

2026-RFP-051-PR

Jail Resident Communication Services (Phone, Tablet, Visitation)

Notable Changes to RFP

1. OWNERSHIP OF DATA

1. Vendor acknowledges that all call detail records (“DRs”) and call recordings, electronic records and data contained in the resident telephone system equipment Vendor provides to County under this Agreement are the exclusive property of the County for the term of this Agreement and any resulting extensions of this Agreement; provided, however, that Vendor shall have the right to use the DRs and recordings to respond to legal requests, to provide the Services under this Agreement, and for other lawful business purposes.
2. Any reports, information and data, policies and procedures, protocols, manuals, forms, records, statistical reports, given to or prepared by Vendor under this Contract shall not be made available to any individual or organization by Vendor without the prior written authorization of the County.
3. No reports or documents produced in whole or in part under this Contract shall be the subject of an application for copyright by or on behalf of the Vendor. Data obtained through this agreement shall not be utilized for formal presentations, conferences, classes, presentations, articles, chapters or other public dissemination without the express written approval of the County of the materials specifically and of the dissemination in general.
4. Upon termination or expiration of the Agreement, it is understood that all completed or partially completed data, records, recordings, computations, and all other material Vendor has collected or prepared in carrying out the Agreement shall be provided to and become the exclusive property of the County unless or until such time as any of the above materials become public domain, except where otherwise required by federal or state law.
5. Vendor shall provide County with a current, comprehensive list of all third-party service Vendors or affiliates that receive user data or metadata. This disclosure shall occur no less than twice annually and be submitted to the County within 30 days of any substantive change.
6. Media Releases and Contact – The Vendor’s staff, independent contractors and subcontracts shall be restricted from releasing any information about the contract or events occurring within a County facility to a public forum or to the media without the authorization of the County and coordinated through the County’s public information representatives.

2. DATA PRIVACY PROTECTION REQUIREMENTS

1. Reasonable administrative, technical, and physical safeguards must be implemented to protect any personal, confidential, or sensitive data accessed, processed, or stored. At minimum, the following safeguards are required:

a. Breach Notification

- i. Dane County must be notified of any known or suspected data breach within seventy-two (72) hours of discovery.

b. Access Controls

- i. Data access must be restricted to authorized personnel only, with mechanisms in place to prevent unauthorized data exposure.

c. Data Use Prohibition

- i. No personal, confidential, or sensitive data will be sold, used, or rented without explicit written authorization from the Dane County.

d. Data Disposal or Return

- i. Upon completion or termination of the project/contract, all County data must be securely disposed of or returned to Dane County.

e. Compliance with Laws

- i. Vendor must comply with all applicable local, state, and federal privacy laws throughout the duration of the project/contract.

2. The Vendor shall provide documentation upon request to demonstrate compliance with these requirements and shall fully cooperate with any audits or assessments conducted by Dane County to verify adherence to data privacy obligations.

3. RFP PROJECT OVERVIEW SECTION

Dane County is requesting proposals to provide a Digital Resident Telephone, Tablet, and Video Visitation System & Services at the Dane County Jail. Dane County is interested in receiving proposals that provide a fully operational system, which includes all phone, tablet and video visitation services at the lowest cost possible for residents for all calls and visits processed by coin-less telephones, tablets, kiosks and/or visitation stations, as well as an administrator to monitor day-to-day operations.

Under the current contract to provide this service, the single primary contractor has end-to-end network and equipment responsibilities. Sub-contractor relationships will be permitted as needed to obtain and maintain end-to-end network service. Multiple wireless networks with sufficient bandwidth, including a confidential network for medical and mental health providers, are needed.

Dane County is requesting that a one-tablet to one-resident ratio be provided based on the Average Daily Population (ADP).

The system shall include, at no cost to the County, installation, maintenance, and service of the equipment and the telephone, tablets, video visitation system as a whole. The vendor must provide a complete "turn-key" fully operational system, which will provide local, interLATA and intraLATA, and interstate and intrastate services, video visitation services and messaging services as well as a monitoring and recording system.

The minimum initial requirements of this system shall consist of 168 fixed resident telephones, a minimum of 70 kiosks, an ADP based number of resident tablets (approximately 600-800), private

tablet visitation capabilities for all residents, and 64 non-contact visitation handsets for recording and monitoring resident telephone calls.

In addition, this contract will cover the time period during the construction and completion of the Jail Consolidation project which will result in adjustments to the number and location of fixed telephones, kiosks and visitation, etc.

The goal of this RFP is to procure a complete jail resident phone, tablet, and video visitation system for the benefit of the Dane County Jail and its residents..

The County desires the lowest possible cost to residents and county, state of the art technology, accountability, enhanced customer service, increased performance, maintenance, and service of the equipment and the system as a whole.

The County may provide funding to support an allotment of phone minutes, video minutes, and messages for residents at no cost to the residents. Vendors must provide base pricing and may also propose alternative or creative pricing structures if they believe those structures offer better value and better rates. Any final subsidized usage levels will be established after award based on available funding, final negotiated pricing, and any no-cost minutes or messages provided by the vendor.

4. COST PROPOSAL

- Base Pricing
 - Requires a Resident Rate and Dane County Rate
 - Indicates the intention for Dane County to subsidize services based on available funding, final negotiated pricing, and any no-cost minutes/messages included in the proposal.
 - Prohibition on Table Usage Fees – elimination of per-minute rates/fees for basic tablet functions, particularly for text-based communication used by residents.
 - Includes Section 8 (green) that confirms services that vendors will provide at no cost.
 - Includes Section 9 (green) that encourages vendors to provide additional services offered a no cost (X call(s) at X minute(s), X messages, etc.).
- Alternative Pricing Option
 - Always vendors to propose alternative or creative pricing structures that could offer better value and better rates.
- See subsequent pages.



BASE COST PROPOSAL ATTACHMENT

2026-RFP-051-PR

Jail Resident Communication Services (Phone, Tablet, Visitation)

Vendor Name: _____

Vendors must submit pricing using the Base Pricing tab and may also propose alternative or creative pricing structures if they believe those structures offer better value and better rates to Dane County using the Alternative Pricing tab.

Cost Proposals will be scored based on submitted rates multiplied by prior usage. The proposal with the lowest total evaluated cost will receive the maximum points. All other proposals will receive a proportionate share of cost points based on their evaluated cost in comparison to the lowest total evaluated cost.

1. Any field that is white is a field that can or should be filled in by the vendor (includes some Unit of Measure column fields).
2. Any field within a "Fee (\$)" column must be filled in if the corresponding item description field is light blue. A vendor can indicate that they are providing a service at no cost by placing a "\$0.00" in the fee column.
3. The "Additional Explanation" field may be used to help explain elements of a service or cost.
4. Some Pricing Categories have additional spaces to add in items/services not otherwise specified (Other:) for the given category. Provide a description of the item/service in the Description column. It is not required to provide additional items/services - you can simply leave these fields blank if there are no additional items/services.
5. If applicable, rates/fees shall not exceed the maximum authorized by the state's telecommunication regulatory authority ("PUC") and the Federal Communications Commission ("FCC").
6. Future Term Increases apply to both Resident and Dane County Rates.
7. Vendors must provide a Resident Rate, where applicable.
8. Vendors must provide a Dane County Rate that that reflects direct rates, bulk rates or special pricing.

The County may provide funding to support an allotment of phone minutes, video minutes, and messages for residents at no cost to the residents. The Dane County Rate below should represent the rate charged to Dane County to provide subsidized services. Any final subsidized usage levels will be established after award based on available funding, final negotiated pricing, and any no-cost minutes or messages included in the awarded contractor's proposal.

1 PHONE RATES (Debit, Collect & Prepaid Calls - includes Local, IntraLATA, Intrastate & Interstate)									
#	Description	Unit of Measure	Resident Rate (\$)	Dane County Rate (\$)	Additional Explanation	Term 2 % Increase	Term 3 % Increase	Term 4 % Increase	Term 5 % Increase
1	Usage Fee	Per Minute							
2 VIDEO RATES									
#	Description	Unit of Measure	Resident Rate (\$)	Dane County Rate (\$)	Additional Explanation	Term 2 % Increase	Term 3 % Increase	Term 4 % Increase	Term 5 % Increase
2	Remote Video Visitation	Per Minute							
3 MESSAGING RATES									
#	Description	Unit of Measure	Resident Rate (\$)	Dane County Rate (\$)	Additional Explanation	Term 2 % Increase	Term 3 % Increase	Term 4 % Increase	Term 5 % Increase
3	Written Message - Family & Friends to Resident	Per Message Received							
4	Photo Attachment - Family & Friends to Resident	Per Photo Received							
#	Description	Unit of Measure	Resident Rate (\$)	Dane County Rate (\$)	Additional Explanation	Term 2 % Increase	Term 3 % Increase	Term 4 % Increase	Term 5 % Increase
5	Written Message - Resident to Friends & Family	Per Message Sent							
4 TABLET FEES & ACCESSORIES									
#	Description	Unit of Measure	Resident Rate (\$)		Additional Explanation	Term 2 % Increase	Term 3 % Increase	Term 4 % Increase	Term 5 % Increase
6	Basic Tablet Use	Per Minute	A General Per Minute Tablet Use Rate or Connection Fee to Use a Tablet is Not Permitted Under this RFP						
7	Replacement headphones or earbuds	Per Unit							
8	Premium Content & Entertainment - Movies, Games, Music, etc.	Per Minute							
9	Other:								
10	Other:								
11	Other:								
12	Other:								
5 TABLET SERVICES									
#	Description	Yes	If No, Provide the Associated Fee (\$) & Explanation						
13	Is Audio and Video Recording and Storage included with the cost of the tablet?								
14	Is Continuous Biometric Technology included with the cost of the tablet?								
15	Is Grievance System Service included with the cost of the tablet?								
16	Is Medical Request Service included with the cost of the tablet?								
17	Will you provide access to the Confidential Wireless Network for the Medical and Mental Health Provider?								

6 TRANSACTION FEES								
#	Description	Unit of Measure	Fee (\$)	Additional Explanation	Term 2 % Increase	Term 3 % Increase	Term 4 % Increase	Term 5 % Increase
18	Fee for automated payments (includes payments by interactive voice response, web, or kiosk)	Per Deposit						
19	Fee for payment using live operator	Per Deposit						
20	Paper bill/statement fee	Per Statement						
21	Fee for use of third-party money transmitter (ie: MoneyGram, Western Union, credit card processing, transfers from third-party commissary accounts)	Per Deposit						

7 ADMINISTRATIVE FEE & INDIGENCY				
#	Description	Amount (\$)	Yes	If No, Provide the Revised Fee (\$) Amount & Explanation
22	Administrative Fee - Term 1	\$276,458.40		
23	Administrative Fee - Term 2	\$284,752.15		
24	Administrative Fee - Term 3	\$293,294.72		
25	Administrative Fee - Term 4	\$302,093.56		
26	Administrative Fee - Term 5	\$311,156.36		
#	Description	Amount (\$)		If No, Provide a Thorough Explanation
27	Indigency Funds - Term 1			
28	Indigency Funds - Term 2			
29	Indigency Funds - Term 3			
30	Indigency Funds - Term 4			
31	Indigency Funds - Term 5			

8 SERVICES REQUIRED AT NO COST (CONFIRMATION VIA SCOPE OF WORK)			
#	Description	Yes	If No, Provide the Associated Fee (\$) & Explanation
32	Commissary ordering, Account Balance info, Resident Requests, Grievances, Facility Messages, Jail Handbook, Facility Announcements, Forms and Resources		
33	How to Guides for Tablet use/Help resources		
34	Address Book		
35	Confidential Medical Requests		
36	Phone calls from Booking phones		
37	Phones calls from Public Lobby phone to assist released residents		
38	Religious Resources		
39	OverDrive Digital Library interface - Funded by DCSS, residents can submit book recommendations		
40	Education & Programming		
41	Calls and Video Visitation with Legal Representation and facility-approved service providers		
42	Photo Gallery		
43	Law Library		
44	Phone calls to the PREA line		
45	On-Premise Video Visitation		

9 ADDITIONAL SERVICES OFFERED AT NO COST		
#	Description	Detailed Explanation and Format of No Cost Item Provided
46	No Cost Phone Minutes Provided by Vendor to Residents	
47	No Cost Video Minutes Provided by Vendor to Residents	
48	No Cost Messages Provided by Vendor to Friends & Family	
49	No Cost Photos Provided by Vendor to Friends & Family	
50	No Cost Messages Provided by Vendor to Residents	
51	Other:	
52	Other:	
53	Other:	
54	Other:	
55	Other:	
56	Other:	
57	Other:	
58	Other:	
59	Other:	



ALTERNATIVE COST PROPOSAL ATTACHMENT

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Vendor Name: _____

Use this Alternative Pricing tab to propose alternative or creative pricing structures if you believe those structures offer better value and better rates. Examples may include sliding scale pricing, tiered volume discounts, bundled pricing, performance-based pricing, milestone-based pricing, optional service packages, or other innovative pricing approaches.

Alternative pricing proposal must:

1. Clearly identify how the pricing structure works;
2. State all assumptions, conditions, minimum commitments, thresholds, and exclusions;
3. Include sufficient detail for the County to calculate total cost under likely usage scenarios;
4. Explain whether the pricing model applies to the Partially Subsidized Tier, Fully Subsidized Tier, any bulk-rate structure, or any combination;
5. Provide rates/fees that do not exceed the maximum authorized by the state's telecommunication regulatory authority ("PUC") and the Federal Communications Commission ("FCC"), if applicable.
6. Clearly state rates for Residents and rates for Dane County.
7. Separate mandatory costs from optional costs;
8. Identify any pricing escalators, renewal terms, or cost adjustment mechanisms; and
9. Not conflict with any mandatory contract, procurement, or insurance requirements.
10. The County reserves the right to evaluate pricing based on base pricing, alternative pricing, or a combination of both, and may normalize pricing for evaluation purposes to ensure fair comparison across offers.
11. Include future pricing increases for Terms 2 - 5.
12. Complete all other lines within each section of the cost proposal (Line Item #'s 4 - 56)

1	PHONE RATES (Debit, Collect & Prepaid Calls - includes Local, IntraLATA, Intrastate & Interstate)
1	
2	VIDEO RATES (Remote Video Visitation)
2	
3	MESSAGING RATES (Written Messages - Family & Friends to Resident, Resident to Family and Friends and Photo Attachments from Family & Friends to Resident)
3	

4 TABLE FEES & ACCESSORIES								
#	Description	Unit of Measure	Resident Rate (\$)	Additional Explanation	Term 2 % Increase	Term 3 % Increase	Term 4 % Increase	Term 5 % Increase
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46	No Cost Photos Provided by Vendor to Friends & Family	
47	No Cost Messages Provided by Vendor to Residents	
48	Other:	
49	Other:	
50	Other:	
51	Other:	
52	Other:	
53	Other:	
54	Other:	
55	Other:	
56	Other:	