

<b>Analysis for the Jackson County Jail Technology Vendors</b>	<b>G.T.L.</b>	<b>Securus Technologies</b>	<b>Smart Communications</b>
<b>Proposed contract length</b>	<b>5 years</b>	<b>5 years</b>	<b>5 Years</b>
<b>Phone call rates</b>	<b>21 cents/minute</b>	<b>21 cents/minute</b>	<b>19 cents/minute</b>
<b>Voicemail</b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
<b>Video Visitation Rates</b>	<b>.25 cents per minutes</b>	<b>\$5.95 for 20 minutes</b>	<b>.15 Cents per Minutes</b>
<b>Contraband Mail Service</b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
<b>Offers Free Phone Call</b>	<b>One Free Five Minute per week</b>	<b>None</b>	<b>One Free Five Minute per week</b>
<b>Tablet Costs</b>	<b>Streaming Cost .03 to .05 /min</b>	<b>\$5 a month plus download costs</b>	<b>.01 cent per minute</b>
<b>Tablet Charging</b>	<b>hard wired/cart</b>	<b>hard wired/cart</b>	<b>wireless</b>
<b>Educational Content</b>	<b>Free</b>	<b>Free</b>	<b>Free</b>
<b>Wireless Access Points</b>	<b>included</b>	<b>included</b>	<b>included</b>
<b>E-Messaging Price</b>	<b>price not given</b>	<b>.30 cents per message</b>	<b>2 free per week then .50 cents per message</b>
<b>E-Messaging Investigative Tool</b>	<b>included</b>	<b>included</b>	<b>included</b>
<b>Bio-Metric Investigative Tool</b>	<b>included</b>	<b>included</b>	<b>included</b>

<b>Law Library</b>	<b>included</b>	<b>included</b>	<b>included</b>
<b>AIS System</b>	<b>Not Mentioned</b>	<b>Yes</b>	<b>Yes</b>
<b>Interfaces with Canteen</b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
<b>Interfaces with New World</b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
<b>Issues with Tablet Availability</b>	<b>yes per David Chalkos</b>	<b>Yes per Ralph Groves</b>	<b>no per Brian Apgar</b>
<b>On Demand Video Visitation</b>	<b>Yes</b>	<b>No-24 hour needed to schedule</b>	<b>Yes</b>
<b>Video Visitation Safe Guards</b>	<b>Yes/ Filters</b>	<b>No</b>	<b>Yes/ Filters</b>
<b>Onsite-Technician</b>	<b>20 hours per week</b>	<b>included in proposal option #2 at a cost of \$100,000</b>	<b>None</b>
<b>Staff Training</b>	<b>Not Mentioned</b>	<b>Included</b>	<b>Included</b>
<b>Technical Support</b>	<b>Not Mentioned</b>	<b>24/7/365</b>	<b>24/7/365</b>
<b>County Recieves:</b>	<b>\$225,000 plus 25% commissions paid on: Video Visitation, Tablets, E- Messaging.</b>	<b>Option #1 \$338,000 per year. Option #2 \$228,000 per year Plus a full time on-site technician.</b>	<b>\$300,000 up front for year one. \$300,000 paid in years 2- 5 in \$25,000 installments every month.</b>

<p><b>Pros:</b></p>	<p>GTL offers online customer support for 20 hours per week. They have a well established cliental in Michigan. Their video Visitation software has the ability to filter out any unwanted actions. They also offer one free five minute phone call per week.</p>	<p>Securus is already established in the jails.</p>	<p>Smart Communications has the highest offer to the county. They also offer the lowest call rates among the three. They have mail guard which is pattened which reduces contraband from entering the facility via mail. They offer the lowest costs for tablets and Video Visitation to the inmates as well. No issues with tablet</p>
<p><b>Cons:</b></p>	<p>GTL has had issues with tablet availability. There is no mention of customer support. Their bid is the lowest of the three. They do not offer wireless tablet charging</p>	<p>Securus has had less than acceptable cutomer service since account manager Delores Rose left. Many issues have gone unresolved which is unfair to the inmates and staff. They have had issues with tablet availability. Does not offer wireless charging.</p>	<p>Does not offer on-site Technical Support. Will provide technician if dispatched. Has the highest cost for e-messaging.</p>

