

**Sharon Rogers**

**From:** Sharon Rogers  
**Sent:** Friday, August 18, 2017 9:19 AM  
**To:** Jeffrey D. Perry; John Rogorzinski  
**Subject:** Phone Bid  
**Attachments:** Securus Bid Confirmation.pdf; Securus Updated Pricing.pdf; IC Solutions Bid Confirmation.pdf; IC Solutions Updated Pricing.pdf

Both Securus and IC Solutions have responded to our inquiries regarding clarification of their proposal and a Best Offer, see attached.

I have broken it down (not sure if this helps or confuses!):

Yellow = Increased proposal

SECURUS ORIGINAL OFFER				UPDATED PRICING		
\$1M upfront draw over 6 years						
85% all call types	20% Video sessions	20% voice mail		85% all call types	50% video sessions	50% voice mail
.21/.25 minute rates	\$5.00 for 90 days (then \$9.99/20 minutes if we agree)	\$1.99		.21/.25 minute rates	\$5.00 for 90 days (then \$9.99/20 minutes if we agree)	\$1.99
.179/.213	\$1.00/Each or \$2.00/each	40¢ each		.179/.213	\$2.50/ea or \$5.00	\$1.00 ea

IC Solutions ORIGINAL OFFER				UPDATED PRICING		
\$225K guarantee for 6 years = \$1.35M				\$250k guarantee for 6 years = \$1.5M		
80% all call types	80% Video sessions	80% voice mail		82.5% all call types	82.5% video sessions	82.5% voice mail
.21/.25 minute rates	\$15.00/30 minutes	\$1.00		.21/.25 minute rates	\$15.00/30 minutes	\$1.00
.168/.200	\$12.00/Each	80¢ each		.173/.206	\$12.375/ea	.825¢/ea

EXAMPLE for the EXACT equal number of calls, video visits and voice mails for each vendor based on their NEW offer.

	1,000,000 minutes of calls @.21¢	5220 video visitations/year (average between 2 guesstimates below)	5 voice mails a day/year	TOTAL TO BCSO
Securus	\$178,500	\$13,050 (\$5/ea)	\$1,816	\$193,366
Securus	\$178,500	\$25,839 (\$9.99/ea)	\$1,816	\$206,155
IC Solutions	\$173,250	\$64,598	\$1,507	\$239,355

Securus estimates 2,040 visits a year = BCSO commissions of \$10,190/year (@ \$9.99/ea)  
IC Solutions estimate 8,400 visits a year = BCSO commissions of \$103,950/year

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[SR ROGERS@BSHERIFF.NET](mailto:SR ROGERS@BSHERIFF.NET)  
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## SECURUS

The BCSO would like clarification on the proposals submitted by Securus in response to our RFR for an Inmate Communication Systems.

A. Securus' Option 1 Proposal indicates a proposal to pay the BCSO an upfront commission payment of \$1,000,000.00 as part of your commission offer.

This Option also indicates an initial 85% commission for all call types & 20% on paid video sessions and voice mails.

Please clarify:

1. If the \$1,000,000.00 commission is *in addition* to the % commissions offered throughout the term of the contract and any renewals thereof; **(The \$1,000,000.00 is upfront commissions to be paid, not in addition to the % commissions offered. )**
2. If the \$1,000,000.00 commission is *the minimum* commission offered based on the % commissions listed throughout the term of the contract and any renewals thereof, or for each year of the subject contract; or **(Once the \$1,000,000.00 commission is earned then the BCSO will begin to receive commission payments at the contracted commission rate.)**
3. If the \$1,000,000.00 commission *is a draw* for any commissions earned throughout the term of the contract and any renewals thereof, or for each year of the subject contract; and **(The \$1,000,000.00 is an upfront payment of commissions that will be earned during the term of the contract and any renewals thereof.)**
4. If the commissions don't reach the \$1,000,000 upfront commission, does the remaining balance have to be repaid to Securus – and if so is that after the first year of the contract or after the entire contract term and any renewals thereof? **(We fully expect the BCSO to earn the \$1,000,000.00 commission and under no circumstances would any upfront commissions be owed to Securus after the entire contract term and any renewals thereof.)**
5. Is the upfront commission paid to the BCSO upon execution of the contract? **(Yes, it will be paid upfront or if the BCSO wishes it can be paid in quarterly installments.)**

B. Securus' Option 2 Proposal indicates a proposal to pay the BCSO an upfront commission payment of \$700,000 and one-time technology grant of \$150,000 as part of your commission offer, for a total upfront payment of \$850,000.

This Option also indicates an initial 75% commission for all call types and 20% on paid video session and voice mails.

Please clarify:

1. If the \$700,000 upfront commission and \$150,000 tech grant is *in addition* to the % commissions offered throughout the term of the contract and any renewals thereof; **(The**

**Sharon Rogers**

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**From:** Trish Auger <tauger@securustechnologies.com>  
**Sent:** Thursday, August 17, 2017 3:10 PM  
**To:** Sharon Rogers  
**Cc:** Trish Auger  
**Subject:** RE: Proposal Clarification

Hi Sharon – As requested, please find the responses below relative to our bid proposal.

Please let me know if further clarification is required.

Thanks so much,  
Trish

Hi Trish:

The BCSO evaluation team would like further information relative to your bid proposal:

1. Kindly provide an estimate on the revenue you expect to be generated by the BCSO by implementing video visitations at the BCCF.  
Based on previously installed video customers similar in size to the BCCF and the initial limited roll out of video at the BCCF, Securus estimates the annual revenue generated from paid video sessions to be \$20,400.00 annually.  
\$20,400.00 @20% = \$4,080.00  
*2040 visits      \$20400 x 50% = \$10,200 annually*
2. The BCSO would like to be sure that the offer made in your bid relative to all services is your best and final offer. If not, kindly provide that in response to this inquiry.  
Securus respectfully amends the financial offer (options 1 & 2) on the commissions paid on the following services:  
Paid video visitation sessions      50% (fifty percent)  
Paid voicemails      50% (fifty percent)

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**From:** Sharon Rogers [mailto:srogers@bsheriff.net]  
**Sent:** Thursday, August 17, 2017 1:37 PM  
**To:** Trish Auger  
**Subject:** RE: Proposal Clarification

Hi Trish:

The BCSO evaluation team would like further information relative to your bid proposal:

1. Kindly provide an estimate on the revenue you expect to be generated by the BCSO by implementing video visitations at the BCCF.
2. The BCSO would like to be sure that the offer made in your bid relative to all services is your best and final offer. If not, kindly provide that in response to this inquiry.

Sharon

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**From:** Trish Auger [mailto:tauger@securustechnologies.com]  
**Sent:** Thursday, August 17, 2017 10:56 AM

**Sharon Rogers**

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**From:** Mike Kennedy <mkennedy@icsolutions.com>  
**Sent:** Thursday, August 17, 2017 1:05 PM  
**To:** Sharon Rogers; Tom Hearn  
**Subject:** RE: Proposal Clarification

Sharon,

Please see below.

A.

1. Confirmed - ICS will charge \$.21/.25 a minute on all calls and will pay Barnstable 80% for all in-state calls.
2. Confirmed - ICS will charge \$15.00 for a 30 minute calls and will pay 80% on all revenue generated from those calls. This cost is not regulated so it can be adjusted downward if you feel the price is too high.
3. Confirmed ICS will charge \$1.00 for voicemail and pay 80% commission.

B. The 90% commission offer was made because our competition often offers something similar and we want to make sure there was an apples to apples comparison in case they did. It is effectively the same as the 80% but has the appearance of being higher.

I hope I have answered all your questions to your complete satisfaction. Please do not hesitate to reach out for further clarification.

Sincerely,

Mike Kennedy

**From:** Sharon Rogers [<mailto:srogers@bsheriff.net>]  
**Sent:** Wednesday, August 16, 2017 12:52 PM  
**To:** Tom Hearn <[thearn@icsolutions.com](mailto:thearn@icsolutions.com)>; Mike Kennedy <[mkennedy@icsolutions.com](mailto:mkennedy@icsolutions.com)>  
**Subject:** Proposal Clarification

Hi Tom and Mike:

The BCSO wants to be sure we understand IC Solutions' proposal for our evaluation process.

- A. If you would please confirm or clarify the way we read your proposed pricing based on your Option 1:
1. IC Solutions will charge .21/.25 a minute for all calls, and pay the BCSO 80% commission on the revenue generated from those calls.
  2. IC Solutions will charge \$15.00 for a 30 minute video visitation session and pay the BCSO 80% commission on the revenue generated from all video visitations. (Proposal reads .50 a minute charged in 30 minute increments)
  3. IC Solutions will charge \$1.00 for each voice mail and pay the BCSO 80% commission on the revenue generated from all voice mails.

**Sharon Rogers**

**From:** Mike Kennedy <mkennedy@icsolutions.com>  
**Sent:** Thursday, August 17, 2017 9:22 PM  
**To:** Sharon Rogers  
**Cc:** Tom Hearn  
**Subject:** RE: Proposal Clarification

Sharon,

Thanks for the opportunity to answer these questions. Please see my response below:

1. ICSolutions typically Proforma's two (2) paid inmate visits per month. Producing the below listed revenue:

*note per month = 8,400 annually*

Barnstable

ADP	Visits Per Month	Cost Per Visit	\$\$	Commission
350	700	15	\$ 10,500	\$ 8,400

*@ 82.5%  
\$8,662.50/  
month*

This number is estimated based upon the reasonable assumption of only two paid visits per month per inmate. Facility policies that would encourage remote visitation like longer available hours help greatly. ICS will provide marketing materials and use promotions to encourage the success of video visitation. For example; We have offered a first month all visits are free promotion. Another example is using our "word of the day" messaging feature where the inmates will hear a marketing message extolling the positives of video visitation and voicemail whenever they use the telephone. We have found introductory promotions like this very helpful in getting the word out.

2. ICS wants this business and we are confident in our ability to keep you completely satisfied with our technology and service. To highlight our desire to win your business we are willing to raise your commission to 82.5% and raise your Minimum Annual Guarantee (MAG) to \$250,000 a year paid every year on the anniversary date of the contract.

The video visitation revenue and the inmate telephone revenue make a compelling case to choose ICS. Thank you for your consideration

Please let me know if you have any questions.

Sincerely,

Mike Kennedy

**From:** Sharon Rogers [mailto:srogers@bsheriff.net]  
**Sent:** Thursday, August 17, 2017 1:37 PM  
**To:** Mike Kennedy <mkennedy@icsolutions.com>

## Sharon Rogers

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**Sent:** Thursday, August 17, 2017 1:05 PM  
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B. The 90% commission offer was made because our competition often offers something similar and we want to make sure there was an apples to apples comparison in case they did. It is effectively the same as the 80% but has the appearance of being higher.

I hope I have answered all your questions to your complete satisfaction. Please do not hesitate to reach out for further clarification.

Sincerely,

Mike Kennedy

**From:** Sharon Rogers [<mailto:srogers@bsheriff.net>]  
**Sent:** Wednesday, August 16, 2017 12:52 PM  
**To:** Tom Hearn <[thearn@icsolutions.com](mailto:thearn@icsolutions.com)>; Mike Kennedy <[mkennedy@icsolutions.com](mailto:mkennedy@icsolutions.com)>  
**Subject:** Proposal Clarification

Hi Tom and Mike:

The BCSO wants to be sure we understand IC Solutions' proposal for our evaluation process.

A. If you would please confirm or clarify the way we read your proposed pricing based on your Option 1:

1. IC Solutions will charge .21/.25 a minute for all calls, and pay the BCSO 80% commission on the revenue generated from those calls.
2. IC Solutions will charge \$15.00 for a 30 minute video visitation session and pay the BCSO 80% commission on the revenue generated from all video visitations. (Proposal reads .50 a minute charged in 30 minute increments)
3. IC Solutions will charge \$1.00 for each voice mail and pay the BCSO 80% commission on the revenue generated from all voice mails.

## Sharon Rogers

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**From:** Trish Auger <tauger@securustechnologies.com>  
**Sent:** Thursday, August 17, 2017 9:53 AM  
**To:** Sharon Rogers  
**Subject:** RE: Proposal Clarification

Good morning Sharon – Please see response below. Thanks, Trish

The BCSO wants to be sure we understand Securus' proposal for our evaluation process. If you would please confirm or clarify the way we read your proposed pricing (based on your Option 1 and assuming Option 2 will be similar):

1. Securus will charge either the rates currently being charged or .21/.25 a minute for all calls, and pay the BCSO 85% commission on the revenue generated from those calls.  
**The BCSO has the option of maintaining the current calling rates or changing to .25/min for all instate calls. Interstate rates will remain at the current .21/min (debit and prepaid) and .25/min (collect) for either rate option. Securus will pay the BCSO 85% commission on the revenue generated from those calls.**
2. Securus will charge \$9.99 for a 20 minute video visitation session and pay the BCSO 20% commission on the revenue generated from all video visitations.  
**The 20 minute video visitation sessions will have a 90 day \$5 promotional price and the we will review the progress with the BCSO and determine together at that time if we will increase the cost per 20 minute session to \$9.99. Securus will pay the BCSO 20% commission on the revenue generated from all paid video visitation sessions.**
3. Securus will charge \$1.99 for each voice mail and pay the BCSO 20% commission on the revenue generated from all voice mails.  
**This is correct.**

### Trish Auger

Advisory Account Manager  
Securus Technologies, Inc.

Mobile: (978)727-4709  
[SecurusTechnologies.com](http://SecurusTechnologies.com)



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**From:** Sharon Rogers [<mailto:srogers@bsheriff.net>]  
**Sent:** Wednesday, August 16, 2017 12:53 PM  
**To:** Trish Auger  
**Subject:** Proposal Clarification

Hi Trish:

The BCSO wants to be sure we understand Securus' proposal for our evaluation process. If you would please confirm or clarify the way we read your proposed pricing (based on your Option 1 and assuming Option 2 will be similar):

1. Securus will charge either the rates currently being charged or .21/.25 a minute for all calls, and pay the BCSO 85% commission on the revenue generated from those calls.
2. Securus will charge \$9.99 for a 20 minute video visitation session and pay the BCSO 20% commission on the revenue generated from all video visitations.
3. Securus will charge \$1.99 for each voice mail and pay the BCSO 20% commission on the revenue generated from all voice mails.

Please respond to this inquiry as soon as you can but no later than Friday morning, August 18<sup>th</sup>.

Thanks!  
Sharon

SHARON D. ROGERS, EXECUTIVE ADMINISTRATIVE ASSISTANT TO THE SHERIFF  
BARNSTABLE COUNTY SHERIFF'S OFFICE  
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(508) 563.4343  
(508) 563 4574 FAX



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**Sharon Rogers**

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**From:** Sharon Rogers  
**Sent:** Tuesday, August 15, 2017 11:19 AM  
**To:** John Rogorzenski  
**Subject:** Phone Bid - Pricing

To make this easier for you, based on what we *think* are the offers and the prices outlined in each bid:

Securus:

SECURUS		
85% all call types	20% Video sessions	20% voice mail
.21/.25 minute rates	\$9.99/20 minutes	\$1.99
.018/.21	\$2.00/Each	40¢ each

IC Solutions		
80% all call types	80% Video sessions	80% voice mail
.21/.25 minute rates	\$15.00/30 minutes	\$1.00
.017/.20	\$12.00/Each	80¢ each

If you want to ask for clarification, we can work on a table for each of them to complete just let me know and I'll draft one for your review.

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[SROGERS@BSHERIFF.NET](mailto:SROGERS@BSHERIFF.NET)  
(508) 563.4343  
(508) 563.4574 FAX



## Sharon Rogers

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**From:** Sharon Rogers  
**Sent:** Thursday, August 10, 2017 3:22 PM  
**To:** 'Terek Green'  
**Cc:** David Henion; Matt Murphy (mmurphy@bsheriff.net); John Rogorzenski  
**Subject:** RE: Follow up from GTL - Regarding Evaluation Results

Dear Mr. Green:

Thank you for submitting your bid. The BCSO is still in the evaluation process relative to our Bid for an Inmate Communications System.

The Massachusetts Sheriff's Association Policy for procurement allows the BCSO to award a contract based on Best Value. At this time, we believe Securus and IC Solutions offer the overall best value to the BCSO and have scheduled product presentations to further evaluate their offerings.

In accordance with the Procurement Calendar set forth in the RFR award notification will be sent to all vendors on August 21, 2017.

Sharon

SHARON D. ROGERS, MCPPO  
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[SROGERS@BSHERIFF.NET](mailto:SROGERS@BSHERIFF.NET)  
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**From:** Terek Green [<mailto:terek.green@gtl.net>]  
**Sent:** Wednesday, August 09, 2017 8:36 AM  
**To:** Sharon Rogers  
**Cc:** David Henion  
**Subject:** Follow up from GTL - Regarding Evaluation Results

Ms. Rogers,

Good morning. On the behalf of GTL we are seeking feedback regarding the status of the Evaluation results for the Inmate Communication System RFR which GTL submitted on July 27<sup>th</sup>. Per reviewing the RFR a date of Aug 14<sup>th</sup> was established for product presentation by select vendors. GTL drafted a comprehensive RFR to meet and exceed expectation of the requirements and we look forward to further collaboration with BCSO.

At your earliest convenience could you please advise regarding evaluation results. If there are additional questions please don't hesitate to contact me.

Thanks & Best Regards

Terek

**Terek Green**  
*Account Executive – North East Region*  
National Sales Team



Office 770.876.1269

[Terek.Green@gtl.net](mailto:Terek.Green@gtl.net) | [www.gtl.net](http://www.gtl.net)

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## Sharon Rogers

**From:** Sharon Rogers  
**Sent:** Thursday, August 10, 2017 12:39 PM  
**To:** Jeffrey D. Perry  
**Subject:** FW: Securus' Proposals  
**Attachments:** BCSO-clarifications to commission offers-8-10-17.docx

Attached is Securus' response to my clarification request which basically reads that the \$1M and the \$700K are paid upfront. After we've reached those dollar milestones, whenever that may happen, then we'll be paid additional commissions. I took those \$1M and \$700K figures out of the equation and did the following table for all vendor proposals based on a contract for the full 6 years.

Let me bottom line it:

If we use last year's minutes (1,540,000) and base it on the proposed commission rates and phone rates, for the entire 6 years of the contract (the first 3 years plus the 3 renewal years):

Firm	Call rate	X 1,540,000	X Commission rate	Yearly revenue	+ Any Bonus \$\$	= Total revenue over 6 years
Legacy	.20	\$308,000	78%	\$240,240	\$40,000.00	\$1,481,440
GTL #1	.21	-0-	-0-	\$250,000		\$1,500,000
GTL #2	.15	-0-	-0-	\$200,000		\$1,200,000
GTL #3	.075	-0-	-0-	-0-		-0-
Securus #1	.21*	\$323,400	85%	\$274,890		\$1,649,340
Securus #2	.21*	\$323,400	75%	\$242,550	\$150,000	\$1,605,300
IC #1 Solutions	.21	\$323,400	80%	\$258,720		\$1,552,320
IC #2 Solutions	.21	(After 1 <sup>st</sup> call minute - 8,172 calls)  \$306,230	90% after 1 <sup>st</sup> minute	\$275,607 Guesstimate but unsure on this		\$1,653,642 (I just can't stand by this figure since it's unclear on that "after the 1 <sup>st</sup> minute" and how they charge)

\*Securus will use the current rates they charge or the .21 rate, up to us.

I hope this clarifies and doesn't mystify!

Sharon

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**From:** Trish Auger [mailto:tauger@securustechnologies.com]  
**Sent:** Thursday, August 10, 2017 11:34 AM  
**To:** Sharon Rogers  
**Subject:** RE: Securus' Proposals

Hi Sharon –

Attached please find the clarifications that you requested.

As always, please let me know if you have any questions and/or concerns.

Have a great day and a better weekend,  
Trish

**Trish Auger**

Advisory Account Manager  
Securus Technologies, Inc.

Mobile: (978)727-4709  
[SecurusTechnologies.com](http://SecurusTechnologies.com)



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**From:** Sharon Rogers [<mailto:srogers@bsheriff.net>]  
**Sent:** Wednesday, August 9, 2017 9:38 AM  
**To:** Trish Auger  
**Subject:** Securus' Proposals

Hi Trish:

The BCSO would like clarification on the proposals submitted by Securus in response to our RFR for an Inmate Communication Systems.

A. Securus' Option 1 Proposal indicates a proposal to pay the BCSO an upfront commission payment of \$1,000,000.00 as part of your commission offer.

This Option also indicates an initial 85% commission for all call types & 20% on paid video sessions and voice mails.

Please clarify:

1. If the \$1,000,000.00 commission is *in addition* to the % commissions offered throughout the term of the contract and any renewals thereof;
2. If the \$1,000,000.00 commission is *the minimum* commission offered based on the % commissions listed throughout the term of the contract and any renewals thereof, or for each year of the subject contract; or
3. If the \$1,000,000.00 commission *is a draw* for any commissions earned throughout the term of the contract and any renewals thereof, or for each year of the subject contract; and
4. If the commissions don't reach the \$1,000,000 upfront commission, does the remaining balance have to be repaid to Securus – and if so is that after the first year of the contract or after the entire contract term and any renewals thereof?

5. Is the upfront commission paid to the BCSO upon execution of the contract?

B. Securus' Option 2 Proposal indicates a proposal to pay the BCSO an upfront commission payment of \$700,000 and one-time technology grant of \$150,000 as part of your commission offer, for a total upfront payment of \$850,000.

This Option also indicates an initial 75% commission for all call types and 20% on paid video session and voice mails.

Please clarify:

1. If the \$700,000 upfront commission and \$150,000 tech grant is *in addition* to the % commissions offered throughout the term of the contract and any renewals thereof;
2. If the \$700,000 upfront commission is *the minimum* commission offered based on the % commissions listed throughout the term of the contract and any renewals thereof, or for each year of the subject contract; or
3. If the \$700,000 upfront commission is *a draw* for any commissions earned throughout the term of the contract and any renewals thereof, or for each year of the subject contract; and
4. If the commissions don't reach the \$700,000 upfront commission, does the remaining balance have to be repaid to Securus – and if so is that after the first year of the contract or after the entire contract term and any renewals thereof?
5. Is the one-time technology grant paid upon execution of the contract?

Please provide your responses no later than Friday, August 11, 2017.

Thanks!  
Sharon

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2. If the \$1,000,000.00 commission is *the minimum* commission offered based on the % commissions listed throughout the term of the contract and any renewals thereof, or for each year of the subject contract; or **(Once the \$1,000,000.00 commission is earned then the BCSO will begin to receive commission payments at the contracted commission rate.)**
3. If the \$1,000,000.00 commission *is a draw* for any commissions earned throughout the term of the contract and any renewals thereof, or for each year of the subject contract; and **(The \$1,000,000.00 is an upfront payment of commissions that will be earned during the term of the contract and any renewals thereof.)**
4. If the commissions don't reach the \$1,000,000 upfront commission, does the remaining balance have to be repaid to Securus – and if so is that after the first year of the contract or after the entire contract term and any renewals thereof? **(We fully expect the BCSO to earn the \$1,000,000.00 commission and under no circumstances would any upfront commissions be owed to Securus after the entire contract term and any renewals thereof.)**
5. Is the upfront commission paid to the BCSO upon execution of the contract? **(Yes, it will be paid upfront or if the BCSO wishes it can be paid in quarterly installments.)**

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Please clarify:

1. If the \$700,000 upfront commission and \$150,000 tech grant is *in addition* to the % commissions offered throughout the term of the contract and any renewals thereof; **(The \$700,000.00 is upfront commissions to be paid, not in addition to the % commissions**

offered. The \$150,000.00 tech grant is in addition to the % commissions offered and separate from commissions.)

2. If the \$700,000 upfront commission is *the minimum* commission offered based on the % commissions listed throughout the term of the contract and any renewals thereof, or for each year of the subject contract; or (Once the \$700,000.00 commission is earned then the BCSO will begin to receive commission payments at the contracted commission rate.)

3. If the \$700,000 upfront commission is *a draw* for any commissions earned throughout the term of the contract and any renewals thereof, or for each year of the subject contract; and (The \$700,000.00 is an upfront payment of commissions that will be earned during the term of the contract and any renewals thereof.)

4. If the commissions don't reach the \$700,000 upfront commission, does the remaining balance have to be repaid to Securus – and if so is that after the first year of the contract or after the entire contract term and any renewals thereof? (We fully expect the BCSO to earn the \$700,000.00 commission and under no circumstances would any upfront commissions be owed to Securus after the entire contract term and any renewals thereof.)

5. Is the one-time technology grant paid upon execution of the contract? **Yes**

**BCSO INMATE COMMUNICATIONS BID**  
 JULY 27, 2017 1:00 P.M.

VENDOR	Vendor Info Form in both proposals	Qualification Requirements	Executed Vote	Technical Proposal	Commission Proposal w/Bid Pricing Response Form	Vendor attended mandatory site visit	Vendor present @ bid opening
Securus #1	✓	✓	✓		✓	✓	
Securus #2	✓	✓	✓	✓	✓	✓	
GTL - 3 Commission Proposals	✓	✓		✓	✓	✓	
IC Solutions #1	✓	✓	✓	✓		✓	
IC Solutions #2	✓	✓	✓	✓	✓	✓	
Legacy	✓	✓	✓	✓	✓	✓	

BCSO Staff Present: S. Rogers, J. Rogorzinski, R. Alper, R. Ahonen, M. Murphy

**Sharon Rogers**

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**From:** Sharon Rogers  
**Sent:** Wednesday, August 02, 2017 2:58 PM  
**To:** rfp@icsolutions.com; 'thearn@icsolutions.com'  
**Subject:** Phone Bid Product Presentation

The Barnstable County Sheriff's Office respectfully requests a one-hour product presentation relative our bid for an Inmate Communications System and IC Solutions' proposals in response thereto. We have scheduled your presentation for Monday, August 14, 2017 at 1:00 p.m. at the Barnstable County Correctional Facility.

Kindly confirm IC Solutions' participation in the next step of our bid evaluation process.

We look forward to getting a hands-on look at the products you outlined in your proposal.

Thanks!  
Sharon

SHARON D. ROGERS, EXECUTIVE ADMINISTRATIVE ASSISTANT TO THE SHERIFF  
BARNSTABLE COUNTY SHERIFF'S OFFICE  
6000 SHERIFF'S PLACE  
BOURNE, MA 02532  
[SROGERS@BSHERIFF.NET](mailto:SROGERS@BSHERIFF.NET)  
(508) 563.4343  
(508) 563.4574 FAX



## Sharon Rogers

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**From:** Sharon Rogers  
**Sent:** Wednesday, August 02, 2017 2:58 PM  
**To:** Trish Auger (tauger@securustechnologies.com)  
**Subject:** Phone Bid Product Presentation

Hi Trish:

The Barnstable County Sheriff's Office respectfully requests a one-hour product presentation relative our bid for an Inmate Communications System and Securus' proposals in response thereto. We have scheduled your presentation for Monday, August 14, 2017 at 10:00 a.m. at the Barnstable County Correctional Facility.

Kindly confirm Securus' participation in the next step of our bid evaluation process.

We look forward to getting a hands-on look at the products you outlined in your proposal.

Thanks!  
Sharon

Kindly confirm.

Thanks!  
Sharon

SHARON D. ROGERS, EXECUTIVE ADMINISTRATIVE ASSISTANT TO THE SHERIFF  
BARNSTABLE COUNTY SHERIFF'S OFFICE  
6000 SHERIFF'S PLACE  
BOURNE, MA 02532  
[SRGERS@BSHERIFF.NET](mailto:SRGERS@BSHERIFF.NET)  
(508) 563.4343  
(508) 563.4574 FAX



VENDOR PROPOSED COMMISSION COMPARISONS

FCC CAPS: .21/MINUTE FOR DEBIT/PREPAID CALLS .25/MINUTE FOR COLLECT CALLS

**Vendor: Legacy**

78% + \$40,000 bonus

Rates: All local/interstate/interlata Call rates: .20/minute  
Voice Mail: .50 for 30 seconds  
Video Visitation: .35 minute

Has Video and Photo messages  
Email

**FOR COMPARISON:** Based on this year's call figures (1,540,000)

**BCSO: \$308,000 x 78% = \$240,240 + \$40,000 = \$280,240 Vendor makes: \$67,760**

.....

**Vendor: GTL**

Percentages required by RFR not submitted

Option 1: \$250,000 fixed annual commission  
Option 2: \$200,000 fixed annual commission  
Option 3: No commission

Rates:

Option 1: Interstate/local .21  
Video visitation .40/minute

Option 2: Interstate/local .15  
Video Visitation .40

Option 3: Interstate/local .075  
Video visitation .40

**FOR COMPARISON:**

**Option 1: BCSO \$250,000 Vendor makes: \$323,400 - \$250,000 = \$73,400**  
**Option 2: BCSO \$200,000 Vendor makes: \$231,000 - \$200,000 = \$31,000**  
**Option 3: BCSO \$0 Vendor makes: \$115,500**

.....

**Vendor: Securus**

Option 1: 85% calls + 20% on video visitations + \$1,000,000 commission upfront  
Voice mail 20% commission

Confusing rates on offer: Securus also offers the BCSO the same commission offer above should they choose to change rates to .25/min for all instate calls and .21/min & .25 min for interstate rates.

Option 2: 75% calls + 20% on video visitations + \$700,000 commission & \$150,000 tech grant  
Voice mail 20% commission

Confusing rates on offer: Securus also offers the BCSO the same commission offer above should they choose to change rates to .25/min for all instate calls and .21/min & .25 min for interstate rates.

**FOR COMPARISON:**

Option 1: If I base these rates on .21 a minute: \$1,000,000 + \$274,890 on calls – no video visitations to compare

Option 2: If I base these rates on .21 a minute: \$850,000 + \$242,550 on calls – no video visitations to compare

.....  
**Vendor: IC Solutions**

Option 1: 80% - \$225,000 minimum annual guarantee

Option 2: 90% after the 1<sup>st</sup> minute of revenue

Rates: Local and Interstate: .21/minute

Video visitation .50/minute billed in 30 minute increments (\$15 a scheduled visitation)  
Voice mail is \$1.00 per message

**FOR COMPARISON: (unsure on charges for that first minute call)**

Option 1: BCSO: \$258,720 Vendor makes: \$64,680

Option 2: 1,540,000 minutes less 81,762 calls Vendor makes: \$30,622.99 + \$17,170  
BCSO: \$275,606.98

BCSO Inmate Communication System  
 BIDDER EVALUATIONS – July, 2017

VENDOR: IC Solutions

Total Score: 38

Product presentation: Yes  No

Score Key	
Unacceptable	0
Unsatisfactory	1
Satisfactory	2
Highly Satisfactory	3

BCSO REQUIREMENTS	VENDOR SCORE
Vendor's experience and qualifications in the inmate communications industry relative to the products and services set forth in this RFR	3
Vendor's ability to meet RFR Requested Equipment Requirements	3
Vendor's ability to meet RFR Technical Requirements and Specifications	3
Vendor's ability to meet RFR Mandatory Equipment Requirements	3
Vendor's ability to meet RFR Systems and Operational Requirements	2
Vendor's ability to meet RFR Data Back-up and Security Requirements	3
Vendors' ability to meet RFR Installation Requirements	3
Vendors' ability to meet RFR Maintenance, Service & Support Requirements <i>response time talking</i>	1
Vendor's ability to meet RFR Reporting Requirements	2
Vendor's ability to meet RFR Monitoring Requirements	2
Vendor's ability to meet RFR System Accountability Requirements	3
Vendor's ability to meet RFR Transition and Implementation Requirements	3
Vendor's ability to meet RFR Training Requirements	3
Vendor's ability to meet RFR Performance Monitoring and Compliance Requirements	2
Vendor's ability to meet RFR Telephone Rates, Commissions & Commission Accountability goals	2
*Added Value – Give Explanations	
<b>TOTAL VENDOR SCORE</b>	<b>38</b>

Date: 8/2/17

By BCSO Staff: J. Rogorzinski, M. Murphy, R. Alper, R. Ahonen, S. Rogers

BCSO Inmate Communication System  
 BIDDER EVALUATIONS – July, 2017

VENDOR: Securus

Total Score: 45

Product presentation: Yes  No

Score Key	
Unacceptable	0
Unsatisfactory	1
Satisfactory	2
Highly Satisfactory	3

BCSO REQUIREMENTS	VENDOR SCORE
Vendor's experience and qualifications in the inmate communications industry relative to the products and services set forth in this RFR	3
Vendor's ability to meet RFR Requested Equipment Requirements	3
Vendor's ability to meet RFR Technical Requirements and Specifications	3
Vendor's ability to meet RFR Mandatory Equipment Requirements	3
Vendor's ability to meet RFR Systems and Operational Requirements	3
Vendor's ability to meet RFR Data Back-up and Security Requirements	3
Vendors' ability to meet RFR Installation Requirements	3
Vendors' ability to meet RFR Maintenance, Service & Support Requirements	3
Vendor's ability to meet RFR Reporting Requirements	3
Vendor's ability to meet RFR Monitoring Requirements	3
Vendor's ability to meet RFR System Accountability Requirements	3
Vendor's ability to meet RFR Transition and Implementation Requirements	3
Vendor's ability to meet RFR Training Requirements	3
Vendor's ability to meet RFR Performance Monitoring and Compliance Requirements	3
Vendor's ability to meet RFR Telephone Rates, Commissions & Commission Accountability goals	3
*Added Value – Give Explanations	
<b>TOTAL VENDOR SCORE</b>	<b>45</b>

Date: 8/2/17

By BCSO Staff: J. Rogorzinski, M. Murphy, R. Alper, R. Ahonen, S. Rogers

Non-compliant - Missing Corporate Note  
 - Commission Proposal supposed to be a % not flat fee  
 - Too many lawsuits

BCSO Inmate Communication System  
 BIDDER EVALUATIONS - July, 2017

VENDOR: GTL

Total Score: 36

Product presentation: Yes  No

Score Key	
Unacceptable	0
Unsatisfactory	1
Satisfactory	2
Highly Satisfactory	3

BCSO REQUIREMENTS	VENDOR SCORE
Vendor's experience and qualifications in the inmate communications industry relative to the products and services set forth in this RFR	3
Vendor's ability to meet RFR Requested Equipment Requirements	3
Vendor's ability to meet RFR Technical Requirements and Specifications	3
Vendor's ability to meet RFR Mandatory Equipment Requirements	3
Vendor's ability to meet RFR Systems and Operational Requirements	2
Vendor's ability to meet RFR Data Back-up and Security Requirements	3
Vendors' ability to meet RFR Installation Requirements	3
Vendors' ability to meet RFR Maintenance, Service & Support Requirements <i>Service priority levels + response time are lacking</i>	1
Vendor's ability to meet RFR Reporting Requirements	2
Vendor's ability to meet RFR Monitoring Requirements	2
Vendor's ability to meet RFR System Accountability Requirements	3
Vendor's ability to meet RFR Transition and Implementation Requirements	3
Vendor's ability to meet RFR Training Requirements	3
Vendor's ability to meet RFR Performance Monitoring and Compliance Requirements	2
Vendor's ability to meet RFR Telephone Rates, Commissions & Commission Accountability goals	0
*Added Value - Give Explanations	
<b>TOTAL VENDOR SCORE</b>	<b>36</b>

Date: 8/2/17

By BCSO Staff: J. Rogorzinski, M. Murphy, R. Alper, R. Ahonen, S. Rogers

BCSO Inmate Communication System  
 BIDDER EVALUATIONS – July, 2017

VENDOR: Legacy Inmate

Total Score: 32

Product presentation: Yes  No

Score Key	
Unacceptable	0
Unsatisfactory	1
Satisfactory	2
Highly Satisfactory	3

BCSO REQUIREMENTS	VENDOR SCORE
Vendor's experience and qualifications in the inmate communications industry relative to the products and services set forth in this RFR	2
Vendor's ability to meet RFR Requested Equipment Requirements	3
Vendor's ability to meet RFR Technical Requirements and Specifications	2
Vendor's ability to meet RFR Mandatory Equipment Requirements	2
Vendor's ability to meet RFR Systems and Operational Requirements	2
Vendor's ability to meet RFR Data Back-up and Security Requirements	2
Vendors' ability to meet RFR Installation Requirements	2
Vendors' ability to meet RFR Maintenance, Service & Support Requirements	2
Vendor's ability to meet RFR Reporting Requirements	2
Vendor's ability to meet RFR Monitoring Requirements	2
Vendor's ability to meet RFR System Accountability Requirements	3
Vendor's ability to meet RFR Transition and Implementation Requirements	2
Vendor's ability to meet RFR Training Requirements	2
Vendor's ability to meet RFR Performance Monitoring and Compliance Requirements	2
Vendor's ability to meet RFR Telephone Rates, Commissions & Commission Accountability goals	2
*Added Value – Give Explanations	
<b>TOTAL VENDOR SCORE</b>	<b>32</b>

Date: 8/2/17

By BCSO Staff: J. Rogorzenski, M. Murphy, R. Alper, R. Ahonen, S. Rogers

Securus

① Current vendor

② No transition / downtime  
except to add video kiosks

③ Call rates are higher than others

Maintain or change — they provided 2 scenarios

④ 1 minute incremental billing

many lawsuits

Added value

Current vendor

transition + implementation will be easy

GTL

no vote of corp

① no MA offices

② Products - cord on top } different than the norm  
ADA phones }

③ Page 50 - Courtesy call?

④ Commissary interface

⑤ Page 68 doesn't indicate shut down service for  
video kiosks, only phones⑥ Page 77 - brief complimentary call period for 1st time  
called party. So for each 10 numbers - 1 minute (but can be changed)⑦ ~~not finding length of data storage~~ - 30 days videos

⑧ ★ Bills in one minute increments, rounds up.

Legacy

- ① Commission - \$40,000 bonus - is that upfront?
- ② Interacts w/ Keep commissary
- ③ Maine DOC  
City of Boston
- ④ In addition to kiosk - 6 Standalone Kiosks  
no electrical work required  
PoE Power over ethernet  
+ Cat6 cabling
- ⑤ Automated info system for general info
- ⑥ One full time administrator - will retain current employee  
if OK w/ securus, with a 5% increase in current salary.
- ⑦ Why Bridge Communication Device vs Video Kiosk?  
they do the same?
- ⑧ Video visits stored for 90 days  
ask after 90 day storage  
Detail records on video visit 10 years

9) Indicates warehouse for service in Plymouth  
 - address is residential?

10) Data Storage for life of contract. Call details for 10 years  
 after

Q - What about last recording on last day of contract?  
 recordings wiped out next day?

11) Video visits stored for 90 days. Prior to 90 day time  
 frame, if specific visit needs to be retained, notice to vendor  
 will restore.

12) ~~★~~ per minute rate - not in second intervals  
 calls are rounded up

see p. 167

RE. 1.8

13) ~~Point of contact was [unclear]~~

14) transferred the securus acct to legacy account