



GRAND TRAVERSE COUNTY SHERIFF'S OFFICE

Michael D. Shea, Sheriff • Randy Fewless, Undersheriff

Administration

851 Woodmere Avenue, Traverse City, MI 49686-3349 • (231) 995-5000 • FAX (231) 995-5010

Corrections

320 Washington Street, Traverse City, MI 49684-2583 • (231) 922-4530 • FAX (231) 922-4415

GRAND TRAVERSE COUNTY SHERIFF'S OFFICE

REQUEST FOR PROPOSALS INMATE COMMUNICATIONS SYSTEMS

The Grand Traverse County Sheriff's Office is requesting proposals from qualified vendors to provide Inmate Communications Systems, to include the following systems, at the Grand Traverse County Jail: inmate telephone, video visitation, inmate digital request and grievance forms, jail to inmate communication platform and mobile tablets. The services will be from January 1, 2027, through December 31, 2029.

The following timeline will be in effect for this Request for Proposal:

July 22, 2026, at 2:00 p.m.	Pre-Bid Conference (mandatory)
By Appointment	Jail Walkthrough
By Appointment	Vendor Demonstrations (highly recommended)
August 5, 2026, at 4:00 p.m.	Sealed proposals due
September 23, 2026,	Projected Award Date
January 1, 2027,	Projected Service Start Date

Sealed proposals must be submitted by August 5, 2026, at 4:00 p.m. in clearly identified sealed packets (Original and 4 copies) to:

Grand Traverse County Sheriff's Office
320 Washington Street
Traverse City, MI 49686
ATTN: Captain Jimmy Argyle
"Inmate Communications Systems"

Questions concerning proposals can be made to:

Captain Jimmy Argyle

Jail Administrator

Phone: 231-922-4535

Email: jargyle@gtsheriff.org

PART I GENERAL INFORMATION

PURPOSE

Grand Traverse County is requesting proposals from qualified vendors to provide an Inmate Communication System at the Grand Traverse County Jail, located at 320 Washington Street, Traverse City, MI 49684.

AGENCY DESCRIPTION

The Grand Traverse County Jail has a capacity of 168 inmates. The Average Daily Population (ADP) of the Grand Traverse County Jail is listed in the following table. The 2020 and 2021 ADP counts were lower than previous years due to the COVID-19 pandemic.

Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Count	168	160	159	144	143	114	124	143	160	151	141

- Current Inmate Telephone Vendor:
Combined Public Communications (CPC) is currently providing inmate telephone and video visitation services to Grand Traverse County.
- Current Commissary/Resident Banking Vendor:
Canteen Services is currently providing commissary and resident banking services to Grand Traverse County.
- Current Jail Management System (JMS):
New World Systems is the current jail management system.
- The current number of inmate telephone/kiosks in the facility is as follows:
17-In Cell Inmate Phones/Visitation Kiosks
2-Intake Area Inmate Phone/Visitation Kiosk
3-Jail lobby Public Phones/Visitation Kiosks
2-Cordless Phones for Inmate Phone Calls (Intake Area)

ISSUING OFFICE

This RFP is issued by Grand Traverse County (issuing office). Mr. Nathan Alger, County Administrator, would be the point of contact for the purposes of contract administration for the successful bidder. For technical assistance regarding services provided to the Grand Traverse County Jail, the point of contact is Captain Jimmy Argyle, Grand Traverse County Jail, 320

Washington Street, Traverse City, Michigan 49684, (231) 922-4535. Questions concerning the RFP should be directed at Captain Argyle.

CONTRACT AWARD

Contract negotiations will be undertaken with the vendor whose proposal shows them to be the best qualified, responsible, and capable of providing the necessary services to the County. The cost of services will also be considered.

The contract that may be entered into will be that which is most advantageous to the County's needs and other factors considered. The County reserves the right to consider proposals or modifications received at any time before award is made, if such action is in the best interest of the County. The vendor will provide a proposed contract as part of this RFP.

All decisions regarding the award of the contract will ultimately be made by the Grand Traverse County Board of Commissioners.

REJECTION OF PROPOSALS

The County reserves the right to reject any and all proposals received, to waive any informalities in bids, and to accept the proposal that is in the best interest of the County. The County does not intend to award a contract solely on the basis of any response made to the request or otherwise pay for the information solicited or obtained. Contract award will not necessarily go to the proposal with the lowest price, but to the proposal which best demonstrates the ability to fulfill the requirements of the Contract Specifications contained in the Formal Bid Documents.

WITHDRAWAL OF PROPOSALS

After deposit of the bid with Grand Traverse County, no bidder may withdraw their bid for a period of sixty (60) days after the final date to submit bids. If not accepted within such period, such bid may be withdrawn without prejudice any time thereafter. A bidder for a contract with the County may withdraw their bid from consideration at any time if the price bid was substantially lower than the other bids provided that the bid was submitted in good faith, and the reason for the price bid being substantially low was a clerical mistake, as opposed to a judgment mistake, and was actually due to an unintentional and substantial arithmetic error. Notice of a Claim of Right to Withdraw such bid must be made in writing and filed with the County within two (2) business days after the final date to submit bids.

INCURRING COSTS

Grand Traverse County is not liable for any cost incurred by the vendor prior to the issuance of a contract.

PRE-PROPOSAL CONFERENCE

A **Mandatory** Pre-Proposal Conference is scheduled for Wednesday July 22, 2026, at 2:00 p.m. at the Grand Traverse County Jail, 320 Washington Street, Traverse City, MI 49684. The purpose of this conference will be to discuss with prospective vendors the work to be performed, the services required, and to ask for questions concerning the RFP. The conference will be held virtually as well for those who wish to attend in that format. Your virtual attendance must be arranged and approved in advance by contacting the jail Administrator.

INQUIRIES

Questions that arise from the RFP process which require a written response must be submitted in writing to the Jail Administrator and clearly identified as "Inmate Communications Services". All questions must be submitted in writing (email acceptable) before Thursday, July 30, 2026. Answers to questions will be provided in a reasonable timeframe. Submitted questions and responses will be sent to all vendors who attended the pre-proposal conference.

ADDENDA TO THE RFP

In the event it becomes necessary to revise any part of this RFP, addenda will be provided to all vendors who received the original RFP.

RESPONSE DATE

To be considered, proposals **(original and 4 copies)** must be submitted to:

Inmate Communications Services Grand Traverse County Sheriff's Office, 320 Washington Street, Traverse City, MI 49684 ATTN: Captain Jimmy Argyle

Proposals must be received on or before August 5, 2026, at 4:00 p.m. Vendors mailing proposals should allow normal delivery time to ensure timely receipt of their proposals. It is the sole responsibility of the vendor to ensure timely delivery of the proposal prior to the proposal due date and time. Delays caused by any delivery service, including the U.S. Postal Service, will not be grounds for an extension of the RFP due date and time. Postmarks will not be considered.

Proposals arriving after the submission deadline will not be accepted except for at the discretion of the Jail Administrator. If not accepted, such proposals may be returned to the vendor unopened.

Proposals sent by facsimile or e-mail will not be accepted. Responses received at any location other than the aforementioned will not be considered.

Proposals will be opened on August 6, 2026. Proposals will then be reviewed by an evaluation team for recommendation to the County Board of Commissioners at a later date.

PROPOSALS

Grand Traverse County is requesting qualified vendors to bid on the listed scope of services for which you are qualified and have capabilities of delivering in accordance with this RFP.

To be considered, Vendors must submit a complete response to this RFP using the proposal format outlined. Each proposal must be submitted with an **original plus four copies (total of 5)** to the place identified previously. The vendor will make no other distribution of the proposals. Proposals must be signed by an official authorized to bind the vendor to its provisions. For this RFP, the proposal must remain valid for at least 90 days.

ACCEPTANCE OF PROPOSAL CONTENT

The contents of the proposal of the successful bidder, as mutually modified, amended or supplemented, shall become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

INTERVIEW / ORAL PRESENTATION

The County may request an interview and/or oral presentation of any vendors who submit a proposal. These meetings provide opportunities for County officials to ask questions and for the bidder to clarify their proposal or demonstrate their product. The Jail Administrator will schedule these presentations if requested. Said presentations may include presentation(s) to the County Board of Commissioners.

PRIME CONTRACTOR RESPONSIBILITIES

The selected vendor will be required to assume responsibility for all services offered in their proposal whether or not they possess them within their vendor. Further, The County will consider the selected vendor to be the sole point of contact with regard to contractual matters, including personnel, equipment, software, records, and payment of any and all charges/revenues resulting from the contract.

NEWS RELEASES

News releases pertaining to this RFP or the service, study or project to which it relates will not be made without prior County approval and then only in coordination with the Issuing Office.

DISCLOSURE OF PROPOSAL CONTENTS

Proposals are subject to disclosure under the Michigan Freedom of Information Act. Proposals also may be included in information provided to the County Board of Commissioners and public as part of an Open Meeting.

PART II PROPOSAL

PROPOSAL FORMAT

All proposals should be presented in the following format:

1. Cover Letter - Introducing the vendor and providing a brief synopsis of their experience in providing the services being requested in the RFP.
2. Executive Summary- Briefly outlining the vendor's response to the RFP, their qualifications and other pertinent information which might assist the evaluation team in evaluating the vendor's proposal. This must include the number of hours per week the vendor plans to be engaged in services with inmates at the Grand Traverse County jail.
3. Letter of Transmittal - Containing the following information:
 - Company which will be providing the services required in the RFP and identifying any subcontractors which may be used.
 - Point of contact for RFP clarification or additional information.
 - Person authorized to legally obligate the vendor.
 - Contact information which must include name, address, phone, and fax or email.
 - Statement of no inducement: a statement certifying that no attempt has been made or will be made by the vendor to induce any other person or vendor to submit or not to submit a bid with regard to this RFP. Furthermore, this statement must certify that the bid contained herein is submitted in good faith and not pursuant to any agreement or discussion with, or inducement from, any vendor or person to submit a complementary or other non-competitive bid.
 - Statement of no investigation/conviction: a statement certifying that the bidder, its affiliates, parent company, subsidiaries, officers, directors, subcontractors, and employees are not currently under investigation by any governmental agency and have not in the last five years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, which, involves conspiracy or collusion with respect to bidding or the performance of any public contract.
4. Vendor's Experience – Given the project objectives, the firm shall demonstrate an established competence with respect to providing inmate communications systems at Correctional Facilities. It is preferred that the firm have a minimum of five (5) years of experience in providing inmate communication systems.

Any item not specifically mentioned but necessary for the delivery and operation of the proposed system shall be included in this proposal. These specifications and requirements should be in sufficient detail to secure proposals on comparable services.

The requirements listed herein should be met by all vendors' proposals. In instances where the proposal differs from these requirements, vendors shall note the difference and describe in detail how their proposal will meet the County's needs without including this specific requirement. Failure to meet these requirements may be cause for rejection of the vendor's proposal at the County's discretion.

Note: The County reserves the right to select any or all of these services as part of their final Jail Inmate Communications Systems contract with the successful vendor.

Proposals should include (in this section) a list of qualifying experience, including locations, client organizations and the number of years of providing service to the location. Additionally, include the name, address, and phone number of the responsible official of the client who may be contacted.

5. Vendor 's Insurance Requirements - Vendor shall furnish Grand Traverse County with certificates of insurance indicating proof of insurance and level of insurance in the following areas:

- Workers Compensation as required by applicable law
- Employer' s Liability
- Commercial General Liability/Comprehensive
- Civil Rights Insurance
- Commercial Automobile Liability

6. Indemnification - The vendor shall state that it will hold harmless and will defend and indemnify Grand Traverse County, its officers and employees, from all claims of bodily injury, including death and property damage arising from or alleged to be caused by Grand Traverse County's acts or omissions related to the performance of the contract.

7. Litigation History - Contractors shall disclose any and all litigation history within the past five years.

Contractors who have litigation history outside of five years must provide information on twelve (12) of the most recent cases to include those within the past five years. For example, you have 11 cases in the past five years and an additional case six years ago. You must provide information on the cases within five years and the most recent in the sixth year.

8. Billing Procedures - The contractor will describe their vendor's billing procedures in detail. The proposal should include a sample invoice and detailed explanation.

9. Patent & Copyrights

- The Vendor will hold harmless the County, its officers, and employees against all claims that machines or software supplied infringe a U.S. patent or copyright. The Vendor further

asserts that the equipment and software proposed does not infringe on any U.S. patent or copyright.

- Disclose Vendor Patents your company holds or has developed.
- Please supply patent information for proposed equipment or software, where applicable to the inmate communications systems.

SCOPE OF SERVICES – GENERAL

Any item not specifically mentioned but necessary for the delivery and operation of the proposed system shall be included in this proposal. These specifications and requirements should be in sufficient detail to secure proposals on comparable services.

The requirements listed herein should be met by all vendors' proposals. In instances where the proposal differs from these requirements, vendors shall note the difference and describe in detail how their proposal will meet the County's needs without including this specific requirement. Failure to meet these requirements may be cause for rejection of the vendor's proposal at the County's discretion.

The successful vendor shall provide, install and maintain all of the associated inmate communications systems, equipment and related software at no charge as part of the contract. The Vendor will be responsible for all costs related to disconnections of system components at the conclusion of the contract term.

Vendor warrants that all repairs will be made at its expense. Vendors shall make all reasonable efforts to ensure that the communications systems are operational and repaired as quickly as possible in the event of failure.

The County will have no liability to the Vendor for fraud, theft, vandalism/damage or loss of the Vendor's equipment inflicted by the inmates or the public. All costs associated with the repair and replacement will be the responsibility of the Vendor.

Note: The County reserves the right to select any or all scope of services as part of their final Inmate Communications Systems Services contract with the successful vendor.

SCOPE OF SERVICES – INMATE TELEPHONE

It is the intent of these specifications to obtain proposals from qualified vendors to provide local and long-distance telephone service, including necessary hardware, software and recording/monitoring systems:

1. General Requirements

- The system will be a Web-Browser based, easy to use application.
- The proposed system shall allow outgoing calls only.

- The proposed system shall allow inmate calls to be restricted to 15 minutes. Grand Traverse County representatives must be able to change this call duration limit by inmate PIN, specific telephone, or group of telephones.
- The users – inmate and called party – shall be notified of limit in advance of the system terminating the call.
- Vendor shall supply one TTY phone to the Grand Traverse County Jail.
- The proposed system must require active acceptance by the called party.
- The proposed system shall include user prompts in English and Spanish in addition to other languages that may be requested by the County.
- The vendor will need to have a program that will proactively attempt to set-up an account for individuals who are not able to accept collect calls, enabling families to quickly communicate with incarcerated individuals. Please describe your program.
- Vendors must notify end user when they have reached 75% of its site or personal credit limit and describe process.

2. Personal Identification Number (PIN)

- The proposed system shall utilize Personal Identification Numbers (PIN) for the inmates.
- The PIN is generated from integrated Trust Account Software defaulted to MM/DD. The inmate telephone system shall interface with the jail's commissary/resident banking vendor to allow for tracking of phone calls by PIN and allowing the inmate to access their resident bank account status and to purchase commissary items using the inmate telephone system.
- Inmates will need capability to re-set their passwords themselves.
- The County must be able to restrict calls based on the inmate's PIN. This includes call duration, time of day, and destination numbers.
- The proposed system shall provide a method of verifying the inmate's PIN to guard against fraudulent PIN use through voice verification. Provide a detailed description of your solution.
- List facilities where this type of interface has been implemented successfully.

3. Fraud Management

- The proposed system shall detect and prevent three-way or conference calls, except for those calls to attorneys or other approved numbers. We understand that there are industry patents in this area. Please provide a description of the process you have deployed on your platform and why you feel the technical approach provides the best 3-way detection solution.
- The proposed system shall prevent the inmate from receiving a second dial tone, or "chain-dialing."
- The proposed system shall detect any extra digits dialed by the inmate after the party has accepted the call. Please describe process.
- The proposed system shall brand each call with the name of the facility and the inmate placing the call.

- The proposed system shall continue to play the brand recording at random intervals throughout the call.
- The proposed system shall guard against “hook-switch calling,” and other fraudulent activities. Please describe.
- The inmate shall not communicate with the called party until the call has been accepted.
- The system shall detect the difference between an accepted call, and an answering machine, busy signal, or other telephone activity. Please describe.
- The proposed system shall allow “call blocking” of specific numbers by inmate PIN, telephones, or group of telephones.
- The proposed system shall also assign approved calling numbers according to inmate PIN.
- The proposed system shall permit the called party to block all future calls from a correctional facility.

4. Call Acceptance

- The proposed system shall alert the called party of the per-minute cost of the call prior to acceptance.
- The called party must actively accept the call.
- The inmate cannot communicate with the called party until the call has been accepted.
- Billing does not begin until the call is accepted.

5. Voice Biometrics & Other Investigative Tools

- The proposed system shall have the capabilities to provide a voice biometric feature, which will assist in authenticating an individual’s identity. Please describe any alternative biometric features available that can authenticate the inmate without adding or running additional equipment, cable or power.
- The system will need to be equipped with a remote call-forwarding feature for those numbers that are under surveillance by the investigative unit. The feature will need to allow authorized personnel to monitor a call, from any designated remote location, while the call is in progress. The call will need to be automatically re-routed once the call is accepted by the called party and in progress.
- There cannot be any distance barriers to the retrieval process so the remote telephone number can be located within the facility or across the country.
- The inmate calling system will need to be able to interface with the facility’s LAN (Local Area Network) allowing access to all features and tools from existing desktop computers.
- The system will also need to allow for immediate, real-time live monitoring of calls in progress via either the vendor-provided multi-media PC workstation or predetermined desktops on the LAN throughout the county, including but not limited to, City Police Department, Sheriff’s District Offices and other locations as determined by the county.
- Please provide any other additional investigative tools, features or creative solutions that might be available to Grand Traverse County.

6. Reports

- The vendor shall supply the capability for the facility to view and track call activity, commission information, and facility service requests from practically any location at any time via a web accessible site.
- The vendor shall supply call detail reports to the County. These reports shall contain a variety of call information and be customizable to suit the County's needs.
- Standard reports should include: frequently dialed numbers, 3-way call attempts, and call volume by telephone.
- Vendor shall supply monthly revenue reports.
- Vendor shall attach samples of their call detail and other standard reports.
- Vendor shall provide a secure access to all calling activities within the facility via the internet/web.
- The hosted site will need to provide an interface that will allow a facility to view call detail reports, check and track facility commission data, and schedule monthly payments.
- This system should also allow facilities to open and/or view the status of service tickets.

7. System Security

- The proposed system must be programmed for auto "turn-on" and "shut off" at times designated by the County.
- The County personnel must be able to manually shut down individual telephones or the entire system in case of emergency.
- The proposed system shall be password protected to permit only appropriate facility personnel access to the system.
- For security purposes, the system must be a centralized, non-premise system that will keep all records secure and not require the need to maintain at the facility. Describe your system and how your system will meet this requirement.

8. Service & Maintenance (Inmate Telephones and Visitation Phones)

- Vendor shall provide 24-hour, toll-free service number.
- Vendor shall address all major service outages within four hours.
- Vendor shall provide service policies and procedures as an attachment to this proposal.
- Describe the maintenance and quality assurance programs for telephones to be installed.
- It is solely the vendor's responsibility to provide installation and maintenance which includes all wiring at the detention facilities as well as any additional wiring required to facilitate visitation recording and monitoring.
- Detail equipment installation charges, if any.
- Describe the maintenance and quality assurance programs for telephones to be installed.
- Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.

- Provide a contact person who will be responsible for ongoing account management and support.
- List the service office responsible for this facility.

9. Installation and Cut over

- The contractor will provide inmate phone sets, the remote administration station and the automated inmate call control system, install the visitation recording sets, remote system access via the LAN and the system and ensure that they are working properly. This installation is to be completed within thirty (30) days after award of the contract.
- A bidder shall submit a complete and detailed schedule of the timeframe required for installation, utility coordination, training, cut-over and testing. The system must be installed in a manner and under a timeframe designed to minimize disruption of the normal functioning of the facilities.
- If the schedule cannot be met within the thirty (30) days stated above, contractor must propose an installation schedule of events. Failure to state installation time in the bid will obligate the contractor to complete installation as required in the bid. Extended installation time may be considered when in the best interest of the county.
- Any delay in the implementation of the contractor's schedule that is caused by the County will increase the contractor's time allowance to complete installation, but the contractor must submit a complete and detailed schedule of additional time required.
- The risk of loss and or damage will be assumed by the contractor during shipment, unloading and installation.

10. Call Monitoring & Recording

- The proposed system shall maintain 365 days of call recording online.
- Facility personnel must be able to search call recordings by dialed number, date, time, inmate account, or site ID.
- Facility personnel must be able to simultaneously listen to and record conversations.
- Recordings must be backed for archival. Please describe system utilized.
- The system shall have integrated visitation phone recording capabilities.

11. Payment Options

- The proposed system shall allow collect calls only.
- The proposed system shall provide a debit account for inmates' families and other approved parties.
- All prepaid calls will be subject to the same restrictions and features as standard inmate collect calls.
- The called party shall be informed of the per-minute cost of the call prior to accepting the charges.

- The proposed vendor shall have a system in place that will allow inmate families and friends to set up alternate billing methods directly with the vendor. Two of the methods the County would like to see offered are:
 - a) The vendor should have a system in place that will allow inmate families and friends to set up an account directly with the vendor.
 - b) The vendor should have an advance payment system. This system should allow customers to prepay for calls from the facility.
 - The system should allow for the use of pre-paid calling cards. Please describe how this system would operate.
 - The system shall interface with the existing Jail Management System (JMS) and existing Commissary/Resident Banking Vendor to allow the inmate to purchase telephone time through the commissary.

12. Equipment (Telephones)

- The proposed inmate telephone system shall be a turnkey, non-coin telephone system and service.
- The vendor shall provide non-coin, collect call, and inmate telephones composed of durable, tamper-free equipment suitable for jail environments. Equipment must not contain any removable parts.
- The proposed system must be able to utilize the current PCs that are available at the County without the need for additional PCs.
- The proposed system shall have the ability, as authorized by the Sheriff's Office, to monitor live or listen to previously recorded calls at the Sheriff's District Offices.
- The proposed system software shall be based on security level and password protected.
- All vendor equipment shall comply with FCC regulations.
- The proposed equipment and system shall be scalable to meet the County's growing needs.
- Vendor equipment shall include a backup power supply.
- Disclose, with percentages clearly shown, what work is or will be subcontracted, and what work is or will be performed by the Vendor's employees.
- Indicate your firm's ability to provide the facility with a system that will integrate with the County's computer, monitor, and programming to integrate with the inmate telephone system. Indicate the ability of the system to identify:
 - a) Telephone number of originating calls
 - b) Time of call
 - c) Telephone number called
 - d) Most frequently called numbers
 - e) Length of call
 - f) Identify numbers called from a specific telephone number (PIN)
 - g) Identify telephone numbers called by a specific inmate
 - h) Multiple calls from different inmate phones to the same number

- Indicate your system's ability to be monitored from any PC with proper access permissions.

13. Equipment (Visitation Phones)

- The vendor shall provide inmate visitation telephones composed of durable, tamper-free equipment suitable for jail environments. Equipment must not contain any removable parts.
- The visitation phone system shall be identified by visiting station.
- Visitation conversations shall be recorded and retrievable by date, time, and visitation station.
- The proposed system shall have the ability, as authorized by the Sheriff's Office, to monitor live or listen to previously recorded conversations at the Sheriff's District Offices.
- All vendor equipment shall comply with FCC regulations.
- The proposed equipment and system shall be scalable to meet the County's growing needs.
- Vendor equipment shall include a backup power supply.
- Describe how your inmate visitation phones will operate.

14. Fees, Rates & Commission

- The system will need to have the capability to inform the called party of the call cost prior to acceptance.
- The rates charged to users shall not exceed the tariffs as mandated by the Public Utilities Commission for all services. Please provide a copy of the rates that will be charged. Rates charged will be in compliance with state and federal regulatory requirements.
- The vendor shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.
- The vendor shall be responsible for any and all billing disputes, claims, or liabilities that may arise in regard to its provisions of this contract.
- Vendor billing to called parties must include the vendor information and a toll-free telephone number to resolve billing disputes.
- Billing charges shall begin at the time of the call completion when the calling party is connected to the called party and shall be terminated when either party hangs up. Incomplete calls such as network intercept recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. shall not be billed.
- Under no circumstances will the commission rate be adjusted lower than the rate agreed to at contract award, nor will the County be obligated to renegotiate any portion of this contract as a result of an increase to the commission rate.
- The commission rate shall be based on Gross Revenue. Gross revenues shall be defined as total billable minutes without any allowances or deduction for fraud, line charges, and equipment charges, other collectible or uncollectible charges.
Vendors shall include a detailed analysis as to how they determine gross revenue.
- Option for no-charge inmate phone calls is requested.

15. Commission Structure

Please provide information on the commission structure. Include the following within your response:

- What is the percentage of commission you will pay Grand Traverse County? Failure to state proposed commission percentage will result in rejection of proposal.
 - Explain in detail the method used to calculate revenue to the County (e.g., gross revenue, adjusted gross revenue, net revenue).
 - State applicable deductions from Gross Revenue before calculating the County's revenue (i.e., uncollectible calls, total calls, access line charges, clearing house charges, RBOC, LIDB, etc.).
 - Method of reporting the calculation of the County's commission payment.
- a) Provide samples of proposed reports.
- b) Is there a charge for customized reports?
- c) If yes, provide amounts.
- Describe collection procedures.
 - a) The County will reserve the right to: audit collection procedures and commission computations and to terminate the contract if repeated inaccuracies in either procedures or computations are revealed.
 - b) What types of reports are available to Grand Traverse County to audit commission payments? Provide samples of reports.
 - c) Grand Traverse County requires detailed reports of placed, accepted, local and long-distance calls.
- Describe the procedure for handling uncollectible revenue. State whether this expense reduces County commission and, if so, specify in what manner.
 - Describe the procedure for billing.
 - a) Describe your billing process and who handles billing.
 - b) Will there be any handling fees charged to the County?
 - c) Are there any deductions from revenues?
 - Provide vendor proposed calling rates for Local, Intra-LATA, Inter-LATA, and Interstate calls. If you do not use these areas for rate determination, explain how your rates are determined.
 - Provide a sample contract that your company would propose the county enter into if selected as the vendor for this service.

SCOPE OF SERVICES - VIDEO VISITATION SERVICES

Provide remote and onsite system for video face-to-face visits between inmates and inmates' friends and family members.

System capabilities:

- Customization for automatic or agency approved visit sessions.
- Real time monitoring of visitation session.
- Agency and user scheduling.
- Facial recognition/background redaction.
- Vendor storage of video visit content and agency access for playback and downloading.

Provide explanation on data storage and access.

- Agency ability to block user access.
- Video visitation sessions at no charge for professional visits. Explain process for coordination of no-charge professional visits and setting up professional profiles.
- Visitation session length customization.
- On-site public no-charge visitation.
- Integration with jail 3rd party commissary/inmate trust account vendor for purchases of visitation services and commissary ordering.

1. Service & Maintenance (Inmate Video Visitation)

- Vendor shall provide 24-hour, toll-free service number.
- Vendor shall address all major service outages within a reasonable time frame.
- Vendor shall provide service policies and procedures as an attachment to this proposal.
- Describe the maintenance and quality assurance programs for equipment to be installed.
- It is solely the vendor's responsibility to provide installation and maintenance which includes all wiring at the detention facilities as well as any additional wiring required to facilitate visitation recording and monitoring.
- Detail equipment installation charges, if any.
- Describe the maintenance and quality assurance programs for visitation equipment to be installed.
- Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.
- Provide a contact person who will be responsible for ongoing account management and support.
- List the service office responsible for this facility.

SCOPE OF SERVICES - INMATE FORMS

System with the following capabilities:

- Agency customization/form creation.
- Ability to display agency uploaded documents, i.e. inmate handbook.
- Secure platform for electronic inmate request submissions with vendor long-term storage, i.e. sick call medical requests, general requests, etc.
- Internal assignment or routing of electronic requests.
- Downloading/printing of electronic request forms.
- Submission quantity restrictions.
- Document translation to other languages.
- Inmate Forms (Grievance) application with systematic receipt. routing and categorization of grievance situations with agency access to data.

TRAINING

- Vendor shall provide on-site training to the Grand Traverse County staff in systems administration, operation, and reporting.
- Describe training program; include description of course and any applicable documents.

ADDITIONAL SERVICES

Describe in detail any addition features, options, or services available through your company which may benefit the Grand Traverse County Jail, to include tablet solutions.

PART III
EVALUATION OF PROPOSAL / AWARD

BASIS FOR AWARD

The County will review all responses to ensure compliance with the specifications. Vendor may be excluded from further consideration for failure to comply with the specifications of the RFP.

Inmate communication systems are a vital service to the Sheriff's Office and the jail. The Sheriff prefers a Vendor that develops their own software and builds its own systems. It is our preference to work with a company that is the source for engineering and deploying its own solutions including collect and debit, staff support and in-house product development. Vendor's ability to provide this all-inclusive solution will be viewed favorably by the Sheriff.

The Sheriff's Office expressly reserves the right, in its sole judgment, to accept or reject any or all proposals, with or without cause, modify, alter, waive any technicalities or provisions, or to accept the proposal which, in its sole judgment, is determined to be the best evaluated offer resulting from negotiation, taking into consideration the relative importance of commissions offered and other evaluation factors set forth in the RFP. Therefore, in selecting a vendor, the Sheriff will not rely exclusively on commission offering in awarding a contract.

The contents of this solicitation and the Vendor's response, when submitted to and accepted by the County, shall become an integral part of any contract agreed upon between the Vendor and the County. To ensure specified performance of the proposed system, the County reserves the right to require a Vendor(s) to demonstrate the system and any features specified in this RFP.

EVALUATION CRITERIA

Proposals shall be evaluated upon the following criteria and weighed according to the chart below:

Responsiveness to RFP	
10%	How well does vendor understand facility needs?
	Did vendor respond to RFP and services requested?
	Was proposal thorough and complete?
Experience/Reputation	
40%	Consider vendor's experience providing inmate communication systems in a correctional environment
	How long has this company been in this business, is their equipment reliable, and what has its history been with their clients?

	Reputation for providing reliable communication systems to clients - Consider history of how firms have met contractual obligations in other facilities - Business reputation - Customer service/satisfaction/dispute resolution • Consider references
	Consider history of how vendor has met contractual obligations in other facilities
	Business reputation, Customer satisfaction/Dispute resolution
	Litigation history
	Consider references
Financial	
20%	Financial offering including a commission rate based on gross revenue (as defined by vendor), rate charged to the party who accepts the charges and the vendor's ability to offer direct billing, collect call billing through a LEC, prepaid and debit-based calling. For instance, what are the inmates and their families being charged and what kind of commission revenue for the county is involved?
Operation	
20%	Consider ease of operation and integration into daily operations
	Consider “during business hour” response to equipment failures
	Consider factors like “after-hour” procedures and response for equipment
	Consider user customization capabilities
Operating Plan	
10%	Consider implementation plan and schedule
	Consider how integration will occur/impact on operation