



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