



REQUEST FOR PROPOSAL
for
Inmate Communication Services

Dakota County Sheriff's Office

Release Date: August 11, 2025

Due Date: August 26, 2025

Dakota County Sheriff's Office

Law Enforcement Cetner

1580 Highway 55

Hastings, MN 55033

For additional information please contact:

Benjamin Verby

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651-438-4822

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INTRODUCTION AND PROGRAM DESCRIPTION

A. Background/Purpose

Dakota County

Dakota County, Minnesota is the third most populous county in Minnesota, with an estimated population of 453,156. Dakota County, with its county seat in Hastings, encompasses a 576 square mile area. Most of the population is concentrated in the northern one-third of the County (suburbs of the Minneapolis – St. Paul Metropolitan Area), while the southern two-thirds of the County remain largely rural.

Sheriff's Office

The Office of the Sheriff is established by Minnesota statute as an elected position created to keep and preserve the peace of Dakota County. The Sheriff's Office is the Chief Law Enforcement Officer of the County. Among the responsibilities of the Sheriff's Office are the operations of the County Jail as part of the Detention Services Division.

Detention Services Division

The Jail Division is the detention center for the incarceration of adult males and females charged with or convicted of criminal offenses. It houses male and female pre-trial inmates and convicted male and female inmates with sentences of up to one year. The Dakota County Jail is the primary intake and booking facility for all law enforcement agencies within Dakota County, Minnesota. The Dakota County Jail books approximately 9,000 inmates per year. The Dakota County Jail has a current maximum operational capacity of 270 inmates. The 2024 Average Daily Population was 183 and the 2023 Average Daily Population was 180.

The County of Dakota through the Dakota County Sheriff's Office (County or Dakota County) is seeking Proposals for inmate phone system/services. Proposals will be used to select a phone system/service vendor ("vendor" and "proposer" are used interchangeably) to provide the County with phone services for its jail, which has a population of approximately 200 inmates.

B. Program Description/Objective

The current jail vendor provides Thirty-eight (38) Heavy-Duty Wall-Mounted Telephone and Headsets with volume control that are Hearing Aid Compatible. Also required ten (10) Video Relay Service Kiosks (VRS). The vendor owns, furnishes, installs and services all related hardware and software, for the purpose of providing phone service for the inmates. The County does not pay for the lease of the phones. The vendor provides web-based software to allow the County to monitor telephone calls, to search in connection with investigations, to download recordings or reports, and to disable or modify the operating system. This vendor is interfaced with the jail's canteen vendor to provide inmate identifying information, to sell phone cards to inmates and to auto-block victim phone numbers. This vendor provides free phones for intake, release, laundry, lobby, and for the public to speak to our Control Deputy

Housing Unit	# of Beds	# of Inmate Phones Provided by	Service Provider	Needs Free Phone Service
IHU (Integrative Health Unit)	26	7, 1 VRS	Vendor	No
2100 Unit (Classification)	58	6, 1 VRS	Vendor	No
3100 Unit (Inmates Motivated to Change)	36	3, 1 VRS	Vendor	No
4100 Unit (Maximum Security)	17	2, 1 VRS	Vendor	No
6100 Unit (Segregation)	7	1	Vendor	No
7100 Unit (General Population)	50	3, 1 VRS	Vendor	No
8100 Unit (Females)	47	3, 1 VRS	Vendor	No
9100 Unit (General Population)	26	3, 2 VRS	Vendor	No
1100 Unit (Special Needs Holding)	2	1	Vendor	No
1100 unit (Dorm)	10	1 VRS	Vendor	No
Intake (Open Holding)	4	5, 1 VRS	Vendor	Yes
Release (Open Holding)	1	0	Vendor	Yes
Laundry Room	0	1	Vendor	Yes
Jail Lobby	0	1	County	Yes
Jail Release Vestibule	0	1	County	Yes
Control Call Phone	0	1	County	Yes

Media Revenue and Traffic Revenue for 2023 and 2024 is found on Exhibit H – Commission Report

Overview of the County's Current Systems

The Sheriff's Office uses a variety of systems for the collection and dissemination of information. It is a requirement of this project to integrate data between some of these systems as outlined in Exhibit G – Application System Integration.

PCI Jail Management System

The Sheriff's Office jail management system was installed in 2009. All inmate management is tracked in PCI. Technical support is provided by both Dakota County IT and a vendor, Police Central, Inc. Numerous integrations exist between PCI and various systems. These integrations were developed by a combination of PCI and Dakota County IT staff.

Turnkey TEAM Inmate Accounting System

The Sheriff's Office has contracted with Turnkey Corrections for commissary, inmate accounts, inmate email communications, and video visitation for several years. Turnkey Corrections provides the TEAM Inmate Accounting system to the Sheriff's Office as part of their services. Inmate funds are deposited into TEAM and site charges are deducted for commissary, jail fees, and phone cards.

Key Components for the System

SCOPE OF SERVICES

The proposed inmate phone software system must adhere to FCC standards. The proposal must also consider that data will be exchanged with the Sheriff's Office JMS, which resides on a secured DMZ on the County's network.

It is expected that access to the inmate phone system software be provided on a twenty-four hours seven days a week basis. The hardware and software used to support the inmate phone system software must be designed to minimize downtime and with adequate redundancy and failover capabilities to automatically recover from potential system problems.

The following items are keys to a successful system at Dakota County.

- Ability to provide inmate phone services to the Jail
- Ability to provide investigative tools to include live monitoring and downloading of recorded calls and reports
- Process and interface to inmate accounts to acquire payment for phone calls by inmates, family, and friends without dependence on County resources to manage these processes
- Ability to easily generate ad hoc reports and queries
- Ability to provide uninterrupted availability to the system functions and timely support for equipment/system failures
- Provide customer service support to handle issues and concerns from the inmate, friends, and family
- Provide timely payment and invoicing
- Ability to set security levels and access of data for authorized users

For all services proposed, please indicate which services will be provided on-site at Dakota County versus remotely from the proposer's location.

As a part of this project, the selected proposer will be expected to perform the required services listed below. Proposers may also suggest additional services as part of their response. Your proposal must include your approach and scheduled tasks to perform the following services. Include your assumptions for on-site work.

1. EQUIPMENT

Contractor shall furnish, install, and service all equipment and software for the inmate phone services.

At a minimum, the **Jail** will require Thirty-eight (38) Heavy-Duty Wall-Mounted Telephone and Headsets with volume control that are Hearing Aid Compatible. Also required are ten (10) Video Relay Service Kiosks (VRS).

Housing Unit	# of Beds	# of Inmate Phones Provided by Vendor	Service Provider	Needs Free Phone Service
IHU (Integrative Health Unit)	26	7, 1 VRS	Vendor	No

2100 Unit (Classification)	58	6, 1 VRS	Vendor	No
3100 Unit (Inmates Motivated to Change)	36	3, 1 VRS	Vendor	No
4100 Unit (Maximum Security)	17	2, 1 VRS	Vendor	No
6100 Unit (Segregation)	7	1	Vendor	No
7100 Unit (General Population)	50	3, 1 VRS	Vendor	No
8100 Unit (Females)	47	3, 1 VRS	Vendor	No
9100 Unit (General Population)	26	3, 2 VRS	Vendor	No
1100 Unit (Special Needs Holding)	2	1	Vendor	No
1100 unit (Dorm)	10	1 VRS	Vendor	No
Intake (Open Holding)	4	5, 1 VRS	Vendor	Yes
Release (Open Holding)	1	0	Vendor	Yes
Laundry Room	0	1	Vendor	Yes
Jail Lobby	0	1	County	Yes
Jail Release Vestibule	0	1	County	Yes
Control Call Phone	0	1	County	Yes

Dakota County reserves the right to negotiate for additional phones during the term of the contract. All equipment shall be new or like new and shall be state of the art technology. The Jail will determine locations of phones within the facility.

2. Telephone Features:

- a. Secure automatic placement of calls by inmates without operator services in accordance with all Federal, State, or local laws, statutes, ordinances, rules and regulations;
- b. Ability for County to determine contents/script of pre-recorded messages that the caller hears prior to making a phone call;
- c. Ability for County to determine content/script of pre-recorded messages that the call recipient hears prior to accepting the call;
- d. Access inmate funds deposited and designated for inmate telephone services and apply the funds to the service charges without the purchase of a prepaid calling card;
- e. Ability for friends and family to purchase pre-paid phone time for an inmate via a website portal that is easy to access and use;
- f. Provide a way to handle customer services complaints from inmates and friends and family and handle these complaints within a reasonable time frame as agreed upon by the County;
- g. Allow for free phone calls on designated phones with the ability for County to set the call time limit;
- h. Enable and disable the system by County as needed for emergency or other purposes;
- i. Allow live-monitoring of all inmates calls (except legal counsel);
- j. Ability to allow County to set an alert by inmate and/or by phone number whereby an authorized user will receive the alert with a link to allow them to live-monitor the call without the caller or call recipient's knowledge;
- k. Record and store all inmate calls (except legal counsel);
- l. Americans with Disability Act (ADA) compliant, and, in particular, shall be accessible to individuals with hearing impairments, including compatible with TSS devices, etc.;
- m. Recognize certain numbers as private to disable the monitoring and recording function (calls to legal counsel);
- n. Recognize certain numbers as free to allow for the inmate to contact certain government entities and parties as determined by the county without cost to the caller or recipient;
- o. Control the time period of an inmate call as determined by County;
- p. Terminate an inmates call by County;
- q. Regulate and/or restrict numbers called by an inmate, including but not limited to, ability to deny access to certain telephone numbers, e.g., 800,888, and 900;
- r. Ability to interface with County systems to receive inmate information;
- s. Validation of inmate credentials via personal identification number, voice recognition or other means that is acceptable to the County to prevent theft of phone privileges;
- t. Ability to interface with County systems to receive victim phone number for the purpose of automatically blocking the phone number upon booking and unblock number upon release;
- u. Make initial contact with called party, verification of acceptance of charges (if applicable), announcement of an inmate's name, that the call is from an inmate at the Jail (pre-recorded message), cost of the call (if applicable) and how to accept or reject the call.
- v. Store inmate recordings (by inmate names, identification number, number called, inmate phone used, etc.) for a period as determined by County in a format that allows secured access by County;
- w. Maintain appropriate records of all inmate calls and duration as determined by Dakota County in a format that allows secured access by Dakota County.
- x. Maintain appropriate records to determine the cost of the call to the inmate and to determine Dakota County's Commission percentage for the inmate call in a format that allows secured access by Dakota County and interfaces with Dakota County's accounting system;
- y. Provide analytical investigative tracking tools and reports;
- z. Provide playback tools for all recorded calls;
- aa. Provide a full report of all calls by an inmate and/or by a phone number;

- bb.** Provide for a full download of a call or calls by an inmate and/or by a phone number; and
- cc.** Provide routine technological updates, upgrades, modifications or additions to comply with industry standards and any changes to laws, rules or regulations as negotiated by the parties.

Dakota County shall have the right to dictate which features shall be available on the inmate phone system.

3. INSTALLATION, MAINTENANCE AND REPAIR

Contractor shall be responsible for the installation, wiring, maintenance and repair of all equipment, software and operating condition, including furnishing all parts and labor, except in the case of County's (not inmate's) negligence or willful conduct. Contractor shall be responsible for providing a timely response, as agreed upon by the parties, to any outages or malfunctions to the equipment or systems

4. SUPPORT/TRAINING

Contractor shall provide technical support to County twenty-four (24) hours a day, seven (7) days a week. In addition, Contractor shall provide customer service representatives during normal business hours to address system operations and billing inquiries.

Contractor shall provide appropriate training and familiarization to the inmate population and Jail staff on the proper functioning/use of the systems.

Project plan and timeline. This project plan should include a detailed statement of work, task lists including responsible party, project schedules, training plans, testing and user acceptance.

Provide onsite training and go-live support.

An integration and test plan for phone system to receive inmate demographics and identifiers from our jail management system to ensure proper identification of an inmate for the validation of privilege and for inmate billing.

Propose all services required to coordinate necessary County and vendor resources to complete the project tasks. These project management services should include facilitating project status meetings, weekly communication of project status reports, problem resolution reporting, and maintaining/updating the project plan.

5. PHONE SYSTEM APPLICATION SOFTWARE DELIVERY, INSTALLATION, AND CONFIGURATION

Propose all services required for delivery, installation, configuration, and testing of the proposed software products, including acceptance tests to be conducted by County staff. The system should provide for processing functions/modules described in this RFP and functionality described in Section VIII: Proposal Form B – Narrative Responses and Proposal Form C – Requirements. To the extent possible, test data for the acceptance tests will be provided by the County. Include all services required to coordinate your activities with the County.

6. SOFTWARE MODIFICATIONS/DEVELOPMENT SERVICES

Propose all services required to design and develop software, or modify existing software, to meet the needs of the County, including development of County-specific queries and reports, integration of the proposed applications, and acceptance tests to be conducted by County's staff. To the extent possible, test data for the acceptance tests will be provided by the County.

7. PROJECT MANAGEMENT SERVICES

Propose all services required to coordinate necessary County and vendor resources to complete the tasks outlined in the implementation project schedule. These project management services should include facilitating project status meetings, weekly communication of project status reports, problem resolution reporting, and maintaining/updating the project plan.

8. INTEGRATION DEVELOPMENT

Propose any services required to identify, define and provide application integration and/or interfaces with other application systems.

9. DATA MIGRATION/CONVERSION

Propose any services required to migrate and/or convert existing data (in-custody inmate identification data, current blocked, privileged, and free phone numbers) to the proposed application(s), including acceptance tests to be conducted by County's staff. Test data for the acceptance tests will be provided by the County.

10. HARDWARE, OPERATING SYSTEM AND SYSTEM UTILITIES DELIVERY, INSTALLATION AND CONFIGURATION

The recommended hardware configuration should be able to accommodate current and anticipated transaction volumes, while ensuring that the application operates within a response time performance standard maximum of three seconds. Include all services required to coordinate hardware installation activities with the County. The hardware and software used to support the inmate phone system must be designed to minimize downtime and with adequate redundancy and failover capabilities to automatically recover from potential system problems.

11. DOCUMENTATION

Propose any services required to produce complete on-line help and hard copy and electronic user, system administration and technical documentation manuals. Provide relevant sample copies of your documentation manuals with your proposal.

12. TRAINING

Propose any services required to provide thorough, effective training of County staff including end users, systems administrators and technical staff. Describe your intended on-site training plan with off-site options. In addition, provide information regarding any organized system user groups that may exist for the proposed solutions.

13. SOFTWARE MAINTENANCE

Propose any necessary upgrade and maintenance services for all packaged and custom application software, and the date it will start, including the locations from which the services will be provided. Propose services for software updates and enhancements to application and

other software. Provide information on the frequency of new releases and new versions and also describe how subsequent versions of the package will accommodate custom written routines.

14. SUPPORT

Propose all on-going application support that you are able to provide. Describe the types of applications support that you offer (for example, on-site, web-based, telephone, and dial-in), hours of availability, guaranteed response and problem resolution times. Comprehensive support should be proposed for the first five years. The support proposal should keep in mind that the system must be available for continuous operation.

15. OTHER SERVICES

Propose any other services that are considered necessary to complete this project.

16. ASSUMPTIONS ON COUNTY'S ROLE

In addition to the services outlined above, please provide your assumptions and requirements regarding the County's role in the implementation process, including anticipated time requirements for:

- Business Analysis (subject matter experts);
- Project Management;
- Testing;
- Training;
- Data Conversion;
- Interfaces;
- System Installation and Configuration;
- Database Installation and Configuration;
- On-going System Administration, Software and Database Support
- Report Development; and
- Software Customization.

Documents to be posted on the Dakota County website shall meet current Digital Accessibility standards pursuant to Sections 504 and 508 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990, as amended. The consultant shall have ultimate responsibility for ensuring accessibility standards are met, as and where applicable. For more information, see: www.co.dakota.mn.us/pages/accessibility.aspx. Other links that may offer guidance on digital accessibility standards include:

C. Schedule

Release RFQ/RFP: August 11, 2025

Questions Due: August 18, 2025

Responses to Questions Posted: August 20, 2025

RFQ/RFP Proposals Due: August 26, 2025

Vendor Demo: If needed September, 2025

Contractor Selection: September 2025

Anticipated Contract Start Date: December 2025

Contract End Date: December 2030

GENERAL INSTRUCTIONS FOR CONTRACTOR

A. Contact Person

The Contractor's sole point of contact for this RFQ/RFP is:

Benjamin Verby
Dakota County Sheriff's Office
1580 Highway 55
Hastings, MN 55033
Benjamin.verby@co.dakota.mn.us
651-438-4822

B. Questions

Questions regarding this RFQ/RFP must be submitted by email and must be received no later than 4:00pm on August 18, 2025.

Responses to the questions submitted will be posted on the County's website no later than August 20, 2025, at Doing Business - Request For Bids, Proposals and Information:

<https://www.co.dakota.mn.us/Government/DoingBusiness/BidProposalsInformation/>

C. Addenda/Clarifications

Any revisions or modifications to the RFQ/RFP shall be made by County staff in a written addendum and posted on the County's website at Doing Business – Request for Bids, Proposals and Information at

<https://www.co.dakota.mn.us/Government/DoingBusiness/BidProposalsInformation/>. No verbal modification will be binding.

D. Examination of Proposal Documents

By submitting an RFQ/RFP, the Contractor represents that he or she has thoroughly examined and become familiar with the work required under this RFQ/RFP and that he or she is capable of performing quality work to achieve the objectives of this RFQ/RFP.

E. Pre-Contractual Expenses

Pre-contractual expenses are expenses incurred by the Contractor in: 1) preparing its quote/proposal in response to this RFQ/RFP; 2) submitting that quote/proposal to the County; or 3) any other expenses incurred by the Contractor prior to the date of execution of the proposed contract. The County shall not, in any event, be liable for any pre-contractual expenses incurred by the Contractors in the preparation of their quote/proposals. Contractors shall not include any such expenses as part of their quote/proposals.

F. Contract Award

Issuance of this RFQ/RFP and receipt of quotes/proposals does not commit Dakota County to award a contract. Dakota County reserves the right to postpone quote/proposal review at its own convenience, to accept or reject proposals based on evaluation of the submitted information, to accept other than the lowest cost proposal, to negotiate with other than the selected Contractor should negotiations with the selected Contractor be terminated, to negotiate with more than one Contractor simultaneously, or to cancel all or part of this RFQ/RFP.

G. Public Records and Requests for Confidentiality

Pursuant to the Minnesota Government Data Practices Act, Minnesota Statutes Section 13.591, the names of all entities that submitted a timely bid/proposal to Dakota County will be public once opened. All other information remains private until Dakota County has completed negotiating a contract with the selected Responder. After a contract has been negotiated, all information received is public information except "trade secret" information as defined in Minnesota Statutes Section 13.37. All information submitted by a Responder therefore shall be treated as public information by Dakota County unless the Responder properly requests that information be treated as a confidential trade secret at the time of submitting the bid/proposal.

Any request for confidential treatment of trade secret information in a Responder's bid/proposal must sufficiently describe the facts that support the classification of information as confidential trade secret. The request must include the name, address, and telephone number of the person authorized by the Responder to answer any inquiries by Dakota County concerning the request for confidentiality. This information shall be provided on the Trade Secret Information Form, see Attachment E. Dakota County reserves the right to make the final determination of whether data identified as confidential trade secret by a Responder falls within the trade secret exemption in the Minnesota Government Data Practices Act.

The envelope or mailing container of any documents submitted with the bid/proposal that the Responder believes contain confidential trade secret information must be clearly marked as containing confidential trade secret information. Each page upon which trade secret information appears must be marked as containing confidential trade secret information.

In addition to marking the documents as confidential, the Responder must submit one paper and one digital copy of the bid/proposal from which the confidential trade secret information has been excised. The confidential trade secret information must be excised in such a way as to allow the public to determine the general nature of the information removed while retaining as much of the document as possible.

The Responder's failure to request confidential treatment of confidential trade secret information pursuant to this subsection will be deemed by Dakota County as a waiver by the Responder of any confidential treatment of the trade secret information in the bid/proposal.

Requests by the public for the release of information held by Dakota County are subject to the provisions of the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13. Responders are encouraged to familiarize themselves with these provisions prior to submitting a bid/proposal.

By submitting this bid/proposal, Responder agrees to indemnify and hold the County, its agents and employees, harmless from any claims or causes of action relating to the County's withholding of data based upon reliance on the representations that the information is a trade secret as defined in Minnesota Statutes Section 13.37 and therefore is not public, including the payment of all costs and attorney fees incurred by the County in defending such an action.

Public Data Requests can be submitted on the County's website:

<https://www.co.dakota.mn.us/Government/DataPractices/>

H. Joint Offers

Where two or more Contractors desire to submit a single quote/proposal in response to this RFQ/RFP, they should do so on a prime-subcontractor basis rather than as a joint venture. Dakota County intends to contract with a single firm and not with multiple firms doing business as a joint venture.

I. Dakota County Rights

County staff may investigate the qualifications of any Contractor under consideration, require confirmation of information furnished by Contractor, and require additional evidence of qualifications to perform the work described in this RFQ/RFP. County staff reserves the right to:

- Reject any or all proposals if such action is in the public interest;
- Cancel the entire RFQ/RFP;
- Issue a subsequent RFQ/RFP;
- Remedy technical errors in the RFQ/RFP process;
- Appoint evaluation committees to review proposals;
- Establish a short list of Contractors eligible for interview after evaluation of written proposals;
- Negotiate with any, all, or none of the RFQ/RFP respondents; and
- Reject and replace one or more subcontractors.

This RFQ/RFP does not commit Dakota County to enter into a contract, nor does it obligate Dakota County to pay for any costs incurred in preparation and submission of proposals or in anticipation of a contract.

SUBMISSION OF QUOTE/PROPOSAL

A. Quote/Proposal Submittal

The Contractor must review the attached specifications, scope of services, and exhibits and submit one (1) electronic copy of the proposal by 4:00pm on August 26, 2025 to Benjamin.verby@co.dakota.mn.us.

B. Proposal Format

1. All proposals by corporations shall bear the official seal of the corporation, if applicable, along with the signature of a duly authorized officer of the corporation.
2. All text and exhibits should be succinct and relevant to the RFQ/RFP requirements.

C. Proposal Contents

The quote/proposal must include, at a minimum, the following sections:

1. **Letter of Transmittal**

The quote/proposal must be submitted on the firm's official business letterhead. The letter is to transmit the quote/proposal and must identify all materials and enclosures being forwarded collectively as a response to this RFQ/RFP.

Include, at a minimum, the following:

- Identification of the offering firm(s), including name, address and telephone number of each firm;
- Acknowledgment of receipt of RFQ/RFP addenda, if any;
- Name, title, address, telephone, fax numbers and e-mail address of contact person during period of proposal evaluation;
- A statement to the effect that the proposal shall remain valid for a period of not less than 120 days from the date of submittal; and
- Signature of a person authorized to bind the offering firm to the terms of the proposal.

2. Introduction and Statement of Qualifications

Vendors should include a section in their proposal that provides information regarding your company, your inmate phone services, your licensures, your software products and other pertinent information that would aid the County in evaluating your capabilities. This section should address the following:

- A restatement of the project purpose and goals to demonstrate the proposer understands the project;
- Experience with other correctional facilities of a similar size;
- Information about your inmate phone system and features;
- Experience with integration;
- Employees within the proposer's company that will be working on this project, including professional resumes; and
- Other pertinent information that would demonstrate your qualifications to perform this project.

3. Narrative Response to the Proposal

In addition to completing the detailed proposal documents that are included with this RFP, the vendor should provide a narrative section of their proposal that addresses their approach to providing the services outlined for the project.

Proposers are encouraged to use this section of the proposal to further explain aspects of their system that cannot be adequately discussed in the requirements checklists and other proposal forms.

4. Response to Narrative Responses

This section of your proposal should contain your detailed response to the functional requirements checklist Proposal Form A – Narrative Responses.

5. Response to Requirements

This section of your proposal should contain your detailed response to the functional requirements checklist Proposal Form B - Requirements. This list is contained in a Microsoft Excel document and must be completed electronically. It contains multiple columns to indicate your response to each requirement listed. The column descriptions and directions are outlined on the spreadsheet. Your proposal should include a printed copy of your completed response to the functional requirements checklist and an electronic version containing your responses.

6. Cost Proposal

Your cost proposal should include all items that pertain to the project scope as described in this RFP. Proposers should provide costs for all necessary services including any discounts, leases, connection fees, service fees (commissions), rates per minute per call type, software, and system interfaces required to satisfy the requirements of this RFP. Within this section of this proposal, you should detail the anticipated costs related to each element of this proposal outlined in "Scope of Services"

You may utilize your own format for providing cost information related to inmate phone services within your response. Proposal Form C – Cost Analysis worksheet should be used to provide any costs related to the inmate phone system. Including cost for both Traditional Model - with Rates and Revenue Commissions and FCC Compliant Model

As part of your cost proposal, please provide detailed information regarding your software licensing approach and requirements, including the basis for licensing (e.g., number of users, number of cases, per module pricing, etc.) in order to provide the County with a method for determining future software licensing costs as a result of implementing your system. In addition, please indicate any software licenses that must be renewed after a specific time (e.g., five year license) and the cost of such renewal. Should also include professional fees, direct expenses, and contract labor

7. Contractor Team Organization

In this section, state in writing or provide an organization chart showing the team members and key personnel. Identify the team members' areas of responsibility. Provide subcontractors' company name, address, contact person, email and telephone number.

8. Qualifications and Experience

Identify similar services undertaken by the Contractor within the last five (5) years. Provide the client's name, address and telephone number for a contact person currently available who is familiar with the firm's performance on each service listed.

9. Conflict of Interest

The Contractor must identify any potential conflict of interest it may have with this proposal. See Attachment D: Non-Collusion and Conflict of Interest Statement.

10. Exceptions and Deviations

Any exceptions to the requirements in this RFQ/RFP must be included in the proposal submitted by the Contractor. Segregate such exceptions as a separate element of the proposal under the heading "Exceptions and Deviations."

11. Contract Terms and General Conditions

Attachment A of this RFQ/RFP sets forth the Dakota County standard Contract Terms and General Conditions. Quotes/proposals should indicate the firm's willingness to agree to such provisions.

12. Registration and Good Standing

All responders must be in compliance with Minnesota law governing transaction of business in the [State of Minnesota](#). Upon award of the contract, the County will verify compliance prior to contracting.

Proposal Forms to be completed

Attachment A- Proposal Signature Form
Attachment D - Non-Collusion Conflict of Interest
Trade Secret Form
Attachment F– Proposal Signature Form
Proposal Form A- Narrative Responses
Proposal Form B- Requirements
Proposal Form C- Cost Analysis

TIMELINE AND BUDGET

A. Program Timeline

This RFQ/RFP will be conducted according to the following tentative schedule. This tentative schedule may be altered at any time at the discretion of County staff. The term of the contract to be awarded under this RFQ/RFP is anticipated to be December 2025 through December 2030, but may be adjusted to accommodate unforeseen delays.

1. Release RFQ/RFP: August 11, 2025
2. Questions Due: August 18, 2025
3. Responses to Questions Posted: August 20, 2025
4. RFQ/RFP Proposals Due: August 26, 2025
5. Contractor Selection: September 2025
6. Anticipated Contract Start Date: December 2025
7. Contract End Date: December 2030

B. Cost/Fee Proposal

Contractor must provide a proposal with all necessary services including any professional fees, direct expenses, discounts, leases, connection fees, service fees (commissions), rates per minute per call type, software, and system interfaces required to satisfy the requirements of this RFP. Indicate software licenses that must be renewed after a specific time, and costs associated with renewal.

PROPOSAL EVALUATION CRITERIA

The award shall be based on, but not limited to, the following factors:

1. Scope of Services understanding
2. Proposed service approach
3. Experience and other qualifications of the proposer and its project team in the area of inmate phone services, and track record of successfully implementing these systems for governmental entities
4. Quality control: Based on methods to ensure a quality product delivered on schedule by December 30, 2025
5. Performance on similar services: Based on performance of the team members and the consulting firm with successful delivery of recent similar services.
6. Best Value Cost Proposal: including installation and call rates

ATTACHMENT A: STANDARD ASSURANCES

NON-DISCRIMINATION

During the performance of this Contract, the Contractor shall not unlawfully discriminate against any employee or applicant for employment because the person is a member of a protected class under, and as defined by, federal law or Minnesota state law including, but not limited to, race, color, creed, religion, sex, gender, gender identity, pregnancy, national origin, disability, sexual orientation, age, familial status, marital status, veteran's status, or public assistance status. The Contractor will take affirmative action to ensure that applicants are employed and that employees are treated during employment without unlawful discrimination.. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices which set forth the provisions of this nondiscrimination clause.

The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of Contractor, state that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, sex, national origin, disability, sexual orientation, age, marital status, veteran's status, or public assistance status.

No funds received under this Contract shall be used to provide religious or sectarian training or services.

The Contractor shall comply with any applicable federal or state law regarding non-discrimination. The following list includes, but is not meant to limit, laws which may be applicable:

- A. The Equal Employment Opportunity Act of 1972, as amended, 42 U.S.C. § 2000e *et seq.* which prohibits discrimination in employment because of race, color, religion, sex, or national origin.
- B. Equal Employment Opportunity-Executive Order No.11246, 30 FR 12319, signed September 24, 1965, as amended, which is incorporated herein by reference, and prohibits discrimination by U.S. Government contractors and subcontractors because of race, color, religion, sex, or national origin.
- C. The Rehabilitation Act of 1973, as amended, 29 U.S.C. § 701 *et seq.* and 45 C.F.R. 84.3 (J) and (K) implementing Sec. 504 of the Act which prohibits discrimination against qualified handicapped persons in the access to or participation in federally-funded services or employment.
- D. The Age Discrimination in Employment Act of 1967, 29 U.S.C. § 621 *et seq.* as amended, and Minn. Stat. § 181.81, which generally prohibit discrimination because of age.
- E. The Equal Pay Act of 1963, as amended, 29 U.S.C. § 206(d), which provides that an employer may not discriminate on the basis of sex by paying employees of different sexes differently for the same work.
- F. Minn. Stat. Ch. 363A, as amended, which generally prohibits discrimination because of race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, disability, sexual orientation, or age.
- G. Minn. Stat. § 181.59 which prohibits discrimination against any person by reason of race, creed, or color in any state or political subdivision contract for materials, supplies, or construction. Violation of this section is a misdemeanor and any second or subsequent violation of these terms may be cause for forfeiture of all sums due under the Contract.
- H. Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12101 through 12213, 47 U.S.C. §§ 225, 611, with regulations at 29 C.F.R. § 1630, which prohibits discrimination against qualified individuals on the basis of a disability in term, condition, or privilege of employment.
- I. Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, *et seq.* and including 45 CFR Part 80, prohibits recipients, including their contractors and subcontractors, of federal financial assistance from discriminating on the basis of race, color or national origin which includes not discriminating against those persons with limited English proficiency.
- J. The Pregnancy Discrimination Act of 1978, which amended Title VII of the Civil Rights Act of 1964, 42 U.S.C. §§ 2000e *et seq.* which prohibits discrimination on the basis of pregnancy, childbirth, or related medical conditions.
- K. Equal Protection of the Laws for Faith-based and Community Organizations-Executive Order No. 13279, signed December 12, 2002 and as amended May 3, 2018. Prohibits discrimination against grant seeking organizations on the basis of religion in the administration or distribution of federal financial assistance under social service programs, including grants and loans.

L. Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, 38 U.S.C. 4212, with regulations at 41 C.F.R. Part 60-250, which prohibits discrimination in employment against protected veterans.

1. **DATA PRIVACY.** For purposes of this Contract, all data created, collected, received, stored, used, maintained, or disseminated by Contractor in the performance of this Contract are subject to the requirements of the Minnesota Government Data Practices Act, Minn. Stat. Ch. 13, ("MGDPA") and the Minnesota Rules implementing the MGDPA. Contractor must comply with the MGDPA as if it were a governmental entity. The remedies in Minn. Stat. § 13.08 apply to the Contractor. Contractor does not have a duty to provide access to public data to a data requestor if the public data are available from the County, except as required by the terms of this Contract. If Contractor is a subrecipient of federal grant funds under this Contract, it will comply with the federal requirements for the safeguarding of protected personally identifiable information ("Protected PII") as required in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, 2 CFR Part 200, and the County Protected PII procedures, which are available upon request. Additionally, Contractor must comply with any other applicable laws on data privacy. All subcontracts shall contain the same or similar data practices compliance requirements.

2. **RECORDS DISCLOSURE/RETENTION.** Contractor's bonds, records, documents, papers, accounting procedures and practices, and other evidences relevant to this Contract are subject to the examination, duplication, transcription, and audit by the County and either the Legislative or State Auditor, pursuant to Minn. Stat. § 16C.05, subd. 5. and the U.S. Department of Health and Human Services. Such evidences are also subject to review by the Comptroller General of the United States, or a duly authorized representative, if federal funds are used for any work under this Contract. The Contractor agrees to maintain such evidences for a period of six (6) years from the date services or payment were last provided or made or longer if any audit in progress requires a longer retention period.

3. **WORKER HEALTH, SAFETY AND TRAINING.** Contractor shall be solely responsible for the health and safety of its employees in connection with the work performed under this Contract. Contractor shall make arrangements to ensure the health and safety of all subcontractors and other persons who may perform work in connection with this Contract. Contractor shall ensure all personnel of Contractor and subcontractors are properly trained and supervised and, when applicable, duly licensed or certified appropriate to the tasks engaged in under this Contract. Each Contractor shall comply with federal, state, and local occupational safety and health standards, regulations, and rules promulgated pursuant to the Occupational Health and Safety Act which are applicable to the work to be performed by Contractor.

4. **PROHIBITED TELECOMMUNICATIONS EQUIPMENT/SERVICES.** If Contractor is a subrecipient of federal grant funds under this Contract, Contractor certifies that, consistent with Section 889 of the John S. McCain National Defense Authorization Act for Fiscal Year 2019, Pub. L. 115-232 (Aug. 13, 2018) (the "Act"), and 2 CFR § 200.216, Contractor will not use funding covered by this Contract to procure or obtain, or to extend, renew, or enter into any contract to procure or obtain, any equipment, system, or service that uses "covered telecommunications equipment or services" (as that term is defined in Section 889 of the Act) as a substantial or essential component of any system or as critical technology as part of any system. Contractor will include this certification as a flow down clause in any agreement related to this Contract.

5. **CONTRACTOR GOOD STANDING.** If Contractor is not an individual, Contractor must be registered to do business in Minnesota with the Office of the Minnesota Secretary of State and shall maintain an active/in good standing status with the Office of the Minnesota Secretary of State, and shall notify County of any changes in status within five calendar days of such change. Business entities formed under the laws of a jurisdiction other than Minnesota must maintain a certificate of authority (foreign corporations, limited liability companies, limited partnerships, and limited liability limited partnerships), or a statement of foreign qualification (foreign limited liability partnerships), or a statement of partnership authority (general partnerships). See Minn. Stat. §§ 303.03 (corporations); 322C.0802 (limited liability companies); 321.0902 and 321.0907 (foreign limited partnership); 321.0102(7) (foreign limited liability limited partnerships); 323A.1102(a) (foreign limited liability partnership); 321.0902 and 321.0907 (foreign general partnerships).

6. **CONTRACTOR DEBARMENT, SUSPENSION, AND RESPONSIBILITY CERTIFICATION.** Federal Regulation 45 CFR 92.35 prohibits the State/Agency from purchasing goods or services with federal money from vendors who have been suspended or debarred by the federal government. Similarly, Minn. Stat. § 16C.03, subd. 2 provides the Commissioner of Administration with the authority to debar and suspend vendors who seek to contract with the

State/Agency. Vendors may be suspended or debarred when it is determined, through a duly authorized hearing process, that they have abused the public trust in a serious manner.

By signing this Contract, the Contractor certifies that it and its principals* and employees:

A. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from transacting business by or with any federal, state, or local governmental department or agency; and

B. Have not within a three (3) year period preceding this Contract: 1) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract; 2) violated any federal or state antitrust statutes; or 3) committed embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; and

C. Are not presently indicted or otherwise criminally or civilly charged by a governmental entity for: 1) commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction; 2) violating any federal or state antitrust statutes; or 3) committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; and

D. Are not aware of any information and possess no knowledge that any subcontractor(s) that will perform work pursuant to this Contract are in violation of any of the certifications set forth above; and

E. Shall immediately give written notice to the Authorized Representative should Contractor come under investigation for allegations of fraud or a criminal offense in connection with obtaining, or performing a public (federal, state, or local government) transaction; violating any federal or state antitrust statutes; or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.

*"Principals" for the purposes of this certification means officers; directors; owners; partners; and persons having primary management or supervisory responsibilities within a business entity (e.g. general manager; plant manager; head of a subsidiary, division, or business segment and similar positions).

Directions for Online Access to Excluded Providers

To ensure compliance with this regulation, identification of excluded entities and individuals can be found on the Office of Inspector General (OIG) website at https://oig.hhs.gov/exclusions/exclusions_list.asp

ATTACHMENT B: INSURANCE TERMS

Contractor agrees to provide and maintain at all times during the term of this Contract such insurance coverages as are indicated herein and to otherwise comply with the provisions that follow. Such policy(ies) of insurance shall apply to the extent of, but not as a limitation upon or in satisfaction of, the Contract indemnity provisions. The provisions of this section shall also apply to all Subcontractors, Sub-subcontractors, and Independent Contractors engaged by Contractor with respect to this Contract, and Contractor shall be entirely responsible for securing the compliance of all such persons or parties with these provisions.

APPLICABLE SECTIONS ARE CHECKED

☒ 1. Workers Compensation.

Workers' Compensation insurance in compliance with all applicable statutes including an All States or Universal Endorsement where applicable. Such policy shall include Employer's Liability coverage in an amount no less than \$500,000. If Contractor is not required by Statute to carry Workers' Compensation Insurance, Contractor agrees: (1) to provide County with evidence documenting the specific provision under Minn. Stat. § 176.041 which excludes Contractor from the requirement of obtaining Workers' Compensation Insurance; (2) to provide prior notice to County of any change in Contractor's exemption status under Minn. Stat. § 176.041; and (3) to defend, hold harmless and indemnify County from and against any and all claims and losses brought by Contractor or any subcontractor or other person claiming through Contractor for Workers' Compensation or Employers' Liability benefits for damages arising out of any injury or illness resulting from performance of work under this Contract. If any such change requires Contractor to obtain Workers' Compensation Insurance, Contractor agrees to promptly provide County with evidence of such insurance coverage.

☒ 2. General Liability.

"Commercial General Liability Insurance" coverage, providing coverage on an "occurrence" basis. Policy shall include, but not be limited to, coverage for Bodily Injury, Property Damage, Personal Injury, Contractual Liability (applying to this Contract), Independent Contractors, "XC&U" and Products-Completed Operations liability (if applicable). An Insurance Services Office "Comprehensive General Liability" policy which includes a Broad Form Endorsement GL 0404 (Insurance Services Office designation) shall be considered to be an acceptable equivalent policy form. Claims-made coverage is acceptable.

A total combined general liability policy limit of at least \$2,000,000 per occurrence and aggregate, applying to liability for Bodily Injury, Personal Injury, and Property Damage, which total limit may be satisfied by the limit afforded under its Commercial General Liability policy, or equivalent policy, or by

such policy in combination with the limits afforded by an Umbrella or Excess Liability policy (or policies); provided, that the coverage afforded under any such Umbrella or Excess Liability policy is at least as broad as that afforded by the underlying Commercial General Liability policy (or equivalent underlying policy). Coverage under such policy may be subject to a deductible, not to exceed \$25,000 per occurrence. Contractor agrees to maintain such insurance for at least one (1) year from Contract termination.

☒ Such policy(ies) shall name Dakota County, its officers, employees and agents as Additional Insureds thereunder.

☒ 3. Professional Liability

Professional Liability (errors and omissions) insurance with respect to its professional activities to be performed under this Contract. This amount of insurance shall be at least \$2,000,000 per occurrence and aggregate. Coverage under such policy may be subject to a deductible, not to exceed \$25,000 per occurrence. Contractor agrees to maintain such insurance for at least one (1) year from Contract termination.

Contractor therefore agrees that it will not seek or voluntarily accept any such change in its Professional Liability insurance coverage if such impairment of Dakota County's protection could result; and further, that it will exercise its rights under any "Extended Reporting Period" ("tail coverage").

☒ 4. Automobile Liability.

Business Automobile Liability insurance covering liability for Bodily Injury and Property Damage arising out of the ownership, use, maintenance, or operation of all owned, non-owned and hired automobiles and other motor vehicles utilized by Contractor in connection with its performance under this Contract. Such policy shall provide total liability limits for combined Bodily Injury and/or Property Damage in the amount of at least \$2,000,000 per accident

☐ Such policy, shall include Dakota County, its officers, employees and agents as Additional Insureds thereunder.

☒ 5. Network Security and Privacy Liability.

Network security and privacy liability insurance, including first-party costs, for any breach that compromises data obtained while providing services under this Agreement. This insurance should cover claims which may arise from failure of Contractor's security resulting in, but not limited to, computer attacks, unauthorized access, disclosure of not public data including but not limited to confidential or private information, transmission of a computer virus or denial of service. The required limit shall not be less than \$2,000,000 per occurrence with a \$4,000,000 aggregate limit. Claims-made coverage is acceptable. Such insurance shall name Dakota County, its officials, employees, volunteers and agents as

additional insureds. The policy shall provide an extended reporting period of not less than thirty-six (36) months from the expiration date of the policy, if the policy is not renewed.

☒ 6. Evidence of Insurance.

Contractor shall promptly provide Dakota County with a Certificate of Insurance prior to commencement of any work. At least 10 days prior to termination of any such coverage, Contractor shall provide Dakota County with evidence that such coverage will be renewed or replaced upon termination with insurance that complies with these provisions.

☒ 7. Insurer: Policies.

All policies of insurance shall be issued by financially responsible insurers licensed to do business in the State of Minnesota by an insurer with a current A.M. Best Company rating of at least A:VII.

☒ 8. Release and Waiver.

Contractor agrees to rely entirely upon its own property insurance for recovery with respect to any damage, loss or injury to the property interests of Contractor. Contractor hereby releases Dakota County, its officers, employees, agents, and others acting on their behalf, from all claims, and all liability or responsibility to Contractor, and to anyone claiming through or under Contractor, by way of subrogation or otherwise, for any loss of or damage to Contractor's business or property caused by fire or other peril or event, even if such fire or other peril or event was caused in whole or in part by the negligence or other act or omission of Dakota County or other party who is to be released by the terms here of, or by anyone for whom such party may be responsible.

Contractor agrees to effect such revision of any property insurance policy as may be necessary in order to permit the release and waiver of subrogation agreed to herein. Contractor shall, upon the request of Dakota County, promptly provide a Certificate of Insurance, or other form of evidence as may be reasonably requested by Dakota County, evidencing that the full waiver of subrogation privilege contemplated by this provision is present; and/or, if so requested by Dakota County, Contractor shall provide a full and complete copy of the pertinent property insurance policy(ies).

Revised: 11/23

ATTACHMENT C: SAMPLE CONTRACT

Dakota County Contract #C00SAMPLE

SAMPLE CONTRACT BETWEEN THE COUNTY OF DAKOTA AND SAMPLE FOR SAMPLE

This Contract (Contract) is made and entered into between the County of Dakota, a political subdivision of the State of Minnesota, by and through its SAMPLE Department (County) and SAMPLE, SAMPLE, SAMPLE, MN SAMPLE (Contractor). Contractor and County are collectively referred to herein as the “parties” and individually as “party.”

WHEREAS, the County requires for SAMPLE, as identified in the County's Request for SAMPLE (RF SAMPLE) dated SAMPLE, attached and incorporated as **Exhibit 1**.

WHEREAS, the Contractor represents, covenants, and warrants it can and will perform the services according to the provisions of this Contract and Contractor's SAMPLE, dated SAMPLE, (“Contractor's [quote/bid/response]”) attached and incorporated as **Exhibit 2**.

ACCORDINGLY, the parties agree as follows:

1. TERM

This Contract is effective and enforceable as of the date the last party executes this Contract [or a specific/future date] (“Effective Date”) and expires on [expiration date] or the date on which all Services have been satisfactorily performed and final payment is made, whichever occurs first

2. CONTRACTOR'S OBLIGATIONS

- 2.1. General Description. Contractor shall provide the services generally described in in the RF SAMPLE and Contractor's Contractor's Proposal (collectively, “Services”).
- 2.2. Conformance to Specifications. Contractor represents, covenants, and warrants it can and will perform the Services in a timely manner according to this Contract.
- 2.3. Standard of Care. In the performance of the Services, Contractor shall use the care and skill a reasonable practitioner in Contractor's profession would use in the same or similar circumstances.
- 2.4. Ability to Perform. Contractor shall maintain staff, facilities, and equipment necessary to perform under this Contract. Contractor shall promptly provide Notice to the County when it knows or suspects it may be unable to perform under this Contract. The County shall determine whether such inability requires amendment or termination of this Contract. No Notice of Default is required to terminate under this section.
- 2.5. Changes in Policy or Staff. The County may terminate this Contract by providing 10 calendar days' Notice if the Contractor makes or proposes significant changes in policies or staffing.
- 2.6. Successors and Assigns. In order to continue Services under the Contract and subject to the County's prior written consent, in the event of a voluntary or involuntary dissolution, merger, sale, transfer, reorganization, acquisition or winding down of the Contractor's business, all rights, duties, liabilities, obligations, and provisions of this Contract bind, benefit, and are assumed by the successors, legal representatives, trustees, or assigns of the Contractor as permitted by the County in writing.

3. PAYMENT

- 3.1. Total Cost. County will pay Contractor a total amount not to exceed **SAMPLE** Dollars and zero Cents (**\$SAMPLE**) ("Contract Maximum"). The Contract Maximum is not subject to any express or implied condition precedent. The County is not required to pay for any minimum amount of any Services.
- 3.2. Compensation. The County shall pay for purchased Services in the fixed amounts set out in the Contractor's Proposal.
- 3.3. Time of Payment. The County shall pay Contractor within 35 calendar days after the date on which Contractor's invoice is received. If the invoice is incorrect, defective, or otherwise improper, the County will notify Contractor within 10 calendar days after the date on which the invoice is received. The County will pay Contractor within 35 calendar days after the date on which the corrected invoice is received.
- 3.4. Interest on Late Payments. This provision is required by Minn. Stat. § 471.425. The County shall pay interest of 1 ½ percent per month or any part of a month to the Contractor on any undisputed amount that is not paid on time. The minimum monthly interest penalty payment for an unpaid balance of \$100 or more is \$10. For unpaid balances of less than \$100, the County shall pay the actual interest penalty due the Contractor.
- 3.5. Late Request for Payments. The County may refuse to pay invoices received or postmarked more than 90 calendar days after the date that the invoiced Services were performed.
- 3.6. Payment for Unauthorized Claims.
- A. Payment does not prevent the County from disputing the claim. Payment of a claim is not a waiver, admission, release, ratification, satisfaction, accord, or account stated by the County
 - B. The County is not responsible for any interest, fee, or penalty if it withholds payment for failure to comply with any provision of this Contract or during the pendency of an audit or inspection
 - C. If the County requires an audit or inspection, the County does not have to pay any invoices until the audit or inspection is complete. Upon completion of the audit or inspection, the County will pay the Contractor pursuant to the time period for payment after receipt of an invoice
 - D. The County may offset any overpayment or disallowance of any invoice by reducing future payments.

4. COMPLIANCE WITH LAWS/STANDARDS

- 4.1. General. Contractor shall abide by all Federal, State or local laws, statutes, codes, ordinances, rules and regulations now in effect or hereafter adopted pertaining to this Contract or to the facilities, programs, and staff for which Contractor is responsible. This includes, but is not limited to all Standard Assurances, which are attached and incorporated as **Attachment SAMPLE**. Any violation of this section is a material breach of this Contract. No Notice of Default is required to terminate under this section.
- 4.2. Minnesota Law to Govern. The laws of Minnesota govern all matters related to this Contract, without giving effect to the principles of conflict of law. Venue and jurisdiction for any litigation related to this Contract must be in those courts located within Dakota County, State of Minnesota or U.S. District Court, District of Minnesota.
- 4.3. Licenses. At its own expense, Contractor shall procure and maintain all licenses, certifications, registrations, permits, or other rights required for the provision of the Services under this Contract. Contractor shall furnish copies of the above to the County upon request. Contractor shall provide Notice to the County of any changes in the above within five (5) calendar days of such change. Any violation of this section is a material breach of this Contract. No Notice of Default is required to terminate under this section.

- 4.4. Diversity and Inclusion; Prohibited Acts. It is the policy of the County to respect culture and reduce bias in the workplace and service delivery. The County's commitment to inclusion, diversity, and equity requires that the Contractor uphold respectful regard for cultural differences and recognition of individual protected-class status as defined under law

The Contractor, its managers, officers and employees shall abstain from discrimination, harassment and retaliatory actions in the performance of this Contract. If the County receives a report of non-compliance with this provision, it will share the report with Contractor, conduct an appropriate investigation as warranted by the nature of alleged behavior, and notify Contractor of the findings of the investigation and any required remedial actions by the Contractor. The Contractor shall inform the County of compliance with any required remedial actions within the time period provided by the County. If the behavior persists, the County may terminate the Contract in accordance with section 12, Termination. The Contractor shall have policies that prohibit retaliation for reporting that is not in compliance with this provision

5. INDEPENDENT CONTRACTOR STATUS

Contractor is an independent contractor. Nothing in this Contract is intended to create an employer and employee relationship between the County and the Contractor. Contractor is not entitled to receive any of the benefits received by County employees and is not eligible for workers' or unemployment compensation benefits. Contractor also acknowledges and agrees that no withholding or deduction for State or Federal income taxes, FICA, FUTA, or otherwise, will be made from the payments due Contractor, and that it is Contractor's sole obligation to comply with the applicable provisions of all State and Federal tax laws.

6. NOTICES

- 6.1. Each Notice must be signed by the Authorized Representative. Notices may be signed electronically. Unless otherwise stated in a specific section of this Contract, any notice or demand, (collectively, "Notice") must be in writing and provided to the Authorized Representative by at least one of the following:
- A. Personal delivery, which is deemed to have been provided upon receipt as indicated by the date on the signed affidavit; or
 - B. Registered or Certified Mail, in each case, return receipt requested and postage prepaid, which is deemed to have been provided upon receipt as indicated by the date on the signed receipt, certification, or affidavit; or
 - C. Nationally or internationally recognized overnight courier, with tracking service, with all fees and costs prepaid, which is deemed to have been provided upon receipt as indicated by the date on the signed receipt, certification, or affidavit; or
 - D. Except for Notices of Termination and Notices of Default, email, which is deemed to have been provided upon receipt as indicated by the date on a report generated by the outgoing email server indicating that the email was successfully sent, passed, or transmitted to the email server of the Authorized Representative's email address, or upon receiving an email confirming delivery to the Authorized Representative's email address.
- 6.2. If the Authorized Representative rejects or otherwise refuses to accept or respond to the Notice, or if the Notice cannot be provided because of a change in contact information for which no Notice was provided, then the Notice is effective upon rejection, refusal, or inability to deliver.

7. INDEMNIFICATION

- 7.1. General. To the greatest extent allowed by law, in the performance of or failure to perform this Contract, Contractor shall indemnify, defend (in the case of third-party claims, with counsel satisfactory to County), and hold harmless the County, its officers, agents, and employees, from and against any actual or alleged loss, litigation cost (including, but not limited to, reasonable attorney fees and costs and expenses of defense), costs, settlement, judgment, demands, damage, liability, lien, debt, injury, harm, fees, fines, penalties, interest, expenditure, diminution in value, disbursement, action, claim, proceeding, or dispute of any sort (collectively "Losses"),

whether or not involving a third party, which are attributable to Contractor's, or Contractor's agents', independent contractors', employees', or delegates', actual or alleged:

- A. Intentional, willful, or negligent acts or omissions; or
- B. Actions or omissions that give rise to strict liability; or
- C. Negligent or intentional misrepresentation, breach of warranty, covenant, contract, or subcontract;

whether or not well-founded in fact or in law, known or unknown, foreseen or unforeseen, fixed or contingent and howsoever originating or existing, and whether or not based upon statute, common law, or equity. This indemnity provision survives expiration or termination of this Contract.

- 7.2. Limitations. The indemnification, defense, and hold harmless obligations of this section do not apply to the extent that liability is the direct or proximate result of the negligence or fault of the County or any third party for whom the Contractor is not legally liable. This limitation is not a waiver on the part of the County of any immunity or limits on liability under Minn. Stat. Ch. 466, or other applicable State or Federal law.
- 7.3. Notice. The parties shall promptly provide Notice in writing and in reasonable detail of:
- A. any demand, action, suit, or proceeding against the party providing Notice; or
 - B. any event or fact that may give rise to indemnification under section 7.1 by Contractor.
- 7.4. Control of Defense and Settlement. Contractor shall promptly provide Notice to the County of any proposed settlement, and Contractor may not, without County's prior written consent (which the County will not unreasonably withhold, condition, or delay), settle such claim or consent to entry of any third-party judgment. Nothing in this section precludes Contractor from allowing County to undertake control of the defense.

8. INSURANCE

Contractor shall maintain policies of insurance as set forth in [Attachment **SAMPLE**] and pay all retentions and deductibles under such policies of insurance. Any violation of this section is a material breach of this Contract. This section survives expiration or termination of this Contract. No Notice of Default is required to terminate under this section.

9. SUBCONTRACTING

- 9.1. Subcontracting Generally Prohibited. Contractor shall not assign or delegate any interest, right, duty, or obligation related to this Contract without the County's prior written consent. The County may void any purported assignment, delegation, or subcontract in violation of this section.
- 9.2. Permitted Subcontracting. Contractor may subcontract with the subcontractors identified in Contractor's Proposal or as permitted by the County in writing, subject to the following:
- A. Contractor shall be responsible for the performance of its Subcontractors.
 - B. All Subcontractors shall comply with the provisions of this Contract.
 - C. Contractor remains responsible for performing Services under and complying with this Contract, regardless of any subcontract.
- 9.3. Notice to County. Contractor shall provide Notice to the County of any complaint, demand, action, proceeding, filing, lien, suit, or claim that Contractor has not paid or failed to timely pay any subcontractor. Notice must be provided no later than 10 calendar days after the date on which the Contractor first receives the complaint, demand, action, proceeding, filing, lien, suit, or claim.
- 9.4. Payment of Subcontractors. This provision is required by Minn. Stat. § 471.425. Contractor shall pay the subcontractor within 10 calendar days after the date on which the Contractor receives payment from the County for undisputed Services performed by the subcontractor. Contractor agrees to pay interest of 1½ percent per month or any part of a month to the subcontractor on any

undisputed amount not paid on time to the subcontractor. The minimum monthly interest penalty payment for an unpaid balance of \$100 or more is \$10. For unpaid balances of less than \$100, the Contractor shall pay the actual interest penalty due the subcontractor

9.5. A violation of any part of this section is a material breach of contract.

10. FORCE MAJEURE

Neither party shall be liable to the other party for any loss or damage resulting from a delay or failure to perform due to unforeseeable acts or events outside the defaulting party's reasonable control, providing the defaulting party gives notice to the other party as soon as possible. Acts and events may include acts of God, acts of terrorism, war, fire, flood, epidemic, acts of civil or military authority, and natural disasters.

11. DEFAULT

11.1. Notice of Default. Unless otherwise stated in a specific section of this Contract, no event or circumstance constitutes a default giving rise to the right to terminate for cause unless and until a Notice of Default is provided to the defaulting party, specifying the particular event or circumstance, series of events or circumstances, or failure constituting the default and cure period, if any.

11.2. Cure Period. The party providing the Notice of Default has the option, but is not required, to give the other party an opportunity to cure the specified default. If an opportunity to cure is given, it must be specifically described in the Notice of Default, including any period in which to comply.

11.3. Withholding Payment. Notwithstanding any other provision of this Contract, the County may, after giving Notice of Default, withhold, without penalty or interest, any payment which becomes due after Notice of Default is provided until the specified default is excused or cured, or the Contract is terminated.

12. TERMINATION

12.1. Termination Without Cause. Either party may terminate this Contract without cause by providing 30 calendar days' Notice of Termination to the other party

12.2. Termination for Cause or Material Breach. Either party may terminate this Contract for cause by providing 7 calendar days' Notice of Termination to the other party, unless a different procedure or effective date is stated within the specific section of this Contract under which the default occurs. In addition to other specifically stated provisions of this Contract or as otherwise stated in law, events or circumstances constituting default and giving rise to the right to terminate for cause, unless waived, include but are not limited to:

1. Making material misrepresentations either in the attached exhibits or in any other material provision or condition relied upon in the making of this Contract;
2. Failure to perform Services or provide payment within the time specified in this Contract;
3. Failure to perform any other material provision of this Contract;
4. Failure to diligently and timely perform Services so as to endanger performance of the provisions of this Contract;
5. The voluntary or involuntary dissolution, merger, sale, transfer, reorganization, acquisition or winding down of the Contractor's business.

12.3. Termination by County – Lack of Funding. The County may immediately terminate this Contract for lack of funding. A lack of funding occurs when funds appropriated for this Contract as of the Effective Date from a non-County source are unavailable or are not appropriated by the County Board. The County has sole discretion to determine if there is a lack of funding. The County is not obligated to pay for any Services that are performed after providing Notice of Termination for lack

of funding. The County is not subject to any penalty or damages for termination due to lack of funding. No Notice of Default is required to terminate under this section.

- 12.4. Notice of Termination. The Notice of Termination must state the intent to terminate the Contract and specify the events or circumstances and relevant Contract provision warranting termination of the Contract and whether the termination is for cause.
- 12.5. Duties of Contractor upon Termination. Upon the County providing of the Notice of Termination, and except as otherwise stated, Contractor shall:
- A. Discontinue performance under this Contract on the date and to the extent specified in the Notice of Termination.
 - B. Complete performance of any work that is not discontinued by the Notice of Termination.
 - C. Cooperate with County with any transition of Services.
 - D. Cancel all orders and subcontracts to the extent that they relate to the performance of this Contract.
 - E. Return all County property in its possession within 7 calendar days after the date on which the Contractor receives the Notice of Termination to the extent that it relates to the performance of this Contract that is discontinued by the Notice of Termination.
 - F. Submit an invoice for Services satisfactorily performed prior to the effective date of termination within 35 calendar days of said date.
 - G. Maintain all records relating to the performance of the Contract as may be directed by the County in the Notice of Termination or required by law or this Contract.
- 12.6. Duties of County upon Termination of the Contract for Cause or Without Cause. Upon delivery of the Notice of Termination, and except as otherwise provided, the County shall make final payment to Contractor in accordance with section 3.3 of this Contract for Services satisfactorily performed.
- 12.7. Effect of Termination for Cause or without Cause.
- A. Termination of this Contract does not discharge any liability, responsibility, or right of any party that arises from the performance of, or failure to adequately, perform the provisions of this Contract prior to the effective date of termination. Termination shall not discharge any obligation which, by its nature, would survive after the date of termination, including by way of illustration only and not limitation, the requirements set forth in Attachment **SAMPLE** (Standard Assurances) and the indemnity provisions of section 7.
 - B. The County shall not be liable for any Services performed after Notice of Termination, except as stated above or as authorized by the County in writing.

13. CONTRACT RIGHTS/REMEDIES

- 13.1. Rights Cumulative. All remedies under this Contract or by law are cumulative and may be exercised concurrently or separately. The exercise of any one remedy does not preclude exercise of any other remedies.
- 13.2. Waiver. Any waiver is only valid when reduced to writing, specifically identified as a waiver, and signed by the waiving party's Authorized Representative. A waiver is not an amendment to the Contract. The County's failure to enforce any provision of this Contract does not waive the provision or the County's right to enforce it.

14. AUTHORIZED REPRESENTATIVE

- 14.1. The Authorized Representatives of the respective parties for purposes of this Contract are as follows:

To the Contractor:

SAMPLE_____

(Name)
SAMPLE
(Title)
SAMPLE
(Street)
SAMPLE
(City, MN Zip Code)
SAMPLE
(Telephone)
SAMPLE
(Email Address)

To the County:

SAMPLE
(Name)
SAMPLE
(Title)
SAMPLE
(Street)
SAMPLE
(City, MN Zip Code)
SAMPLE
(Telephone)
SAMPLE
(Email Address)

14.2. The Authorized Representative, or his or her successor, has authority to bind the party he or she represents and sign this Contract. The County's Authorized Representative shall have only the authority granted by the County Board. The parties shall promptly provide Notice to each other when an Authorized Representative's successor is appointed. The Authorized Representative's successor shall thereafter be the Authorized Representative for purposes of this Contract.

14.3. In addition, notification to the County regarding breach or termination shall be provided to:

Dakota County Attorney's Office
Civil Division
1560 Highway 55
Hastings, Minnesota 55033

15. LIAISON

15.1. The Liaisons of the respective parties for purposes of this Contract are as follows:

Contractor Liaison: **SAMPLE**
Telephone: **SAMPLE**
Email Address: **SAMPLE**

County Liaison: **SAMPLE**
Telephone: **SAMPLE**
Email Address: **SAMPLE**

15.2. The Liaison, or his or her successor, has authority to assist the parties in the day-to-day performance of this Contract, ensure compliance, and provide ongoing consultation related to the performance of this Contract. The parties shall promptly provide Notice to each other when a Liaison's successor is appointed. The Liaison's successor shall thereafter be the Liaison for purposes of this Contract

16. OWNERSHIP OF WORK PRODUCT

As the County's contractor for hire, the County shall own in perpetuity, solely and exclusively, all rights of every kind and character, in all proceeds, works, drawings, products, plans, and all other materials created by Contractor pursuant to this Contract (collectively referred to as "Works"), and the County shall be deemed the author thereof for all purposes. Such Works are deemed "works for hire," as defined in the U.S. Copyright Act, 17 U.S.C. § 101. Contractor shall, upon the request of the County, execute all papers and perform all other acts necessary to assist the County to obtain and register copyrights on such Works. If, for any reason, any of the Works do not constitute a "work made for hire," Contractor hereby irrevocably assigns to the County, in each case without additional consideration, all right, title, and interest throughout the universe in and to the works, including all copyrights therein.

17. AMENDMENTS

Any amendments to this Contract are only valid when reduced to writing, specifically identified as an amendment, and signed by both parties' Authorized Representative.

18. SEVERABILITY

The provisions of this Contract are severable. If any provision of this Contract is void, invalid, or unenforceable, it will not affect the validity and enforceability of the remainder of this Contract unless the void, invalid, or unenforceable provision substantially impairs the value of the entire Contract with respect to either party.

19. MERGER

19.1. Final Agreement. This Contract is the final expression of the agreement of the parties. This Contract is the complete and exclusive statement of the provisions agreed to by the parties. This Contract supersedes all prior negotiations, understandings, or agreements. There are no representations, warranties, or provisions, either oral or written, not contained herein.

19.2. Exhibits. The following Exhibits and addenda, including all attachments, are incorporated and made a part of this Contract:

Exhibit 1 – County's Request for SAMPLE dated SAMPLE (including Attachments/Addenda___)

Exhibit 2 - Contractor's Response to Request for SAMPLE dated SAMPLE

Exhibit 3 - Standard Assurances

Exhibit 4 - Insurance Terms

19.3. By signing this Contract, Contractor acknowledges receipt of all the above Exhibits and addenda, including all attachments. If there is a conflict between any provision of any Exhibit and any provision in the body of this Contract, the body of this Contract will prevail. To the extent reasonably possible, the Exhibits will be construed and constructed to supplement, rather than conflict with, the body of this Contract. If there is a conflict between any provision of an Exhibit and another Exhibit, the following is the order of precedence: Exhibit 1, Exhibit 2.

20. CONFIDENTIALITY

20.1. "Protected Data" has the same meaning as Not Public Data as defined in Minn. Stat. § 13.02, subd. 8a. Trade Secret Data as defined in Minn. Stat. § 13.37, subd. 1(b) shall be identified by Contractor to County and included in the definition of Protected Data

20.2. For purposes of this Contract, all data created, collected, received, stored, used, maintained, or disseminated by Contractor in the performance of this Contract is subject to the requirements of the Minnesota Government Data Practices Act ("MGDPA"), Minn. Stat. Chapter 13 and its implementing rules, as well as any other applicable State or Federal laws on data privacy or security. Contractor must comply with, and is subject to, the provisions, remedies, and requirements of the MGDPA as if it were a governmental entity

20.3. Contractor acknowledges that the County may transmit Protected Data to Contractor in connection with Contractor's performance of this Contract. Contractor shall not, at any time, directly or indirectly reveal, report, publish, duplicate, or otherwise disclose Protected Data to any third party in any way whatsoever, unless required or allowed by law. Contractor agrees to implement such procedures as are necessary to assure protection and security of Protected Data and to furnish the County with a copy of said procedures upon request

20.4. Each party shall provide the other party with prompt Notice of a breach of the security of data as defined in Minn. Stat. § 13.055, subd. 1(a) or suspected breach of the security of data and shall assist in remedying such breach. Providing or accepting assistance does not constitute waiver of any claim or cause of action for breach of contract

20.5. Contractor shall cooperate with the County in responding to all requests for data. Contractor does not have a duty to provide access to public data if the public data are available from the County, except as required by the provisions of this Contract. The parties shall promptly notify each other when any third party requests Protected Data related to this Contract or the Services.

Contractor shall ensure that all subcontracts contain the same or similar data practices compliance requirements. All provisions of this Section apply to any subcontract or subcontractor.

20.6. This section survives expiration or termination of this Contract.

21. ELECTRONIC SIGNATURES

Each party agrees that the electronic signatures of the parties included in this Contract are intended to authenticate this writing and to have the same force and effect as wet ink signatures.

22. CONTRACT INTERPRETATION AND CONSTRUCTION

This Contract was fully reviewed and negotiated by the parties. Any ambiguity, inconsistency, or question of interpretation or construction in this Contract shall not be resolved strictly against the party that drafted the Contract. It is the intent of the parties that every section (including any subsection), clause, term, provision, condition, and all other language used in this Contract shall be constructed and construed so as to give its natural and ordinary meaning and effect.

23. WAGE WITHHOLDING TAX

Pursuant to Minn. Stat. § 270C.66, County shall make final payment to Contractor only upon satisfactory showing that Contractor and any subcontractors have complied with the provisions of Minn. Stat. § 290.92 with respect to withholding taxes, penalties, or interest arising from this Contract. A certificate by the Minnesota Commissioner of Revenue (Minnesota Department of Revenue Form IC-134, entitled "Withholding Affidavit for Contractors") satisfies this requirement with respect to the Contractor or subcontractor.

IN WITNESS WHEREOF, the parties hereto have executed this Contract on the date(s) indicated below.

COUNTY OF Dakota

By: SAMPLE
(Signature line)

SAMPLE
(Name, Title, Department)

SAMPLE
Date of Signature

Contract Number C00SAMPLE

APPROVED AS TO FORM:

SAMPLE
Assistant Dakota County Attorney/Date

KS- SAMPLE
Dakota County Board Resolution: SAMPLE

PDD_LM Rev. 6 – 12-2019 JET/GLB

FOR THE CONTRACTOR
(I represent and warrant that I am authorized by law to execute this contract and legally bind the Contractor)

By: SAMPLE
(Signature Line – Please Use Blue Ink)

SAMPLE
(Print Name and Title)

Contractor Name: SAMPLE

Address: SAMPLE

City, State, Zip Code: SAMPLE

Date of Signature: SAMPLE

ATTACHMENT D: NON-COLLUSION AND CONFLICT OF INTEREST STATEMENT

Please print or type (in ink)

CONTRACTOR NAME: _____ FEDERAL TAX ID NUMBER: _____

Company Address: _____

City: _____ State: _____ Zip Code: _____

Contact Person: _____ Title: _____

Phone Number: _____ Fax Number: _____ Email: _____

In signing this bid, proposal or quote, Contractor certifies that it has not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of the competition; that no attempt has been made to induce any other person or firm to submit or not to submit a bid, proposal or quote; that this bid, proposal or quote has been independently arrived at without collusion with any other party submitting a bid, proposal or quote, competitor or potential competitor, that this bid, proposal or quote has not been knowingly disclosed prior to the opening of the bids, proposals or quotes to any bid, proposal or quote competitor; that the above statement is accurate under penalty or perjury.

Contractor also certifies that to the best of its knowledge none of its owners, directors, officers or principals (collectively, "Corporate Executive") are closely related to any County employee who has or may appear to have any control over the award, management, or evaluation of the contract. A Contractor's Corporate Executive is closely related when any of the following circumstances exist:

1. A Corporate Executive and any County employee who has or appears to have any control over the award, management or evaluation of the contract are related by blood, marriage or adoption; or
2. A Corporate Executive and any County employee who has or appears to have any control over the award, management or evaluation of the contract are current or former business partners, co-workers, or have otherwise previously worked closely together in the private or public sector; or
3. A Corporate Executive and any County employee who has or appears to have any control over the award, management or evaluation of the contract share a personal relationship that is beyond that of a mere acquaintance, including but not limited to friendship or family friendship.

If one or more of the above circumstances exist, Contractor must disclose such circumstance(s) to Dakota County in writing. Failure to disclose such circumstances invalidates the Contract.

Contractor will comply with all terms, conditions, specifications required by the party submitting a bid, proposal or quote in this Request for Bid, Proposal or Quote and all terms of our bid, proposal or quote response.

Authorized Signature

Title

Date

You are advised that according to Dakota County Board Resolution 18-485 and Policy 2751, if there is a question as to whether there may be an appearance of a conflict of interest, the contract shall be presented to the County Board for approval, regardless of the amount of the contract. Whether a conflict of interest or the appearance of a conflict of interest exists is a determination made by Dakota County.

Submit this form as part of the Bid, Proposal or Quote response.

ATTACHMENT E: TRADE SECRET FORM

The following form must be provided by Responder to assist the County in making appropriate determinations about the release of data provided in Responder's bid or proposal.

All responders must select one of the following boxes:

- ☐ My bid/proposal does not contain "trade secret information", as defined in Minn. Stat. § 13.37, Subd. 1(b). I understand that my entire bid/proposal will become public record in accordance with Minn. Stat. § 13.591.
- ☐ My bid/proposal does contain "trade secret information" because it contains data that:
1. (a) is a formula, pattern, compilation, program, device, method, technique or process; AND
(b) is the subject of efforts by myself or my organization that are reasonable under the circumstances to maintain its secrecy; AND
(c) derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use.
 2. I have submitted one paper and one digital copy of my bid or proposal from which the confidential trade secret information has been excised. The confidential trade secret information has been excised in such a way as to allow the public to determine the general nature of the information removed while retaining as much of the document as possible AND I am attaching an explanation justifying the trade secret designation.

Please note that failure to attach an explanation may result in a determination that the data does not meet the statutory trade secret definition. All data for which trade secret status is not justified will become public in accordance with Minn. Stat. § 13.591.

Submit this form as part of the Bid or Proposal response

Revised: 6/28/2018

Authorized Signature	Title	Date
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ATTACHMENT F: PROPOSAL SIGNATURE FORM

1. In submitting this proposal, it is understood by the Proposer that Dakota County reserves the right to reject any or all proposals, to waive any informality or irregularity in any proposal received and to accept any alternate (if applicable) in any order or combination. If awarded the Contract, the undersigned agrees to execute an agreement within the specified time for the above stated compensation.
2. In submitting this proposal, it is understood that Dakota County reserves the right to reject any or all Proposals, to waive any informality or irregularity in any proposal received and to accept any alternate (if applicable) in any order or combination. If awarded the Contract, the undersigned agrees to execute an agreement within the specified time for the above stated compensation.
3. By signing this proposal, the proposer understands and agrees to the terms and conditions set forth in the scope of services.
4. This document can only be signed by a person authorized to bind the proposer to a contract.
5. NON-COLLUSION STATEMENT must be attached to this proposal Form and signed by the Contractor's duly authorized representative.

Indicate Addenda received: _____

Please print: _____

Legal Name of Company

Address

Name and Title of Authorized Agent

Signature

Date

Incorporated in the State of: _____

Indicate type of company: _____

Corporation/partnership/sole proprietorship

Attachment G – Application System Integration for Phone Systems

PCI Jail Management System (Jail) – Information to flow to Proposed Inmate Phone System

Booking Information to Open Account and Victim Phone Number(s) for Auto Blocking

Release Information to Closed Account and Unblock Victim Phone Number(s)

Proposed Inmate Phone System – Information to flow to TurnKey Inmate Account and Commissary (Jail)

Verify Account Balance (based on play amount) to Allow Call

Charge Inmate Account Upon Call Completion

Exhibit H – Commission Report

2023 Media Revenue

Revenue Type	Orig. ANI	Items	Revenue	Commission
Media - Game Subscriptions		43	\$273.57	\$14.88
Media - Game Subscriptions - CDF		42	\$53.60	\$2.92
Media - Games		875	\$4,267.26	\$232.14
Media - Games - CDF		875	\$1,750.00	\$95.20
Media - Movies		5345	\$19,021.55	\$1,034.77
Media - Movies - CDF		5341	\$16,023.00	\$871.65
Media - Music		5885	\$13,945.80	\$758.65
Media - Music Subscriptions		7	\$57.93	\$3.15
Media - Music Subscriptions - CDF		7	\$21.00	\$1.14
Media - Newsstand		28	\$141.72	\$7.71
Media - Newsstand - CDF		26	\$26.00	\$1.41
Media - TV Shows		3061	\$4,319.04	\$234.96
Media - TV Shows - CDF		3060	\$3,029.40	\$164.80
		Total:	\$62,929.87	\$3,423.39

2023 Traffic Breakdown

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	\$1,045.62	5,809	1,509	\$554.18
Interlata	\$14.94	83	27	\$7.92
International	\$0.00	0	0	\$0.00
Interstate	\$12.24	68	11	\$6.49
Intralata	\$24.84	138	49	\$13.17
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$993.60	5,520	1,422	\$526.61

Prepaid Collect	\$49,705.63	276,131	29,466	\$26,343.98
Interlata	\$1,482.30	8,235	952	\$785.62
International	\$13.75	65	8	\$7.29
Interstate	\$8,347.50	46,375	5,127	\$4,424.17
Intralata	\$3,133.26	17,407	1,936	\$1,660.63
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$36,728.82	204,049	21,443	\$19,466.27
Securus Debit	\$105,157.29	581,825	84,368	\$55,733.36
Interlata	\$7,024.68	39,026	6,014	\$3,723.08
International	\$1,430.67	5,566	1,048	\$758.26
Interstate	\$12,758.94	70,883	10,515	\$6,762.24
Intralata	\$8,411.40	46,730	6,475	\$4,458.04
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$75,531.60	419,620	60,316	\$40,031.75
Totals:	\$155,908.54	863,765	115,343	\$82,631.53

2024 Media Revenue

Revenue Type	Orig. ANI	Items	Revenue	Commission
Media - Game Subscriptions	-	75	\$313.25	\$17.04
Media - Game Subscriptions - CDF	-	75	\$62.80	\$3.42
Media - Games	-	783	\$3,739.54	\$203.43
Media - Games - CDF	-	783	\$1,566.00	\$85.19
Media - Movies	-	4347	\$15,475.53	\$841.87
Media - Movies - CDF	-	4347	\$13,041.00	\$709.43
Media - Music	-	5076	\$10,872.95	\$591.49
Media - Music Subscriptions	-	59	\$400.41	\$21.78
Media - Music Subscriptions - CDF	-	59	\$177.00	\$9.63

Media - Newsstand	-	37	\$184.63	\$10.04
Media - Newsstand - CDF	-	37	\$37.00	\$2.01
Media - TV Shows	-	3133	\$4,219.91	\$229.56
Media - TV Shows - CDF	-	3133	\$3,101.67	\$168.73
-	-	-	Total Revenue \$53,191.69	Total Commission \$2,893.63

2024 Traffic Breakdown

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	\$860.40	4,780	1,296	\$456.01
Interlata	\$9.36	52	16	\$4.96
International	\$0.00	0	0	\$0.00
Interstate	\$5.40	30	5	\$2.86
Intralata	\$35.28	196	66	\$18.70
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$810.36	4,502	1,209	\$429.49
Prepaid Collect	\$57,921.12	321,784	34,318	\$30,698.19
Interlata	\$2,204.64	12,248	1,304	\$1,168.46
International	\$0.00	0	0	\$0.00
Interstate	\$7,835.04	43,528	4,469	\$4,152.57
Intralata	\$5,009.22	27,829	2,794	\$2,654.89
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$42,872.22	238,179	25,751	\$22,722.27
Securus Debit	\$118,078.23	652,347	94,354	\$62,581.46
Interlata	\$7,772.40	43,180	5,918	\$4,119.37
International	\$4,082.97	19,040	2,254	\$2,163.97
Interstate	\$14,826.24	82,368	12,526	\$7,857.91
Intralata	\$9,458.46	52,547	7,380	\$5,012.98

Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$81,938.16	455,212	66,276	\$43,427.22
Totals:	\$176,859.75	978,911	129,968	\$93,735.66