

PROPOSAL

Detailed Response Bid Number 25-085

Christian County
Sheriff's Office





Encartele, Inc.

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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.

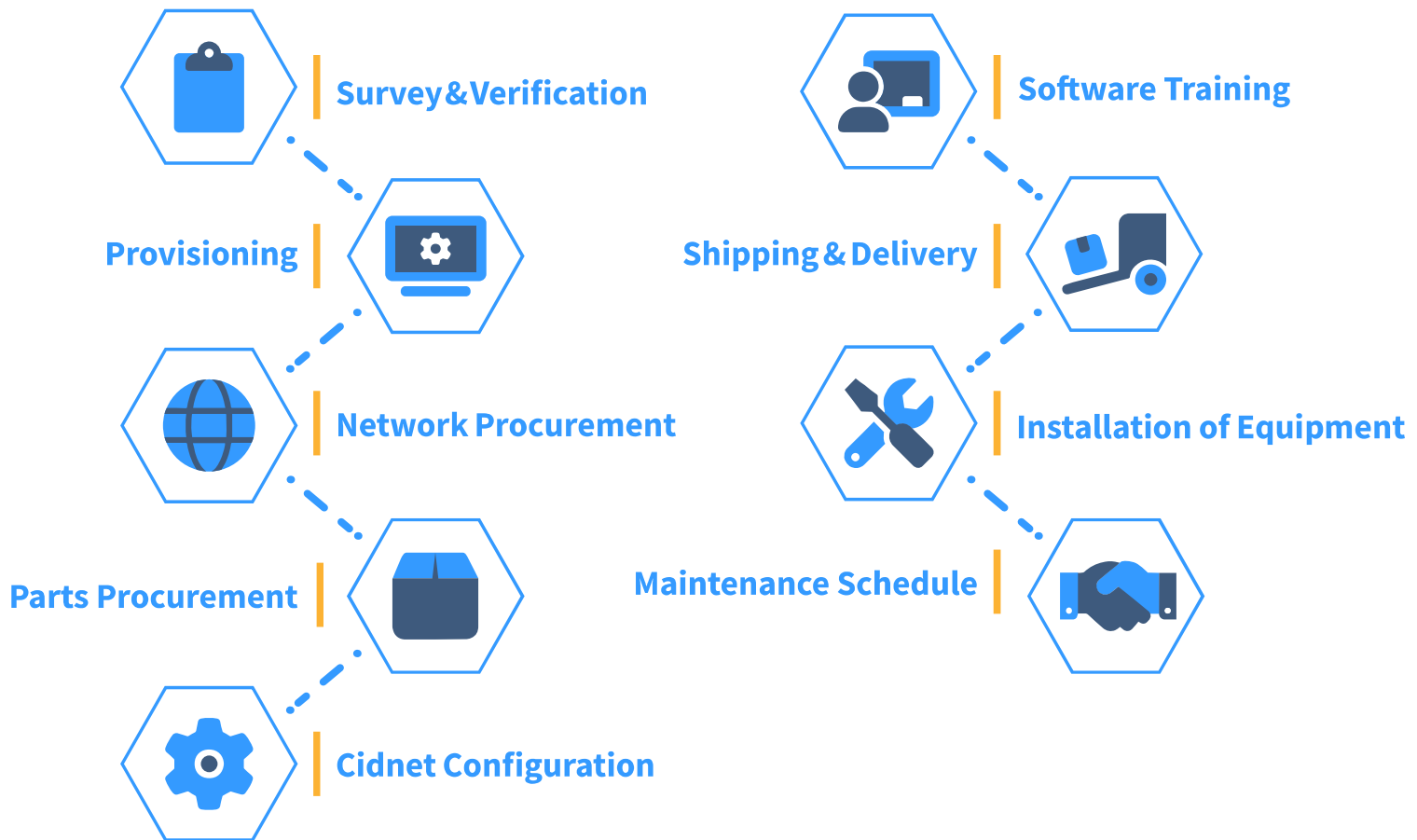
8. Provide a detailed transition plan, if applicable. Include milestone dates.



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