying in front of the Montana State Legislature on how to effectively regulate inmate communications.
- **2019-2021**
 - Working with the staff of U.S. Senator Tammy Duckworth to guide wording of the Senator's bill to regulate the inmate communications industry.
- **2019 - 2021**
 - Working with California PUC staff to ensure fair regulations of our industry.
- **July 2017**
 - Testified in Georgia PSC meeting to convince PSC not to attempt to cap or regulate commission payments to jails. Only two inmate phone providers (NCIC & ICS) publicly supported the position that the PSC does not have authority to regulate commission payments to counties.
- **2013 - 2015**
 - Working with FCC and the Alabama Public Service Commission to form fair regulations of the inmate telephone industry. Received an excellent ruling in October 2015 and August 2015. Intervened on appeal of the ruling in support of the FCC.
- **2015-2016**
 - Working with the Louisiana and Georgia Public Service Commissions on regulations of inmate telephone rates and fees.
- **July 2015**
 - participated on an FCC workshop panel regarding regulation of inmate telephone services.

Education:

1983 - 1987
BS - Political Science
 Texas A&M University

1990 - 1992
Masters level courses in Telecommunications Management
 University of Dallas /University Texas - Tyler

Total Years of Related Work Experience:

34+ years in the telecommunications industry

2. List 1-3 examples of comparable projects undertaken by the project manager under your employment. Please note: Should a contract be given to your company and your project manager or dedicated representative leave your company, Christian County will have final say on who the representative will be for any replacement.

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

NCIC has provided the following list of customers where comparable scope of services have been implemented as requested by Christian County. For all referenced projects, NCIC personnel worked directly with facility staff to coordinate installation timelines. This included the delivery and setup of all required equipment—such as phones, kiosks, and tablets—along with the necessary software and network infrastructure tailored to each agency's specific needs. NCIC is pleased to provide the following information for products and services to Yellowstone County Jail and Minnehaha County Jail:

Lawrence County Jail, Mt. Vernon, MO:

Mr. Bill Rounds first engaged with Lawrence County, Missouri in February of 2024, at which time it immediately became evident that the Agency was in need of an improved Inmate Communications and Educational Tablet system. At the time, Lawrence County was preparing to open a brand new Jail facility and was weighing up options, relative to these services.

At the very outset of the relationship, it became evident that Lawrence County had some very stringent requirements and standards relative to the new system coming in to the new Jail facility. Tablets would need to be provided (and more importantly, *sustained*) at a 1:1 inmate-tablet ratio, and the tablet charge cart scenario would need to be implemented in such a manner that it was a “self-service” model – not tying up the time and attention of staff, passing out and collecting tablets each day. Something unique about the new Lawrence County Jail facility is that the Facility’s administration wanted to forego the wall-mounted kiosks and even the traditional wall-mounted phones (aside from 2 of them in the Booking / Intake area), and use solely Tablets for the delivery of services and applications to the inmate population. Bill personally oversaw the installation of all of NCIC’s services, ensuring that the Wireless Access Points were plentiful and positioned in a manner that allowed for seamless, unfettered access to all available tablet services.

Significant improvements also came to the Inmate Phone System in the new Facility (with phone calling being delivered through the “Phone App” on the Tablets). Under the previous arrangement, the Phone provider preferred the use of “online calling cards,” a cumbersome, outdated technology that allowed the Provider to retain any unused balances in the case of inmate release / transfer. NCIC implemented a digital, cardless “Debit” interface with the Facility’s commissary provider, streamlining the process for allowing Lawrence County inmates to access their Commissary (trust) funds for communications. Through such an interface, any unused balances are automatically credited back to the commissary account during the release process – reducing complaints and refund requests coming back to the Facility staff.

Bill provides the Lawrence County Jail Facility with regular “Preventative Maintenance Visits” where he calls upon the facility – *whether or not there are any reported issues* – and spot-checks all NCIC equipment to ensure it’s functioning correctly.

Through the introduction of superior technologies, more consumer-friendly billing practices and a “facility first” approach to service and maintenance, NCIC has been able to vastly improve the Inmate Communications and Tablet environment at the new Lawrence County Jail.

Yellowstone County Detention Facility, Billings, MT:

In the initial meeting with Yellowstone County, NCIC learned of the frustrations the facility had with the inmate communications provider regarding the level of service provided as well as technologies installed. NCIC successfully responded and was awarded the County’s RFP and seamlessly installed inmate telephones, wall-mounted kiosks, and educational tablets at a ratio of 1 tablet for every 2 inmates (later moved to 1:1 ratio). In addition to vastly improving the technology environment for facility staff, investigators, inmates, and loved ones, NCIC lowered the rates and fees charged for all communication services. As anticipated, lowering rates and offering more affordable services to the population resulted in a significant increase in call volume, video visits, and messages allowing NCIC to guarantee a revenue-share back to the agency more than double the return from the previous provider.

In addition to these improvements, the agency now enjoys our exemplary level of service and responsiveness for facility staff, inmates, and loved ones. Our quality of service is achieved through quick response times for tickets, facility and call center support offered 24/7/365, and NCIC’s Account Executives paying close attention to the unique needs of Yellowstone County Detention Center.

Minnehaha County Jail, Sioux Falls, SD:

NCIC became aware of some significant challenges being faced by this agency and we were eager to assist. Once NCIC was chosen as the trusted provider for Minnehaha County, we immediately completed a thorough site survey ensuring a deep understanding of the agency’s needs in terms of equipment counts for each housing area of the facility, and the required blend of NCIC’s technology suite to be deployed. NCIC’s installation of phones, wall-mounted kiosks, and tablets was headache-free and the transition was successful with *zero* communications downtime. Minnehaha County had not been able to achieve a 1:1 ratio of tablets for inmates and this was an important aspect of NCIC’s overall installation. All qualifying inmates now have access to educational tablets, easing tension throughout the facility and acts as a valuable management tool for the facility’s administration. As well as being able to communicate via the tablets with phone calling, video visitation (secured by facial detection) and messaging, inmates can complete educational coursework as well as vocational, self-awareness, substance & alcohol abuse, parenting, money management skills and much more. The tablets are wirelessly charged via in-pod charge carts and available on an automated daily schedule, the overall program is almost entirely “hands off” for facility staff.

Minnehaha County Jail, like all of the agencies served by NCIC, enjoys an excellent level of service from NCIC’s team. Any damaged or faulty equipment is addressed quickly, and service tickets are responded to in a timely fashion. Also, as is common with NCIC’s deployments, the calling rates and fees were reduced as compared to the previous provider, making communications more affordable and accessible for the incarcerated individuals and loved ones.

In the event the assigned project manager or dedicated representative is no longer with the company or otherwise unable to fulfill the duties, we agree to collaborate closely with Christian County to identify and assign a suitable replacement. While NCIC will propose qualified candidates who meet the technical and professional standards required for the role, we fully respect and accept that Christian County will have final approval on any replacement representative.

Sherburne County Jail, Elk River, MN:

Sherburne County Jail is a very unique agency, in that it houses a large number of Federal detainees, in addition to local inmates. Sherburne County pays close attention to the needs of its detainees, especially as it relates to programming, educational and self-improvement needs. To that end, it is absolutely *critical* that the Tablet program at Sherburne County operates on a 1:1 (inmate-tablet) ratio. There is no room for a shortage of tablets for Sherburne County – this was made clear to NCIC during our very initial discussions with the County and it has remained true during the course of our relationship. NCIC was awarded the business for Sherburne County in 2021 and since installing our full suite of services (phones, wall-mounted kiosks and tablets) we have been able to sustain the needed 1:1 tablet ratio – a feat that few Providers in our industry are able to achieve, especially for large agencies.

NCIC continues to enjoy an excellent working relationship with Sherburne County, paying close attention to the needs of the facility, its administration, employees, and detainees in custody there.

Include the following:

1. List the specific equipment and material storage requirements. Include the make, model and quantity of the equipment you are proposing.

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

NCIC is well positioned to provide all required inmate communications equipment at no cost to the County. All equipment and hardware being proposed is robust, correctional grade, with no exterior removable parts. All proposed inmate telephones are FCC approved and are built for a correctional environment, sturdy, with no exterior removable components.

NCIC understands that Christian County, through the current arrangement with HomeWAV, does not have traditional “phones” but instead, the “phone app” is built into the HomeWAV kiosks. NCIC will, if preferred by Christian County, install traditional wall-mounted phones, however; we can also configure our proposed Kiosks to include the phone dialer. Additionally, with NCIC’s proposed 1:1 tablet-inmate ratio, all tablets will operate as phones, as well.

The NCIC phone’s housing is made of durable 14-gauge stainless steel which is ideal for a correctional environment and has no exterior removable parts. It offers volume control and has a rubber seal to prevent moisture from entering through the back of the phone. The phone offers a heavy-duty armored handset cord capable of withstanding 1,000 lbs. pull strength and contains a hearing aid compatible handset with an anti-static receiver. NCIC has also developed their own phone to include buttons that are 100% larger than standard inmate phones, allowing visually impaired inmates to see the numbers and letters on the keypads. Further, the phones are easier to use in low-light conditions, as the numbers and

letters are over 100% larger than traditional phone keypads. Our variety of phone styles ensures that the right equipment can be used to meet your Facility's specific needs.

NCIC WALL-MOUNTED PHONES

The NCIC phone's housing is made of durable 14-gauge stainless steel which is ideal for a correctional environment and has no exterior removable parts. It offers volume control and has a rubber seal to prevent moisture from entering through the back of the phone. The phone offers a heavy-duty armored handset cord capable of withstanding a 1,000 lbs. pull strength and also contains a handset that is hearing-aid compatible, and has an anti-static receiver.

NCIC has also developed our own phone to include buttons that are 100% larger than standard inmate phones, allowing visually-impaired inmates to see the numbers and letters on the keypads. Further, the phones are easier to use in low-light conditions, as the numbers and letters are over 100% larger than traditional phone keypads. NCIC's variety of phone styles ensures that the right equipment can be implemented to meet your Facility's specific needs.



Specifications

- | | |
|--|--|
|  Constructed of durable 14-gauge stainless steel |  Optional noise-canceling microphone available |
|  Large, stainless steel ADA keypad |  Ambient Temperature: -40°C - + 60°C, -40 F - + 140 F |
|  Adjustable volume button |  Relative Humidity: ≤95% (at room temperature) |
|  Large customizable instruction card area |  Atmospheric Pressure: 80 - 110KPa |
|  Tamper resistant locking system |  Frequency Response: 250 - 3000 Hz |
|  Built in mounting plate designed for fast, easy installation |  Supply Voltage: 48 - 60V |
|  Mounting plate includes gasket which prevents moisture from entering phone |  Feed Current: 25mA |
|  Oversized line-wire entrance hole w/ moisture preventing gasket |  Call Transfer Index: SLR≤12 dB, RLR≤-1dB, STMR≥10dB |
|  Handset cord retaining bracket is designed for fast, easy handset changes |  Environmental Noise: ≤70dB |
|  Stainless grommet provides added security for handset cord |  Ringing Level: ≥80dB |
|  Adjustable handset cord lengths |  Operates on C.O., analog lines or analog dial tone PABX/KSU stations |
|  Armored cord is made to Bell Core standards and withstands minimum 1000 lb. pulling test |  Dimensions: 11¼" tall, 5¼" wide, 6" deep (287.5×135×75mm) |
|  Magnetic hook switch/handset |  Weight: 8lbs, 3KG |

Video Visitation is conducted using high-quality, correctional-grade touchscreen kiosks, available in both wall-mounted and portable rolling configurations. Additionally, video visitation can be accessed through our tablets for enhanced convenience. The proposed

wall-mounted VVS kiosks are specifically designed for correctional environments, offering a sturdy and robust construction with no removable exterior components. To prevent misuse, the top surface is angled to discourage the placement of drinks or other items, and the units are moisture-resistant for added durability. Neither NCIC nor our Facility customers have encountered any limitations of the proposed VVS. Following below are the specifications pertaining to the proposed kiosk equipment:

NCIC VIDEO VISITATION KIOSKS

The NCIC video visitation kiosk offers a state-of-the-art touch-screen input and is made of a rugged 16-gauge steel shell that contains small openings for cooling and ventilation – there are no exterior removable parts. The NCIC kiosk employs a heavy-duty armored swivel handset that is hearing aid compatible and has an anti-static receiver. The kiosks are designed to be wall mounted inside the living areas in approved locations by NCIC’s technicians. In addition to wall mounted kiosks, NCIC also offers a Wi-Fi-enabled portable kiosk option that can be easily transported to provide video communications and a range of other important paperless applications. The interior of the proposed kiosks contains a powerful, encrypted CPU and monitor designed to be secure and ideal for a correctional environment.

Specifications

 CPU: Quad-core Cortex A17

 Ram: 2GB

 Storage: 32GB SSD

 Network: RJ45 10/100/1000 MBPS Auto

 15.6-inch Screen 1920x1080p

 10-point Multi-touch Screen

 Tempered shatterproof touch panels

 Front 5 Megapixel Auto Focus

 ELP-USBFHD06H-MF80 2mp USB Camera

 24-inch and 32-inch swivel handsets

 17-inches wide, 19-inches in height and 6-inches in depth

 Weight: 6.4lbs

 19-inches wide, 11 ½ inches in depth, 59-inches in height, with a 22-inch x 21-inch base plate

 Min. Operating Temperature: 32°F / 1.7°C

 Max. Operating Temperature: 90°F / 32.2°C



Public-Side Kiosk Installation



NCIC will provide and install an adequate Uninterruptible Power Supply (UPS) to provide emergency power to load in the event the input power source fails. NCIC agrees to maintain, replace or upgrade the UPS at no cost to the Facility. One standard, unconditioned, 1500-volt power source will power, via UPS, the proposed platform.

UNINTERRUPTIBLE POWER SUPPLY FOR VIDEO UNITS

An Uninterruptible Power Supply (UPS) unit protects the Video Visitation equipment in the event of a power outage. These UPS units prevent down-time during power failures, or conversations from power to generator, for up to four (4) hours.

Specifications

-  **Manufacturer:** APC
-  **Model:** BN1500M2
-  **Dimensions:** 10.47" x 3.9" x 14.5"
-  **Nominal Input Voltage:** 1500V
-  **Input Connections:** NEMA 5-15P
-  **Joule Rating:** 1080 joules
-  **Wattage:** 900 watts



NCIC's proprietary Inmate Tablets are multi-functional, secure, and able to be provided at no cost to the Facility or to the inmate population. The tablets operate on the same InTouch Suite platform as the Kiosk System, allowing for streamlined delivery of approved services and applications to the inmate population. The proposed Inmate Tablets are capable of offering video visitation services, standard inmate phone calling, messaging, grievances/ticketing, educational & rehabilitation program services, entertainment services, commissary ordering, inmate handbooks, law library, medical/mental health sick call requests; digital mail services; email messaging services, and various other services.



The proposed tablet has a heavy-duty exterior which is specifically designed for a correctional environment and operates on a dedicated Wi-Fi network that does not allow access to external networks, websites, or applications (and operates independently of the existing Jail network). At no time will inmates be able to access the Operating Systems of the proposed Inmate Tablet solution. Prior to being deployed in correctional facilities, the proposed Tablets are subject to strenuous Penetration Testing methodologies to ensure that they are suitable for deployment in a correctional environment.

TABLETS

Our tablets are comprised of a heavy-duty exterior which is specifically designed for a correctional environment, allowing it to withstand a shock and/or drop test onto concrete. We have used similar grade materials to the kinds used in bullet resistant glass, windows in correctional facilities, military applications, etc., ensuring that the tablet is suitable for your Facility. This case protects the tablet from being tampered with, general damage, and contraband storage. We have only allowed access to critical hardware buttons such as the power button, volume buttons, and the home button.

Specifications

-  CPU RK3368H, Cortex-A53 Octa Core 64 bit 1.5GHz
-  RAM/ROM 2 GB / 32 GB
-  Operating System Google Android 7.1.2 Nougat
-  Display 8" LCD panel, 800 x 1280 pixels
-  5-Point Capacitive Touch Screen Camera Front 5.0MP
-  WLAN 802.11 a/b/g/n/ac 2.4GHz/5GHz
-  Bluetooth Bluetooth 4.1
-  RFID 860 - 960MHz NFC Supported
-  FM Supported
-  I/O Interface 3.5mm earphone jack, Power button, Volume +/-, DC Port, MicroUSB 2.0 x 1, High quality speaker 1W x 2 Wireless Charging Supported
-  5V/1.2A Battery 8000mAh Polymer Lithium-Ion battery DC Input: 100-240VAC, 50-60Hz
-  Output: USB 5V/2A DC Weight Unit (without packaging) 758.2g / 1.67lb
-  Dimensions L(241.9) * W(147) * D(22.3) mm / L(9.52") * W(5.79") * D(0.88") Accessories Power Adapter, Wireless Charger (Optional)




The proposed tablets are stored and charged in mobile charging carts allowing for secure storage and easy transport (or wall-mounted charging options are available, if preferred for certain areas of the Jail). Charging carts can be wheeled between pods to allow for maximum distribution of tablets in areas equipped with secure wireless connectivity. The charge cart itself simply plugs into a wall outlet when it is time to charge the tablet devices; otherwise, it can be rolled between pods without exposed cords or wiring. This prevents any inmate access to electrical components or wiring. /Below are several examples of available charging cart options.

NCIC Wireless Charging Cart – 20 Ports

Model: CC2002- N	Secure door lock
Power input: 90-260V 50-60Hz	Operational Temp: 0°C - 45°C
Tray power output: 1A, 5V	Operational Humidity: 20% - 80%
Rated Wattage: 320W	Storage Temp: -15°C - 45°C
Materials: Flame Retardant ABS for trays Cold Rolled Steel for chassis	Slot Dimension: 248 x 51 x 152 (mm) / 9.76 x 2.01 x 5.98 (in)
Lightning protection	Cart Dimension: 640 x 370 x 746 (mm) / 25.20 x 14.57 x 29.37 (in)
Electrical surge protection	Packaging Dimension: 685 x 415 x 880 (mm) / 26.77 x 16.34 x 34.65 (in)
Overload protection	Unit Weight: 55.6kg / 122.5lbs
Leakage protection	Net Weight: 60.6kg / 133.6lbs
Isolation protection	In Box: Charging cart x 1, Lock keys x 2, Power cord x 1, User manual x 1
Current overload protection on devices	
Voltage overload protection on devices	
Shortage protection	
Over-charging protection	
Auto-controlled overheating protection	
Automatic on/off timer	
Cart door handle	
Quiet universal wheels with brake	



NCIC Wireless Charging Cart – 40 Ports

Model: CC4002- N	Quiet universal wheels with brake
Capacity: 2 x 20 Wireless charging trays	Cart door handle
Power input: 100-240V, 50-60Hz	Secure door lock
Tray power output: 1A, 5V	Operational Temp: 0°C - 45°C
Rated Wattage: 600W	Operational Humidity: 20% - 80%
Materials: Flame Retardant ABS for trays Cold Rolled Steel for chassis	Storage Temp: -15°C - 45°C
Lightning protection	Slot Dimension: 248 x 41 x 152 (mm) / 9.76 x 1.61 x 5.98 (in)
Electrical surge protection	Cart Dimension: 640 x 370 x 1155 (mm) / 25.20 x 14.57 x 45.47 (in)
Overload protection	Packaging Dimension: 685 x 415 x 1280 (mm) / 26.77 x 16.34 x 50.39 (in)
Leakage protection	Unit Weight: 81kg / 178.57lbs
Isolation protection	Net Weight: 92.5kg / 203.93lbs
Current overload protection on devices	In Box: Charging cart x 1, Lock keys x 2, Power cord x 1, User manual x 1
Voltage overload protection on devices	
Shortage protection	
Over-charging protection	
Auto-controlled overheating protection	
Automatic on/off timer	



Adtran Total Access 924 routers will be installed and connect the inmate phones to the VoIP network and the centralized switching environment. These routers are backed up by a 4-hour UPS manufactured by APC. All equipment meets applicable FCC licensing and certification regulations.

Manufacturer: Adtran

- Model Number: Total Access 924
- 1.7”H x 17”W x 8.5”D
- Nominal Input Voltage 90-120 VAC
- Input Frequency 60Hz
- Standard EIA 310-D rack-mount system
- Each Adtran unit is connected to a dedicated 66 block generally located on a plywood board next to the 66 block where the phone lines terminate. The 66 block measures 10”x3”x4.”

Please see the specification sheet that follows.

ADTRAN & UNINTERRUPTIBLE POWER SUPPLY

AdTran Total Access routers will be installed to connect the inmate phones to the VoIP network and the centralized switching environment. Each AdTran VoIP router can connect up to 24 telephones, and contains self-diagnostics software, providing remote configuration, diagnostic and reboot capabilities. All equipment meets applicable FCC licensing and certification regulations. The registration numbers for the two types of AdTran routers that may be placed on-site are provided below. Each AdTran unit is connected to a dedicated 66 block generally located on a plywood board next to the 66-block where the phone lines terminate. The 66 block measures 10" x3" x4".

In an effort to guard against VoIP router outages, we utilize UPS battery backup units, which also provide surge protection. All equipment is connected to a network-enabled Uninterruptible Power Supply (UPS) backup in order to prevent down-time during power failures, or conversions from power to generator. The UPS units allow for remote power management by our Network Operations Center for up to four (4) hours.

AdTran Specifications

-  AdTran Total Access 924 - HDCDENAN4213616LI
-  AdTran Total Access 904/908 - HDCDENAN4213680L1
-  Manufacturer: AdTran
-  Model Number: Total Access 924 1.7' H x 17' W x 8.5' D
-  Nominal Input Voltage 90-120 VAC Input Frequency 60Hz
-  Standard EIA 310-D rack-mount system
-  Min Operating Temperature 32 °F
-  Max Operating Temperature 122 °F
-  Humidity Range Operating 0 - 95%
-  An Uninterruptible Power Supply (UPS) unit protects the AdTran equipment in the event of a power outage.



UPS Specifications

-  Manufacturer: APC
-  Model: BE650G
-  Dimensions: 7.09" x 11.18" x 3.39"
-  Nominal Input Voltage: 120V
-  Input frequency: 50/60 Hz
-  Input Connections: NEMA 5-15P
-  Active Network Diagnostics
-  Operating Temperature: 32 - 104 °F (0 - 40 °C)
-  Operating Relative Humidity: 5 - 95 %
-  Storage Temperature: -15 - 45 °C
-  Storage Relative Humidity: 5 - 95 %



2. Procedures for dealing with inmate/staff complaints about customer service issues. Include all ways the Jail staff may communicate to resolve customer service issues on behalf of the inmates.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC directly provides technical services including customer service and facility support. All maintenance and repairs to telephones, tablets, and the ITS shall remain NCIC's full responsibility. Mr. Bill Rounds will be the main point of contact for the County ongoing account management and support.

Contact: Mr. Bill Rounds, Business Development and Field Services
Email: bill.rounds@ncic.com
Office: 800-943-2189
Cell: 816-651-5936

NCIC's Customer Support is completely maintained "in-house". NCIC's bi-lingual Facility Support Department is available 24/7/365 and can be contacted by telephone at 903-757-4455 or toll-free 888-686-3699, or through email (for trouble-ticketing) at support@ncic.com. Callers can easily access a live agent within a few seconds, by following the easy prompts. NCIC directly provides the technical services including customer service and facility support – at no time will these functions be outsourced to a third-party company, they are all managed from our company headquarters in Longview, TX. All inquiries received will receive immediate notification of receipt, and resolution will follow shortly thereafter.

NCIC will provide prompt service to the County. The assigned technician is notified once a maintenance request is received and responds by contacting the customer to acknowledge receipt of the request while gathering additional information then begins the process to resolve the issue. All equipment, component, and system service issues are reported to NCIC via call or e-mail. An assessment will be made to determine if the issue is hardware or software. NCIC personnel will continue to be fully engaged and work with our customers to give them updates until the issue is resolved. Technicians are available 24/7/365 basis and work in a close team environment providing back-up for after-hour coverage. NCIC responds promptly to all service outages and maintenance requirements. The following Service Priority Levels Response/Repair Times serve as a guideline for repairs and maintenance at County facilities.

Service Priority Levels			
Service Level	Description	Response Time	Resolution Time
High	Report of 50% or greater of equipment is not operational. Any occasion when NCIC's admin portal cannot be accessed by the County.	1 hour	4 hours
Medium	Report of 25% or greater of equipment is not operational. Any occasion when recording or live monitoring utilities are non-operational or malfunctioning.	2 hours	10 hours
Low	<25% of equipment is not operational. Static or other noise heard while conducting a telephone call. Administrative function not working in NCIC's admin portal.	4 hours	24 hours

The proposed InTouch Suite features an Inmate Ticketing application that exists as the perfect platform for secure internal communications between inmates and facility staff. Inmate ticketing allows for both inmate-initiated and staff-initiated tickets. Agencies can create an unlimited number of ticket types, based on the requirements of each facility. The overall ticketing system can be completely customized based on the requirements of each agency, has full reporting, reminders and escalation functions, allows for the sharing of documents, and can support the translation of more than 100 different languages.



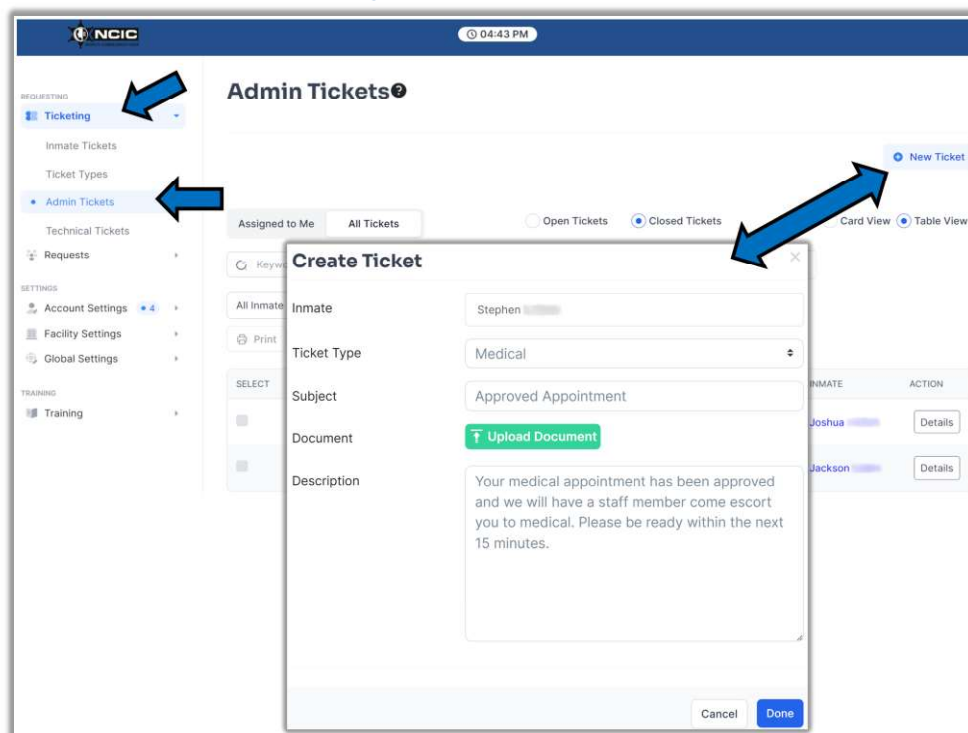
In addition, the InTouch Suite features an industry-leading Grievance Request module, allowing inmates to submit electronic grievances and medical requests. These requests can be

directed to all personnel or specific users responsible for handling grievances or medical matters. Facility staff can manage and respond to these requests efficiently. The software is highly configurable, enabling facilities to set parameters such as a Grievance Request schedule, limits on the number of open grievances or requests per month, and the duration for handling these requests. Notifications can be sent to staff via email and/or fax. Moreover, the system can integrate seamlessly with the facility's medical provider, allowing Sick Call slips to be sent directly to medical staff without intervention from the facility. Within the platform, the facility or designated Grievance staff can:

1. Assign to Grievance staff users
2. Assign to a Grievance category
3. Add Admin notes
4. Update status
5. Request additional information from the inmate
6. Reassign to the Non-Medical (grievance/request system)
7. Print with or without notes
8. View History
9. View inmate
10. View all Grievance Requests relating to the inmate

Authorized staff members have the ability to create Admin Tickets, allowing them to initiate a ticket-based dialogue with a specific inmate. This feature is particularly beneficial for addressing unresolved grievances, sharing important updates, or providing detailed information tailored to the inmate's needs. Staff can effortlessly navigate between different ticket types within the system and attach supporting documents to add depth and clarity to the communication. By streamlining and enhancing interactions, Admin Tickets promote transparency, improve communication efficiency, and contribute to a more organized and effective grievance resolution process.

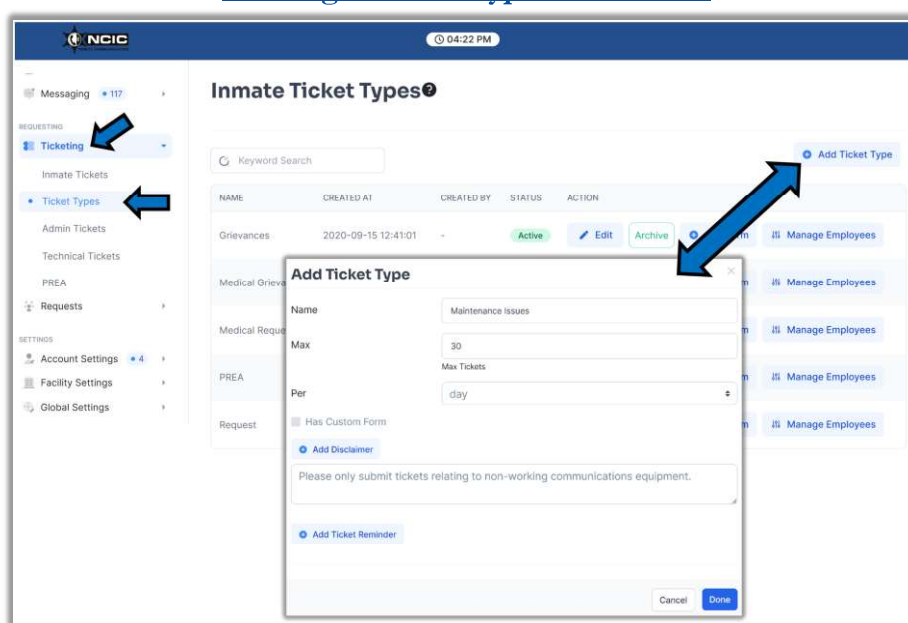
Creating an Admin Ticket - Screenshot



Authorized staff can create custom ticket subject categories within the system, which inmates can select from when submitting a grievance or ticket. There is no limit to the number of ticket types that can be created, providing flexibility to meet the facility's needs. Authorized users can configure the system to control the frequency with which a specific ticket type can be submitted, whether it's on a daily, weekly, or monthly basis.

Ticket types can also include custom written disclaimers, which require an inmate to physically acknowledge the disclaimer to proceed, offering additional information to inmates when submitting their requests. Furthermore, authorized administrative staff have the ability to assign specific personnel to handle particular ticket types, ensuring that specialized or higher-level requests are directed to the appropriate individuals for review and resolution.

Creating a Ticket Type - Screenshot



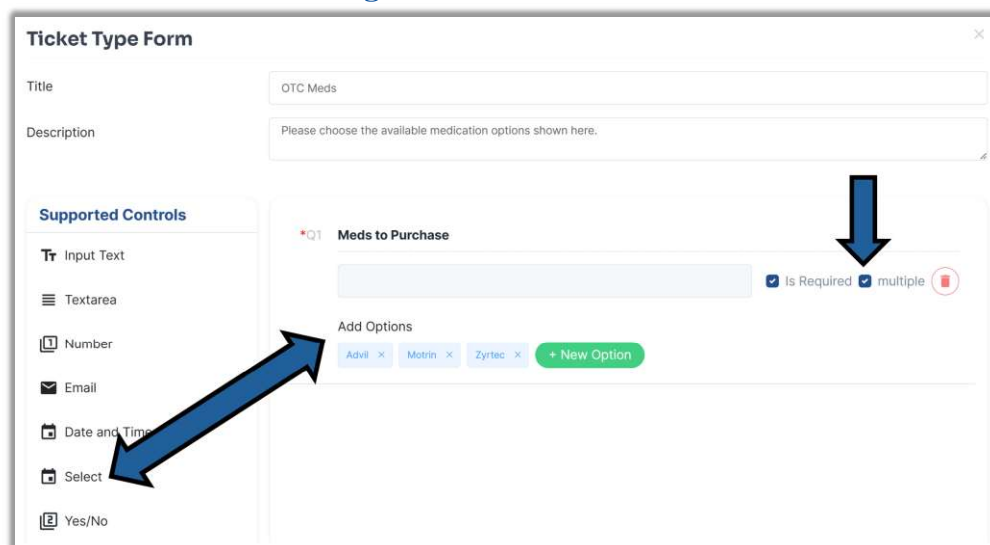
Facilities can enhance their ticketing system by incorporating customized, fillable forms when creating a new ticket type or modifying an existing one. This feature allows facilities to design grievance forms with tailored questions and response formats, enabling inmates to provide more detailed and relevant information.

When setting up a fillable form, authorized users can select from a variety of question types with a single click, making it easy to customize the form based on the specific needs of the grievance or request. For example, a form designed for court appearance requests can be configured to ask whether the inmate has had a previous court hearing, the date of the last hearing, the case number, and any additional details explaining the request for another appearance. This streamlined approach ensures that all necessary information is gathered upfront, minimizing the need for back-and-forth communication and expediting the resolution process.

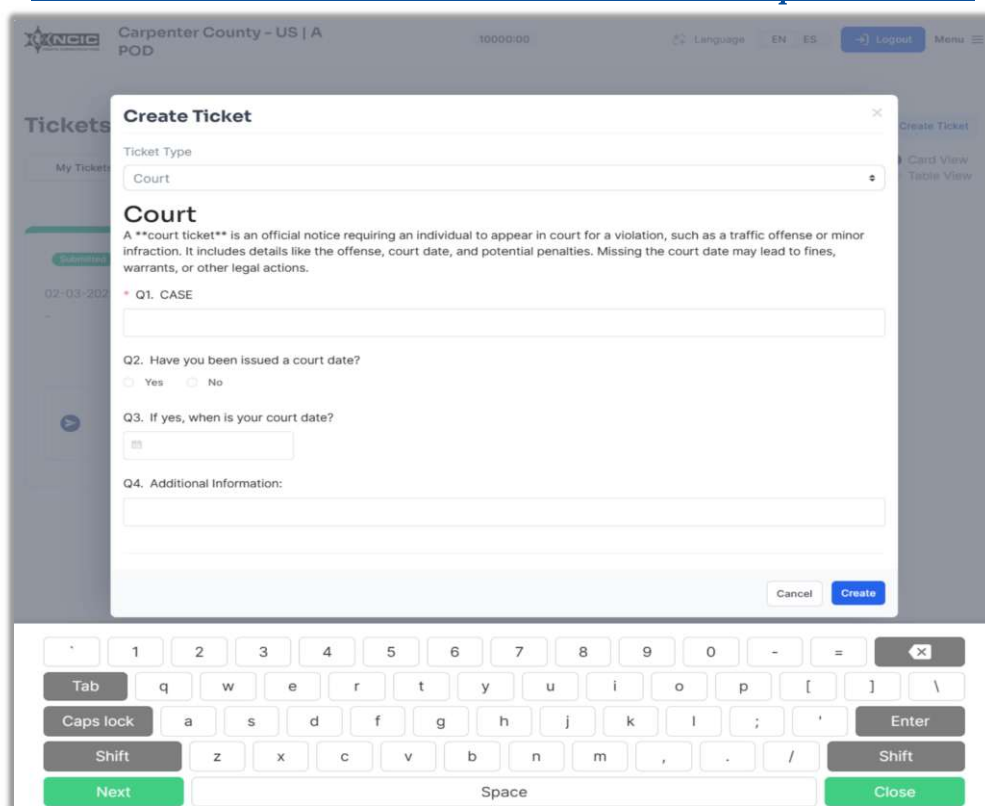
There is no limit to the number of questions that can be included in a fillable form, allowing staff to collect as much information as needed. Additionally, facility staff can provide multiple-choice answer templates for each question while still allowing inmates the option

to submit written responses when required. Additionally, staff members can designate specific questions as mandatory, ensuring that inmates must provide a response before submitting their ticket or grievance.

Creating a Fillable Form Screenshot



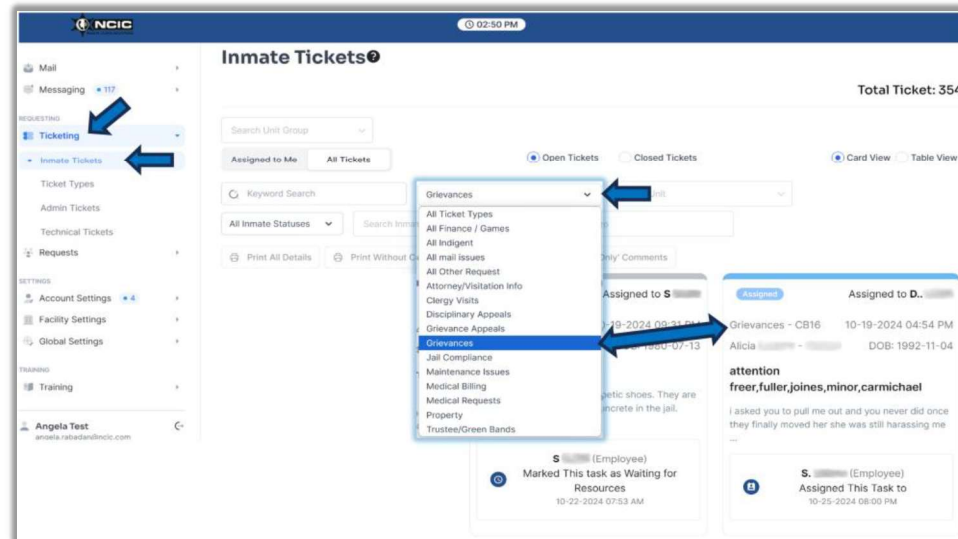
Fillable Form Submission from an Inmate's Side – Sample Screenshot



The proposed Grievance request module allows for an appeal / escalation feature, as well as date/time stamping of all communications so that timeliness of responses can be tracked, for compliance purposes. These requests can be managed and responded to by Facility

personnel and can also be re-assigned to appropriate Facility staff. The implementation of an electronic grievance system, including all expected escalation capabilities, and replacing paper-based processes, reduces Facility liability related to inmate complaints about grievances not being responded to / addressed in a timely manner.

Ticket Type Searching Screenshot



Whenever an inmate submits a ticket or grievance, they can select the appropriate ticket type from a predefined list and provide a subject and description detailing their issue or request. Additionally, inmates have the option to submit a “Hidden” ticket, offering a secure way to report suspicious or critical activity that should be brought to staff’s attention. This feature is designed to allow inmates to provide confidential tips while ensuring their safety. While staff members can see which inmate submitted the request, they will not have the ability to respond, preventing any notifications from being sent back to the inmate and maintaining discretion. Please reference the Fillable Form screenshot on the previous page.

3. Operations procedures for use of all communication devices.
4. List the types

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC does not have any set procedures in place as it relates to the availability and usage of the communication devices. NCIC will provide the County with the required number of kiosks and tablets to be used by the incarcerated population. Unless there are specific designated times that the County wishes to restrict the communication devices to, all devices are typically open for usage and communication.

NCIC’s communication devices are fully automated and the proposed system provides easy-to-understand prompts in English and Spanish (or other languages as requested by the County) to the inmate through each process. All dialing instructions, voice prompts, greetings and any interjected security messages are fully customizable based on the requirements of the County.

Pricing:

Under this portion of your proposal explain ALL your cost/pricing and how it works for your solution in detail. Be very clear. Also, explain what charges will be sent to Christian County Jail. Under the LINE ITEMS TAB are 18 LINE ITEMS. Several of these Line Items are asking for an example of how your charges would look based on a real scenario. This is so we have a comparison basis for all bidders. The LINE ITEMS should MIRROR what your costs are under this proposal.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC enjoys a reputation in the industry of complete transparency and honesty – and our facility customers have complete access to the financial reporting capabilities within the proposed platform, which can be used to verify commission calculations. NCIC has always paid commission on TRUE Gross Call Revenue, including Interstate commissions, and NCIC's method for calculating Gross Revenue is simple, due to our use of truly per-minute calling rates. Gross Revenue is calculated simply by multiplying the number of completed minutes by the agreed-upon per-minute calling rate. NCIC never applies any deductions or adjustments for bad debt, fraudulent calling activity, unbillable calls, etc. NCIC has provided our cost/pricing in the Rates, Fees, and Revenue tables on Page 72.

Prices will remain firm fixed through the first year of the contract or whatever is required by law.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC will fully abide by prices/rates agreed upon, as well as what is required by law.

In this section be very specific and explain in **DETAIL** all your costs for this proposal.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC will furnish all required hardware, software, installation, wiring, network infrastructure, and ongoing maintenance at absolutely no cost to the County. The only charges incurred will be the per-minute or per-message communication costs, as detailed in the Rates, Fees, and Revenue Share table beginning on Page 72.

Please make sure that you add in “service or handling fees” in your proposal and explain what those are for. ALL FEES SHOULD BE EXPLAINED IN THIS PROPOSAL. NO EXCEPTIONS.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC offers a single account covering ALL of our services with just the one low Funding Fee. A webpage (www.ncic.com) is also available for funding accounts and management with low, defined fees to establish accounts, which can be accessed through any mobile device as well.

Rate Caps

All rates must be consistent with FCC rulings and regulations, and Missouri State and local laws.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

Commission Sharing:

Please indicate what commission sharing you are offering to Christian County based off your costs above, if applicable.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

<u>60</u>	% Phone
<u>25</u>	% Video
<u>25</u>	% Messaging purchases
<u>10</u>	% Entertainment purchases -movies

N/A (Charged Premium
Content is only applicable to
movies and tv shows) % Entertainment purchases - games

N/A (Charged Premium
Content is only applicable to
movies and tv shows % Entertainment purchases - songs/music

N/A (Charged Premium
Content is only applicable to
movies and tv shows % Entertainment purchases – ebooks

10% applicable to TV shows;
60% applicable to voice mail % Miscellaneous (Is there anything we did not list?)

In addition to the populated Commission Sharing above, NCIC has provided a detailed breakdown of our cost proposal for the communications portion of this RFP on the pages that follows. NCIC is committed to full regulatory compliance and has outlined the following structure to reflect the FCC-approved rates and revenue share recently enacted.

OPTION 1 – RATES, FEES, & REVENUE SHARE

CORRECTIONAL TELEPHONE SERVICE

Call Type	Prepaid Collect		Debit (Inmate Prepaid)	
	Connection Fee	Per Minute	Connection Fee	Per Minute
<u>ALL CALLS</u> within the United States (Local Inmates)	\$0.00	\$0.18	\$0.00	\$0.18
Mexico / Canada	\$0.00	\$0.25	\$0.00	\$0.25
Cuba	\$0.00	\$0.75	\$0.00	\$0.75
Other International	\$0.00	\$0.35	\$0.00	\$0.35
Inbound Voicemail	\$1.50 (up to 3-Minutes duration)			
Cost Recovery (Commission) Amount	60% on <u>TRUE</u> Gross Call Revenue (Without <u>ANY</u> monthly deductions)			

VIDEO VISITATION, SECURE MESSAGING and PREMIUM TABLET CONTENT

Charge / Fee Name	Amount
Remote (Off-Site) Video Visitation – Per Minute Rate	\$0.25
On-Site Video Visitation – Per Minute Rate	\$0.00
Secure Messaging – Rates	Text Messages - \$0.25 Picture Attachments - \$0.35 Video and Audio Messages (30 Seconds) - \$0.35 GIFs - \$0.05
Remote Video Visitation – Cost Recovery (Commission) Amount	25% of Gross Video Visit Revenue
Secure Messaging – Cost Recovery (Commission) Amount	25% of Gross Messaging Revenue
Premium Tablet Content - Per Minute Rate	\$0.02 - \$0.04 Per Minute (Varies)
Premium Tablet Content - Cost Recovery (Commission) Amount	10% of Gross Revenue

Prepaid Account Funding Fees (for Friends & Family Accounts)

As Allowed by the Federal Communications Commission (FCC).

Training and Transition Cost Recovery Grant (One-Time)

NCIC is proposing a one-time Grant designed to assist Christian County with navigating the system upgrades and transition to a new Provider. The Grant amount is based on the length of the “Initial Term” of the Agreement – as preferred by the County.
(Such payment will be payable, in full, within 10-days of system installation)

One Year Initial Term	\$27,340.80 (Equals 12 months of HomeWAV Commission Deductions)
Two Year Initial Term	\$54,681.60 (Equals 24 months of HomeWAV Commission Deductions)
Three Year Initial Term	\$82,022.40 (Equals 36 months of HomeWAV Commission Deductions)

OPTION 2 – RATES, FEES, & REVENUE SHARE

CORRECTIONAL TELEPHONE SERVICE

Call Type	Prepaid Collect		Debit (Inmate Prepaid)	
	Connection Fee	Per Minute	Connection Fee	Per Minute
<u>ALL CALLS</u> within the United States (Local Inmates)	\$0.00	\$0.12	\$0.00	\$0.12
Mexico / Canada	\$0.00	\$0.25	\$0.00	\$0.25
Cuba	\$0.00	\$0.75	\$0.00	\$0.75
Other International	\$0.00	\$0.35	\$0.00	\$0.35
Inbound Voicemail	\$1.50 (up to 3-Minutes duration)			
Cost Recovery (Commission) Amount	55% on <u>TRUE</u> Gross Call Revenue (Without <u>ANY</u> monthly deductions)			

VIDEO VISITATION, SECURE MESSAGING and PREMIUM TABLET CONTENT

Charge / Fee Name	Amount
Remote (Off-Site) Video Visitation – Per Minute Rate	\$0.25
On-Site Video Visitation – Per Minute Rate	\$0.00
Secure Messaging – Rates	Text Messages - \$0.25 Picture Attachments - \$0.35 Video and Audio Messages (30 Seconds) - \$0.35 GIFs - \$0.05
Remote Video Visitation – Cost Recovery (Commission) Amount	25% of Gross Video Visit Revenue
Secure Messaging – Cost Recovery (Commission) Amount	25% of Gross Messaging Revenue
Premium Tablet Content - Per Minute Rate	\$0.02 - \$0.04 Per Minute (Varies)
Premium Tablet Content - Cost Recovery (Commission) Amount	10% of Gross Revenue

Prepaid Account Funding Fees (for Friends & Family Accounts)

As Allowed by the Federal Communications Commission (FCC).

Training and Transition Cost Recovery Grant (One-Time)

NCIC is proposing a one-time Grant designed to assist Christian County with navigating the system upgrades and transition to a new Provider. The Grant amount is based on the length of the “Initial Term” of the Agreement – as preferred by the County.
(Such payment will be payable, in full, within 10-days of system installation)

One Year Initial Term	\$13,670.40 (Equals half of 12 months of HomeWAV Commission Deductions)
Two Year Initial Term	\$27,340.80 (Equals half of 24 months of HomeWAV Commission Deductions)
Three Year Initial Term	\$41,011.20 (Equals half of 36 months of HomeWAV Commission Deductions)

For the Traffic Months of February, March and April 2025, under the current arrangement with HomeWAV, there has been an average of \$2,278.40 in monthly commission deductions for various services. Because NCIC is proposing to provide these services at no cost (or commission deduction), we are ALSO proposing to make Christian County “whole” as it relates to these deductions under the current Agreement. As part of our overall compensation offer, NCIC is proposing to provide a One-Time Training and Transition Cost Recovery in the amount of \$27,340.80 to reflect the average 12 month agreement term.

February 2025		
Service	Gross Revenue	Revenue-Share
Video Calls	\$6,302.08	\$2,835.93
Interstate Voice Calls	\$3,248.00	\$2,436.00
Intrastate Voice Calls	\$8,405.91	\$6,304.43
International Voice Calls	\$39.96	\$29.97
Video Messages	\$100.14	\$45.06
Text Messages	\$5,801.06	\$2,610.48
Voice Messages	\$31.38	\$14.12
Total Gross Revenue:	\$23,928.53	\$14,276.00
Fees and Deductions		
Monthly Internet Charges		(\$199.32)
Cost Recovery Fee (2.8%)		(\$245.57)
Investigative Platform Transcription		(\$910.16)
Investigative Platform Biometrics		(\$910.16)
Total Deductions		(\$2,265.21)
Entertainment		\$951.11
Total Commission Paid:		\$12,961.90
Average Gross Revenue per Inmate		\$184.07
Average Commission Paid per Inmate		\$99.71

March 2025		
Service	Gross Revenue	Revenue-Share
Video Calls	\$6,453.53	\$2,904.09
Interstate Voice Calls	\$3,466.00	\$2,599.50
Intrastate Voice Calls	\$10,318.23	\$7,738.67
International Voice Calls	\$17.85	\$13.39
Video Messages	\$86.76	\$39.04
Text Messages	\$7,640.07	\$3,438.03
Voice Messages	\$44.30	\$19.94
Total Gross Revenue:	\$28,026.74	\$16,752.66
Fees and Deductions		
Monthly Internet Charges		(\$204.32)
Cost Recovery Fee (2.8%)		(\$289.84)
Investigative Platform Transcription		(\$1,049.00)
Investigative Platform Biometrics		(\$1,049.00)
Total Deductions		(\$2,592.16)
Entertainment		\$797.43
Total Commission Paid:		\$14,957.93
Average Gross Revenue per Inmate		\$215.59
Average Commission Paid per Inmate		\$115.06

April 2025		
Service	Gross Revenue	Revenue-Share
Video Calls	\$5,270.40	\$2,371.68
Interstate Voice Calls	\$3,134.40	\$2,350.80
Intrastate Voice Calls	\$9,862.40	\$7,396.80
International Voice Calls	\$14.91	\$11.18
Video Messages	\$85.00	\$38.25
Text Messages	\$6,302.82	\$2,836.27
Voice Messages	\$85.20	\$38.34
Total Gross Revenue:	\$24,755.13	\$15,043.32
Fees and Deductions		
Monthly Internet Charges		(\$199.32)
Cost Recovery Fee (2.8%)		N/A
Investigative Platform Transcription		(\$889.26)
Investigative Platform Biometrics		(\$889.26)
Total Deductions		(\$1,977.84)
Entertainment		\$1,976.98
Total Commission Paid:		\$15,042.46
Average Gross Revenue per Inmate		\$190.42
Average Commission Paid per Inmate		\$115.71

Average Gross Revenue per Inmate	\$196.69
Average Commission Paid per Inmate	\$110.16

Software:

Indicate what software you will be using. **The software must be able to integrate with Omnigo our current JMS program.** Note: The integration of the company's software and **Omnigo interface will be at no charge to the County.**

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

NCIC's proposed system is a fully integrated communications platform which includes all technologies owned, operated and supported by NCIC. the InTouch suite of applications all accessible and provided through one system.

NCIC has multiple interfaces developed with JMS systems and Commissary companies, allowing inmate information to be imported on a real-time basis. Additionally, funds are able to be moved back and forth from the trust account to the inmate communications account, which promotes maximum usage. All features of the interface will be automated, eliminating any need for Facility staff intervention in managing accounts.

Customer Service:

Explain your Customer Service program for complaints. Explain how complaints are resolved.

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

NCIC directly handles any customer complaints, in-house. NCIC enjoys the lowest rate of customer complaints in the industry, due to our use of low calling rates and minimal fees. In *every* instance of displacing a competitor in a facility, the number of complaints received by the Facility is drastically reduced. Any complaints received are handled professionally and diligently.

NCIC's US-based Call Center is staffed on a 24/7/365 basis with bilingual operators capable of assisting family/friends and staff. Family/friends are provided with a customer service toll-free number (800-943-2189) as the caller ID on all inmate calls, so family members can easily contact us for further questions about their accounts, balances, recharges and/or refunds. This feature makes it easier for the Called Party to contact NCIC Customer Support to set up or manage pre-paid accounts or service questions.

NCIC also has a webpage (www.ncic.com) for account funding and management with low, defined fees to establish accounts, which can be accessed through any mobile device as well. NCIC proudly operates the most customer-friendly Call Center in the inmate telephone industry, recognizing that satisfied friends and family results in more completed calls, higher Gross Revenue, and minimal complaints to the correctional agency. Our customer service can be customized to provide family and friends with push notifications of important information regarding their communication services and accounts.



NCIC'S Support Team
is available
24 HOURS^{a day}
7 DAYS^{a week}
365 DAYS^{a year}

Round-the-clock help is available for both
Facilities and Families and our support team
is **always** located right here in the US.

*We make it easy to reach a **live** operator!*

Facility Support: 888-686-3699 or support@ncic.com
Friends & Family Support: 800-943-2189

Renewals:

The contract is for one year with options to renew for an additional three (3) one (1) year terms. Please provide your annual renewal increase. **Explain what method** you used to arrive at that figure. For example, if you are going to use the **CPI index**, then cite the index you will be using. If you use a **not-to-exceed percentage**, write what that percentage is Do this for each year, i.e. year 2, 3 and 4. At the time of renewal a justification will be requested for all price renewal increases. If you want the pricing/commissions to stay the same for all renewals going forward, stat that in your bid.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC is not proposing any rate increases during the course of the agreement, including any renewal terms, and will keep the price and commissions the same for years 2, 3, and 4.

Term:

The contract is for one year with options to renew for an additional three (3) one year term. Each renewal must be approved by Sheriff Brad Cole and the Commission.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

Agreements signed by Christian County must be signed by at least a majority of the members of the County Commission. Agreements must be attested by the County Clerk and approved to form by the County Counselor. In addition, the County Auditor must certify that there is an unencumbered balance available to pay the contract cost.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

References:

Provide three references that you have contracted with in similar scope/size. Include name of company, contact name, phone number, email and date of service of contract. The vendor shall agree to authorize its references to furnish any information requested by Christian County to verify references provided and to determine the quality and timeliness of previous work performed. **This should be submitted under ATTRIBUTES #12, #13, and #14 below.**

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC has provided the requested references in Attributes #12, #13, and #14 on the bid portal and encourages the County to contact each of our references at any time. Additionally, provided below is a Letter of Reference followed by a Letter of Commendation for Bill Rounds in regard to his level of professionalism, expertise and dedication when meeting the needs of Clinton County.



Clinton County Sheriff's Office

AJ Carrel, Sheriff

Josh Hamner, Chief Deputy

Office: (816) 539-2156 Fax: (816) 539-2346



July 28, 2025

Bill Pope, Owner
NCIC

Subject: Commendation for Exceptional Service Provided by Bill Rounds

Dear Mr. Pope,

I am writing to express my sincere appreciation for the outstanding service provided by your team and especially your employee, Bill Rounds, to the Clinton County Sheriff's Office.

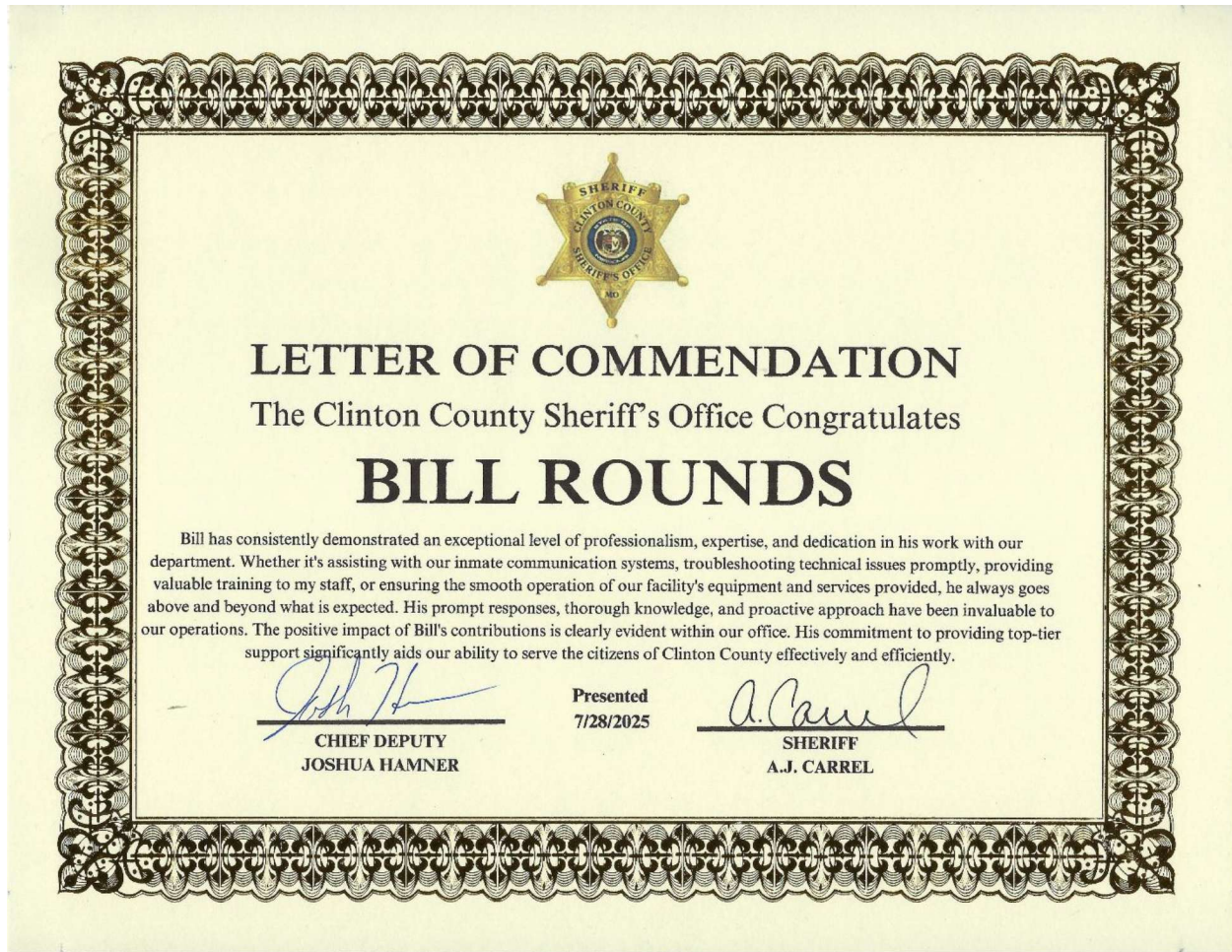
Bill has consistently demonstrated an exceptional level of professionalism, expertise, and dedication in his work with our department. Whether it's assisting with our inmate communication systems, troubleshooting technical issues promptly, providing valuable training to my staff, or ensuring the smooth operation of our facility's equipment and services provided, he always goes above and beyond what is expected. His prompt responses, thorough knowledge, and proactive approach have been invaluable to our operations.

The positive impact of Bill's contributions is clearly evident within our office. His commitment to providing top-tier support significantly aids our ability to serve the citizens of Clinton County effectively and efficiently.

Employees like Bill Rounds are a true asset to any organization, and you are fortunate to have him on your team. Please extend our deepest gratitude to Bill for his exemplary service. We greatly value our partnership with NCIC and the high caliber of individuals you employ.

Sincerely,

Sheriff A.J. Carrel
Clinton County Sheriff's Office



**PLEASE PROVIDE A DETAILED PROPOSAL AS DESCRIBED ABOVE.
ONCE COMPLETED ATTACH YOUR PDF TO THE RESPONSE TAB UNDER PROPOSAL
RESPONSE.**

 **RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC has provided the detailed proposal as described and uploaded to the County's bid portal.



2025-8 Addendum 1

Inmate Calling Solutions, LLC

ICSolutions

Supplier Response

Event Information

Number: 2025-8 Addendum 1
Title: DETENTION CENTER INMATE COMMUNICATIONS SOLUTION
Type: Request for Proposal
Issue Date: 7/15/2025
Deadline: 8/5/2025 09:00 AM (CT)
Notes: **REQUEST FOR PROPOSAL**

#2025-8

7/15/25

This is a rebid.
Please note that information has changed.

ADDENDUM ONE

7/25/25

TO PROSPECTIVE BIDDERS: The original Invitation to Bid documents remain in full force and effect except as revised by the following changes which take precedence over anything to the contrary in the Bidding Event document. The following are questions submitted by prospective bidders and the official response from Christian County.

Asked by Inmate Calling Solutions:

Q1: The Bidder Requirements require access to “court approved classes.” Please provide details on the types of court approved classes. For example, do they involve live, instructor-led classes, pre-recorded videos, written course materials, testing materials, etc., and how are they accessed (log into a live session, access a website, upload files into the tablet system, other)?

A1: These courses are no longer required by the courts therefore there is no required courses for this RFP.

Q2: Typically tablets provide unlimited access to all education content and to designated entertainment content including music, select movies, and books; additional premium content (such as newer-release movies and TV shows, etc.) is offered for a fee. This model promotes security in the jail by keeping inmates occupied with unlimited access to free, engaging content. Is this model acceptable, or does the County require that inmates pay for ALL tablet usage beyond the first 30 minutes each week?

A2: Each potential bidder is to provide their own RFP proposal (business model) for the County. The County, when evaluating proposals, will consider what is in its best interest.

Q3: Under the Requested Attachments, we are instructed to submit responses to Attribute #9 as “Proposal Response and Pricing.” However, the instructions in Attribute #8 tell us to upload one document with all the information listed in Attribute #7 as “Proposal Response and Pricing.” Attributes #7 and 9 both contain requirements that require responses. Would you like us to combine the responses to Attributes #7 and 9 into a single document, or do you want us to upload two separate documents?

A3: ATTRIBUTE #7 are requirements of the bid. No response is required to that. ATTRIBUTE #8 should have read “IMPORTANT: Please UPLOAD one document with all of the information listed in ATTRIBUTE #9. Please list it as it is described in order”.

Asked by Combined Public Communications, LLC.:

Q4: Who is the detention center's current commissary provider?

A4: Our Commissary provider is Keefe.

Q5: What trust accounting software is being used currently at the detention center?

A5: Inmate trust is managed through the Keefe legacy accounting software.

**All else remains the same.
END OF ADDENDUM ONE**

INTRODUCTION:

Christian County Sheriff's Office is accepting proposals for **Request for Proposal #2025-5 Christian County Sheriff's Office Detention Center Inmate Communications Solution** in accordance with the requirements stated herein. The purpose of this request for proposal is to enter into an agreement with a qualified communications solutions vendor to provide all necessary equipment, software, licensed services and professional services, for the Christian County Detention Facility, located at 110 W. Elm Street Room 70, Ozark, MO 65721.

The successful bidder will be responsible for inmate voice calls, video calls, messaging, video messaging, and tablet services for all of its Facilities. The vendor must be able to install, service and maintain all equipment, including the kiosks in the inmate housing units and other locations within the facility. The vendor is also expected to perform system updates and install additional equipment when needed. The successful vendor will be able to provide these service for a daily population of 130 inmates at the Christian County Detention Facility. The Christian County Detention Center is a multi-level facility located in Ozark, Missouri. The building operates 24/7/365. The maximum capacity of the Detention center can reach as high as 150 inmates. The population fluctuates, but usually is around 130 inmates.

TERMS:

Christian County seeks an initial contract term for a **period of one (1) year**. The County reserves the right to renew the contract for three (3) additional one-year periods.

FCC/FEDERAL/STATE OF MISSOURI LAW:

Please know that the FCC has recently issued an order on Correction center communications that may change how certain pricing and commissions can be applied. See link from the FCC:
<https://docs.fcc.gov/public/attachments/DA-25-565A1.pdf?ref=broadbandbreakfast.com>
It is up to the prospective bidder to know and interpret how these changes will affect Christian County, Missouri's Jail pricing and commission.

QUESTIONS:

Please submit questions online through the Christian County

Electronic Bidding portal before **July 24, 2025 at 9:00 a.m.** Christian County Sheriff Brad Cole will review all questions submitted and an Addendum will be issued with those answers, when applicable.

ADDENDUMS:

If it becomes necessary to revise any portion of this RFP package, or if additional information is necessary to clarify any provision or respond to questions, the revision and/or additional information will be provided through the bidding portal.

ONLINE REGISTRATION:

Christian County requires online bid submittals as it helps to expedite the bidding process and to alleviate errors. Click on the following link: <https://christiancountymo.ionwave.net/Login.aspx> and follow the directions to register. **No faxed or emailed** submittals will be accepted. Christian County maintains a list of vendors in our online vendor registration database. It is the vendor's responsibility to update contact information. The Christian County Commission office is not obligated to send invitations to vendors. Christian County fulfills its legal requirements by posting a notice in the local paper. Christian County will send out Addendums through the online portal, it will be the bidders responsibility to verify in the portal any addendums that are issued.

RFP OPENING:

Proposals will be unsealed publicly at **9:00 a.m. August 5, 2025.** Only the names of the offerors will be read aloud at the proposal opening. Evaluations of proposal(s) will be made available upon award of contract.

BACKGROUND:

The Christian County Sheriff's Office Detention Center is located at 110 W. Elm Street in Ozark, Missouri and is a 24/7 365 days per year operation. The inmate population ranges approximately 130 per day. Christian County Sheriff's Office currently uses HomeWAV, LLC., for the Detention Center Inmate Phone and Video Visitation System. See HomeWAV's contract attached.

The Christian County Jail currently has six Pods. Each Pod holds 20-25 inmates, and Booking holds 15-20 inmates. The Christian County Jail's total population averages 130 inmates. The federal inmates are approximately 30% of that population.

We currently have two (2) kiosks per pod, one in our booking area and two public kiosks in our lobby for a total of 15 kiosks. We want to consider potentially adding a second kiosk to the booking, bringing the total to 16. There are approximately twenty (20) tablets per pod and nine (9) tablets in bookings. Currently we use our kiosks for our phone and video calls.

Our schedule for inmates to access the phones is as follows: 7:00 a.m.

– 11:00 a.m., 12:00 p.m. – 5:00 p.m., and 6:00 p.m. – 11:00 p.m. Note: Note: Hours are subject to change by the Sheriff's Office. At this time, there are no limits on the maximum number of onsite visits allowed per week (or other interval), remote visits per week, calls per week, minutes per call/visit. This is always subject to change per the Sheriff's direction.

Our current vendor does not charge a tablet rental fee.

Mail: The average number of inmate mail pieces received daily is five pieces every two days.

The fees that are being charged to end-users for any required services, including deposits for tablet usage and emails or photos: a. Account Funding Fee via Web b. Account Funding Fee via IVR c. Account Funding Fee via Live Operator. Handling Fee for Account Funding: \$2.00 per deposit.

TERMS AND CONDITIONS:

View under ATTACHMENTS tab.

PROPOSAL RESPONSE:

See the ATTRIBUTES TAB for proposal response format.

EVALUATION AND SELECTION PROCESS:

The proposal evaluation and selection process will be conducted under this Request for Proposal (RFP) based on competitive negotiated procurement procedures. Interviews, discussions, negotiations, vendors may be short listed, and a Best and Final offer (BAFO)) may be held only with selected firms from those firms who meet Christian County's requirements and fall within the competitive ranges as determined by Christian County. Christian County reserves the right to award a contract to a firm solely on the basis of this initial proposal submitted and without any further interview, discussions and negotiation.

Each Proposers must comply with the requirements contained in the RFP.

Christian County will evaluate each proposal to determine which is the lowest and best (i.e., Best Value).

If Christian County determines that a proposal has failed to meet an acceptable level on any factor listed below, the County may reject that proposal.

EVALUATION CRITERIA:

In evaluating the proposals, Christian County will use the following evaluation factors to determine the lowest and best proposal. Deviation from the requirements will be evaluated, but may, in the discretion of the Purchasing Agent, result in rejection of a proposal.

70% Total Cost, including but not limited to the Cost in the Proposal and Line Items.

30% Adherence to RFP requirements, including but not limited to:

Firm Qualifications, Declaration Page, Answers to Questions in the Attributes tab, Exceptions to our T&C's and References.

Note: A poor/negative reference may result in disqualification.

Bidders should consider these factors when preparing their proposals and should provide a specific response to each of the evaluation factors.

Based on the evaluation process described, the Evaluation Committee comprised of Christian County employees, will review the proposals.

CONTRACT DOCUMENTS:

See Attached Christian County Agreement for Services Contract under the **ATTACHMENTS TAB**.

PROPRIETARY INFORMATION:

Christian County is a governmental agency and practices open government. All records belonging to the County Commission are open records and available to all members of the public, with the exception of attorney/client documents. Therefore, any document you provide to the Commission will be considered an open record and available to anyone wanting a copy of it.

AWARD OF THE CONTRACT:

The Commission will award the RFP to the lowest and best value bidder. The best vendor may not be the one that provides the lowest price. Christian County Purchasing Agent reserves the right to reject in whole, or in part any and all proposals, to waive any formalities, and to accept the proposal determined to be in the best interest of the county. This solicitation may also be canceled in whole or in part if determined to be in the best interest of the county.

It is also important to note that should additional Federal or State of Missouri changes happen after an award has been made for this contract, as this may be the case effective April 1, 2027 per the FCC order. So as not to interrupt County Jail operations, the County may consider amending the contract to reflect the new price changes or commissions to Christian County that would be mandated. The County reserves the right to negotiate these prices and commission if applicable, or to rebid this contract should this be in the best interest of the County.

INSURANCE REQUIREMENTS:

See insurance requirements attached in ATTACHMENTS tab.

EXHIBITS A-C

Attached are our revenue statements from our current vendor.

EXHIBIT D-F:

Attached is a copy of all current contracts and amendments pertaining to all services under this RFP.

Note: Amendment #2 was labeled and issued incorrectly as Amendment #3. There were only two Amendments issued to the current communications contract.

DECLARATION PAGE FORM:

A DECLARATION PAGE FORM is provided under the **ATTACHMENTS** tab. The vendor hereby declares understanding, agreement, and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of this original invitation to bid. The Declaration Page must be signed in ink and include the full business address of the bidder. Proposals by partnerships must be signed in the partnership name by one or more of the general partners. Proposals by a corporation must be signed by an officer of the corporation or other person authorized to bind the corporations to the proposal. The names and titles of all the persons signing shall be typed or printed below their signatures. The vendor further agrees that upon receipt of an authorized purchase order from the Christian County Commission or when a Notice of Award is signed and issued by the Commission, a binding contract shall exist between the vendor and Christian County.

NOTE: FAILURE TO UPLOAD A COMPLETED DECLARATION PAGE FORM MAY BE CAUSE FOR REJECTION OF YOUR PROPOSAL.

HISTORY:

Christian County is a first-class County without a charter form of government. The governing body of Christian County is the County Commission. The Commission consists of a Presiding Commissioner, a Western Commissioner, and an Eastern Commissioner. It's County seat is in Ozark, Missouri. The County was organized in 1859 and continues to be one of the fastest-growing counties in the state. Cities in Christian County include Billings, Clever, Fremont Hills, Highlandville, Nixa, Ozark, Sparta, and Village of Saddlebrooke.

END OF SECTION

Contact Information

Contact: Kim Hopkins Purchasing Manager
Address: Christian County Purchasing
202 West Elm Street

Ozark, MO 65721
Email: khopkins@christiancountymo.gov

Inmate Calling Solutions, LLC Information

Contact: Mike Kennedy
Address: 2200 Danbury Street
San Antonio, TX 78217
Phone: (866) 228-4040
Fax: (210) 693-1016
Email: icsrfp@icsolutions.com

By submitting your response, you certify that you are authorized to represent and bind your company.

Mike Kennedy
Signature

icsrfp@icsolutions.com
Email

Submitted at 8/4/2025 10:07:45 AM (CT)

Requested Attachments

DECLARATION PAGE UPLOADED HERE

Upload the Declaration Page Form here.

Attachment 1- Declaration
Page.pdf

PROPOSAL RESPONSE/PRICING

Attach your PROPOSAL RESPONSE HERE. Note: These are listed under the ATTRIBUTES #9.

Keep your response in the format requested under ATTRIBUTES #9

Explain in detail your PRICING.

Attachment 2 - Proposal
Response and Pricing.pdf

INVOICE SAMPLE

Provide a copy of a sample invoice.

Attachment 3 - Invoice Sample.pdf

REPORTING SAMPLE

Provide a copy of a typical report submittal.

Attachment 4 - Reporting
Sample.pdf

SAMPLE CONTRACT

Please provide a copy of your firm's sample contract. Reminder: If you do not take any exceptions to this RFP then you are accepting our terms and conditions.

Attachment 5 - Sample
Contract.pdf

SUBCONTRACTORS

Upload your subcontractors' names and major suppliers of material and equipment you intend to use on the job. If no document is uploaded, this will serve as a not applicable. This is found under the ATTRIBUTES TAB #8.

No response

E-VERIFY AFFIDAVIT OF COMPLIANCE AND MOU FORM

E-VERIFY AFFIDAVIT OF COMPLIANCE AND MOU FORM

Attachment 7 - E-Verify Affidavit &
MOU Form.pdf

ANTI-DISCRIMINATION AGAINST ISRAEL ACT AFFIDAVIT

ANTI-DISCRIMINATION AGAINST ISRAEL ACT AFFIDAVIT

Attachment 8 - Anti Discrimination
Against Israel Affidavit.pdf

Bid Attributes

1	Christian County Terms and Conditions Please download and thoroughly review the Christian County Bidder Requirements Terms and Conditions and acknowledge your acceptance below. ☒ I have downloaded and read the attachment..
2	No Deviations or Exceptions I certify that there are NO deviations or exceptions to the attached Christian County Terms and Conditions. Yes
3	Exceptions to Christian County Bidder Requirements Terms and Conditions If respondent indicated above, there ARE exceptions to the CHRISTIAN COUNTY BIDDER RESPONSIBILITIES & TERMS AND CONDITIONS REV. 0423, (by clicking NO above) please provide details below. If no exceptions, please enter N/A. N/A
4	Omnigo The bidders software must be able to integrate with Omnigo our current JMS program. Note: The integration of the company's software and Omnigo interface will be at no charge to the County. - - Yes, I have read and agree.
5	TERM OF CONTRACT The initial contract is for one (1) year with an OPTION to renew for an additional three (3), one (1) year terms. Agreements signed by Christian County must be signed by at least a majority of the members of the County Commission. Agreements must be attested by the County Clerk and approved to form by the County Counselor. In addition, the County Auditor must certify that there is an unencumbered balance available to pay the contract cost.
6	BIDDER REQUIREMENTS BIDDER REQUIREMENTS
7	Requirements SERVICES: The vendor must be able to install, service, and maintain all equipment, including the kiosks in the inmate housing units and other locations within the facility. The vendor is also expected to perform system updates and install additional equipment when needed. EQUIPMENT: The equipment includes a phone/video kiosk and personal tablets in new, good quality condition. The proposed equipment will consist of a minimum of fifteen (15) kiosks, two (2) kiosks per pod, six (6) total pods, two (2) kiosks in our public visitation area, and one (1) kiosk in the booking area.

The proposed equipment will be a minimum of 120 tablets, with the ability to add additional due to ADP increases. The tablets will mirror the pod kiosk functions with the exception of video chat.

The proposed equipment must have the capability to run efficiently with an internet connection **at the vendor's expense. The vendor will not use Christian County's internet.** The vendor will be provided sufficient space to store such equipment securely.

The system will need to communicate with Omnigo, the facility booking software. This will pair inmates into the facility to the phone provider to ensure that all inmates have the ability to use the contracted phone service. Any interface cost to do so will be placed on the vendor.

SYSTEM REQUIRED:

Required but not limited to:

- The proposed system should allow the inmate the ability to initiate video visits, video messaging, and phone calls.
- The proposed system should not require facility personnel to operate the system.
- The proposed system should not required facility personnel for scheduling visits. It should be the ability of the family members and/or inmates for all scheduling.
- The proposed system should not require a minimum call length or a connection fee.
- The proposed (2) kiosks in the public visitation area will be free of charge to the inmate and family.
- The proposed system should support call lengths from one (1) minute to one hour on the kiosk and tablets.
- The proposed provider will provide no less than a five (5) minute free phone call on all new intakes into this facility.
- The proposed system should have the capability to charge users in one-minute increments, with competitive rates.
- The use of the system will be at no charge to the Missouri Public Defenders Office, Missouri Mental Health, Missouri Probation and Parole. Paid Attorneys representing prisoners will not fall under this proposed request, and be charged the same rate as a family or friend.
- The proposed system will not record or allow to view any communication with the above organizations in this paragraph, including Attorneys representing prisoners, said calls being labeled as "Privileged Call".
- The proposed system will allow the facility to monitor any function allowed on the system proposed, grant access and/or deny access to any visitor in the system.
- The proposed system will function with both Android and iPhone devices.
- The proposed system will provide a way for inmates and other users the ability to contact the vendor directly with all technical issues.
- The proposed equipment will have set hours of operation approved by the Jail Captain of the facility.
- The proposed system will have the capability to sanction an inmate the loss of phone privileges for violation of facility rules and regulations set forth by the facility.
- The proposed system must be able to obtain all data for up to five (5) years minimum. When any evidentiary evidence, such as video, voice calls and texts are requested by the Sheriff, Captain, and/or Lieutenant of Operations and/or any designee set forth by the facility, it will be at no cost to the facility.
- The proposed provider must provide legal law library, court approved classes set forth by the Christian County Courts. At no cost to the inmate or the facility on tablets.
- The proposed provider will provide ROS forms (Request of staff), Grievance forms and any forms the facility may request at no cost to the facility or inmate. These forms will be stored for up to five (5) years and available upon request by the facility.
- The proposed provider will set forth free music, movies, and learning tools on the tablets for a maximum of two (2) hours free a month to the inmate. This being 30 minutes a week free of charge. Once the free 30-minute weekly and or (2) hours has been used, the inmate may be charged a competitive rate for any additional time they choose to use the tablet.
- The proposed provider will provide 5 minutes free phone call on all new intakes into this facility.

TRAINING:

The proposed vendor must be able to train staff on the use of disinfecting all equipment installed.

8 PROPOSAL RESPONSE FORMAT

****PROPOSAL RESPONSE AND PRICING FORMAT****

IMPORTANT: Please UPLOAD one document with all of the information listed in #7. Please list it as it is described in order.

9 Company History/Firm Qualifications/Pricing/Renewals

**PLEASE PROVIDE A DETAILED PROPOSAL AS DESCRIBED BELOW.
ONCE COMPLETED, ATTACH YOUR PDF TO THE
RESPONSE TAB UNDER PROPOSAL RESPONSE.**

Company History/Firm Qualifications

Title Page:

Include company name, address, telephone number, fax number, email address and contact name.

Executive Summary:

This one-page executive summary is to briefly describe the vendor's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the vendor. The reader should be able to determine the essence of the proposal by reading the executive summary.

Detailed Response:

This section should constitute the major portion of the proposal and must contain at a minimum the following information:

1. A brief **history** of the company, including but not limited to: ownership, date business started, (including business name changes), mission statement, number of clients pertaining to this RFP, etc.
2. A **complete narrative** of the vendor's assessment of the work to be performed, the vendor's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the vendor's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed.
3. Provide a listing of any **data or information** which the vendor will require in order to undertake the project.
4. Provide any certifications you may have for the industry standards.
5. Provide information on applicable prior projects completed for Christian County Sheriff's Office.
6. A description of the vendors intended relationship with county staff, including the level of assistance anticipated in completing the work of this project.
7. A description of any subcontracts and associations with other firms that the vendor proposes to utilize in the performance of this work. Fully describe the intended working relationships and responsibilities of each subcontracted firm and the number of past projects in which the vendor worked with each subcontracted firm.
8. Provide a **detailed** transition plan, if applicable. **Include milestone dates.**
9. Include jobs and contract that your company has held that are similar in scope and size to this RFP. Enter this information in Attribute 21-23 below.

Qualifications:

Include the following documentation of qualifications:

1. Copy of any license(s)
2. Copy of certification(s)
3. Copy of registration(s)
4. Provide a copy of any document **required** by the State of Missouri, local or federal authorities having jurisdiction for the vendor to perform the work of this project.

NOTE: It is a **Requirement** of this proposal that your firms equipment and software are compatible with Jail Management Software (JMS) Omnigo. Indicate what software you are providing and how that will integrate with

Christian County's JMS. It will be the awarded vendor's responsibility to pay for the integration to Omnigo and training of the software.

Training:

Explain your training proposal, if applicable. Include milestones and approximate timeframe to be up and running.

Explain how your training will be conducted.

It is also a requirement that the awarded vendor will maintain/replace all equipment at no charge to the County.

Key Personnel/Staffing:

Project Manager/Other Key Personnel:

1. Provide the Project Manager name, contact information and provide a copy of their resumes. Details, experience and/or resumes for employees that will work on this contract (include training programs, certifications, etc. as applicable to this RFP.
2. List 1-3 examples of comparable projects undertaken by the project manager under your employment. Please note: Should a contract be given to your company and your project manager or dedicated representative leave your company, Christian County will have final say on who the representative will be for any replacement.

Include the following:

1. List the specific equipment and material storage requirements. Include the make, model and quantity of the equipment you are proposing.
2. Procedures for dealing with inmate/staff complaints about customer service issues. Include all ways the Jail staff may communicate to resolve customer service issues on behalf of the inmates.
3. Operations procedures for use of all communication devices.
4. List the types

PRICING:

Under this portion of your proposal explain ALL your cost/pricing and how it works for your solution in detail. Be very clear. Also, explain what charges will be sent to Christian County Jail. Under the LINE ITEMS TAB are 18 LINE ITEMS. Several of these Line Items are asking for an example of how your charges would look based on a real scenario. This is so we have a comparison basis for all bidders. The LINE ITEMS should MIRROR what your costs are under this proposal.

Prices will remain firm fixed through the first year of the contract or whatever is required by law.

In this section be very specific and explain in **DETAIL** all your costs for this proposal.

Please make sure that you add in "service or handling fees" in your proposal and explain what those are for. ALL FEES SHOULD BE EXPLAINED IN THIS PROPOSAL. NO EXCEPTIONS.

Rate Caps:

All rates must be consistent with FCC rulings and regulations, and Missouri State and local laws.

Commission Sharing:

Please indicate what commission sharing you are offering to Christian County based off your costs above, if applicable.

_____ % Phone

_____ % Video

_____ % Messaging purchases

_____ % Entertainment purchases -movies

_____ % Entertainment purchases - games

- _____ % Entertainment purchases - songs/music
- _____ % Entertainment purchases - ebooks
- _____ % Miscellaneous (Is there anything we did not list?)

Software:

Indicate what software you will be using. **The software must be able to integrate with Omnigo our current JMS program.** Note: The integration of the company's software and **Omnigo interface will be at no charge to the County.**

Customer Service:

Explain your Customer Service program for complaints. Explain how complaints are resolved.

Renewals:

The contract is for one year with options to renew for an additional three (3) one (1) year terms.

Please provide your annual renewal increase. **Explain what method** you used to arrive at that figure. For example, if you are going to use the **CPI index, then cite the index** you will be using. If you use a **not-to-exceed percentage**, write what that percentage is Do this for each year, i.e. year 2, 3 and 4. At the time of renewal a justification will be requested for all price renewal increases. If you want the pricing/commissions to stay the same for all renewals going forward, state that in your bid.

Term:

The contract is for one year with options to renew for an additional three (3) one year term.

Each renewal must be approved by Sheriff Brad Cole and the Commission.

Agreements signed by Christian County must be signed by at least a majority of the members of the County Commission. Agreements must be attested by the County Clerk and approved to form by the County Counselor. In addition, the County Auditor must certify that there is an unencumbered balance available to pay the contract cost.

References:

Provide three references that you have contracted with in similar scope/size. Include name of company, contact name, phone number, email and date of service of contract. The vendor shall agree to authorize its references to furnish any information requested by Christian County to verify references provided and to determine the quality and timeliness of previous work performed. **This should be submitted under ATTRIBUTES #12, #13, and #14 below.**

**PLEASE PROVIDE A DETAILED PROPOSAL AS DESCRIBED ABOVE.
ONCE COMPLETED ATTACH YOUR PDF TO THE
RESPONSE TAB UNDER PROPOSAL RESPONSE.**

☒ I've attached this response to the RESPONSE TAB.

1
0**Renewals:**

The contract is for one year with OPTIONS_to renew for an additional three (3) one year term.

Please provide your annual renewal increase. **Explain what method** you used to arrive at that figure. For example, if you are going to use the **CPI index, then cite the index** you will be using. If you use a **not-to-exceed percentage**, write what that percentage is Do this for each year, i.e. year 2, 3 and 4.

At the time of renewal a justification will be requested for all price renewal increases. The Sheriff must approve all renewals.

If you choose to keep your price and commissions "the same" through the contract renewals please state that.

Barring any regulatory changes that would mandate revised pricing, ICSolutions does not anticipate any changes in the proposed pricing for Christian County, nor for inmates or public users, during the initial contract term or any renewal periods. Should regulatory rules change in the future, ICSolutions will negotiate any necessary revisions to our financial proposal in good faith with the County.

1
1**References****REFERENCES**

Please provide three references below. Minimum of Five (5) Years' Experience Providing Communications Solutions in a Correctional Setting. Please note that more references may be requested.

A poor negative reference may result in disqualification. Also note that Christian County is not limited to contact just the three references listed by the prospective bidders.

1
2**Reference #1**

Please provide a references of a company you have done business with in the past five years with a similar scope and size project.

Name of Company:
Representative Name:
Representative Email:
Representative Phone:
Project Name include dates:

Marion County Jail Chief Deputy Kevin Coates kcoates@rallscountymo.gov (573) 985-5611 Inmate Telephone System, Inmate Tablets, Video Visitation (August 2015-Present)

1
3**Reference #2**

Please provide a references of a company you have done business with in the past five years with a similar scope and size project.

Name of Company:
Representative Name:
Representative Email:
Representative Phone:
Project Name include dates:

Camden County Sheriff's Office Captain Brian Vinson b.vinson@camdenso-mo.us (573) 346-2243 x294 Inmate Telephone System, Inmate Tablets, Video Visitation, Inmate Voice & Email (December 2014 - Present)

1
4**Reference #3**

Please provide a references of a company you have done business with in the past five years with a similar scope and size project.

Name of Company:
 Representative Name:
 Representative Email:
 Representative Phone:
 Project Name include dates:

Butler County Jail Mike Jones, Jail Administrator m.jones@butlercosherriff.org (573) 686-8067 Inmate Telephone System, Inmate Tablets, Video Visitation (February 2015 - Present)

1
5**Subcontractors**

Each bidder must submit with its proposal the names of all **Subcontractors** and major suppliers of material and equipment that it intends to use on the job. The County reserves the right to object to any Subcontractor or Supplier.

List items to be subcontracted with proposed subcontractor. Upload this under Response Attachments.

☒ I have read and will comply.

1
6**Vendor's Personnel Qualifications**

Christian County reserves the right to approve or disapprove the vendor's personnel providing services for Christian County government. Christian County also reserves the right to request replacement of any person assigned to provide services. Unless the situation regarding the personnel requires immediate replacement, the vendor shall be allowed at least fourteen (14) days after notification to replace unsatisfactory personnel.

☒ I have read and will comply.

1
7**Sample Invoice**

Provide a sample of a standard invoice.
 Upload this under RESPONSE ATTACHMENTS tab.

☒ I have read and attached a Sample Standard Invoice

1
8**Sample Reporting**

Please provide an example of what your sample reporting looks like.
 Upload this under RESPONSE ATTACHMENTS tab.

☒ I have read and attached a sample report.

1
9**Background Checks**

If requested, the vendor shall provide a list of names, social security numbers, and date of birth for each such personnel who will be providing services to Christian County buildings. In addition, the vendor must notify Christian County of any additions/changes to the list. Christian County reserves the right to accept or reject any of the vendor's personnel assigned to the contract to provide services

☒ I have read and will comply.

2
0**Submission Responses****Submission Responses**

All submittal responses must be submitted online via our electronic system. No fax or email submissions will be accepted.

2
1**Anti-Collusion Statement**

By submitting a proposal in response to this request for proposal, vendor and each person signing on behalf of the vendor, certify under penalty of perjury, that to the best of his/her belief the prices in the proposal were arrived at independently and without collusion, consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to such prices with any other vendor, or any other competitor. Unless otherwise required by law, the prices in the bid have not been knowingly disclosed by vendor, and will not be knowingly disclosed by vendor, prior to opening, directly or indirectly, to any other vendor or competitor. No attempt has been made or will be made by vendor or any other person associated with this invitation to bid, partnership, corporation, or entity to submit or not to submit a proposal in response to this bid for the purpose of restricting competition. I affirm that I am duly authorized to execute this contract; that this company, corporation, firm, partnership or individual has not prepared this proposal in collusion with any other Bidder, and that the contents of this bid as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any other person engaged in this type of business prior to the official opening of this RFP.

☒ Yes2
2**Minority Business Participation:**

Christian County encourages the participation and utilization of minority business enterprises in all projects of the county. Christian County will provide equitable and fair opportunity to minority businesses to submit bids and proposals and to receive an award. By responding to this invitation, the vendor agrees that it does not discriminate on the basis of race, religion, creed, national origin, age, sex or disability, and that it will refrain from any unlawful employment practices.

2
3**Incurred costs**

The county is not liable for any costs incurred by a vendor in the preparation or production of its proposal or for any work performed prior to the issuance of a valid contract under Missouri law. Such exemption from liability applies whether such costs are incurred by vendor or indirectly through vendor agents, employees, assigns or others, whether related or not to vendor.

2
4**AFFIDAVIT FOR CONTRACTS OVER \$5000 DOLLARS (US) - REQUIRED ONCE AWARD IS MADE****Section 285.530(2) RSMo. and 292.675 RSMo. Affidavit.**

Company shall comply with the provisions of Section 285.525 through 285.550 R.S.Mo. from the commencement until the termination of this Agreement. For any contract over \$5,000.00 and for any public works project contract the Contractor shall provide County an acceptable notarized affidavit stating:

1. That Company is enrolled in and participates in a federal work authorization program with respect to the employees working in connection with the contracted services; and
2. That Company does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.

A copy of the affidavit is attached to this RFP.

Additionally, Company must provide documentation evidencing current enrollment in a federal work authorization program (e.g. electronic signature page from E-Verification program's Memo of Understanding (MOU)).

2
5**TRANSIENT EMPLOYER LAW - REQUIRED ONCE AWARD IS MADE IF APPLICABLE**

A nonresident or foreign companies who employ people in Missouri must provide:

1. A certificate from the Missouri Director of Revenue showing compliance with the Transient Employer Law (285.230 R.S.Mo. et seq.); or
2. Proof of exemption from Section 285.230 R.S. Mo.

A Certificate of Compliance or proof of exemption must be submitted to Christian County in regards to the transient employer law. Questions? See <http://dor.mo.gov/business/register/or> call (573) 751-0459.

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AFFIDAVIT FOR ANTI-DISCRIMINATION AGAINST ISRAEL ACT - REQUIRED ONCE AWARD IS MADE

Statutory Requirement: Section 34.600, RSMo, precludes entering into a contract with a company to acquire products and/or services “unless the contract includes a written certification that the company is not currently engaged in and shall not, for the duration of the contract, engage in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel.” Exceptions: The statute provides two exceptions for this certification:

- 1) “contracts with a total potential value of less than one hundred thousand dollars” or
- 2) “contractors with fewer than ten employees.” Therefore the following certification is required prior to any contract award.

Section 34.600, RSMo, defines the following terms: Company - any for-profit or not-for-profit organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company, or other entity or business association, including all wholly-owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of those entities or business associations. Boycott Israel and Boycott of the State of Israel - engaging in refusals to deal, terminating business activities, or other actions to discriminate against, inflict economic harm, or otherwise limit commercial relations specifically with the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel, that are all intended to support a boycott of the State of Israel. A company’s statement that it is participating in boycotts of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel, or that it has taken the boycott action at the request, in compliance with, or in furtherance of calls for a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel shall be considered to be conclusive evidence that a company is participating in a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel; provided, however that a company that has made no such statement may still be considered to be participating in a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel if other factors warrant such a conclusion.

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Invoices

Please note that all invoices for the Sheriff's Office will be sent directly to:

Christian County Sheriff's Office
110 W. Elm Street, Room 70
Ozark, Missouri 65721

or invoices can be emailed to: sheriff@christiancountysheriff.net

Bid Lines

1 INMATE PHONE CALL

ENTER PRICING THAT WOULD BE IN EFFECT IN THE STATE OF MISSOURI ON AUGUST 28, 2025.

Quantity: 1 UOM: MINUTE (in effect August 28, 2025). Price: Total:

Item Notes: Please note it is the vendor's responsibility to verify pricing with the State of Missouri rulings.

2 VIDEO VISITATION - ONSITE

Quantity: 1 UOM: MINUTE Price: Total:

3 VIDEO VISITATION - REMOTE

Quantity: 1 UOM: MINUTES Price: Total:

4 VIDEO MESSAGING.

Please provide the price you would charge for a 3 minute video message.

Quantity: 1 UOM: PER 3 MINUTE VIDEO MESSAGE Price: Total:

Item Notes: **You may explain in your proposal how you calculate your costs on video messaging under ATTRIBUTES #9.**

This #4 Line Item is for comparison purposes.

5 SMS

Using your cost on SMS, how much do you charge total for a 160-character message?

Note: On average, the standard SMS message length limit is 160 characters.

Quantity: 1 UOM: LOT SMS - 160 character message Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #5 Line Item is for comparison purposes.

6 MMS

Using your cost on MMS - How much do you charge for a 1600-character message?

Note: On average, the standard MMS message length limit is 1600 characters.

Quantity: 1 UOM: LOT MMS - 1600 character message Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #6 Line Item is for comparison purposes.

7 INMATE EMAIL PER MESSAGE - using 280 characters for an email, please provide your cost for the ONE email.

Quantity: 1 UOM: Per 280 character Email Message Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #7 Line Item is for comparison purposes.

**8 INVESTIGATIVE DATA MINING SOFTWARE
(RECORDS RETENTION AND SOFTWARE)**

Based on 130 inmates, provide the billable annual cost of this service to the County.

Quantity: 1 UOM: YEAR Price: Total:

Item Notes: DO NOT include any offsetting bonus/commission in the LINES ITEM tab. The County wants to know **what we will be billed annually for the Investigative Data Mining Software.**

You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #8 Line Item is for comparison purposes.

9 LEGAL LIBRARY

Using 130 inmates as an average, provide the billable **annual cost** of this service to the County.

Quantity: 1 UOM: YEAR Price: Total:

Item Notes: DO NOT include any offsetting commission in the LINES ITEM tab. The County wants to know **what we will be billed annually for the Legal Library.**

You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #9 Line Item is for comparison purposes.

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PREMIUM CONTENT (MOVIES) 105 MINUTE MOVIE.

Using 105 minutes as an example for a premium movie, provide your cost.

PER MOVIE - 105 Minutes
Quantity: 1 UOM: Long Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #10 Line Item is for comparison purposes.

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PREMIUM CONTENT (GAMES)

Provide the cost of one premium game for 60 minutes of usage.

PER GAME USAGE - 60
Quantity: 1 UOM: MINUTES Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #11 Line Item is for comparison purposes.

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PREMIUM CONTENT (SONGS)

Provide the cost of premium music for 180 minutes of usage.

Per Premium Music for 180
Quantity: 1 UOM: Minutes Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #12 Line Item is for comparison purposes.

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EBOOKS

Provide the cost of one premium e-book or 300 minutes of usage of an e-book.

PREMIUM E-BOOK - 300
Quantity: 1 UOM: MINUTES TO READ Price: Total:

Item Notes: You may explain in your proposal how you calculate your costs under ATTRIBUTES #9.

This #13 Line Item is for comparison purposes.

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LOBBY VISITATION KIOSKS

Quantity: 2 UOM: EA Price: Total:

Item Notes: Note: At this time we have 2 Lobby Visitation Kiosks.

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INMATE VIDEO KIOSKS

Quantity: 15 UOM: EA Price: Total:

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WALL CHARGERS

Quantity: 2 UOM: EA Price: Total:

1 7	TABLETS
	Quantity: <u>120</u> UOM: <u>EA</u> Price: \$0.00 Total: \$0.00
	Item Notes: At this time, we have on hand 120 tablets.
	Note: Tablets will be replaced by the vendor as needed at no charge.

1 8	OPTIONAL ONLY:
	INMATE MAIL SCANNING SOFTWARE
	This may or may not be considered.
	Quantity: <u>1</u> UOM: <u>EA</u> Price: \$0.00 Total: \$0.00
Item Notes: This may or may not be considered.	

Response Total: \$20.30

COMMISSION ORDER# 2025-09-25-01

The County shall update the mileage totals and related percentages for all districts below:

COUNTY AID ROAD TRUST (CART)				
	EXISTING MILEAGE	EXISTING %	PROPOSED MILEAGE	PROPOSED %
COMMON 1	297.51	34.91%	273.51	33.12%
COMMON 2	280.69	32.93%	285.20	34.53%
BILLINGS SPECIAL	103.25	12.11%	103.25	12.50%
GARRISON SPECIAL	24.00	2.82%	15.88	1.92%
OZARK SPECIAL	102.97	12.08%	101.12	12.24%
SELMORE SPECIAL	27.50	3.23%	30.50	3.69%
SOUTH SPARTA SPECIAL	11.10	1.30%	11.10	1.34%
STONESHIRE	5.30	0.62%	5.30	0.64%
TOTAL ROADS	852.32	100.00%	825.86	100.00%

15% OF TOTAL WILL STILL BE DISTRIBUTED TO THE BRIDGE FUND, PER STATE STATUTE



Lynn Morris, Presiding Commissioner



Johnny Williams, Western Commissioner



Bradley A. Jackson, Eastern Commissioner

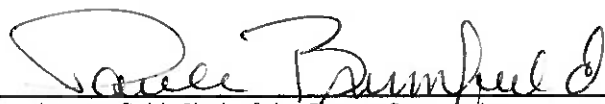
9-25-25
Date

9-25-25
Date

9-25-25
Date

IN TESTIMONY WHEREOF I, have hereunto set my hand and
affixed the seal of said Commission, at my office in Christian
County this, the 25th day of September, 2025.





Paula Brumfield, Clerk of the County Commission

COMMISSION ORDER#

2025-09-25-02

The County shall update the mileage totals and related percentages for all districts below:

ROAD & BRIDGE SALES TAX				
	EXISTING %	EXISTING APPORTIONMENT	PROPOSED %	PROPOSED APPORTIONMENT
COMMON 1	30.98%		33.12%	
COMMON 1 BUDGET APPORTIONMENT		\$17,708.33		\$22,000.00
COMMON 2	30.39%		34.53%	
COMMON 2 BUDGET APPORTIONMENT		\$17,250.00		\$22,000.00
AMOUNT TO REMAIN IN POOL				
AMOUNT TO REMAIN IN FUND				

Summary of Changes: Percentages to align with total mileage, change in apportionment total to distribute more funds from fund balance and change text from "Amount to Remain in Pool" to "Amount to Remain in Fund."

Lynn Morris, Presiding Commissioner

Date _____

Johnny Williams, Western Commissioner

Date _____

Bradley A. Jackson, Eastern Commissioner

Date _____

IN TESTIMONY WHEREOF, I, have hereunto set my hand and affixed the seal of said Commission, at my office in Christian County this, the 25th day of September, 2025.



Paula Brumfield, Clerk of the County Commission



Christian County Commission Proclamation

Missouri Good Neighbor Week – September 28 through October 4, 2025

Whereas the County of Christian, the fastest growing county in the state, is dedicated to making Christian County the best place to live, raise a family, work, own a business or retire.

Whereas the County's values define who we are and how we will accomplish our mission and vision, providing peace, security, and stability for the citizens of Christian County.

Whereas the state of Missouri has designated the week of September 28th to October 4th as Missouri Good Neighbor Week, a time to encourage and celebrate acts of kindness and connection within our community; and

Whereas the County of Christian is home to nearly 100,000 citizens who volunteer their time, talent, and resources to improve our county through area initiatives, civic organizations, and everyday acts of kindness; and

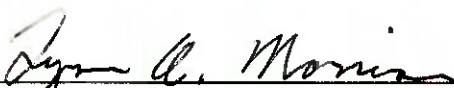
Whereas these acts of community engagement, whether large or small, contribute to a sense of belonging, a shared vision, and the collective wellbeing of all who live, work, and play in Christian County.

Now, Therefore, I, Lynn A. Morris, Presiding Commissioner, of Christian County Missouri, with Western Commissioner Johnny Williams and Eastern Commissioner Bradley A. Jackson, do hereby proclaim the week of September 28th through October 4th, 2025, as:

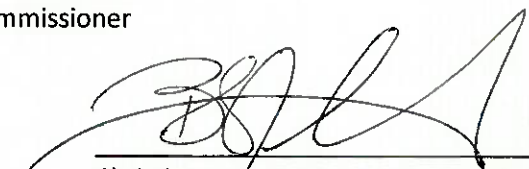
"GOOD NEIGHBORS WEEK"

in the County of Christian and recommend that the citizens of Christian County recognize the significance and contribution that engaged neighbors demonstrate what it means to love their neighbors and community.




Christian County Presiding Commissioner
Lynn A. Morris


Christian County Western Commissioner
Johnny Williams


Christian County Eastern Commissioner
Bradley A. Jackson