

ICSolutions PRESENTS THIS PROPOSAL TO:
HUMBOLDT COUNTY, CALIFORNIA

**RFP No.: RFP 19-002-SHF for the Provision
of Jail Management System, Inmate
Telephone System & Associated Services &
Optional Tablet Program**

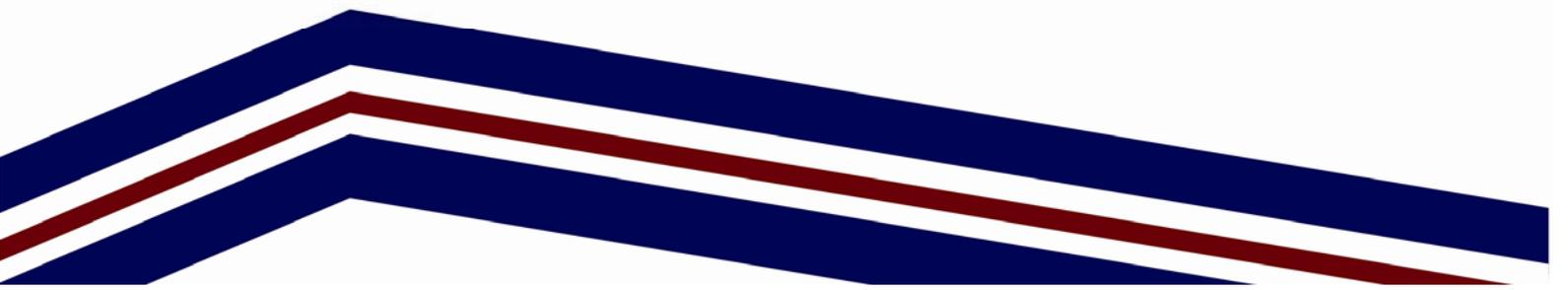
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DUE: JULY 22, 2019 @ 4:00 P.M.

MIKE KENNEDY
REGIONAL ACCOUNT MANAGER
RFP@ICSOLUTIONS.COM



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Copyright & Trademark Notices

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The following is a non-exhaustive list of United States trademark applications and registrations owned by ICSolutions and its affiliates:

ICSolutions®	The ENFORCER®
The Attendant SM	The Communicator SM
Word Detector SM	Message of the Day SM
Access Corrections TM	The Visitor TM

Other trademarks that may be used in this Document are the property of their respective owners.



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July 18, 2019

Humboldt County Sheriff's Office
ATTN: Captain Duane Christian
826 4th Street
Eureka, CA 95501

RE: RFP No. 19-002-SHF for *The Provision of Jail Management System, Inmate Telephone System & Associated Services and Optional Tablet Program*

Dear Captain Christian and the Proposal Evaluation Committee:

Thank you for the opportunity to provide this proposal in response to Humboldt County's inmate telecommunications needs. ICSolutions, together with its affiliates in the Keefe Group of companies – including your current commissary provider **Keefe Commissary Network (KCN)** – is ***the only company in the industry that can be a total service partner*** for phones, commissary, inmate banking, kiosks, video visitation, tablets, and other proposed technologies, as well as food and vending services. ICSolutions proposes to use Beacon as our subconsultant in the provision of the Beacon JMS. Beacon is located at 1515 East Silver Springs Boulevard, Ocala, FL 34470.

ICSolutions' corporate headquarters is located at 2200 Danbury Street, San Antonio, TX 78217. The ICSolutions/Keefe regional office from which services would be dispatched is located at 13369 Valley Boulevard, Fontana, CA 92335.

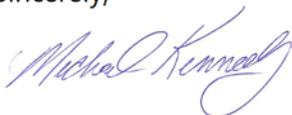
ICSolutions certifies that the following company officer is ICSolutions' **primary contact for this offer**, is authorized to participate in contract negotiations on behalf of ICSolutions, and has signature authority to commit ICSolutions to a legally binding contract:

Mr. Mike Kennedy

ICSolutions Vice President Sales & Marketing / Humboldt County Account Manager
Office: 866-228-4040 | Email: mkennedy@icsolutions.com

Thank you for taking the time to review our proposal. We are committed to earning the business and **complete satisfaction of Humboldt County**, its staff, and its inmate telecommunications customers.

Sincerely,



Mike Kennedy
Vice President Sales & Marketing

**ATTACHMENT A – SIGNATURE AFFIDAVIT
(Submit with Proposal)**

REQUEST FOR PROPOSAL – NO. RFP 19-002-SHF SIGNATURE AFFIDAVIT	
NAME OF FIRM:	
STREET ADDRESS:	
CITY, STATE, ZIP	
CONTACT PERSON:	
PHONE #:	
FAX #:	
EMAIL:	

Government Code Sections 6250, et seq., the “Public Records Act,” define a public record as any writing containing information relating to the conduct of public business. The Public Records Act provides that public records shall be disclosed upon written request, and that any citizen has a right to inspect any public record, unless the document is exempted from disclosure.

In signing this Proposal, I certify that this firm has not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a Proposal; that this Proposal has been independently arrived at without collusion with any other Bidder, competitor or potential competitor; that this Proposal has not been knowingly disclosed prior to the opening of Statements of Qualifications to any other Bidder or competitor; that the above statement is accurate under penalty of perjury.

The undersigned is an authorized representative of the above-named firm and hereby agrees to all the terms, conditions, and specifications required by the County in this Request for Qualifications and declares that the attached Proposal is in conformity therewith.



Signature

Title

Name

Date

This firm hereby acknowledges receipt / review of the following Addendum(s), if any
Addendum # [_____] Addendum # [_____] Addendum # [_____] Addendum #
[_____]

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IV. BUSINESS PROFILE

9.1.3.4 Section IV: Business Profile: The Bidder's Business Profile shall include the following items:

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

9.1.3.4.1 Company Overview - The company overview should include, at a minimum, all of the following items:

9.1.3.4.1.1 The Bidder's business name, physical location, mission statement, legal business status, such as partnership, corporation, Limited Liability Company or sole proprietorship, and the Bidder's current staffing levels.

9.1.3.4.1.2 A detailed description of the Bidder's current and previous business activities, including, without limitation:

- The history of the Bidder's firm, including the date when the firm was founded.
- The number of years the Bidder has been operating under the present business name, and any prior business names under which the Bidder has provided the Services equivalent to those set forth in this RFP.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Inmate Calling Solutions, LLC (dba ICSolutions) is headquartered in San Antonio, Texas, and has numerous regional offices nationwide, including in nearby Reno, Nevada and Fontana, California. Moreover, our field technicians and site administrators are stationed across the country to better meet our clients' needs. Additionally, ICSolutions is offering an on-site System Administrator to provide dedicated support to Humboldt County. Backup service and technology will be provided from our headquarters and data center in San Antonio.

Mission statement: "Satisfying Customers with Integrity and Innovation"

In the more than seventeen years that ICSolutions has been an Inmate Telecommunications Services provider, we have established a 99% contract renewal rate due to our advanced technology and extraordinary customer service. ICSolutions believes the cornerstone of a lasting partnership is exceptional customer service, which is reflected in our multi-tiered support services that comprise Technical Services, Customer Service, and Local Support. In addition, our products and services are developed in-house by our Engineering Team dedicated to meeting the unique needs of the corrections industry, providing reliable yet flexible features that can continuously evolve to meet the ever-changing industry demand. In fact, most of our features were developed based on suggestions from our clients.

IC Solutions is a Limited Liability Company. We are licensed to do business in the State of California. For our Business Licenses, PSC & FCC Documentation, please refer to **Section VI.B**. ICSolutions will obtain any licenses and permits necessary for the operation of the proposed services.

IC Solutions has more than 100 employees dedicated to the development, installation, maintenance, and service of The ENFORCER® inmate telephone system. The professional team involved in the aforementioned duties and ongoing management of service for Humboldt County comprises experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams, including your Project Manager. Details of the background and responsibilities for these individuals has been provided in **Requirement 9.1.3.4.2** later in this Section IV. Full résumés for these key personnel have also been included in **Section IV.1**.

IC Solutions has been operating under the name Inmate Calling Solutions since the company's formation in August of 2002. ICSolutions has provided inmate telecommunications services in correctional environments since 2002, expanding and improving our technology to meet the evolving needs of our clients.

IC Solutions is wholly owned by Keefe Group, LLC - the nation's largest commissary provider. Keefe Group has been **servicing the corrections industry for over 40 years**. ICSolutions and Keefe Group have worked in tandem since 2010, utilizing our financial resources to strategically expand operations and developing supply-chain relationships to benefit our clients. Through this partnership, ICSolutions remains committed to Research and Development to continue to improve our services. Our commitment to providing state-of-the-art equipment for clients is demonstrated by our **ongoing and**

free system upgrades, released approximately every quarter and conducted remotely (so there is no need for any onsite disruption).

ICSolutions focuses on providing a secure and feature-rich inmate call-processing system, and we continue to innovate and expand our offerings. Today we provide not only the latest generation ENFORCER[®], but a customizable total inmate communications and payments solution that can include advanced voice biometrics, video visitation, paperless grievance reporting, lobby deposit kiosks, debit release cards, inmate voicemail, email, and more. We also provide customized services like commissary interfaces that allow inmates to purchase calling time and order commissary items by phone, along with our Prepaid Collect system.

Thanks to these features and our outstanding Service Team, we can take pride in the reliable solution we provide for our clients. To better serve called parties, inmates, and facilities alike, our company is staffed by one of the most seasoned management teams in the industry, and our service structure includes in-house Technical Services, Customer Care, Engineering, Network Operations Specialists, On-Call Facility Support, and Account Management Services, all available to meet our clients' needs **24 hours a day, 7 days a week, 365 days a year**.

9.1.3.4.2. Qualifications and Experience - The overview of the Bidder's qualifications and experience should include, at a minimum, all of the following items:

9.1.3.4.2.1 A detailed summary of the Bidder's overall experience regarding the provision of the Services equivalent to those set forth in this RFP for public agencies, including the number of years the Bidder has been providing the Services and the total number of government agencies for which the Bidder has provided the Services. If multiple Bidders are partnering to provide all components of the Services, each Bidder shall provide a detailed summary of the component(s) of the Services under the Bidder's purview.

9.1.3.4.2.2 The number of staff and subconsultants that are currently providing the Services or each component of the Services, equivalent to those set forth in this RFP.

- 9.1.3.4.2.3 A detailed summary of the qualifications and experience of staff members and subconsultants that are currently providing the Services equivalent to those set forth in this RFP, including, without limitation, job titles, responsibilities, special training, licenses and certifications. Proposals shall include a clear and concise narrative which identifies the Bidder's ability to provide the Services set forth in this RFP.
- 9.4.3.4.2.4 A brief description of a minimum of five (5) current local, county and/or state customers that would include:
- Name of Facility, Number of Beds
 - Date of original contract
 - Service(s) provided (cumulative Services or each component of the Services)
 - Contact Information
 - Identify the two (2) most recently awarded contracts of the Services or component(s) of the Services in a detention facility: including the specific custody facility.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions has been providing inmate telecommunication services for more than 17 years. **Since 2002**, ICSolutions has provided inmate telecommunications services in correctional environments, expanding and improving our technology to meet the evolving needs of our clients. ICSolutions has established a 99% contract renewal rate, and we **have never purchased a single contract** or any other company.

ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to hundreds of individual facilities, making up more than 275 agencies across the United States and providing calling services to a total of about **300,000 inmates**.

Agencies using The ENFORCER® range in size from small city, county, and regional facilities, to large state DOCs housing as many as 44,000+ inmates. Our clients of every size rely on our proprietary ENFORCER® calling system to process calls.

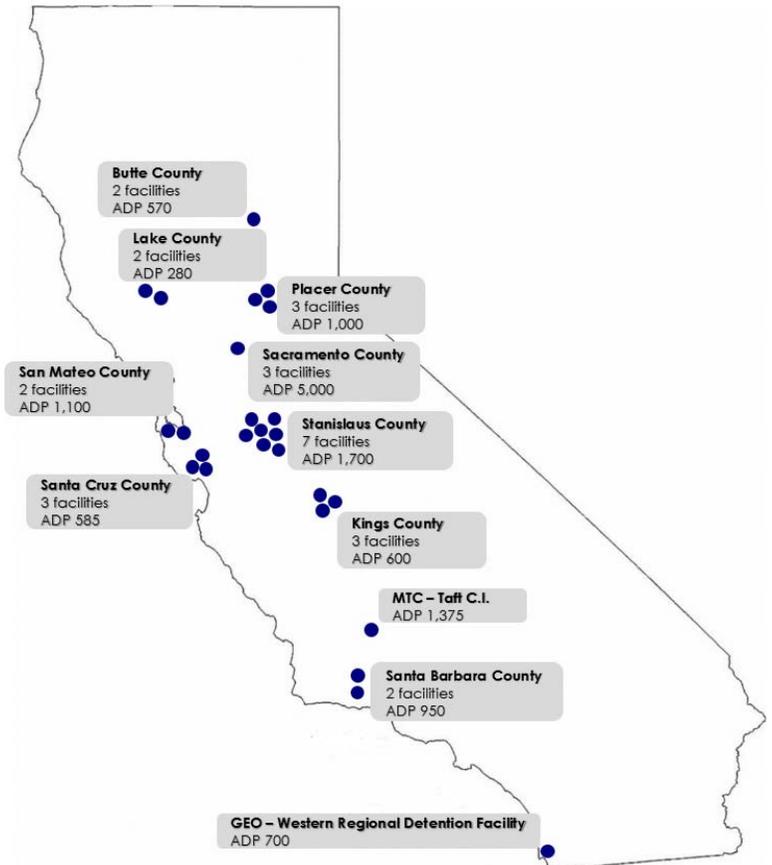
ICSolutions is also experienced in providing inmate tablets to our customers.

ICSolutions has deployed tablet solutions in over a dozen of our client facilities, serving roughly 10,000 inmates with nearly 1,500 tablets.

Our management team includes experienced industry veterans supported by a diverse staff of technical and operational personnel. ICSolutions is headquartered in San Antonio, Texas, and has numerous regional offices nationwide. Moreover, our field technicians and site administrators are stationed across the country to better meet our clients' needs.

Presence in California

In California, as both a prime contractor and a technology subcontractor, we provide our inmate calling services to 29 facilities. The services we provide in California include The ENFORCER® inmate calling platform, deployed at all our sites; The Visitor™ video visitation system; inmate tablets; lobby deposit kiosk; The Verifier™ voice biometrics; Integrated Cardless Debit; and more.



Beacon Software Solutions

ICSolutions is proposing to partner with Beacon Software Solutions, Inc. to provide Beacon Operating Management System, a robust Jail Management System (JMS) that is currently in use by clients in more than a dozen states across the United States. The Beacon JMS is fully customizable to meet or exceed any and all practices provided by the Agency and includes state-of-the-art technology such as biometric readers and signature pads, as well as mobile apps for supervisors. The Beacon JMS tracks and maintains any and all movements, appointments, charges, sentencing, etc. on the inmate's record. Users have the ability to review all records pertaining to the inmate, which include active and archived records with the proper user permissions.

Beacon Software works closely with all vendors in use by the agency to ensure interfaces are completed to their specifications and that all data transfers are within the guidelines provided by the agency's IT team.

With over a combined 50 years in the Jail Management software business, the developers at Beacon Software Solutions, Inc. are proud to introduce the next state-of-the-art Jail Management system. Members of Beacon's development staff, principle architects, and developers for the Jail Management system have been promoted world-wide by Microsoft on multiple occasions, and now enthusiastically anticipate in another widely successful product.

Beacon Software Solutions, Inc. was created as a result of clear recognition by its developers that law enforcement agencies are in significant need of innovative, effective, and affordable law enforcement software tools specifically designed to work for any size agency. Beacon Software Solutions, Inc. is steadfastly dedicated to bringing state-of-the-art, innovative enterprise software applications and consulting services to **all sizes of law enforcement agencies**. Beacon continually improves upon its products by keeping clients up-to-date with the newest and latest technologies provided by Microsoft and other partners. Upgrades are performed quarterly at no cost to the Agency.

Beacon understands technology and software development, but also understands jail operations and the expertise needed to successfully run them. Beacon offers not only inmate management, but full facility and staff management systems. Budgeting and time management requirements are only a few features of a strong JMS. Beacon has developed a quality Jail Management system that is easy to deploy at a very affordable price.

Key Personnel

ICSolutions' excellent customer service begins from the date of contract award through the life of the contract. Our service package offers the County our knowledgeable Installation Team, whose expertise will ensure a seamless transition to our centralized ENFORCER®; our 24 x 7 x 365 Technical Services Center, who will assist you if you have a question or if an issue arises; and **your Regional Account Manager, Mike Kennedy**, who will work with you for the life of the contract to ensure that all of your needs are met.

ICSolutions has more than 100 employees dedicated to the development, installation, maintenance, and service of The ENFORCER® inmate telephone system. The professional team involved in the aforementioned duties and ongoing management of service for Humboldt County comprises the following experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and

Technology Development teams, including your Project Manager. Full résumés for these key personnel have also been included in **Section IV.1**.

All onsite and installing personnel will be required to pass any criminal background checks and screenings required by the Sheriff's Office prior to the start of work and access to the facility. In addition, as part of the hiring process, all ICSolutions employees must pass a background check before they start to work. All ICSolutions personnel will be required to adhere to the County's policies and procedures, including personal appearance. ICSolutions understands that the Sheriff's Office has the right to deny access to the property for any employee who is identified as a potential threat.

Client Services

Mike Kennedy, Vice President of Sales & Marketing / Regional Account Manager ***Responsibilities***

Mr. Kennedy leads the marketing and sales of inmate calling technology and services to State and County government correctional facilities utilizing a customer-centric approach. He is responsible for many of the overall day-to-day operations of the company. This responsibility includes overseeing all aspects of service delivery, including system integrations and customer service.

As Regional Account Manager, Mike will be responsible for working directly with the County throughout the entire contract term. ICSolutions recognizes that the County's needs may evolve over the life of the contract and Mike will work with the County to adjust the system and features provided to best fit the County's requirements. This may include system expansions, feature additions, integration with JMS or Commissary vendors, etc. He will also be the single point of contact for any questions or requests concerning the contracted services, including (but not limited to) reports, compensation, service and maintenance, training, etc.

Qualifications

Prior to joining ICSolutions in 2004, Mike started in the telecommunications industry in 1989 and has vast experience in account management and business development. Mike's experience includes both operator services and inmate telephone services offered nationwide. Mr. Kennedy obtained his Business Administration degree at the University of South Carolina.

Sylvia Castillo, Client Services Manager

Responsibilities

As the Client Services Manager, Sylvia maintains excellent business relationships with all of ICSolutions' clients. Part of her role is to ensure that the products and services that are operating within each of our client's facilities are meeting and/or exceeding their expectations. Any time there is a concern Sylvia is one of the primary points of contact in resolving client-specific issues.

Qualifications

Sylvia has been in customer relations since 1993. Some of her most notable qualifications lie in her management and allocation of resources in order to best serve clients. Her strong relationships with Attorney Generals and Public Utility Commissions personnel across the U.S. give her unique insight and perspective when managing ICSolutions' clients. She has implemented important policies and procedures over her career that have positively impacted customer and client relations.

Latisha Steger, Director of Sales Engineering

Responsibilities

As the Director of Sales Engineering, Latisha works directly with the facility to schedule and provide training during installation and ongoing refresher training throughout the life of the contract. She will deliver training on The ENFORCER® system, video visitation, inmate tablets, and inmate telephone procedures face-to-face, over-the-phone, or via WebEx, as the facility prefers. In addition, Ms. Steger also manages and coordinates voice enrollments for Pre-Call Validation and Voice Biometrics services.

Qualifications

Ms. Steger has served as a professional in telecommunications customer management and support since 2000, with a focus on inmate calling sales, service, training and support since 2007.

Don Newsome, Corporate Account Manager/Video Visitation Trainer

Responsibilities

Don works directly with the facility to provide initial training for The Visitor™ Video Visitation System during installation and ongoing refresher training throughout the life of the contract. Mr. Newsome delivers training face-to-face, over-the-phone, or via WebEx, as the facility prefers.

Qualifications

Mr. Newsome began working with ICSolutions in early 2017, and he has nearly 20 years' experience in the corrections industry. This makes him uniquely familiar with correctional procedures and processes to enhance his ability to optimize training specifically for correctional facilities. Don received a degree from Tallahassee Community College in 1992.

Installations & Operations (Technical Support)

Brian Dietert, Director of Operations

Responsibilities

Brian leads the team of technicians responsible for the 24x7x365 monitoring and service support of the inmate phone system and communication access lines. The ICSolutions Technical Support Center ("TSC") is staffed 24x7x365 with Level 1 and Level 2 technicians, and is the initial point of contact for any issues related to the operation of the inmate telephone system. TSC is equipped with the Nagios network monitoring application and Mantis for trouble ticket issuance and resolution.

Qualifications

Brian has been in the telecommunications industry since 1986, specializing in inmate telephone services since 1990. He has held senior leadership positions with several companies that operate in inmate telephone industry. Before joining ICSolutions in 2011, Brian was the Director of Network and Billing Services for Public Communication Services (PCS). While at PCS, he managed over \$30 Million in annual revenue associated with collect, prepaid, and debit calling. Prior to PCS, Brian was a principal with AGM Telecom who helped start up and grow the company to 125 installations before being acquired by PCS in 2007. As a result of approximately three decades in this industry, Brian brings a wealth of knowledge and experience in all aspects of field services, engineering, project management, and local and toll network architecture, as well as leading edge products associated with VOIP telephony.

Geoff Larkin, Project Manager

Responsibilities

During the implementation, Geoff will be responsible for managing the installation, including development of the County's project plan and overall management of The ENFORCER® installation. As Project Manager for installations, Geoff brings his in-depth knowledge and expertise of The ENFORCER® to expedite issue identification and resolution.

Qualifications

Mr. Larkin has a well-rounded education with A+ and Net+ certifications, as well as holding a B.A. in Biology and an MBA. Geoff, who joined ICSolutions in 2007, balances this education with in-depth experience, with more than 30 years of IT experience in regulated industries. Geoff has held leadership positions on system conversion and specialized-training teams since 1987. He is an integral part of every installation at ICSolutions – big or small – so he is familiar with the problems that can arise with all types of projects. He has coordinated countless complex projects and is proficient at anticipating facilities will have their own unique circumstances that may affect the timing of the installation if not timely identified and addressed in the installation plan.

Justin Naquin, Regional Field Service Manager

Responsibilities

Justin is the field supervisor for ICSolutions' installation teams nationwide. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control.

Qualifications

Justin joined ICSolutions in 2004 and has nearly 30 years of telecommunications experience in the public and inmate telephone industry. Justin is skilled at installations of both inmate telephone systems and video visitation systems. He has completed over one hundred complex inmate telephone system installations for ICSolutions' existing customers, including State Departments of Corrections and large multi-site applications. Justin has led many installations, including the installations at Bexar County, Texas – Sacramento County, California – Erie County, New York – and Osceola County, Florida.

Latoya Coleman, Technical Support Manager

Responsibilities

Latoya Coleman supports the project as Technical Support Manager for ICSolutions clients after installation. She supervises the Technical Support team and serves as the first level of escalation for unresolved trouble tickets.

Qualifications

Latoya joined ICSolutions in 2009 as a Technical Services Representative, assisting clients with product related concerns, troubleshooting hardware and software issues, and coordinating with field technicians via telephone to change hardware and software configurations. In 2015, Latoya was promoted to Technical Support Manager due to her outstanding performance in issue resolution. Latoya has more than 10 years of technical support experience, with nearly a decade in the inmate telecommunications industry. Ms. Coleman holds a Bachelor of Science in Computer Science from Jackson State University.

Technology Development

Brendan Philbin, Vice President of Product Development

Responsibilities

Mr. Philbin oversees the design and development of all technologies, products, and applications deployed by ICSolutions for both customer and internal use. This responsibility includes overseeing the day to day IT operations, the assembly of product hardware as well technical oversight of product deployments in the field, as well as overseeing all aspects of technology from concept to delivery, with a market-focus approach to technology development, including identifying market needs and developing the appropriate products and services as solutions to meet those needs.

Qualifications

Mr. Philbin is an executive who first entered the industry of telecommunications for correctional markets in 1989, delivering strategic vision, market and product strategy, technology innovation, program and project management. He has a proven track record of building and leading successful teams that deliver major projects on time and within budget. Extensive knowledge of the Operator Services industry with domain expertise in telephony billing, collections, bad debt management and inmate telephone services.

Steve Shields, Director of Information Technology

Responsibilities

Mr. Shields is responsible for all software development activity at ICSolutions. He oversees the Software Engineering department and works with our in-house team to address any software issues and prioritize ongoing enhancements and upgrades.

Qualifications

Steve has worked in software development since 1990. Steve has experience in all phases of IS/IT development, programming, implementation and operations, systems analysis, specifications, design, coding, optimization, quality assurance, documentation, database and application system conversion, software and hardware evaluation. Steve's experience includes management positions in multiple telecommunications agencies, leading teams in the development, maintenance, deployment and operation of custom software and applications. Since joining ICSolutions in 2013, Steve has overseen a database team managing 254 databases on 44 PostgreSQL clusters, Enterprise wide ETL processes, and Enterprise reporting and data analysis. He has also created a streamlined Quality Assurance environment leading our QA team to have an 80% improvement on the turnaround of software from development to production. Steve obtained degrees in Computer Programming and Computer Applications Design from San Antonio College.

George Langdin, Technical Services Manager (IT Engineering)

Responsibilities

George leads the engineering team responsible for building, configuring, and testing all ENFORCER® equipment before it is delivered to each facility for implementation. George's team plays an important role in the quality assurance process by making sure each piece of equipment is configured to meet the requirements of the facility it is going to, and by ensuring that the equipment is functioning properly and free from manufacturing defects prior to deployment. After system installation, George is also a point of escalation for software support issues.

Qualifications

George joined ICSolutions in 2004 and has been in the technology industry since 1998. His InfoTech experience includes founding a market-leading "dot com" company and managing technical support for a multinational biotech corporation. Mr. Langdin obtained his Bachelor of Science degree at University of California, Davis.

Executive Management Team

The ICSolutions' management team is highly experienced in telecommunications and, more specifically, the correctional market segment.

Tim McAteer, Company President has 20 years' experience in management and administration within the correctional industry, including serving as Vice President and Chief Operating Officer for several commissary support and supply companies.

Mike Kennedy, VP of Sales & Marketing, has nearly 30 years' experience in account management and business development in the telecommunications industry, including both operator services and inmate telephone services offered nationwide.

Brendan Philbin, VP of Product Development, has nearly 30 years' experience in all facets of the industry including network infrastructure, billing, fraud control, process design, market strategy, and sales management.

Ken Dawson, Director of Contracts & Regulatory, also has more than 30 years' experience in the telecommunications industry including co-founding and developing several companies engaged in back-room support for the industry.

Brian Dietert, Director of Operations, has nearly 30 years of telecommunications experience, more than two decades of which have been specialized in the Correctional Communications Market.

References

ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to hundreds of individual facilities, making up more than 275 agencies across the United States and providing calling services to a total of about **300,000 inmates**.

Agencies using The ENFORCER® range in size from small city, county, and regional facilities, to large state DOCs housing as many as 44,000+ inmates. Our clients of every size rely on our proprietary ENFORCER® calling system to process calls.

We are pleased to offer the following references that enjoy similar equipment and services offered to Humboldt County. These references can attest not only to the quality of our technical solution, but also to our commitment to outstanding service and customer care. Additionally, we have included contact information for every single one of our current clients where we serve as the Prime Contractor in **Exhibit A**. We have also included several recent Letters of Reference from a few of our clients in **Exhibit B**.

ICSolutions is proud of our service history, and we encourage you to call anyone on our Client List, in addition to the references below. ICSolutions has also provided the completed references forms as required in **Sections V.1.B** and **V.2.B**.

Name of Facility: Santa Cruz County Jail, CA

Number of Beds: 585

Date of original contract: January 2009

Service(s) provided: Inmate Telephone System, ICSdepositsSM Kiosk, Visitation Phones

Contact Information: Michelle Rodriguez (831) 454-3184, (831) 454-7604 fax, shf280@co.santa-cruz.ca.us

Name of Facility: San Mateo County Sheriff's Office, CA

Number of Beds: 1,500

Date of original contract: June 2018

Service(s) provided: Inmate Telephone System, Educational Tablets

Contact Information: Lt. William Fogarty (650) 599-3018, wfogarty@smcgov.org

Name of Facility: Kings County Main Jail, CA

Number of Beds: 600

Date of original contract: April 2005

Service(s) provided: Inmate Telephone System, Video Visitation

Contact Information: Commander Kim Pedreiro (559) 469-6161, kim.pedreiro@co.kings.ca.us

Name of Facility: Bartow County Sheriff's Office, GA

Number of Beds: 1,100

Date of original contract: February 2016

Service(s) provided: Inmate Telephone System, Video Visitation, Inmate Tablets

Contact Information: Major Dover, Jail Administrator; (770) 382-5050 x 6000; (678) 721-3206 fax; garydover@bartow.org

Name of Facility: Hunt County, TX

Number of Beds: 400

Date of original contract: January 2013

Service(s) provided: Inmate Telephone System, The InvestigatorTM

Contact Information: Captain Tammy Sherman, Jail Administrator; (903) 513-7224; (903) 453-6822 fax; tsherman@huntcounty.net

Name of Facility: Madera Department of Corrections

Number of Beds: 530

Date of original contract: May 2018

Service(s) provided: Jail Management System

Contact Information: Robert Moore, (559) 675-7951,
robert.moore@maderacounty.com

Name of Facility: El Paso County Jail

Number of Beds: 1,800

Date of original contract: December 2016

Service(s) provided: Jail Management System

Contact Information: Dep. Kimberly Byrd, (719) 390-2033, kimberlybyrd@elpasoco.com

Name of Facility: Chaves County Detention Center

Number of Beds: 450

Date of original contract: August 2011

Service(s) provided: Jail Management System

Contact Information: Clay Corn, (575) 624-6592, ccorn@co.chaves.nm.us

Recently Awarded Contracts

ICSolutions' two most recently awarded contracts are Union County, North Carolina, and Kinney County, Texas. As far as the JMS component, the two most recent accounts from the references provided are Madera Department of Corrections and El Paso County Jail.

9.1.3.4.3 *Legal/Litigation* - Provide detailed description of any and all litigation pending or actual in any form, regarding the provision of the Services equivalent to those set forth in this RFP that involved or has been brought by or against the Bidder, contractors and/or subcontractors. Also provide all instances where your organization was named a defendant and/or indemnified or defended an entity or whom your organization furnished Services during the past five years, including the nature and result of such litigation, if applicable.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Inmate Calling Solutions, LLC d/b/a ICSolutions has been a named defendant in civil lawsuits filed by inmates during the past 5 years but there have been no judgments against ICSolutions in any of these matters. Below is a summary of all litigation matters over the past 5 years that are related in any way to ICSolutions or ICSolutions' inmate telecommunications system:

1. **Open litigation matters:**

- a) Case No. 2016 CA 1638, Versiah Taylor v. Florida Department of Corrections, et al, filed in the 2nd District Court for Leon County in Florida – An inmate sued the Florida Department of Corrections, Office of Chief Inspector General, Keefe Group, Advanced Technology Group and ICSolutions alleging that these parties infringed on trade secrets, trademarks, tradenames and intellectual property. The inmate claims that he invented the inmate email system, phone system and digital media system, and these ideas were stolen from him and sold to the Florida Department of Corrections' vendors, the named defendant companies, without his consent and without payment or compensation. A motion to dismiss for ICSolutions will be filed in response to the Complaint. **It is important to note that ICSolutions is not the Florida DOC's ITS provider.** Note: This case is essentially the same parties and factual allegations of the federal lawsuit, Case No. 4:16-cv-00455, Versiah Taylor v. Florida Department of Corrections, et al, described under the Inactive cases below.

2. **Inactive/historical litigation matters:**

- a) Case No. 3:17-cv-00366, Arthur Julius-Greene Beraha, formerly known as Travers A Greene, v. State of Nevada et al., filed in the United States District Court for the District of Nevada (Reno)- An inmate filed suit against the State of Nevada, the Nevada Department of Corrections; Nevada Department of Corrections employees, ICS, Century Link and Embarq Payphone Services, Inc. alleging, in part, that telephone calls placed while incarcerated were intentionally dropped/disconnected in an attempt to improperly collect service fees associated with the telephone calls. ICSolutions denies the plaintiff's claims and filed a motion to dismiss, which was granted by the Court. Judgment entered in favor of ICSolutions on May 28, 2019.
- b) Case No. 4:16-cv-00455, Versiah Taylor v. Florida Department of Corrections, et al, filed in United States District Court for the Northern District of Florida (Tallahassee). An inmate sued the Florida Department of Corrections, Florida Office of Inspector General, Castle, Keefe Group, Advanced Technology Group and ICSolutions alleging that these parties infringed on trade secrets, trademarks, tradenames and intellectual property. The inmate claims that he invented the inmate email system, phone system and digital media system, and these ideas were stolen from him and sold to the Florida Department of

Corrections' vendors, the named defendant companies, without his consent and without payment or compensation. Upon initial review of the inmate's First Amended Complaint, the Court dismissed the complaint for failure to state a claim upon which relief could be granted. Judgment entered in this Court on December 5, 2017. The inmate then appealed the dismissal to the 11th Circuit Court of Appeals, case no. 18-10790. On September 11, 2018, the 11th Circuit Court of Appeals dismissed the appeal as being frivolous.

- c) Case No. 1880cv00050, Donald P. Renkowic vs Hampshire Jail et al (amended April 29, 2018) – An inmate sued the jail facility, the Sheriff and ICSolutions for violation of his right to privacy and an alleged right to make collect calls. ICSolutions supplies the telephone technology but does not administer its actual use by the inmates, which are under the supervision of the jail facility. Collect calling was discontinued at the facility in late 2017 due to local exchange carriers no longer offering billing services. The company filed a motion for summary judgement seeking dismissal, which was granted on June 13, 2018, and final judgment entered on August 1, 2018.
- d) Case No. 217-2017CV-00590, Inmate Calling Solutions, LLC v The State of New Hampshire Department of Administrative Services and Global Tel*Link Corporation, New Hampshire, Merrimack Superior Court, Merrimack County, New Hampshire – Global Tel*Link (GTL) included fees in a contract with the New Hampshire DOC, which were expressly prohibited by the RFP, and ICSolutions requested the Court to review the lawfulness of the contract in light of this fact. Outside the filings with the Court, ICSolutions pointed out the discrepancy to the State and pointed out the number of transactions it could reasonably be expected to affect (more than 99.5% of payments), the cost of the fees using historical data of funding events (accounting for more than 50% of the total costs for prepaid calling), and that these fees would be a new cost to the customer since fees were not previously charged. Pursuant to a settlement agreement, the State and GTL amended the contract to remove the funding fees and ICSolutions agreed to voluntarily dismiss the case. The settlement agreement and stipulation for dismissal effectively closing the case was filed with the Court on May 17, 2018.
- e) Cause No. D-1-GN-16-000837, Inmate Calling Solutions, LLC v. Ken Paxton, Attorney General of Texas and Randall County, Texas, 419th Judicial District Court, Travis County, Texas – The Texas Attorney General issued a ruling allowing ICSolutions' confidential audited financial statements to be released.

ICSolutions filed a Petition for Declaratory Judgment that the audited financial statements are confidential and not to be disclosed to the public. On June 5, 2017, the Court issued an order approving the parties' agreement that ICSolutions' audited financial statements would be treated as confidential information exempt from public records.

- f) Civil No. 160700886, Croxford and Securus Technologies, LLC v. Davis County, Utah and Inmate Calling Solutions, LLC, Second Judicial District Court, Davis County, Utah – Securus sued a client facility for choosing to award a contract to ICSolutions after competitive bidding. Securus protested the County's award of the contract, which was denied by the County. Securus filed a complaint with the local Court, followed by a Motion for Temporary Restraining Order, which was denied by the Court on September 8, 2016. The County transitioned service to ICSolutions on September 14, 2016. That same date, Securus voluntarily dismissed its case.
- g) Case No. 13-17361, Evans v. Skolnik, Ninth Circuit Court of Appeals (appeal of Case No. 3:08-CV00353-HDM-VPC, U.S. District Court for Nevada) – The initial claims against ICSolutions were dismissed in November 2009, where the inmate claimed privileged calls were recorded when they were in fact not recorded. The remainder of the case between the inmate and the Attorney General's Office was heard by a jury, which rendered a verdict for the Defendant Attorney General Skolnik. Plaintiff Inmate Withrow filed an appeal in November 2013, which was dismissed in December 2015. The Plaintiff has filed a petition to the Nevada Supreme Court to consider the appeal, however, the Nevada Supreme Court has not granted the Plaintiff's petition at this time and it is considered constructively dismissed.
- h) Case SC-14-313, Small Claims Court of Lancaster County, NE. (Lawrence W. Harris v. ICSolutions) – an inmate of Lancaster County Jail filed a claim in small claims court seeking refunds from ICSolutions of charges for calls that system records show were disconnected by the non-inmate, called-party. The inmate-claimant later withdrew his claim on August 18, 2014, resulting in the dismissal of the claim in a Court order issued on August 19, 2014.

9.1.3.4.4 *Fraud* - A detailed description of any fraud convictions related to public contracts, if applicable.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has not had any fraud convictions in its 17-year history.

9.1.3.4.5 *Debarments, Suspensions, and Others* - A detailed description of any current or prior debarments, suspension or other ineligibility to participate in public contracts, if applicable.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions does not have any current or prior debarments, suspensions or other ineligibility to participate in public contracts.

9.1.3.4.6 *Violations* - A detailed description of any violations of local, state and/or federal industry or regulatory requirements, if applicable.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. This requirement is not applicable since ICSolutions has had no such violations.

ICSolutions maintains compliance with all regulatory issues at all times, by ensuring that all appropriate certifications, licensing and tariffs to operate the system are current and valid. We subscribe to Inteserra (formerly Technologies Management Inc., or TMI), the industry leader in regulatory consulting and compliance reporting. Inteserra keeps us abreast of all national and local legislative and regulatory issues, as well as assisting with ensuring all appropriate tariffs and certifications up to date. Furthermore, we have a dedicated executive manager (Ken Dawson, Director of Compliance and Regulatory), whose role is to work with Inteserra and local, state, and national agencies in maintaining full compliance with all legislative and regulatory requirements.

- 9.1.3.4.7 Controlling or Financial Interest - A detailed description of any controlling or financial interest the Bidder has in any other firms or organizations, or whether the Bidder's firm is owned or controlled by any other firm or organization. If the Bidder does not hold a controlling or financial interest in any other firms or organizations, that must be stated.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is wholly owned by Keefe Group, LLC, a subsidiary of TKC Holdings, Inc. Keefe Group - the nation's largest commissary provider - has served the corrections industry successfully for over 40 years!

- 9.1.3.4.8 Quality Control - The business profile shall include an overview of the Bidder's policies and procedures regarding the quality control. The quality control overview should include, without limitation, all of the following:

- 9.1.3.4.8.1 A detailed description of the Bidder's understanding of the requirements, challenges and potential hurdles applicable to the provision of the Services equivalent to those set forth in this RFP.
- 9.1.3.4.8.2 Identification of the Bidder's management team and other key personnel, including, without limitation, an organizational chart and resumes of each staff member that may provide the Services equivalent to those set forth in this RFP pursuant to the terms and conditions of the project.
- 9.1.3.4.8.3 A detailed description of the Bidder's management expertise and approach, and how such expertise and approach will assure staff continuity and timely performance of the Services equivalent to those set forth in this RFP pursuant to the terms and conditions of project specific Task Orders.
- 9.1.3.4.8.4 A detailed description of the expected communication channels between the Bidder's staff and the Sheriff's Office to ensure that the Services equivalent to those set forth in this RFP will be performed to the Sheriff's Office's satisfaction, including, without limitation, how potential problems will be solved.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proud to present our solution to provide **Jail Management System, Inmate Telephone System & Associated Services & Optional Tablet Program** for

Humboldt County. At the highest level, our solution will provide a comprehensive, fully integrated, and reliable inmate communications solution that is truly turnkey. ICSolutions will provide all necessary software and hardware products, installation, testing, project management services, technical and instructional documentation, and training in the operation and administration of our products and services.

ICSolutions understands the County's goals and objectives for the RFP and has provided a proposal we believe will meet or exceed all of your needs. Please refer to the *Proposed Services, Configuration & Documentation* in **Section V** for an overview and narrative description of our proposed plan for providing inmate communications services to Humboldt County. Throughout **Section V**, ICSolutions has described in more detail about how our inmate communications system meets or exceeds the requirements outlined in this proposal.

ICSolutions believes our own clients can best attest to our commitment to quality. In **Sections V.1.B** and **V.2.B**, we have included references required by the County who we believe will attest to **ICSolutions' commitment to quality**, service, and advanced technology.

ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to hundreds of individual facilities, making up more than 275 agencies across the United States and providing calling services to a total of about **300,000 inmates**. Agencies using The ENFORCER® range in size from small city, county, and regional facilities, to large state DOCs housing as many as 44,000+ inmates.

Our clients of every size rely on our proprietary ENFORCER® calling system to process calls.

ICSolutions will **install and maintain** the ENFORCER® inmate calling system – along with all telephones and ancillary hardware and software – for the **life of the contract** and at **no cost** to the County. ICSolutions is committed to keeping your inmate phone system in top working order to ensure **continuous availability of calling services to inmates**, and **reliable revenue-generation for our clients**.

To ensure optimal performance of the phone system, ICSolutions invests extensively in appropriate

- preventive maintenance,
- efficient remote diagnostics,
- certified local technicians,
- local storage of spare parts and a “crash kit” of critical system components,
- a 24X7X365 professional Technical Services call center that will connect you to a **live technician**, and
- a thorough Quality Assurance Program that is designed to head off problems before they can impact the facilities we serve.

Again, all service, warranty, and ongoing maintenance – in addition to all equipment and software – are provided for the life of the contract, and at no cost to the County.

ICSolutions follows well-practiced procedures to anticipate and manage risks during the implementation project. Some of the Risk Items to be managed are common project to project and these risks are incorporated in our procurement, testing, and scheduling planning. Most risks can only be determined following detailed site surveys; finalizing the specifications and deliverables with the County; and scheduling work to be performed by third party vendors such as network carriers. A complete risk list will be part of the final project plan submitted to the County following contract award and site surveys.

ICSolutions’ professionally trained project team will coordinate the installation of your new Inmate Telephone System (ITS) to ensure **minimal impact on facility operations and phone system revenue**. ICSolutions commits to providing the County with a seamless transition of service from your current vendor to our centralized ENFORCER® platform and exceptional support following installation.

All equipment proposed will be shipped from ICSolutions’ San Antonio manufacturing facility following a **rigorous testing procedure and approval by Quality Assurance personnel**. As soon as your LEC has installed new network circuits, ICSolutions will conduct tests to ensure full functionality. The following steps outline the tasks and processes that will occur onsite prior to the cutover:

- **Equipment Set Up and Powered** – ICSolutions will install all the necessary equipment in the phone room. The onsite phone room equipment will consist of Adtran IP Gateways and Uninterruptable Power Supply (UPS) units. This equipment will be installed in a standard 19" Equipment Rack. The facility will benefit from less equipment installed onsite and less maintenance requirements, reduced energy consumption, and a very small footprint for the onsite equipment.
- **Phone Swap** – The ICSolutions onsite team will replace your old phones for new models and complete any final wiring.
- **Execute Test Plan** – ICSolutions implementation procedure includes a detailed testing and acceptance plan for both our Project Manager and a designated Jail representative to ensure that the entire system is deployed and performs exactly as requested by the County. Testing of The ENFORCER® system will be conducted by a certified Quality Control ("QC") team. The QC Team will test all features and functionality to ensure adherence to the specifications of the RFP. The testing procedures extend to all systems, telephones, software, and peripheral hardware.

Immediately following completion of the installation, ICSolutions Project Team will meet with the County to review the Implementation process and discuss adherence to timeline, overall satisfaction, any questions the County may have, etc.

ICSolutions' expertise at conducting fast, smooth implementations has been proven time and again by our many successful installation projects. We have installed The ENFORCER® calling platform and its related complementary inmate communications products at **11 state Departments of Corrections** with as many as 44,000+ inmates, as well as **hundreds of County, regional, and city correctional facilities** across the U.S. These installations have required a complex and sophisticated project management and implementation effort, which the ICSolutions team has honed over more than a decade of successful installations. For our JMS Project Implementation Management Plan and ITS Project Implementation Management Plan, please refer to **Sections V.1.A & V.2.A** respectively.

Management Expertise & Key Personnel

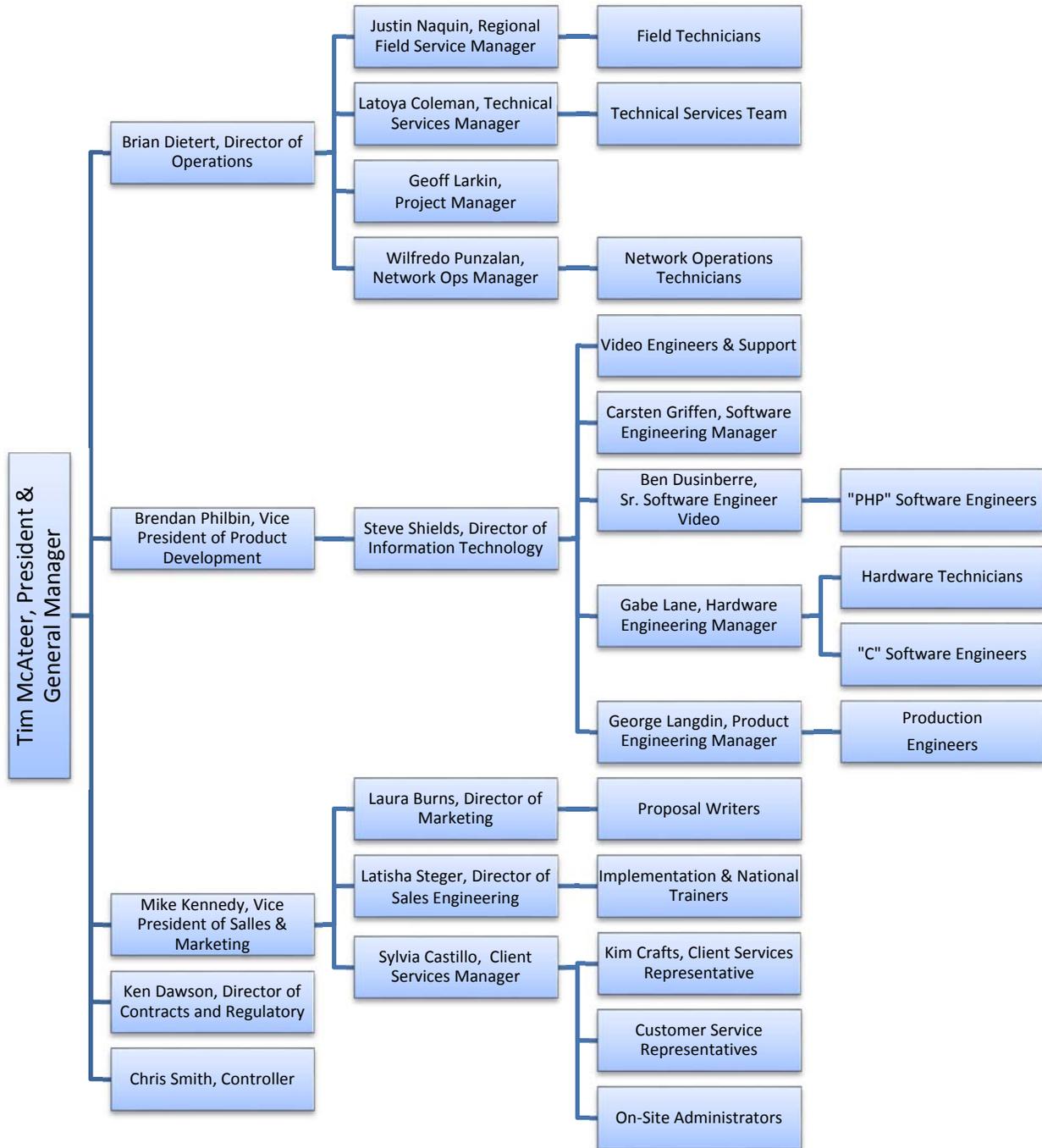
ICSolutions is staffed by a management team with more than 200 years of collective experience advancing inmate telecommunications. ICSolutions allocates our resources based on our clients' needs. Our headquarters is staffed by National Account Support teams, including Customer Service for called parties, Technical Services for facility support, and Engineering. Our Regional Account Managers provide account management services for clients divided into seven regions. When a contract is awarded, ICSolutions recruits a local team of field staff dedicated to the account based on that client's requirements. Our Engineering staff is dedicated to updating our ENFORCER® call processing platform based on our clients' feedback and suggestions.

Each of ICSolutions' departments has developed a unique training program appropriate to their job function. Specifically, all technical employees undergo a 40-hour system training certification based in San Antonio, Texas. Our parent company, TKC Holdings, supports the advancement of our employees' knowledge by offering tuition reimbursement and continuing education opportunities. All new employees must undergo 30-, 60-, and 90-day reviews, as well as annual reviews to ensure employees are performing to departmental and company expectations. All potential employees are subject to background checks, credit report reviews, and drug testing before they are hired.

Any company is vulnerable to the loss of key personnel, and ICSolutions' management is diligent in cross-training and knowledge transfer among our departments in order to minimize the disruption caused by the loss of a key individual. Specific personnel backup designations have been established to assist in contingency planning. Each key staff member has a backup identified by the ICSolutions' management team.

ICSolutions has more than 100 employees dedicated to the development, installation, maintenance, and service of The ENFORCER® inmate telephone system. On the technical side, the final authorities on the highest level will be Brian Dietert, Director of Operations and Brendan Philbin, Vice President of Product Development – both of whom report to our President and General Manager, Mr. Tim McAteer. Your Regional Account Manager, Mr. Mike Kennedy, will manage and serve as your direct point-of-contact throughout the life of the contract. Your Project Team will be led by Mr. Geoff Larkin in partnership with your Regional Account Manager, Mike Kennedy.

ICSolutions' Organizational Chart



In **Requirement 9.1.3.4.2** earlier in this Section IV, ICSolutions has described the key personnel for this project, including the background and experience for each. Full résumés have been included in **Section IV.1**. ICSolutions has specifically assigned the following individuals as the key personnel responsible for maintaining Quality Assurance and their related processes and documentation:

- **Service Technicians** - Local technicians will perform installation, test calls, and onsite repair and maintenance to equipment located at the County facilities, including telephones and network connectivity devices. Remote repair and maintenance of the centralized ENFORCER® calling system will be performed by service technicians at our secure data centers.
- **Technical Service Center Technicians** - Technical Service Center (TSC) Technicians will be available by phone 24 hours a day, 365 days a year, to answer calls to our toll-free TSC hotline. These technicians will be trained to assist the County with administrative, customer service, and technical support tasks. They will dispatch technicians as necessary to provide all necessary repair and maintenance.
- **Implementation Project Manager** - The Implementation Project Manager will manage technical deliverables and review relevant documentation before submission to the customer.
- **Regional Account Manager (“Project Supervisor”)** – Your ICSolutions Regional Account Manager, Mr. Mike Kennedy (also referred to by the County as your ICSolutions “Project Supervisor”) will provide overall guidance for the implementation project, and will be the primary liaison for the County throughout the contract duration. This individual will have overall responsibility for ensuring client satisfaction.
- **Vice President of Sales & Marketing** - The Vice President of Sales & Marketing, Mr. Mike Kennedy, will have overall responsibility for efficient and effective customer service delivery to our three distinct sets of customers: County facilities and employees (technical assistance); County inmates (quality assurance and system uptime); and County inmate families and friends (billing and technical assistance).

Responsibilities

1. The ICSolutions Regional Account Manager will provide overall quality control guidance for the project, and will be the primary liaison for the County's Project Manager. This individual will have overall responsibility for ensuring client satisfaction throughout the contract period and any extensions.
2. The ICSolutions Implementation Project Manager will manage deliverable development, as well as conduct reviews of documentation before submission to the customer during the pre-implementation and implementation periods.
3. All ICSolutions project team members will follow the deliverable expectations set, participate in peer reviews when requested, and identify problems that interfere with the team's ability to provide high quality deliverables and services.
4. Technical Service Center Technicians will be trained to assist the County on administrative, customer service, and technical support issues including repair and preventive maintenance. They will dispatch technicians as necessary and coordinate their activities to resolve repair and maintenance issues.
5. Technicians will perform onsite and remote repair and maintenance of the equipment related to Inmate Telephone Service.

Maintenance & Support

ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your facility's ongoing service needs. In keeping with the company's mission, the support team is dedicated to customer satisfaction and **our primary goal is to provide continuous, reliable system performance throughout the contract term.**

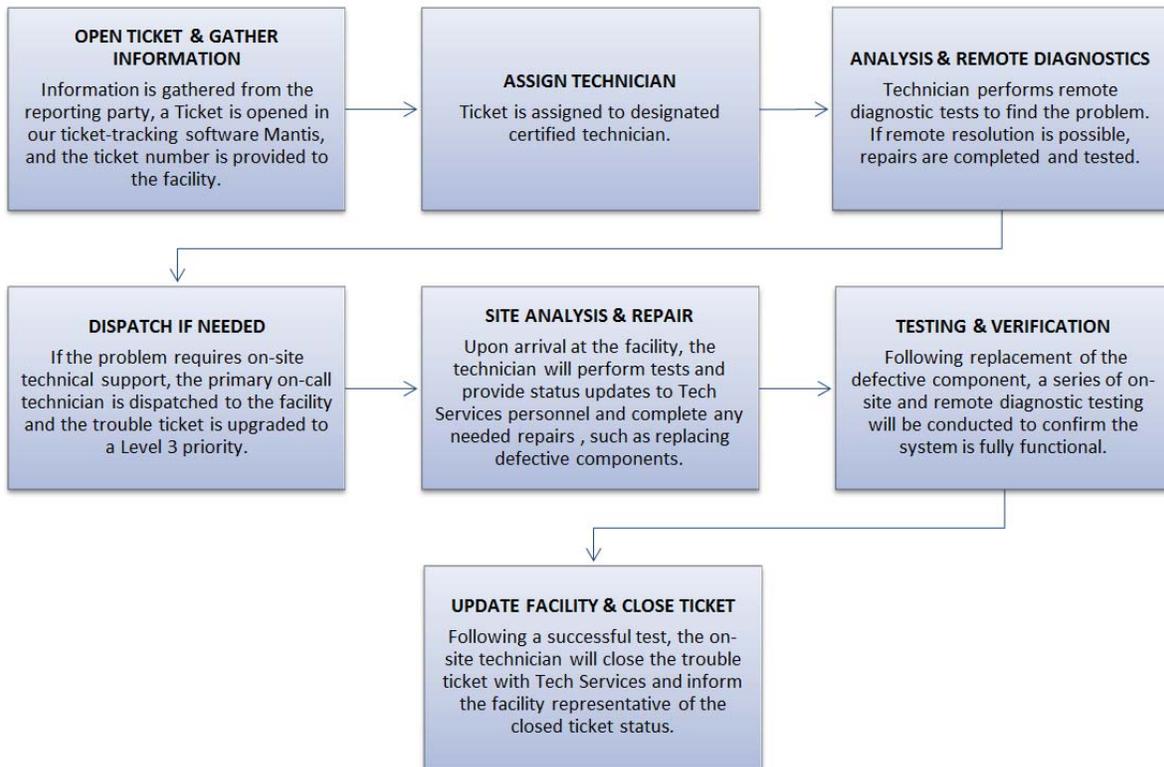
**Complete Service at
no cost to the County**

ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of your The ENFORCER® telephone system. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of support is part of our turn-key proposal to each customer. As such, there will be no cost whatsoever to the County for this service.

Technical Services Center (TSC)

The ICsolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When **calling our toll free number (866-228-4031)** you will be connected with a **live** Level 1 TSC technician. Each call is handled with care following these basic steps:


24/7/365
Live Support Center



TSC personnel are professionally trained and experienced in the operations of the inmate telephone system and can provide technical support, perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.

Mantis Trouble Ticketing

The ICSolutions' Mantis trouble ticketing system will be used to enter ticket-specific data by Technical Services, which automatically updates the facility on repair progress via phone, email, or fax. Anytime a service event occurs, or action is taken on the event, the trouble ticket is automatically updated with a status event change.


**Easy, real-time, online
 Trouble Ticket
 Tracking
 With Mantis**

Technicians can also manually log comments or action taken for service events. Upon request, historical trouble reporting data can be provided in report format for facility review. Mantis maintains a thorough account of all trouble tickets issued by the ICSolutions' Technical Services Center (TSC) for the life of the contract. Trouble tickets may also be initiated and viewed remotely by authorized facility personnel via our web-based tracking tools. Facility personnel may print reports from Mantis at any time that show any time a trouble ticket was opened, which would include scenarios such as telephone repairs, inmate telephone system trouble tickets system reboots, system upgrades.

The screenshot shows the Mantis web interface. At the top, there are navigation links: Main | My View | View Issues | Report Issue | Change Log | Roadmap | My Account | Logout. Below this is a search bar and an 'Apply Filter' button. The main area displays a list of issues with the following columns: P, ID, #, Category, Severity, Status, Updated, and Summary. The issues listed are:

P	ID	#	Category	Severity	Status	Updated	Summary
<input type="checkbox"/>	0020104	6	Enforcer	minor	assigned (scastillo)	2012-10-19	Setup Phone Complaint Line
<input type="checkbox"/>	0022647	7	ENF Interface	minor	assigned (jgoetsch)	2012-06-07	DLT issues on admco91, e: Auth Confirmation was returned blank.
<input type="checkbox"/>	0022510	10	Enforcer	minor	assigned (jgoetsch)	2012-06-05	Adams County: message is "please stand by" and never connects
<input type="checkbox"/>	0019096	17	Network	major	assigned (glangdin)	2012-05-29	EOC message undelivered to otser
<input type="checkbox"/>	0020129	5	Enforcer	minor	assigned (jgoetsch)	2012-02-28	admco is occasionally losing EOC messages
<input type="checkbox"/>	0009853	6	Enforcer	minor	on hold (bhouston)	2011-12-06	Change File destination from FORNAX to Enforcer server. Strange file format

At the bottom of the list, there is a 'Select All' button and a 'Move' dropdown menu.

A service ticket will be opened for all repair issues uncovered in the course of Quality Assurance inspections at each facility, and for any problems uncovered by the remote monitoring, diagnostic routines or preventative maintenance inspections described above. The Technician will access the site equipment remotely and perform a series of tests to determine the root-cause of the problem. If remote resolution is possible, repairs are completed and tested.

If problem requires on-site technical support, the on-call technician is dispatched to the facility and the trouble ticket is upgraded to the appropriate priority level. Upon arrival at the facility the on-site technician will test the system, update Technical Services personnel, and complete recommended repairs. Following a successful test, the on-site technician will close the trouble ticket with Technical Services and inform the facility representative of the closed ticket status.

Priority Schedule

The following Priority Schedule defines our service commitment offered each one of our clients. Specific terms can be customized to meet special needs of the County.

Priority Level 1	<ul style="list-style-type: none"> • Multiple Housing Units not operational • Multiple intake phones out of service • Entire System Failure 	Remote diagnostics and repair will begin within 1 hour
Priority Level 2	<ul style="list-style-type: none"> • One entire Housing Unit not Operational • One intake phone not working • Technical or Recording Failure • Recording Access Failure • Server Capacity Warning • Commissary Interface Failure 	Remote diagnostics will begin within 1 hour Repair will begin within 8 hours
Priority Level 3	<ul style="list-style-type: none"> • One of multiple phones in a Housing Unit Not Operational 	Repair will begin by the end of the 2nd Business Day

Due to the sophisticated nature of The ENFORCER® system, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pin-point the problem and expedite resolution. We recognize the need to maintain security at the facility and make every effort to perform remote repairs in order to minimize the need for site visits.



**Always-on
Remote Monitoring,
Diagnosis & Repair**

Escalation Plan

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure.

Escalation Level	Escalation Contact	Additional Notification
Initial Report	Help Desk Technician Open Ticket & Gather Information Toll free: 866-228-4031 Email: icssupport@icsolutions.com	None
Level One	Latoya Coleman Technical Support Manager Direct 210-572-9547 Cell: 601-212-6128 email: lcoleman@icsolutions.com	None
Level Two	George Langdin Technical Services Manager Direct: 210-477-7320 Cell: 210-373-0620 Email: glangdin@icsolutions.com	Mike Kennedy Regional Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@icsolutions.com
Level Three	Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: bdietert@icsolutions.com	Mike Kennedy Regional Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@icsolutions.com
Level Four	Brendan Philbin Vice President Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: bphilbin@icsolutions.com	Mike Kennedy Regional Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@icsolutions.com

Level Five	<p>Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com</p>	<p>Mike Kennedy Regional Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@icsolutions.com</p>
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Escalations can be initiated by a number of methods. These methods include:

1. The Severity Level can trigger an escalation. This either happens by a Technical Support report or by one of our system monitoring applications.
2. Escalations can also be triggered by lower severity levels remaining in that state past a pre-determined threshold.

Following are the basic criteria for escalation at each level:

1. **P1 Issues** are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.
2. **P2 Issues** that are not solved within the standard four hour timeframe are escalated to Level 1. P2 issues that are not solved within 8 hours are escalated to the VP of Product Development Level. This level will be provided with status updates daily.
3. **P3 issues** that are not solved within the standard 48 hour timeframe are automatically escalated one level. P3 issues that are not solved within 7 days are escalated to the VP of Product Development level. The VP of Product Development will receive status updates daily.

Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. The County will be served by a designated number of local primary field service technicians, and additional local technicians will be assigned as backups upon contract award.



All field service technician employees undergo a **40-hour system and network training certification** based in San Antonio, TX. The training includes but is not limited to administrative interface, system software, preventative maintenance, wiring, and telephone installation.

Regular Account Reviews

Mr. Mike Kennedy will schedule Account Review meetings with the County periodically throughout the contract to receive feedback, discuss ways to improve processes, review ticket histories and service requests to be sure that ICSolutions' service is meeting the County's expectations, demonstrate new applications and more. These regular face-to-face meetings will enable Mr. Kennedy to continuously improve and adapt ICSolutions' service to the County to maximize the County's satisfaction throughout the contract term.

System Performance Monitoring

Directly following cutover, ICSolutions will closely monitor the County's new system for any issues or problems that may arise. The ENFORCER® deploys remote monitoring 24 hours a day, 7 days a week to ensure optimal system performance at all times. ICSolutions proactively monitors system performance using all of the following methods:

1. **Call Volume Activity** - ICSolutions uses the first few months of call activity to define a pattern. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). An exception report is automatically created for any site showing such variances.
2. **Network Availability** - Diagnostic routines are constantly being performed to confirm network availability, outgoing trunk status and phone status. Exceptions are automatically reported to the ICSolutions 24-hour Technical Services Center for further investigation and resolution.
3. **Variances** - Daily call data is compared against normal call activity characteristics such as ratio of attempted calls vs. completed calls, percentage of invalid PIN failures, percentage of blocked number failures, etc. Any results outside of the norm will appear on the exception report for further investigation.

4. **System Monitoring** - System monitoring is part of the fundamental design of all components of The ENFORCER® system. Key applications send heartbeat messages to ICSolutions' central monitoring system **ERTS (ENFORCER® Real Time Status)**. These heartbeats are recorded in a status database and displayed on a browser screen. ERTS monitors all heartbeats and raises events, should a heartbeat become overdue based on configuration (or policy, in the event specific configuration has not been assigned) to ensure that no missing heartbeats are ignored. Applications are also able to send events to ERTS for action. Any condition which is deemed "not normal" can cause an event to fire. All interface programs are capable of sending both heartbeat and event messages to the ERTS system, which means that any regularly scheduled interface which is overdue triggers an event on the centrally monitored status system.

In addition to this passive monitoring which is ongoing, ICSolutions has created a utility called "**The Patrol,**" which is completely unique in call control platforms. The Patrol proactively connects to each analog phone media gateway and completes a call to ensure that the media gateway is functioning. These tests are run periodically, typically once per hour. Tests are done for both station-side testing and trunk-side testing to ensure there are no problems with the terminating carriers, either. All negative results from these tests are sent as events to ERTS for appropriate response.

ERTS has various options for event handling including, but not limited to, email, SMS, and user interface alerts. Our Technical Support and system monitoring teams are responsible for responding to and performing Level 1 support on issues, and escalating both technically and administratively, as appropriately.

Preventative Maintenance

Following deployment, ICSolutions will create a preventative maintenance schedule to ensure that we meet the goal of continuous, reliable service. ICSolutions typically sends out technicians to each facility on a monthly basis for maintenance testing. ICSolutions can vary the frequency of these visits according to the County's preference.

At the designated time for the site visit, the technician will work with the facility to troubleshoot and repair any specific problems brought forward by staff and inmates. After specific issues are addressed, the technician will conduct a walk-through of the entire facility and perform the following preventative maintenance tasks:

Off-Site Preparation

1. Run and print station and activity reports and target zero usage stations and trunks for any priority repairs.
2. Call ICSolutions to acquire an inmate test ID and what enrollment code is in place.

Phone Room

1. Inspect 66 blocks for any blown fuses.
2. Inspect equipment ground.
3. Look for and note any signs of possible equipment movement or tampering since last visit.
4. Check for any kinks or stress on equipment cables and wires.
5. Inspect Equipment for any problem indicator lights and LEDs.
6. If applicable, check trunk lines for static, humming or excessive noise.
7. Clean dust from all equipment filters.
8. Inspect and test all workstations.
9. Dust off all equipment, clean phone room, and remove any trash.

Inmate Stations

1. Inspect all inmate phones on-site for serviceability.
 - a. Dual pad – Inspect for stuck, broken, any keying problems, and test volume while off hook.
 - b. Hook Switch – See that hook switch is not stuck in any one position and moves smoothly.
 - c. Handset – Listen for any static, humming, or excessive noise. Check for damaged cable.
 - d. Cradle – Visually inspect for cracks.
 - e. Inspect security screws for any damaged or missing screws.
 - f. Inspect conduit and related hardware.
 - g. Ensure that all phones are securely mounted.
2. Test and verify TDD instruments (if applicable).
3. Make test calls to ICSolutions' Helpdesk using test ID to check call quality.
4. Inspect all inmate phone on/off switches and relays for serviceability.

Michael Kennedy

Vice President of Sales and Marketing, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

Vice President of Sales and Marketing, Inmate Calling Solutions, LLC 2004 - Present
Leads the marketing and sales of inmate calling technology and services to State and County government correctional facilities utilizing a customer-centric approach. Responsible for many of the overall day-to-day operations of the company. This responsibility includes overseeing all aspects of service delivery, including system integrations and customer service.

President/ Vice President Sales, Infinity Networks, Inc. 1997 - 2003

- Provided oversight when company converted from sales and marketing organization to full service provider.
- Organized and trained sales force, customer service representatives and MIS personnel.
- Increased sales from \$2 million to \$12 million.
- Introduced proprietary validation platform and bad-debt controls reducing bad-debt and uncollectibles for annual savings \$800,000.
- Responsible for all RFP and bid analysis.
- Developed extensive knowledge of Omniphone, Radical and Science Dynamics equipment.

Director Carrier Services, Schlumberger/Global Tel-Link 1992 - 1997

- Introduced new billing product for operator service companies generating sales of \$2 million.
- Promoted to Director, responsible for customer service, regulatory, technical support and long distance resell program.
- Launched long distance resell product
- Managed direct sales and agent sales in ten cities throughout southeast.
- Member of corporate sales team that saw annual sales increase from \$8 million to \$32 million.

Account Manager, National Data Corporation 1989 - 1992

- Provided sales and sales support to telecommunication companies outsourcing operator services, billing and collection and validation services.
- Assigned validation product manager responsibilities.
- Client list included Metromedia, Allnet, LDDS, Telecom*USA, Telesphere.

Field Service Technician, PAR Microsystems 1988 - 1989

- Installed and serviced data communication, networking equipment for POS systems.

Avionics Technician, United States Marine Corps 1980 - 1988

- Avionics Technician for F/A-18 and EA-6B aircraft.
- Received meritorious citations for managing squadron training program.

EDUCATION

University of South Carolina, Columbia, SC - 3 years completed in B.A. Business Administration

INTERESTS

Technology, college athletics, furniture restoration.

Geoff Larkin

Project Manager, Inmate Calling Solutions, LLC

SUMMARY

Professional Profile

- Strong Operations Management and General Business Knowledge
- P&L Responsibility
- Consistently Meeting or Beating Forecast
- Training and Motivating
- Problem Identification and Solutions
- Customer Service Oriented
- Purchasing
- Accounts Receivable
- Accounts Payable

Operations Management

- Operations Manager of the Year 1996 – Gateway Healthcare
- Eagle Award Winner – Operations 1998 – Gulf South Medical Supply
- Operations “Fast Track” Member 2002 – PSS World Medical
- Operations “Fast Track” Member 2003 – PSS World Medical

Training and Systems

- Member System Training & Conversion Team – General Medical 1987
- Member System Training & Conversion Team – General Medical 1992
- Lead System Training & Conversion Team in NH – Gateway Healthcare 1995
- Member System Training & Conversion Team – Gulf South Medical Supply 1996

PROFESSIONAL EXPERIENCE

Project Manager, Inmate Calling Solutions 2015 - Present
Geoff is responsible for managing the installation, including development of the County's project plan and overall management of The ENFORCER® installation. As Project Manager for installations, Geoff brings his in-depth knowledge and expertise of The ENFORCER® to expedite issue identification and resolution.

Technical Support Manager, Inmate Calling Solutions 2007 - 2015
Geoff provided client support as Technical Support Manager, where he supervised the Technical Services team to assist clients with product related concerns, troubleshooting hardware and software issues, and coordinate with field technicians via telephone to change hardware and software configurations. Worked to resolve escalated client issues quickly and efficiently.

Operations Manager, Gulf South Medical Supply Ridgeland 2005 - 2006

Director of Operations, Gateway Healthcare 1995 - 1996

Operations Manager, General Medical Supply 1978 - 1995

EDUCATION

Certification - CompTIA A+, NET+

B.A. Biology, Univ. of RI, Kingston, RI July 1972

M.B.A., Anna Maria College, Paxton, MA May 1987

Timothy P. McAteer

President & General Manager, Inmate Calling Solutions, LLC

SUMMARY

- Selected to serve as President & General Manager of ICSolutions in 2010
- Joined the corrections industry with the Keefe Group Companies as a Staff Accountant in 1992
- Gained nearly 20 years of experience with Keefe Group companies serving as Vice President and General Manager for Keefe Supply Company, Access Corrections, Access Securepak, and the Vice President/COO for Keefe Commissary Network
- Extensive experience working directly with correctional facility Administrators and Staff
- Demonstrated expertise at ensuring efficient and compliant operations, high quality services, and advanced technologies.
- Received Bachelor's of Science in Accounting from the University of Missouri, St. Louis in 1992.

PROFESSIONAL EXPERIENCE

President & General Manager, Inmate Calling Solutions, LLC 2010 - Present
ICSolutions is a leading provider of telecommunications products and services designed specifically for the security aspects of corrections. As President & GM of ICSolutions, responsible for all aspects of the company including the employees, assets, products, services, operations, regulatory compliance, and financials. In its first year of operations under the Keefe Group companies, ICSolutions had an exceptional year exceeding projected financial plan and growing inmates under contract by 29% from the previous year.

Vice President & General Manager, Keefe Group 2008 - 2010
Keefe Supply Company, Access Securepak, and Access Corrections provide commissary products, services, and technologies to correctional facilities. As Vice President and GM, responsibilities included all aspects of the company including employees, assets, products, services, operations, and financials.

Vice President & Chief Operations Officer, Keefe Group
Keefe Commissary Network provides automated commissary goods and services to correctional facilities. As VP/COO, responsibilities included operations, company assets including more than \$35 Million in product inventory, facilities, operations, employees, and financials.

Vice President of Operations, Keefe Group 2003 - 2005
Keefe Group makes up the combined Keefe companies that provide commissary products, services, and technologies to correctional facilities. As Vice President of Operations for Keefe Group, responsibilities included all operations including our on-site operations, employee management at correctional facilities, our facilities, equipment, and inventory. Managed startup commissary operations in nine statewide DOC's, some of which had inmate population over 1,000 inmates. The responsibilities included development of operational plans, hiring and training of all staff, selection and procurement of facilities and equipment, contract compliance, and startup operations in numerous jail facilities including those with inmate populations above 1,000 inmates.

Director of Operations, Keefe Group 2001 - 2003
Keefe Commissary Network provides automated commissary goods and services to correctional facilities. As Director of Operations, responsibilities included employee management, operations, facility management, and equipment management for Keefe Commissary Network.

Regional Manager, Keefe Group 1995 - 2001
Keefe Commissary Network provides automated commissary goods and services to correctional facilities. As Regional Manager, responsibilities included the sales pursuit and customer retention for the entire Midwest region with Keefe Commissary Network.

Purchasing Agent, Keefe Group

1995 - 2001

Keefe Group makes up the combined Keefe companies that provide commissary products, services, and technologies to correctional facilities. As Purchasing Agent, responsibilities included keeping facilities stocked with ample inventory levels to ensure the product needs of our correctional facility customers. This included analyzing inventory levels, placing product purchases, and sourcing new products and suppliers.

Staff Accountant, Keefe Group

1992 - 1994

Keefe Group makes up the combined Keefe companies that provide commissary products, services, and technologies to correctional facilities. As Staff Accountant, responsibilities included financial reporting of the business and the Accounts Receivables and Payables departments.

EDUCATION

Bachelor's of Science in Accounting, University of Missouri St. Louis

1992

Brendan Philbin

Vice President of Product Development, Inmate Calling Solutions, LLC

SUMMARY

Executive with nearly two decades of leadership experience in the telecommunications industry delivering strategic vision, market and product strategy, technology innovation, program and project management. Proven track record of building and leading successful teams that deliver major projects on time and within budget. Extensive knowledge of the Operator Services industry with domain expertise in the telephony billing, collections, bad debt management and inmate telephone services

PROFESSIONAL EXPERIENCE

Vice President of Product Development, Inmate Calling Solutions, LLC 2002 - Present
Responsible for the design & development of all technologies, products, and applications deployed by ICS for both customer and internal use. This responsibility includes overseeing the day to day IT operations, the assembly of product hardware as well technical oversight of product deployments in the field, as well as overseeing all aspects of technology from concept to delivery, with a market-focus approach to technology development, including identifying market needs and developing the appropriate products and services as solutions to meet those needs.

Chief Operating Officer, Integretel Billing Solutions 1996 - 2002
Responsible for all back-office functions of the company. This responsibility includes overseeing the billing & collection, client settlement, customer service, quality control and data processing functions. Also, designed and deployed a web based reporting platform - NetImpact™ which streamlined the entire back-office function thereby resulting in significant overhead savings. Responsible for the implementation of the IP based infrastructure for Integretel's Internet billing subsidiary, PaymentOne Corporation.

Vice President Operations, Value Added Communications 1989 - 1996
Operator services company servicing the hospitality and correctional markets. Responsible for system configuration, site installations, customer service, quality control and client settlement. Engineered the Agent Management System, which automated the reconciliation and disbursement of commissions to agents and facilities. This system was also utilized to reconcile and report LEC and vendor collection activity. Responsible for the design and deployment of fraud control processes that can be found in the state wide correctional systems of New York, Minnesota, Colorado and several county inmate facilities across the country.

EDUCATION

Graduated with honors from Ballinacorney College in Southern Ireland. Prior to immigrating to the United States, acquired a broad knowledge base including sales, product development, accounting and management.

Brian P. Dietert

Director of Operations, Inmate Calling Solutions, LLC

SUMMARY

- Three decades of installations experience in the corrections industry
- Results-driven telecommunications director
- In-depth knowledge of core telecommunications business processes and technologies
- Proven ability to perform business growth objectives of a telecommunications company
- Extensive knowledge of local and toll network architecture
- Effective management abilities in established and start-up environments

PROFESSIONAL EXPERIENCE

Director of Operations, Inmate Calling Solutions, LLC 2011 - Current
Brian leads the team of technicians responsible for the 24x7x365 monitoring and service support of the inmate phone system and communication access lines. The ICSolutions Technical Support Center ("TSC") is staffed 24x7x365 with Level 1 and Level 2 technicians, and is the initial point of contact for any issues related to the operation of the inmate telephone system. TSC is equipped with the Nagios network monitoring application and Mantis for trouble ticket issuance and resolution.

Director of Network & Field Services, Public Communications Services, Inc. 2008 - 2011
Supervised and trained field services technicians on the installation, maintenance, and repair of inmate telephone systems. Configured the VPNs/network components connecting each facility to company WAN and data centers.

Director of Partner Relations, AGM Telecom Corporation 2005 - Present
Accountable for driving a multi layered sales and customer service organization that included creating sales proposal and contracts, cost analysis, customer presentations, and financial modeling. Managed and staffed inbound and outbound call center ensuring accuracy for customer transactions and processing using numerous payment methods. Directed Partner sales channel to establish new customer products and procedures from beginning to end.

Installed and maintained numerous calling and network platforms for Direct and Partner channel facilities.

Provide Leadership to startup operation that has grown from three installations (\$3K per month Call Revenue) in 2005 to one hundred twenty five installations (\$3.6M per month Call Revenue) in 2007.

Director of Billing Operations, T-NETIX, Inc. 2003 - 2005
Directed day to day operations of multi-vendor transaction based Billing System. Daily interface with cross functional team and manage customer expectations internal and external. Client base includes high profile companies such as AT&T, Sprint, SBC, and Qwest. Managed, measured, and increased efficiency of department that processes 1.4M transactions daily. Departmental accountability for end to end process from download to rating to out-clearing to the respective partner.

Sales Engineer 4/2003 - 11/2003
Created and managed sales engineering process for start to finish. Provided sales staff with design and delivery of all systems to respond to RFP. Supported Senior Level Management with presentation material and delivery to Key accounts. Identified solutions for Partner success from cost savings to increased efficiency.

Director of Sales Engineering, Solutions, Evercom Systems, Inc. 1998 - 2003
Directed all aspects of a \$24M annualized client base that included high profile companies such as AT&T, Sprint, BellSouth, DynCorp, Federal Bureau of Prisons, Vartec, and Qwest. Responsible for hardware and software solutions to national and regional Inmate Telecommunication providers, mega county, state municipalities, and small to large private companies. Responsible for recognizing new business opportunities and developing non-traditional lines of business for the company and cultivating key business relationships to facilitate further sales.
Collaborate with multiple groups of IT professionals, engineers, product managers, and marketing teams for product implementation. Proactively identified client needs then formulated appropriate product packages for effective sales presentations.

Director of IT Operations 2000 - 2002
Responsible for leading a team of cross functional departments heads to contribute to the success of the company's most critical projects. During this process I was responsible for adding \$12M annualized to top line revenue by identifying a number of deficiencies in process and procedures. Designed and directed my team to deploy a corporate wide validation system to increase control of bad debt and provide enhanced management capabilities of the call processing system. Managed a team of engineers responsible for the companies wide and local area network. In addition, supported all desktops, servers, routers, switches, and other network associated hardware. Responsible for the company's enterprise billing system that processed over \$300M annualized revenue.

Director of Network Engineering 1999 - 2000
Planned facility and trunking requirements for over 2,000 facilities nationwide, supporting both toll and local services. Administered the selection, configuration, purchase, and installation of network transport elements, digital loop carrier gear, and switching equipment from various vendors. Managed the vendor service contracts for the network facilities and the wholesale voice and data related services (e.g., negotiation, cost comparisons, selection, and implementation). Prepared budgetary information for projecting network costs based upon deployment schedules.

Director of Operations 1998 - 1999
Managed day to day operations for all company correctional facilities west of the Mississippi River. Managed Inside and Outside Technical Support for all private and regional correctional facilities west of the Mississippi River. Managed and oversee all Installation activities. Performed as primary liaison to Wackenhut Corrections Corporation.

Director of Engineering, NAI/TSC/VAC 1990 – 1998
Developed and maintained the Domestic and International least-cost routing design for the long distance network.
Managed a group of switch engineers responsible maintaining tandem (OSP) switch, prepaid calling platform, and earth station. Managed the implementation of network integration/optimization plans to maximize network synergy of multiple carriers and systems.

Manager of Engineering and Technical Support 1992 - 1996
Supervised various personnel performing functions in project management, switch engineering, transport engineering, data engineering, network operations, field operations, IT, construction, outside vendors, and contractors. Responsible for the research, recommendation, requirement gathering, technical development, process flows, and activities/tasks for the Customer Care Call Center, Billing, Provisioning and Customer Operations Organizations.

Installation Manager 1986 - 1992
Responsible for the management and installation of all correctional facilities.
Responsibilities included design, procurement, and implementation of all associated hardware.
Supervised a team of several installers and inside support personnel.

John Gardner

Regional Field Service Manager, Inmate Calling Solutions, LLC

SUMMARY

A technology professional with an A+ Certification and serving in the corrections industry since 1994, including project management, installation, maintenance, and business development.

PROFESSIONAL EXPERIENCE

Regional Field Service Manager - Inmate Calling Solutions, LLC 2015 – Present
Responsible for managing the on-site installation, including overseeing on-site technicians and the quality assurance process. John is the field supervisor for ICSolutions' installation teams in the Northern Region of the United States. In addition to providing leadership of our field technicians, John provides hands-on management of the transition process, testing and on-site quality control.

Project Manager - Video Visitation Systems, Inmate Calling Solutions, LLC 2013 – 2015
Lead numerous video visitation system installations ranging from 10 units to 350 units from initial planning to complete documentation upon project completion. Manage each installation with a focus on client satisfaction, timely completion, minimizing downtime, and maximizing revenue streams.

Project Manager – Video Visitation Systems, Global Tel*Link 2009 – 2013
Integrated facilities using PCS to the Global Tel*Link system after Global Tel*Link acquired PCS. Led numerous inmate telephone systems installations for new clients and implementing upgrades for existing clients. Responsible for projects ranging from 12 phones to 500 phones.

Field Services Manager, PCS 2009
Promoted to Field Services Manager after two months of contracting services. Worked closely with project managers on several upgrades and installations and traveled to any site that was in need of service or installation. Completed upgrades and installations in a timely and efficient manner.

ITS Specialist (Inmate Telephone Systems Specialist), DC Telesystems 2006 – 2008
Marketed, engineered, installed, and maintained inmate telephone systems for an upstart company. Established strong client relationships and responsible for business development. Trained end users on new software, workstations, and equipment. Cut costs by 40% for each install by engineering a more cost effective call processing platform that replaced expensive routers and MPLS circuits with a single, low-cost router and internet circuit.

Technician, Securus 1994 – 2006
Promoted to Installation Technician after 9 years of providing exemplary, reliable service as a Service/Repair Technician. Installed systems that ranged from 4 phones to 500 phones at a facility with 6,000 inmates. Consistently completed projects on time, and worked with project owners to ensure client satisfaction.

CERTIFICATIONS & TRAINING

- Comp TIA A+ Certification

Justin D. Naquin

Regional Field Service Manager, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

Regional Field Service Manager, Inmate Calling Solutions, LLC 2004 - Present
Responsible for managing the on-site installation, including overseeing on-site technicians and the quality assurance process. Justin is the field supervisor for IC Solutions' installation teams in the Southern Region of the United States. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control.

Service Manager, Infinity Communications, Southern Louisiana Communications 1993 - 2004

- Installation of all Jail Equipment
- Supervision of seven field technicians.
- Maintenance of communication and payphone systems.
- Administrative duties such as ordering and RMA
- Inventory management of assets within the shop.
- Training of technicians and preventive maintenance

Correctional Coordinator of Louisiana Operations, Tel-Link 1991 - 1993

- Installation of Jail Equipment
- Servicing and maintaining prison phone systems.
- Inventory control and daily production reporting.

Service Technician/Manager Coin Call Corporation 1986 - 1991

- General Maintenance of Payphones and equipment.
- Dispatching of Payphone Technicians and Inventory.

Machine Shop Foreman, Gemoco 1981 - 1986

- Supervise Machinist and Quality Control.

EDUCATION

Diploma, Thibodaux High School Thibodaux, LA

Omniphone Inc. Mobile, AL ~ Certificate of Completion 1998 - 1999

- Training on new equipment for prison phone systems.

George W. Langdin

Technical Services Manager (IT Engineering)

PROFESSIONAL EXPERIENCE

Technical Services Manager, Inmate Calling Solutions, LLC 2004 - Present
Built, installed, and maintained inmate telephone systems in city, county, and state facilities. Trained and supported customers and internal teams. Managed team of buyers, programmers, and system administrators. Took personal responsibility for 24/7/365 operation of 200+ systems, including on call duties. Managed configuration of Apache, Postgresql, and telephony servers. Lead programmers in developing custom inventory system to manage \$3+ million in assets. Developed inmate e-mail product. Worked closely with CIO and COO to provide creative, reliable, and cost effective technical solutions for customers and internal teams. Provided management with statistical analysis of financial performance of telephone systems.

Student Asst. IV, IET MediaWorks, UC Davis April - Sept. 2003
Developed interactive lessons for Spanish classes using Adobe Flash.

Information Systems Consultant, Los Gatos High School 2001 - 2002
Managed 500+ Windows and Macintosh desktop systems, MacOS X Servers, and Windows 2000 servers. Reconfigured Mac labs to use NetBoot, OpenDirectory, and AFS. Planned and implemented software, hardware, and network upgrades. Trained users. Created and implemented security standards. Maintained and secured school administration/student information system. Managed upgrade of school telephone and IVR system. Supervised student assistants and volunteers.

Teaching Assistant/Advisor, Steve Wozniak June - Sept. 2001
Assisted in teaching classes and provided general technology advice and assistance.

General Manager/Systems Administrator, HotlineHQ LLC 1999 - 2002
HotlineHQ LLC operated HotlineHQ.com, a Hotline search engine and information site. At its peak in 2001, we served 15 million hits monthly. Founded company and managed all business aspects including service marks, accounting, and strategic alliances; maintained Macintosh servers running Linux; created web site.

Information Services Specialist, Research Services, Inc. 1998 - 2000
Responsible for purchasing; maintenance of file, domain, VPN, and PPP servers; primary tech support contact for national and international employees; managed IT budgeting and staffing.

Private consulting and tutoring

SKILLS

Computer: Linux primarily RedHat/Fedora, Mac OS Classic and X, Windows
Languages: JavaScript, HTML, PHP, BASH scripting, SQL, some proficiency with Java, C, C++, Python

VOLUNTEER EXPERIENCE

TheSiteClub 2004 - present
Provided free web and e-mail hosting for friends and local small businesses. Also provided web site design and custom JavaScript and PHP scripting.

Los Gatos High School 2002 - present
Collaborated with AP Biology teacher to integrate his Macintosh lab with his class work. Provided instruction on building and maintaining web sites. Assisted in creating presentations and putting course materials on web site. Provided general technical support
<http://www.lghs.net/teachers/science/shammack/>

Berkeley Macintosh Users Group 1996
Answered questions, sold memberships and merchandise at Macworld Expo, San Francisco.

EDUCATION

University of California, Davis - B.S. in Psychology with an emphasis on Biology, Classes included C and C++

Sylvia Castillo

Manager of Client Services, Inmate Calling Solutions, LLC

SUMMARY

Executive serving customers and providing client leadership in the telecommunications industry since 1993, delivering innovative customer and client management. Proven track record of leading staff in order to deliver outstanding customer and client services. Extensive knowledge of billing regulations and compliance, collections policies and procedures, as well as in-depth knowledge of all of ICSolutions' clients.

PROFESSIONAL EXPERIENCE

Manager of Client Services, Inmate Calling Solutions, LLC 2010 - Present
As the Client Services Manager, Sylvia maintains excellent business relationships with all of ICSolutions' clients. Part of her role is to ensure that the products and services that are operating within each of our client's facilities are meeting and/or exceeding their expectations. Any time there is a concern; Sylvia is one of the primary points of contact in resolving client-specific issues.

Director of Compliance and Regulatory Affairs, BSG Clearing Solutions 2003 - 2010
As the Director, Sylvia developed and implemented BSG's Compliance Department which is responsible for identifying all relevant state and federal laws and engineering effective solutions and processes to ensure BSG's compliance with such laws. In addition, she also prepared responses to over 300 subpoenas and data requests which require the identification of the relevant documents, awareness of BSG's document retention location and processes, retrieving the relevant documents, and drafting appropriate objections and responses.

Regulatory Supervisor, Billing Concepts, Inc. (Bci) 1993 - 2003
As a supervisor, Sylvia managed a staff of 30 customer service representatives which included completing performance reviews, addressing performance issues, tracking attendance, and terminating representatives as necessary. Part of her job duties also included: Completing annual budget forecasting and analyses with oversight from executive management; developed and achieved customer service department goals; developing and implementing customer service policies and procedures; and established and maintained quantity and quality standards developed in order to ensure compliance.

EDUCATION

University of the Incarnate Word 2003
Bachelor of Business Administration, San Antonio, Texas

San Antonio College 1995
Associate of Art Degree, San Antonio, Texas

Latisha Steger

Director of Sales Engineering, Inmate Calling Solutions, LLC

SUMMARY

Dynamic, performance driven sales and management professional with proficiency in relationship building at all levels. Excellent interpersonal skills with a strong ability to multitask with outstanding organizational and follow-up skills. Ability to identify problems, perform proper troubleshooting, and resolve issues quickly. Solid knowledge of customer service expectations and client needs. Ability to perform independently beyond expectations, maintain a high level of professionalism, and confidentiality with company affairs. Quickly obtains knowledge and use systems proficiently in a minimum amount of time.

PROFESSIONAL EXPERIENCE

Director of Sales Engineering, Inmate Calling Solutions, LLC 2012-Present
Responsible for product demonstrations nationwide, conduct training for all customers' accounts, and provide training updates for ICSolutions sales team. Assist during implementation to complete staff training and ensure system setting match contract requirements. Provide advanced product implementation, monitoring software changes and custom system settings, Create and maintain sales presentation, training curriculum, and all other customer documentation. Develop internal processes and controls to ensure service requirements are met; monitoring and adapting relationships with customers and vendor partners.

Work as a liaison between Corporate Support Staff and Engineering; provide updates and training on new features and system developments. Product development and support to all ICS personal in developing and implementing training programs. Work with all ICS vendor partners and support partner accounts. Manage voice biometrics implementation and training. Provide feedback to update marketing materials such as brochures, website, and user manuals. Assist with user interface to support system design and feature enhancements.

Regional Account Manager, Inmate Calling Solutions, LLC 2007 - 2012
Responsible for marketing and sales development for inmate telephone companies and county/state correctional facilities, providing local and long distance telephone service for inmates utilizing automated call processing, call control, and LAN/WAN database security incorporating both traditional and alternative billing & payment solutions.

Sales and support across the Southeast region, growing accounts and supporting existing customers. Conduct software demonstration and customer trainings. Discuss account needs, expected growth, and propose a training schedule. Suggest additional products, services, and customize software developments based on needs

Senior Recruiter, MISource, Inc. 2006 - 2007
Responsible for seeking out, screening, and interviewing candidates for engineering or technical positions. Clients include several government contractors for the department of defense such as General Dynamics and Lockheed Martin. Maintained relationships with clients and work with their Human Resource departments directly to ensure precise qualifications were met; interviews scheduled, and act as a liaison between the client and candidates. Travel to various clients to walk candidates in for interview, discuss current open positions, and retrieve interview feedback. Follow up with candidates during waiting periods, provide feedback, and confirm appointments. Administer payroll paperwork complete, drug test and background check scheduled, and verify start dates.

Account Support Manager, Pro Tech Monitoring, Inc.

2006 - 2007

Support 40-50 accounts across the Midwest territory requiring travel to Wisconsin, Minnesota, Iowa, Illinois, Kentucky, Tennessee, and Arkansas. Maintain regular contact with customers to include site visits and host trainings 3-4 times per year for each account. Offer products and demo software functionality to new and prospective clients. Assist customers with troubleshooting and answer questions. Work with Directors and Management to resolve any issues, ensure proper billing, inventory control, and provide monthly reports. Discuss account needs, expected growth, and propose a training schedule. Suggest additional products, services, and customize software developments based on needs. Conduct training for groups of 20-30 people on equipment and software over an eight hour day or two four hour days. Customize training manuals and materials and complete updates as necessary. Work with Call Center staff to understand call trends and review customer calls. Inventory tracking, review and approve orders. Generate reports to assist customers in meeting contract requirements of maintaining a low percentage of spare inventories. Provide documentation for customers to develop budgets and figure quarterly projections. Setup and manage company booth at conferences and trade shows to demonstrate product and software to increase sales. (ACA-NC, WCA-WI, MCA-MN, ICA-IA, & ACA-FL) Seek out State and local Directors to meet and discuss product options and begin sales process. (TN, IL, IN, IA, AR, WI, & GA State Commissioners)

Senior Representative, Verizon Wireless

2000 - 2006

Assist customers with activation and programming, discuss bills and explain details, make changes to wireless plan and features. Investigation, resolution, and documentation of verbal and written complaints. Interact with all other departments. Assist store agents in activating phones and programming. January 2006 assist in training of new Data products. Conduct demonstrations of PDA's and air cards. Conduct training for GPS in children's phones used as a chaperone. July 2003 participate in Pilot Test of ACSS. (Enhancement to current system) May 2003 conduct training for IEX. (Allows employees to check their schedules daily) September 2002 Diversity Banner Project. I have been chosen for many of these projects due my coordination and creativity skills. 2000 Open Help Desk/Escalations Department: handle customer complaints and request for supervisor. Assist representatives with changes and understanding billing. Assisted with Vision transition. (new billing system) Help desk trained first. I acted as a floor supervisor to assist representatives after training.

EDUCATION

American InterContinental University, Bachelor's Degree/Business Administration
Florida Metropolitan University, Associates Degree

2005 - 2007
2003

Don Newsome

Corporate Account Manager / Video Visitation Trainer, Inmate Calling Solutions, LLC

SUMMARY

- Gained nearly 20 years of experience in the corrections industry serving as Deputy Sheriff and Corrections Sergeant for Wakulla County Sheriff's Office and Lee County Sheriff's Office
- Extensive experience working directly with correctional facility Administrators and Staff
- Uniquely familiar with correctional procedures and processes to enhance his ability to optimize specifically for correctional facilities
- Received a degree from Tallahassee Community College in 1992

PROFESSIONAL EXPERIENCE

Corporate Account Manager / Video Visitation Trainer, Inmate Calling Solutions, LLC 2017 - Present
Don works directly with the facility to provide initial training for The Visitor™ Video Visitation System during installation and ongoing refresher training throughout the life of the contract. Mr. Newsome delivers face-to-face, over-the-phone, or via WebEx, as the facility prefers.

Project Manager, CTS - SmartCOP 2007 - 2017
As project manager, Don was responsible for implementation of CTS Software Projects.

Deputy Sheriff, Wakulla County Sheriff's Office, Crawfordville, Florida 2003 - 2007
Don worked in the Patrol Unit, K-9 Unit, and Narcotics Intervention.

Corrections Sergeant / Accreditation Team, Wakulla County Sheriff's Office 2002 - 2003
Don's major responsibilities included training new officers in the Booking Unit on Procedural and State Requirements and to train all employees on CTS America's Jail Management System.

Deputy Sheriff, Lee County Sheriff's Office, Ft. Myers, Florida 1999 - 2002

Corrections Deputy / Training Officer, Lee County Sheriff's Office, Ft. Myers, Florida 1998 - 1999

Law Enforcement Instructor, Madison County Community College, Madison, Florida 1995 - 1998

Corrections Sergeant / Training / Accreditation Manager, Florida DOC 1995 - 1998

Corrections Deputy, St. John's County Sheriff's Office, St. Augustine, Florida 1992 - 1995

Communication Officer, Leon County Sheriff's Office, Tallahassee, Florida 1988 - 1991

EDUCATION

A.A. Degree, Tallahassee Community College 1992

STEPHEN L. SHIELDS

Director of Information Technology, Inmate Calling Solutions, LLC

SUMMARY

Steve has worked in software development since 1990. Steve has experience in all phases of IS/IT development, programming, implementation and operations, systems analysis, specifications, design, coding, optimization, quality assurance, documentation, database and application system conversion, software and hardware evaluation. Steve's experience includes management positions in multiple telecommunications agencies, leading teams in the development, maintenance, deployment and operation of custom software and applications. Since joining ICSolutions in 2013, Steve has overseen a database team managing 254 databases on 44 PostgreSQL clusters, Enterprise wide ETL processes, and Enterprise reporting and data analysis. He has also created a streamlined Quality Assurance environment leading our QA team to have an 80% improvement on the turnaround of software from development to production. Steve obtained degrees in Computer Programming and Computer Applications Design from San Antonio College.

PROFESSIONAL EXPERIENCE

Director Information Technology, Inmate Calling Solutions, LLC 2013 - Present
Mr. Shields is responsible for all software development activity at ICSolutions. He oversees the Software Engineering department and works with our in-house team to address any software issues and prioritize ongoing enhancements and upgrades.

Manager Database Development, Carnegie Technologies 2011 – 2013
As manager of database development I report to the CIO and responsible for DB team of database developers/architects in the creation, maintenance and deployment of custom software and applications.

Manager Database Operations, Pocket Communications 2006 - 2011
As manager of database operations I reported directly to the CIO and responsible for a DBA team that managed all data and databases at pocket communications (11 Oracle Instance, 31 MySQL servers, 10 MS SQL Servers). I designed and built the companies data warehouse on a MySQL Linux platform integrating data from multiple vendor data sources, and implemented SAP Business Objects suite of products for report and data delivery . Designed and built an ETL and report tracking system to monitor and report on 300+ daily ETL and Reporting jobs. Implemented Excelsious dashboard software to provide strategic, tactical and operational dashboards enterprise wide.

Sr. Database Administrator, Clear Channel World Wide 2000 – 2006
As Director Web Services for 18 months, I was responsible for a team of 12 people, an operational budget of 2.5 million, and 3000+ Web Properties of Clear Channel Worldwide. Reduced the operational cost by 50% while increasing the performance, growth and reliability of the Clear Channel Web Farm. Once it was stable and efficient, it was turned over to Clear Channel Radio Interactive in Cincinnati OH. Lead DBA on the implementation of People Soft ERP solution which manages all of Clear Channel's Human Resources and Financials. Lead DBA on the migration of the People Soft ERP solution from ORACLE on HP/UX to MS SQL SERVER 2000. I was also responsible for all Oracle instances, and assist the administration of over 200 Microsoft SQL server instances.

Sr. Database Administrator, Billing Concepts 1998 – 2000
At Billing Concepts, I managed a team of DBAs and System Administrators. Managed the development and database architecture for Aptis Software, which was a subsidiary of Billing Concepts that developed and sold billing software based on Oracle's database. Implemented Oracle Project and managed Oracle applications running on HP/UX and implemented and maintained a company run ISP.

Database Administrator, ILD Telecommunications 1997 – 1998
I was responsible for (8) ORACLE 7.3 instances. The largest Oracle instances were 61 GB, running 24 X 7. Responsible for upgrading all of the instances from ORACLE 7.3.2 to ORACLE 7.3.4. Reorganized the datafiles of the 61 GB Oracle instance for superior disk access gaining a 25% improvement in performance. Responsible for the Migration the 61 GB ORACLE instance from DG/UX (SVR4) to Solaris 7.

Lead Systems Programmer, WorldCom. 1994 - 1997
I was responsible for the development and maintenance of a telephone billing system that processed an average of 2 million records a day. The billing system was written using ORACLE (ver 7.3) with Proc*C / C applications and written on a Data General Avion running DG/UX (SVR4).

Programmer/Analyst, Operational Technologies 1993 – 1994
I was responsible for maintenance of all C / Pro*C ORACLE applications, on a VAX/VMS System using ORACLE (ver 6). Developed a portable User Interface to port between VMS, MS-DOS and UNIX. The User Interface was accomplished in half of the time budgeted. Developed standard operating procedures for change requests. These standards decreased the time used in communication between Management and software developers by 50%.

Journeyman Analyst, Technology Systems 1992 - 1993
I supervised and controlled the conversion of all development software to a Code Management System. Automated the code Management System with the development of MAKE type DCL programs on VMS. Supervised & Helped Maintain all C/ Pro*C ORACLE applications on VAX/VMS system using ORACLE (ver 6).

Programmer, OAO Corporation 1990 - 1992
I supervised and controlled the conversion of all developed software from ORACLE Ver. 5 to ORACLE Ver. 6 to include testing and documentation. Developed data validation software, in Pro*C & SQL for analyzing and loading data into ORACLE database on a VAX/VMS system. Developed installation program for software distribution on the PC in C. Assisted in the design of a data validation program for the PC.

EDUCATION

1989 Associate of Applied Science. Major: Computer Programming San Antonio College, San Antonio, Texas

1989 Associate of Applied Science. Major: Computer Applications Design San Antonio College, San Antonio, Texas

Latoya Coleman

Technical Support Manager, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

Technical Support Manager, Inmate Calling Solutions 2015 - Present

Oversee Technical Services team to assist clients with product related concerns, troubleshooting hardware and software issues, and coordinate with field technicians via telephone to change hardware and software configurations. Work to resolve escalated client issues quickly and efficiently.

Systems Engineer, Inmate Calling Solutions 2012 - 2015

Assembling and testing Linux servers Responding to trouble tickets reported in ticketing system Configuration of ICSolutions developed software for new installs Updating ICSolutions developed software in a production environment

Tech Support Representative, Inmate Calling Solutions 2009 - 2011

Assisted customers with product related issues. Assisted in troubleshooting hardware and software issues across multiple Microsoft Windows and Linux platforms. Coordinated with field tech via telephone to change hardware and software configurations. Field tested new applications on live systems.

Tier II Technical Support Representative, Comcast 2008 - 2009

Provided customer service/technical support for hardware/software, and operating system issues, as well as, installation of hardware and software (Windows and Macintosh Environments).

Computer Forensics Lab Teachers Assistant, Jackson State University 2006 - 2007

Assisted in testing and maintaining forensics hardware for lab usage. Also, created procedural study material for student testing.

Voluntary Internship, CyberCrime Fusion Center of MS 2005 - 2006

Assisted with development of informational material regarding various cybercrimes and prevention.

EDUCATION

B.S. in Computer Science/Minor in Math, Jackson State University 2008

Kenneth Horne

1515 E Silver Springs Blvd, Suite 107, Ocala, FL 34470 • (352) 368- 6735• khorne@beaconss.com

Skills & Qualifications

- 19 years' experience in government Project Management for U.S. Army, and responsibly updated Congressional Committee as required
- 8 years' experience in Project Management for Law Enforcement software projects
- 8 years' experience in JMS implementation/training
- Experienced DBA
- CJIS certification
- A+ Certified
- Outstanding research capacities, well-versed in utilizing the Internet and other resources to locate specific information to advance project progress and assist clients
- Provide exceptional customer service in a friendly, collaborative manner
- Experienced with SQL databases, system installation, troubleshooting, training/on-site support with agency staff.
- Consistent accessibility to all customers before, during, and after implementation/training of new software systems and provided updates
- General familiarity with current computing concepts and trends

Professional Experience

VP Sales and Marketing / Project Manager, March 2011 to present
Beacon Software Solutions, Inc. – Ocala, FL

- Manage/coordinated the implementation for more than 35 Client projects
- Conduct training for more than 30 Client projects
- Professionally work with client senior leadership to ensure seamless transition to Beacon's new system(s)
- Develop effective training plans for each customer site
- Coordinate with 3rd party vendors for timely transition of interfaces
- Work positively with agency staff to help prepare new system(s) for Go-Live

Division Maintenance Manager / Shop Foreman February 1990 to August 2010
United States Army

- Managed the development and implementation of hundreds of government projects
- Developed training plans for numerous projects
- Trained thousands of soldiers over a 20-year period
- Managed maintenance support teams tracking progress for more than 100 + pieces of equipment
- Consistently maintained a Combat Readiness Rate of greater than 90%

Brandon Floyd

1515 E Silver Springs Blvd., Suite 107, Ocala, FL 34470 • (352) 368- 6735•
bfloyd@beaconss.com

Skills & Qualifications

- Excellent interpersonal abilities to professionally interact with customers of all levels
- 3 years as senior support analyst
- Works with law enforcement agencies providing first line of tech support for multiple systems and applications.
- 15 plus years knowledge of law enforcement operations by interactions with multiple family members with extensive backgrounds in law enforcement service.
- Experienced DBA
- CJIS certification
- Preparing for MTA certification exam
- Outstanding research capacities, well-versed in utilizing the Internet and other resources to locate specific information
- Provide great customer service in a friendly, collaborative manner
- Experienced with SQL databases, system installation, power shell scripting, C# development, ASP.NET, troubleshooting, custom report writing, training/on-site support with agency staff.
- General familiarity with current computing concepts and trends
- Able to rapidly learn and adapt to new concepts in IT industry

Education

Bachelors Degree in Computer Science, Santa Fe Community College

- Currently Attending

Professional Experience

IT and Senior Support Analyst, February 2015 to present

Beacon Software Solutions, Inc. – Ocala, FL

- Tech support for multiple law enforcement software products
- Tech support 24/7 when assigned to help ensure all clients have access to experienced staff to help resolve support ticket needs as quickly as possible.
- Work with clients on-site when needed to assist with implementation/training of new features of systems and help to ensure all updates are tested and implemented successfully
- Develop custom reports for all software products

Martin Wolf

1515 E Silver Springs Blvd, Ste 107, Ocala, FL 34470 • (352) 368-6735 • mwolf@beaconss.com

Skills & Qualifications

- Excellent interpersonal abilities to professionally interact with supervisors, co-workers, and clientele
- Programming experience including C#, T-SQL, JavaScript, Python, F#, PowerShell
- Microsoft Certified Professional: Microsoft Office Specialist (Excel 2016)
- Experienced with other Microsoft tools (Word, PowerPoint, Visual Studio)
- CompTIA Security+, TestOut Security Pro, and CJIS Level 4 certifications
- Outstanding research capacities, well-versed in utilizing the Internet and other resources to locate specific information

Professional Experience

Software Developer, January 2018 to present

Beacon Software Solutions – Ocala, FL

- Designed, deployed, and maintained software in C# and SQL as part of the development team of multiple law enforcement software products
- Worked directly with clients on-site to determine their needs, implement features, and confirm when all updates were successful
- Tested software before, during, and after release and performed advanced troubleshooting based on reports from coworkers and end users
- Wrote, edited, and expanded software documentation

Software Developer and Tester, April to December 2017

CHAMPS Software – Crystal River, FL

- Designed software tools in C# and spreadsheets in Microsoft Excel as part of the development team of a large enterprise application
- Edited, expanded, and created sites with HTML, CSS, and JavaScript
- Tested enterprise software with test scripts and without test scripts, wrote automated tests, filed issue reports, updated test scripts where necessary as features evolved
- Wrote, edited, and expanded software documentation

Education

Bachelor of Applied Science: Business & Organizational Management, College of Central Florida

- Management Information Systems (MIS) focus
- Currently attending

Associate of Arts: Computer Science, Palm Beach State College

- Graduated December 2014

V. PROPOSED SERVICES, CONFIGURATION & DOCUMENTATION

- 9.1.3.5 Section V: Proposed Services, Configuration, and Documentation: A detailed description of the following: Bidder's proposed Services and configuration, compliance with and understanding of the Scope of Work, and Project Implementation Management. Include any and all reports, drawings, studies, and any other pertinent documents that may be prepared and/or used to provide the Services pursuant to the terms and conditions of the project. Samples of each document described shall be attached. A detailed cost of the proposed Services, broken down by components, including Service and Maintenance as applicable, shall be included in this section:

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions appreciates the opportunity to submit this Proposal to provide Inmate Telephone Services for Humboldt County, California. ICSolutions has offered innovative, cutting-edge communications technology to correctional facilities since 2002.

ICSolutions is a wholly owned subsidiary of **the Keefe Group**, which has served the correctional industry **since 1975**. ICSolutions is confident we have the experience and resources necessary to satisfy your County's requirements.

ICSolutions, together with its affiliates in the Keefe Group of companies – including your current commissary provider **Keefe Commissary Network (KCN)** and deposit service provider **Access Corrections** – is **the only company in the industry that can be a total service partner** for phones, commissary, inmate banking, kiosks, video visitation, tablets, and other proposed technologies, as well as food and vending services.

All products and services described in this proposal will be entirely managed by ICSolutions. ICSolutions has a 99% contract renewal rate and has never terminated a contract early or lost a contract due to failure to perform services as agreed. We have never lost a single call recording or call detail record. And we have an outstanding reputation for accurate, on-time commission payments and excellent local service.

Moreover, ICSolutions has **never purchased a single contract** or any other company. Our management team includes experienced industry veterans supported by a diverse

staff of technical and operational personnel (résumés provided in **Section IV.1**). ICSolutions has numerous regional offices nationwide and field technicians and site administrators stationed across the country to better meet our clients' needs.

Inmate Phone System

Highlights of our offer for Humboldt County include all of the following standard and optional calling services at **no cost to Humboldt County**, and with no impact on our proposed commission rate or calling rates:

The ENFORCER® Inmate Calling System

- ✓ Our centralized **ENFORCER® inmate calling platform** – housed in our Atlanta data center and backed up at our headquarters in San Antonio, TX
- ✓ 41 stainless steel inmate telephones
- ✓ Up to 61 visitation phone sets (39 recorded and 22 attorney booths), all connected to The ENFORCER® for data analysis and for monitoring & recording of the non-confidential inmate visits
- ✓ 2 TDD/TTY and/or VRS (video relay service) devices, as preferred by the County, for hearing impaired inmates
- ✓ Unlimited ENFORCER® user licenses
- ✓ Interface to the County's JMS and/or commissary platform:
 - Automated inmate ID / PIN updates
- ✓ **Interface to the County's KCN Commissary & Banking systems:**
 - *DirectLink Trust* automated cardless Debit calling
 - Over-the-phone commissary ordering
- ✓ Web-based **Visitation Scheduling Software** to enable online scheduling / management of all types of visits – a fully integrated component of The ENFORCER® platform
- ✓ **The ENFORCER® Investigative Suite:**
 - The Verifier **pre-call inmate voice verification** – features **automatic voice enrollment**, *saving the County the step of enrolling the entire inmate population's voices manually upon deployment!*
 - The Imposter **in-call continuous voice biometrics**
 - The Word Detector **phonetic keyword search**
 - The Analyzer **data analysis software**
- ✓ **The ENFORCER® IVR Suite:**
 - The InformerSM **PREA module**
 - The CommunicatorSM **paperless inmate communications portal**
 - The AttendantSM **automated information line**

- ✓ Optional inbound inmate voicemail messaging
- ✓ **Online storage of all call recordings** and call data for the **entire contract duration**, plus any required retention period thereafter
- ✓ **24 x 7 x 365 live, U.S.-based service** for called parties and Facility staff
- ✓ Training on the new phone system for all Facility users

Argus Transcription, Translation & Keyword Search Suite

- ✓ On-demand call transcription
- ✓ On-demand **call translation** – can translate more than 25 languages!
- ✓ On-demand keyword search

Onsite Service

- **1 Part-Time Site Administrator / Technician**
 - Stationed onsite to assist with administrative, maintenance, and investigative tasks
 - Fully certified on The ENFORCER® inmate phone system and any other ICSolutions services (including the optional ICSolutions Tablets)
 - Can assist with phone administration, such as PIN management, running reports, burning calls to CD, etc. as desired by the County
 - Available to respond immediately to onsite repair requests
 - Available to testify in court proceedings
 - Will regularly inspect & maintain onsite equipment
- Additional certified local technicians will provide emergency backup service & maintenance

Jail Management System

ICSolutions is proposing to partner with Beacon Software Solutions, Inc. to provide Beacon Operating Management System, a robust Jail Management System (JMS) that is currently in use by clients in more than a dozen states across the United States. The Beacon JMS is fully customizable to meet or exceed any and all practices provided by the Agency and includes state-of-the-art technology such as biometric readers and signature pads, as well as mobile apps for supervisors. Highlights of our JMS solution include:

Beacon Jail Management System

- ✓ JMS site licenses and server
- ✓ Installation, data conversion & all current interfaces
- ✓ Minimum of 14 days of onsite training
- ✓ 1 mugshot camera
- ✓ Maintenance and support every year you are an ICSolutions customer

Optional Add-On Services

We are pleased to offer the ICSolutions Tablet Program as an optional component of this proposal. Highlights of this program include:

ICSolutions Wireless Inmate Tablet Program

- ✓ **133 wireless inmate tablets**, based on the County's current ADP and the initial installation ratio of 1 tablet per 3 inmates
- ✓ **Inmate Calling app** – enables secure inmate calling through ICSolutions' ENFORCER® calling platform; standard calling rates and security controls apply
- ✓ Inmate email messaging + video chat
- ✓ Law library interface
- ✓ Grievance reporting + appointment request
- ✓ Commissary ordering
- ✓ Education + entertainment content
- ✓ Turnkey installation including all hardware, software, charging stations, & wireless access points

Our proposal also contains information about our ability to provide the following optional, value-adding services: video visitation; Argus post-call voice analysis tools; CellSense portable cell phone detection; and MPE+ cell phone data extraction / analysis. ICSolutions will be happy to provide pricing for any of these optional services upon request.

Guaranteed Keefe Integrations

As a member of the Keefe Group of companies, ICSolutions can guarantee a unique integration between your ENFORCER® inmate phone/ system and the proposed Keefe commissary and KeepTrak™ banking systems to provide for several automated services:

- ✓ DirectLink Trust Cardless Debit Calling
- ✓ Over-the-Phone Commissary Ordering
- ✓ Over-the-Phone Balance Inquiry
- ✓ Automated Funding Alerts

We have extensive experience integrating with Keefe at **dozens of locations** across the country. And, as a Keefe company, we have an **intimate relationship and uninhibited access** to Keefe personnel to complete integrations and resolve integration issues quickly and effectively. We can guarantee ICSolutions' products seamlessly integrate with all Keefe and Access Corrections products and services.

Because we are a member of the Keefe Group of companies, ICSolutions can provide a **fully integrated solution encompassing your commissary/banking systems and inmate phone system**. Inmates will be able to pay for phone calls using funds *directly* from their trust accounts. Friends/family can deposit funds *directly* to an inmate's KCN trust account, eliminating any need to pay a separate phone account funding fee! And **all funding and calling information is tracked and compared in The Analyzer**, our data mining and link analysis tool that identifies relationships among multiple inmates, account funders, and/or call recipients.

Working in tandem from our shared regional office in Fontana, California, **KCN and ICSolutions** will create the **most efficient, affordable, and data-rich** solution available for Humboldt County!

DirectLink Trust Cardless Debit Calling

DirectLink Trust Cardless Debit is a superior inmate calling product that enables inmates to use funds *directly* from their inmate trust account to pay for each Debit call. There is never a need to open a separate Debit phone account or transfer funds back and forth between accounts. There is also no delay in accessing inmate funds for calling; as soon as the funds are available in the inmate's Trust Account, they can be used to place Debit phone calls. This instant access can greatly increase call volumes, because there is no need to wait for weekly commissary orders to purchase phone cards. Furthermore, there is no need to manage a separate refund process upon release.

Over-the-Phone Commissary Ordering

The ICSolutions / KCN interface can also enable inmates to place commissary orders using any standard inmate telephone. Inmates can enter their Inmate ID / Phone PIN, and press a speed-dial digit to access the automated commissary ordering system.

From here, inmates follow the automated operator prompts to make commissary purchases. This service eliminates the need to manage and process paper commissary orders. And inmates can place commissary orders more often – any time they have access to the inmate phones.

Over-the-Phone Balance Inquiry

Using any standard inmate telephone, inmates can also check their Trust Account balances. This automated technology can reduce inmate balance requests, which might otherwise have to be manually processed by the Facility.

Automated Funding Alerts

Automated funding alerts can provide an automated message to an inmate any time new funds are posted to his or her account. The inmate will hear any new funding messages each time he or she picks up an inmate phone and enters their Inmate ID / Phone PIN. This service is helpful to inmates in keeping them apprised to new deposits, and it eliminates the need for the Facility to provide paper receipts to inmates.

Easy Calling Options = More Commission Revenue

ICSolutions will offer County inmates more ways to stay in touch with their friends and family during their incarceration. With our simplified account management and easy-to-use prepaid calling options, including our **Keefe-integrated DirectLink Trust Cardless Debit**, we anticipate a significant increase in inmate calling, which translates directly into **more revenue generated for the County!**

To illustrate our success at increasing revenues for another ICSolutions client – in Macomb County, Michigan, when ICSolutions took over from the previous vendor, we nearly doubled the County's revenue, while also dramatically reducing calling rates *and* implementing a free Video Visitation System valued at more than \$650,000!

*"The incumbent vendor, Securus Technologies, had provided prisoner phone service for the previous 10 years. The average annual commission generated for the last three years of the contract was **\$491,000**. In October of 2012, the County entered into a 5-year contract with ICSolutions. In so-doing, the **revenue generated from phone calls increased by 64% to \$902,259** for FY 2013. Very impressive considering **calling rates for friends and families were reduced by approximately 49%**."*

Anthony Wickersham
Macomb County Sheriff

More recently, in Smith County, Texas, when ICSolutions took over the contract, we increased the County's revenue by 48%, while reducing calling rates by more than half the cost charged by the previous vendor!

"In March, [Smith County] transitioned to a new phone provider, Inmate Calling Solutions, in the jail. With the new vendor, the per-minute price for calls dropped almost 220 percent, from 44 cents a minute to 20 cents, and the county's profit on the service nearly doubled.... Even with the decreased per-minute price, the county saw a 48 percent increase in revenue during the first quarter - from \$79,032 for the months of March through June 2016, to \$153,650 for the same period in 2017. That's an increase of \$74,617 over the four months."

- Tyler Morning Telegraph, published July 20, 2017

On average across the country, when we keep calling rates the same and provide our ENFORCER® calling system and prepaid calling options, our **average increase in both call volumes and call revenues is about 40%**. Where we implement lower calling rates, we often see call volumes increase by as much as 150%, and revenues increase by about 30%.

In the sub-sections that follow, ICSolutions has provided all required information about our Inmate Phone System, Jail Management System, and optional Tablet Program. Sample reports have been attached as required in **Exhibits D and E** of this Proposal. Detailed cost of the proposed services is broken down by component as required at the end of this Proposal section, under sub-section V.4.

Thank you for taking the time to review our proposal for Humboldt County. If you require any additional information, or a demonstration of the technology offered herein, please don't hesitate to contact us.



CLIENT TESTIMONIAL
Boulder County, CO

“ICSolutions managed to increase the number of completed calls and the commission revenue paid to Boulder County by over 50% without increasing inmate calling rates. Inmate families appreciate the flexibility of the prepaid collect calling plan and the lack of complaints speaks for itself. When I need to contact the technical support center, I always reach a knowledgeable live person right away and the problem is resolved in short order...”

Commander Bill Black
Boulder County, CO

V.1 JAIL MANAGEMENT SYSTEM

9.1.3.5.1 Section V.1: Jail Management System

9.1.3.5.1.1 Proposed Jail Management System – Detailed description of the system, configuration, compliance with and understanding of the Scope of Work in Section 4.1.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proposing to partner with Beacon Software Solutions, Inc. to provide Beacon Operating Management System, a robust Jail Management System (JMS) that is currently in use by clients in more than a dozen states across the United States. The Beacon JMS is fully customizable to meet or exceed any and all practices provided by the County and includes state-of-the-art technology such as biometric readers and signature pads, as well as mobile apps for supervisors. The Beacon JMS tracks and maintains any and all movements, appointments, charges, sentencing, etc. on the inmate's record. Users have the ability to review all records pertaining to the inmate, which include active and archived records with the proper user permissions.

Beacon Software works closely with all vendors in use by the County to ensure interfaces are completed to their specifications and that all data transfers are within the guidelines provided by the agency's IT team.

With over a combined 50 years in the Jail Management software business, the developers at Beacon Software Solutions, Inc. are proud to introduce the next state-of-the-art Jail Management system. Members of Beacon's development staff, principle architects, and developers for the Jail Management system have been promoted world-wide by Microsoft on multiple occasions, and now enthusiastically anticipate in another widely successful product.

Beacon Software Solutions, Inc. was created as a result of clear recognition by its developers that law enforcement agencies are in significant need of innovative, effective, and affordable law enforcement software tools specifically designed to work for any size agency. Beacon Software Solutions, Inc. is steadfastly dedicated to bringing state-of-the-art, innovative enterprise software applications and consulting services to **all sizes of law enforcement agencies**. Beacon continually improves upon its products by keeping clients up-to-date with the newest and latest technologies provided by

Microsoft and other partners. Upgrades are performed quarterly at no cost to the Agency.

Beacon understands technology and software development, but also understands jail operations and the expertise needed to successfully run them. Beacon offers not only inmate management, but full facility and staff management systems. Budgeting and time management requirements are only a few features of a strong JMS. Beacon has developed a quality Jail Management system that is easy to deploy at a very affordable price.

Features

- Booking via Fingerprint Identification!
- Mugshot Capture from ANY Workstation!
- Multiple Booking Types
- Arrest, Charge and Bond information
- Unlimited Mugshots
- PREA
- Fingerprints
- Scars, marks, tattoos
- Classifications
- Property
- Work Release Schedules/Tracking
- Visitation
- Medications
- Keep Aways
- Staff Training/Certification
- Facility Checks/Maintenance
- Transportation
- Canteen/Livescan/Telephone interfaces for all major vendors
- And much more!

For our responses to the Scope of Work Requirements, please refer to **Section VII.1** of this proposal response.

9.1.3.5.1.2 Project Implementation Management - Bidder's detailed responses to Section 4.4 – Project Implementation Management.

ICSolutions Response:

IC Solutions has read, agrees, and will comply with the requirements as stated. For our Project Implementation Management plan for the proposed Beacon JMS, please refer to **Section V.1A**.

9.1.3.5.1.3 Cost - Complete **Attachment D – Services Package Pricing, Tab 2: Jail Management System Pricing**

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. For our complete Attachment D – Services Package Pricing, please refer to **Section V.4.**

9.1.3.5.1.4 References

- Jail Management System References Data Sheet - Proposals shall include a Reference Data Sheet, which is attached hereto as **Attachment B1 – Jail Management System References Data Sheet**, containing present and past performance information from a minimum of three (3) former or current government agency clients to whom the Bidder has provided a Jail Management System equivalent to those set forth in this RFP within the past five (5) years.
- Required Information - The performance information provided with each reference must be clearly correlated to the Jail Management System and responsibilities set forth in this RFP. Each reference must include, at a minimum, all of the following information:
 - The name, physical address, email address and telephone number for the current contact person of each referenced client.
 - The dates of project commencement and completion for each referenced client.
 - A detailed description of the Jail Management System installed for each referenced client, including, without limitation, the time period in which such services were delivered to the referenced client.

- A detailed description of how the provision of the Jail Management System rendered by the Bidder led to accomplishment of each referenced client's project objectives.
- A detailed description of the contract amount and outcome of each referenced client's project.
- A verification that all information provided in the Reference Data Sheet is true and correct to the best of the Bidder's knowledge.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. We have provided our JMS references below. For our required Jail Management System References Data Sheet, please refer to **Section V.1B**. All information provided in the Reference Data Sheet and below is true and correct to the best of ICSolutions' knowledge.

Name of Facility: Madera Department of Corrections

Contact Name: Robert Moore

Physical Address: 14191 Rd. 28, Madera, CA 93638

Email Address: Robert.moore@maderacounty.com

Telephone Number: (559) 675-7951

Dates of Project Commencement and Completion: May 2018 – Present

Detailed Description of the JMS Installed: Beacon JMS; the time period is May 2018 to Present, with a baseline installation time of 5 weeks.

Accomplishment of Project Objectives: Replaced an inadequate system with a reliable, feature rich system

Contract Amount: \$55,593 installation price + \$15,871 annual maintenance price

Outcome: Installed and in annual maintenance

Name of Facility: El Paso County Jail

Contact Name: Dep. Kimberly Byrd

Physical Address: 2739 East Las Vegas St., Colorado Springs, CO 80906

Email Address: kimberlybyrd@elpaso.com

Telephone Number: (719) 390-2033

Dates of Project Commencement and Completion: December 2016 – Present

Detailed Description of the JMS Installed: Beacon JMS; the time period is December 2016 to Present, with a baseline installation time of 5 weeks.

Accomplishment of Project Objectives: Replaced outdated, unsupported system with newer, more reliable technology with support

Contract Amount: \$42,000 annual maintenance price

Outcome: Installed and in annual maintenance

Name of Facility: Chaves County Detention Center

Contact Name: Clay Corn

Physical Address: 3701 S. Atkinson Ave., Roswell, NM 88203

Email Address: ccorn@co.chaves.nm.us

Telephone Number: (575) 624-6592

Dates of Project Commencement and Completion: August 2011 – Present

Detailed Description of the JMS Installed: Beacon JMS the time period is August 2011 to Present, with a baseline installation time of 5 weeks.

Accomplishment of Project Objectives: Replaced an unsupported system with our newer, reliable, and feature-rich system

Contract Amount: \$350,000 installation price + \$78,000 annual maintenance price

Outcome: Installed and in annual maintenance

V.1.A. PROJECT IMPLEMENTATION MANAGEMENT (JMS)

4.4 Project Implementation Management:

4.4.1 *Project Approach.* Bidder shall present an overview, which shall be a narrative description, of the Bidder's proposed plan for providing the Services to the Sheriff's Office. The Bidder shall provide in full detail, its understanding and response to the Scope of Work.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proposing to partner with Beacon Software Solutions, Inc. to provide Beacon Operating Management System, a robust Jail Management System (JMS) that is currently in use by clients in more than a dozen states across the United States.

The Beacon JMS is fully customizable to meet or exceed any and all practices provided by the County and includes state-of-the-art technology such as biometric readers and signature pads, as well as mobile apps for supervisors. The Beacon JMS tracks and maintains any and all movements, appointments, charges, sentencing, etc. on the inmate's record. Users have the ability to review all records pertaining to the inmate, which include active and archived records with the proper user permissions.

Beacon Software works closely with all vendors in use by the County to ensure interfaces are completed to their specifications and that all data transfers are within the guidelines provided by the agency's IT team.

With over a combined 50 years in the Jail Management software business, the developers at Beacon Software Solutions, Inc. are proud to introduce the next state-of-the-art Jail Management system. Members of Beacon's development staff, principle architects, and developers for the Jail Management system have been promoted world-wide by Microsoft on multiple occasions, and now enthusiastically anticipate in another widely successful product.

Beacon Software Solutions, Inc. was created as a result of clear recognition by its developers that law enforcement agencies are in significant need of innovative, effective, and affordable law enforcement software tools specifically designed to work for any size agency. Beacon Software Solutions, Inc. is steadfastly dedicated to bringing state-of-the-art, innovative enterprise software applications and consulting services to **all sizes of law enforcement agencies**. Beacon continually improves upon its products by keeping clients up-to-date with the newest and latest technologies provided by Microsoft and other partners. Upgrades are performed quarterly at no cost to the Agency.

Beacon understands technology and software development, but also understands jail operations and the expertise needed to successfully run them. Beacon offers not only inmate management, but full facility and staff management systems. Budgeting and time management requirements are only a few features of a strong JMS. Beacon has developed a quality Jail Management system that is easy to deploy at a very affordable price.

Features

- Booking via Fingerprint Identification!
- Mugshot Capture from ANY Workstation!
- Multiple Booking Types
- Arrest, Charge and Bond information
- Unlimited Mugshots
- PREA
- Fingerprints
- Scars, marks, tattoos
- Classifications
- Property
- Work Release Schedules/Tracking
- Visitation
- Medications
- Keep Aways
- Staff Training/Certification
- Facility Checks/Maintenance
- Transportation
- Canteen/Livescan/Telephone interfaces for all major vendors
- And much more!

We have provided an Implementation Plan and Schedule in response to **Requirement 4.4.2** below.

4.4.2 Implementation Plan and Schedule. Bidder shall provide a detailed Implementation Plan and Schedule. Time is of the essence in providing fully functional Services, and the Bidder is required to provide a fully functional system tested and accepted by the Sheriff’s Office. The Implementation Plan and Schedule will include the following:

- 4.4.2.1 Summary of management/work plan for this Project
- 4.4.2.2 Project Schedule with Project Milestone Dates
- 4.4.2.3 User testing and acceptance provision for the Sheriff’s Office

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will strive to replace the agency’s current legacy Jail Management System with the proposed robust, state-of-the-art Beacon JMS with very little down time. The JMS implementation plan includes the following tasks:

Implementation Schedule

Week	Subject	Event
Week 1	Contract Signing	On-Site Visit
Week 2	Data Conversion	Agency Provides Back-Up Copy of DB
Week 2	Data Conversion	Conduct and Analyze Data using Visual Studio and SQL Server
Week 2	Data Conversion	Conduct Data Scrub
Week 3	Data Conversion	Data Migration into Test JMS
Week 3	Data Conversion	Conduct Data Review (internal)
Week 3	Data Conversion	Edit Mapping (if applicable)
Week 4	Data Conversion	Clear Data from Test JMS
Week 4	Data Conversion	Data Migration into Test JMS
Week 4	Data Conversion	Conduct Data Review (internal)

INMATE CALLING SOLUTIONS

Week	Subject	Event
Week 4	Data Conversion	Conduct Data Review (w/agency)
Week 5	Data Conversion	Review Agency Response to Data
Week 5	Data Conversion	Edit Mapping (if applicable)
Week 5	Data Conversion	Clear Data from Test JMS (if applicable)
Week 5	Data Conversion	Data Migration to Test JMS (if applicable)
Week 5	Data Conversion	Conduct Data Review (w/agency, if applicable)
Week 6	Beacon Installation	Install Beacon JMS Server Application
Week 6	Beacon Installation	Identify Pilot Client Machines
Week 6	Beacon Installation	Install Beacon JMS on Pilot Machines
Week 6	Interfaces	Install Identified Interfaces
Week 6	Interfaces	Test Installed Interfaces
Week 6	Gap Analysis	Identify Current System Gaps and Requirements
Week 6	Gap Analysis	Document any Gaps
Week 7	Gap Analysis	Select and Prioritize New Features
Week 8	New Features	Review Feature Enhancements
Week 8	New Features	Design New Features
Week 8	New Features	Develop New Features
Week 9	New Features	Test New Features
Week 9	New Features	Agency Sign Off on New Features

Week	Subject	Event
Week 9	New Features	Deploy New Features
Week 10	Training	See Training Schedule
Week 10	Interfaces	Continue Testing Interfaces
Week 13	Go-Live	Production Cutover to Beacon JMS
Week 13	Go-Live	On Site Support
On-Going	Support	24X7/365 Day Support

Training Schedule

Week	Subject
Week 10	JMS Administrator Training
Week 10	JMS Supervisor Training
Week 10	JMS Trainer Training
Week 10	JMS Overview Training
Week 11	JMS User Specialty Training
Week 11	JMS User Training
Week 12	On-Station Training
Week 13	Additional support phase after Go-Live

Ongoing Training

Beacon offers GoTo Meeting-type training for agencies as needed. We also offer at a low-cost trip to send one of our trainers on-site to spend a few days for refresher training or training on new features coming in the annual update(s). With any new updates, Release Notes are sent to the agency with full details on how the new features will function. All new updates are pushed to the agency Beacon JMS Training system first for review by agency before going live.

Training Plan Subject Explanations

Beacon Software Solutions, Inc. provides the following training:

Administrator – This training is designed for the individuals (recommended between 2 and 4) who will maintain the Beacon JMS. Training consists of approximately 10-20 hours and must be completed prior to Train the Trainer, and User Training. During this training, the Beacon JMS system administrators will set up all agency configurable areas of the application. These areas are housing locations, property locations, edit tables, user authorizations, billing administration, system settings, visitation settings, workstation properties, and the statute table.

The system administrators will receive training on the application functionality of the JMS. By understanding the operational values of the JMS, the system administrators will have a better understanding of what constitutes a request for change to the application. Administrators will also receive extensive training on the operation and design of JMS.

Beacon trainers will work closely with JMS system administrators in developing business rules for the use of the JMS. Business rules will be incorporated into the training model used to train the agency trainers, and users.

Administrator training is labor-intensive. The JMS must have: a housing location for every inmate; intake or holding locations for the maximum number of inmates held during processing; location for overcrowding; a property storage location for each inmate; every agency that is billed for inmate housing. Each workstation may have special usage with specialty equipment such as fingerprint reader or signature capture pad, or both. Multiple edit tables throughout the JMS must be set up to conform to the agency's standards.

Administrator training does not include training on the use of the JMS to the trainee. If the system administrator has a need for user training, he or she must be scheduled into either train the trainer or user training sessions.

Train-the-Trainer – This training is designed for individuals (recommended between 4 and 6 per session) who will train the agency users on the JMS. The training consists of approximately 20-30 hours and must be completed prior to User Training. Trainers will receive training on the application functionality of the JMS. By understanding the operational capabilities of the JMS, the trainers will be an effective tool for training

users. Trainers will also receive extensive training on JMS business rules developed by system administrators and Beacon Trainers.

Train-the-Trainer training is designed to teach a competent trainer the total functionality, operation, and full use of the JMS. During the training session, the trainee will conduct classroom training on multiple modules of the JMS to their fellow trainers to demonstrate competence.

A person designated to receive this training should be a certified agency trainer, be computer literate, and willing to learn the entire JMS program (even if not using the entire program). He or she must be willing to teach new employees, retrain or assist current employees, and provide update training to all employees as necessary.

Beacon requests that at least one agency-trained trainer (per session) assist during the user and specialty training, or that the agency-trained trainers conduct the agency training under the supervision of a Beacon trainer. Beacon trainers will provide the supervision for all administrator, train-the-trainer, and user training.

User Training (either trained by Beacon or agency trainers) – This training is designed to teach a user who is competent in the use of a computer the total functionality, operation, and the full use of the JMS, and consists of approximately 4 hours per student user.

User training is designed to teach a user the total functionality, operation, and complete use of JMS. The modules trained on are: booking, release, charges, property, imaging, medical, housing, and visitation. Use of functions such as keep-aways, holds, daily logs, incident reporting, and alerts will also be taught. The user will receive training in the use of system passwords or the fingerprint reader, and in the electronic signature capture – if the agency chooses to use these additional devices.

Training will require the user to book, maintain, and release several inmates capturing all the required data, using the agency's business rules.

Overview Training – This training is designed for individuals (recommended between 6 and 25 per session) who will only make inquiries into the Beacon JMS, such as checking to see if individuals are currently incarcerated or have been in the past and running various reports. This training consists of approximately 2 hours and has no prerequisites. This training is also helpful for any medical staff that may have their own company software used to track medical information, however, they need to have access

to photos, housing locations, current locations and incident reporting. This training is also helpful for any court staff that may need access to certain information on current and archived inmate records.

User Specialty Training – This training is designed for individuals (recommended between 2 and 6 per session) who have specific duties, such as Classification, Property, Sentencing, Charge Dispositions, Medical Staff Alerts, etc. This training is specifically designed to give one on one training to users that have a need for more in depth knowledge of the inmates' court information, bonding information, trusty (inmate worker), work releases, programs etc. This training is typically scheduled and discussed after contract signing, trainees are designated and scheduled with the project manager.

4.4.3 Project Team Organization Chart. Bidder shall provide its Project Team Organization Chart, clearly showing the organization of the team and the hierarchy of the members. It must include:

4.4.3.1 Organizational framework for the proposed Project Team, Company name and key staff name for each role identified in the chart.

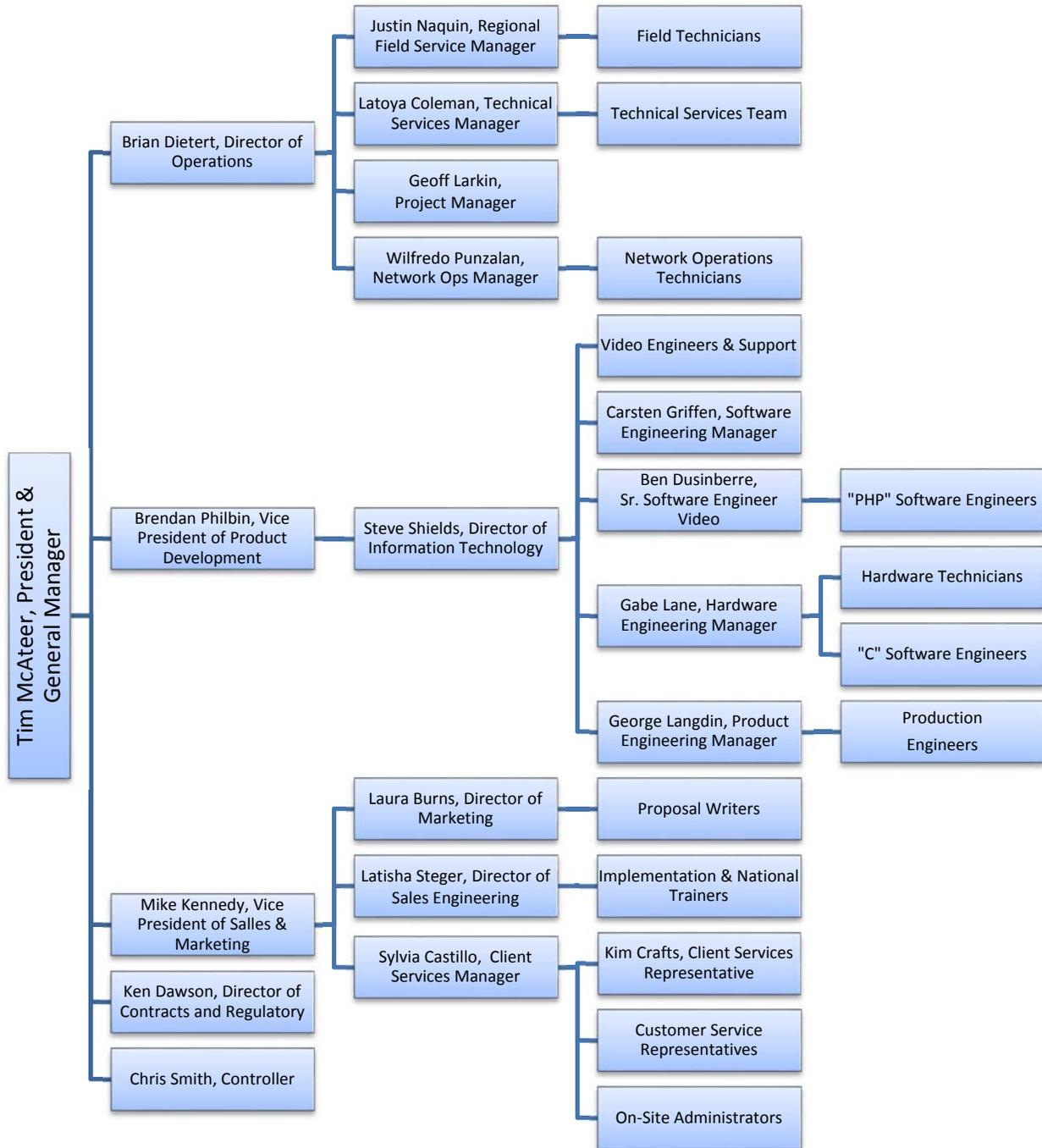
4.4.3.2 Bidder shall provide the names, years of service, qualifications, addresses and telephone numbers of each member of the Bidder's Project Implementation Team, including an Escalation Chart with complete contact information.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' excellent customer service begins from the date of contract award through the life of the contract. Our service package offers the County our knowledgeable Installation Team, whose expertise will ensure a seamless transition to our centralized ENFORCER®; our 24 x 7 x 365 Technical Services Center, who will assist you if you have a question or if an issue arises; and **your Regional Account Manager, Mike Kennedy**, who will work with you for the life of the contract to ensure that all of your needs are met.

ICSolutions has more than 100 employees dedicated to the development, installation, maintenance, and service of The ENFORCER® inmate telephone system. The professional team involved in the aforementioned duties and ongoing management of service for Humboldt County comprises experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams, including your Project Manager. Full résumés for these key personnel have also been included in **Section IV.1.**

ICSolutions' Organizational Chart



For the installation of the proposed JMS component, ICSolutions' personnel will be assisted by the following personnel from Beacon Software:

Brandon Floyd, IT and Senior Support Analyst
 Ken Horne, VP Sales and Marketing / Project Manager
 Martin Wolf, Software Developer

Résumés for these Beacon personnel have also been included in **Section IV.1**.

Escalation Chart

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure.

Escalation Level	Escalation Contact	Additional Notification
Initial Report	Help Desk Technician Open Ticket & Gather Information Toll free: 866-228-4031 Email: icssupport@icsolutions.com	None
Level One	Latoya Coleman Technical Support Manager Direct 210-572-9547 Cell: 601-212-6128 email: lcoleman@icsolutions.com	None
Level Two	George Langdin Technical Services Manager Direct: 210-477-7320 Cell: 210-373-0620 Email: glangdin@icsolutions.com	Mike Kennedy Regional Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@icsolutions.com
Level Three	Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: bdietert@icsolutions.com	Mike Kennedy Regional Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@icsolutions.com

<p>Level Four</p>	<p>Brendan Philbin Vice President Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: bphilbin@icsolutions.com</p>	<p>Mike Kennedy Regional Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@icsolutions.com</p>
<p>Level Five</p>	<p>Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com</p>	<p>Mike Kennedy Regional Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@icsolutions.com</p>

Escalations can be initiated by a number of methods. These methods include:

1. The Severity Level can trigger an escalation. This either happens by a Technical Support report or by one of our system monitoring applications.
2. Escalations can also be triggered by lower severity levels remaining in that state past a pre-determined threshold.

Following are the basic criteria for escalation at each level:

1. **P1 Issues** are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.
2. **P2 Issues** that are not solved within the standard four hour timeframe are escalated to Level 1. P2 issues that are not solved within 8 hours are escalated to the VP of Product Development Level. This level will be provided with status updates daily.
3. **P3 issues** that are not solved within the standard 48 hour timeframe are automatically escalated one level. P3 issues that are not solved within 7 days are escalated to the VP of Product Development level. The VP of Product Development will receive status updates daily.

4.4.4 Project Control Document (PCD). Upon effective date of Agreement, the Successful Bidder shall create, and deliver to the Sheriff's Office and the Sheriff's Office Designee, Project Control Documents (PCDs), consistent with the Scope of Work. The contents of each PCD shall include the relevant elements of the following:

- 4.4.4.1 Introduction
- 4.4.4.2 Executive Summary
- 4.4.4.3 Project Mission & Objectives
- 4.4.4.4 Project Scope
- 4.4.4.5 Work Breakdown Structure
- 4.4.4.6 Master Project Schedule
- 4.4.4.7 Change Control Plan
- 4.4.4.8 Project Team
- 4.4.4.9 Risk Assessment & Management

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide the Project Control Documents upon the effective date of the Agreement as required.

4.4.5 Integration of New Services. The Bidder shall submit detailed plans for the provision of necessary hardware and software, and the integration of the new equipment, while minimizing the impacts to current operations.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will strive to replace the agency's current legacy Jail Management System with the proposed robust, state-of-the-art Beacon JMS with very little down time. Our detailed Implementation Plan and Schedule has been provided in response to **Requirement 4.4.2** earlier in this section.

4.4.6 New Systems. The new systems and services shall become fully operational upon the successful completion of all system integration testing and acceptance by the Sheriff's Office. Integration and acceptance test criteria are as follows: Services tested and verified as fully operational, without Deficiencies, and written acceptance by the Sheriff's Office Project Manager. All installation plans and schedules will be reviewed and approved by the Sheriff's Office Project Manager, in order to minimize impacts to normal operations.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

**ATTACHMENT B1 – JAIL MANAGEMENT SYSTEM REFERENCES DATA SHEET
(Submit with Proposal)**

REFERENCES DATA SHEET	
<p>Provide a minimum of three (3) references with name, address, contact person and telephone number whose scope of business or services is similar to those of Humboldt County (preferably in California). Previous business with the County does not qualify.</p>	
NAME OF AGENCY:	
STREET ADDRESS:	
CITY, STATE, ZIP:	
CONTACT PERSON:	EMAIL:
PHONE #:	FAX #:
Department Name:	
Approximate County (Agency) Population:	
Number of Departments:	
General Description of Scope of Work:	
Applicant Tracking System Implementation Date:	

NAME OF AGENCY:		
STREET ADDRESS:		
CITY, STATE, ZIP:		
CONTACT PERSON:		EMAIL:
PHONE #:		FAX #:
Department Name:		
Approximate County (Agency) Population:		
Number of Departments:		
General Description of Scope of Work:		
Applicant Tracking System Implementation Date:		

NAME OF AGENCY:		
STREET ADDRESS:		
CITY, STATE, ZIP:		
CONTACT PERSON:		EMAIL:
PHONE #:		FAX #:
Department Name:		
Approximate County (Agency) Population:		
Number of Departments:		
General Description of Scope of Work:		
Applicant Tracking System Implementation Date:		

V.2. INMATE TELEPHONE SYSTEM & ASSOCIATED SERVICES

9.1.3.5.2 *Section V.2: Inmate Telephone System and Associated Services*

9.1.3.5.2.1 Proposed Inmate Telephone Services – Detailed description of the system and associated services, configuration, compliance with and understanding of the Scope of Work in Section 4.2.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER®'s primary call processing platform is housed at a data center in Atlanta. All inmate telephones at the County will be connected to this platform via the network to this data center. Failover call processing will occur at our San Antonio Data Center – providing geographically separate call processing that will ensure **99.999% uptime** for your Inmate Telephone System, while protecting the County from potential data loss.

Because our primary and secondary sites are more than 900 miles apart, even a catastrophic event in one location would not affect the performance of the other. If our primary site in the Atlanta data center experiences a catastrophic event, all call processing would seamlessly transfer to our San Antonio data center, resulting in zero downtime and continuous call processing and recording.

The County's facility will be connected by an always-on, fully-managed, and secure WAN to our data center where all the call-processing, recording and investigative applications will run in our secure server rooms which are monitored and maintained 24/7/365. We can perform all system maintenance, install software updates, expand capacity etc. all without ever having to disturb your regular operations by performing any work onsite at the facility.

The primary Atlanta data center is one of the most sophisticated multi-tenant colocation centers in the country. This purpose-built facility provides network diverse connectivity, rigorous critical systems infrastructure, and multi-tier security. The building provides 86,000 sq/ft of dedicated raised floor space and comes complete with a full complement of private cloud and managed services that are backed with extensive SLA commitments. Access to the data center is controlled by an electronic keypad system, and all movement is captured by event logs and closed circuit security cameras. Additionally, the entire building is equipped with a commercial alarm system, which

includes both internal and external security cameras.

Our San Antonio data center is classified as a Tier IV facility supported by multiple, active power and cooling supplies composed of redundant, fault-tolerant, enterprise-grade components yielding 99.999% service availability. The data center itself is constructed of solid concrete and is therefore tornado resistant. In addition to the aforementioned redundancies, the data center is located in the same commercial power grid as the San Antonio International Airport and, as such, can expect a rapid recovery in the event of a major power outage. ICSolutions conducts weekly tests of the onsite generator and power transfer unit to ensure operational readiness and seamless service failover.

For large deployments, ICSolutions has contracted with two Tier 1 carriers, AT&T and Time Warner, to deliver carrier-grade network to the data center utilizing diverse and independent cable routes. Access to the network is front-ended with a series of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes.

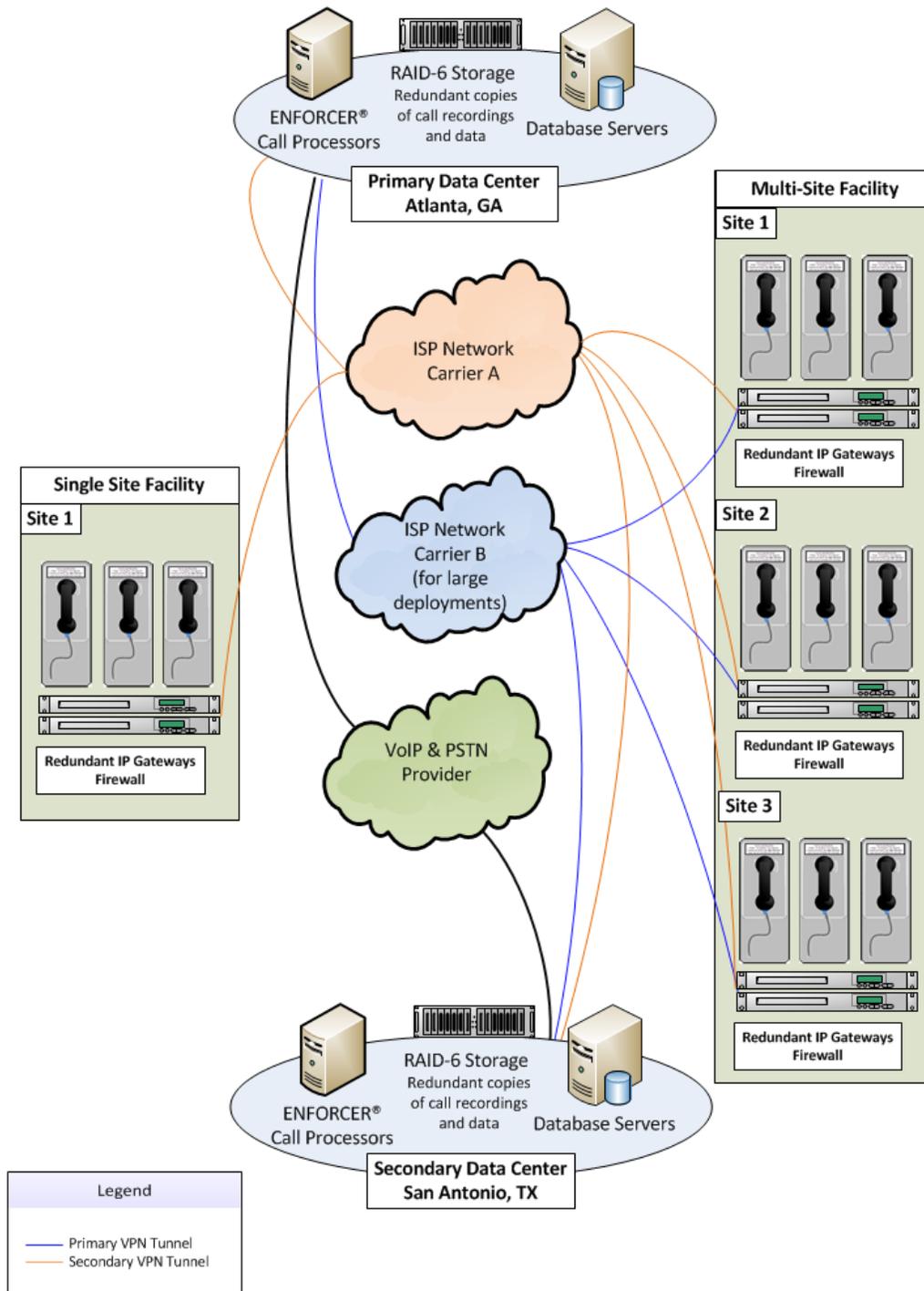
ICSolutions provisions enterprise-class network connectivity to each location serviced by the centralized ENFORCER® call processing platform. This configuration ensures high availability and maximum redundancy of the entire service solution.

Benefits of a Centralized Architecture

The centralized ENFORCER® features a primarily off-site configuration that houses critical system components at our secure data centers. This centralized configuration will provide several benefits to the County, including:

- Eliminates most potential problems that are possible with an onsite system, including server and telephony board failures
- Reduces operating costs, resulting in a more attractive financial offer for the County
- Reduces the amount of equipment at your Facilities
- Reduces Facility energy consumption
- Reduces the amount of onsite installation and maintenance work
- Provides multiple layers of call-processing and storage redundancy in offsite, geographically separate Data Centers, enabling ICSolutions to guarantee 99.999% system uptime and no loss of data or recordings

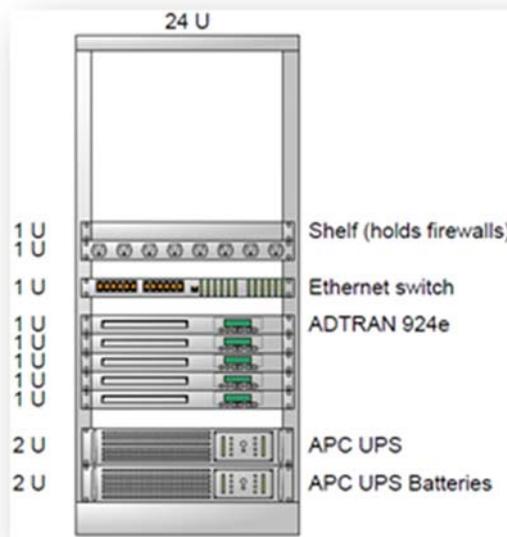
INMATE CALLING SOLUTIONS



Sample System Architecture

On-Site Equipment

The on-site phone room equipment will consist of ADTRAN IP Gateways and Uninterruptable Power Supply (UPS) units. This equipment will be installed in a standard 19" Equipment Rack. As there are no servers installed at the facility, this equipment configuration will only require one standard 20AMP power outlet, drawing no more than 1,000 watts of power. Additionally, this hardware is temperature tolerant and will operate flawlessly in environments ranging from 35 -110 degrees Fahrenheit. The rack configuration of the on-site equipment is provided below.



On-site Equipment in a Rack

With this configuration, the County will benefit from limited onsite installation and maintenance requirements, reduced energy consumption, and a very small footprint for the onsite equipment. ICSolutions ENFORCER platform boasts a 99.999% up-time. The equipment installed on-site at the facility consists of the following:

- Inmate Phones
- TDD/TTY Phones
- Video Relay Service Phones
- Kill-Switches
- Uninterruptible Power Source
- ADTRAN IP Gateways
- Workstations

- Visitation Phones
- Rollaway Inmate Telephone Cart

The manufacturer's specification sheets are provided in **Exhibit C** of this proposal.

Inmate Phones

ICSolutions proposes to install inmate phones from Wintel, or a functional equivalent. All proposed phones will be installed at current and future locations designated by the County. The phones are constructed of heavy gauge steel, with shockproof keypads, a shatterproof Lexan handset, and no removable parts. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1000 foot-pounds of pull power. Tamper-preventive security screws will be used on all telephones to guard against potential vandalism.



- Lexan handsets
- Factory Sealed with no removable parts
- Hearing Aid compatible (E.I.A. Standard RS504 compliant)
- Poly-coated armored handset cords
- Armored steel handset cord
- **Adjustable handset cord lengths** (12," 18," 36" or custom)
- **Built-in Confidencer to minimize background noise**
- Sealed Housing to protect unit from moisture
- Optional external **volume control**
- Heavy duty chrome keypad
- Product dimensions:
 - Typical model: 4.75" x 11.125"
 - Alternate model: 7.3125" x 20.5".

These phones have internally adjustable background noise-suppression switches that will be customized to an appropriate setting depending on the exact surroundings (indoor or outdoor, concrete walls or not, other phones nearby or private booth, etc.) at each phone location specified by the County.

TDD Phones

Ultratec Minicom TDD/TTY

ICSolutions proposes the Ultratec Minicom IV TDD/TTY, or a functional equivalent. The unit is compact, lightweight, portable and easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer.



- Turbo Code® and Auto ID™
- Convenient GA/SK keys
- Printer port to connect to your external printer
- 20-character display
- 43-key, 4-row keyboard
- Rechargeable batteries and AC adapter included
- Baudot code (45.5/50 baud rate)
- Product Dimensions: 10" x 9.5" x 3"

Video Relay Service through Purple Communications

ICSolutions is pleased to offer – at no cost to the County – a videophone device, coupled with Purple Communications Video Relay Services (VRS). Purple Communications is dedicated to delivering the highest-quality and most innovative communication services to meet the unique needs of the deaf and hearing impaired. Purple Communications has been serving the deaf and hearing impaired since 1982. And, ICSolutions has installed the Purple Communications solution at 20 client facilities.



INMATE CALLING SOLUTIONS

The VRS is a stand-alone service, independent from the ITS, that supports a secure connection between the inmate, the relay center, and the consumer. All video calls will be recorded, with the exception of confidential calls, such as calls to an attorney. The same restrictions that apply to inmate phone calls will apply to calls placed on the video phones. The Video Relay Service (VRS) is a federally funded program that is provided at no cost to the inmate or to the called party. Video Phones will be equipped with a 21-inch monitor and can operate on a PC or Android tablet that is connected to the internet.

VRS is deployed on ICSolutions' private, dedicated, and firewalled WAN. VRS calls are recorded through The ENFORCER®, with no separate software required. Because the VRS is fully integrated with The ENFORCER®, all recorded VRS calls are available for search and playback through the Call Detail records screen of The ENFORCER® user interface.

Showing 1 to 4

+	Action	Start Time	CSN	Inmate ID	Last Name	Phone Number	Call Type	Station
<input type="checkbox"/>		04/20/2018 12:49:15	461450	347955	Clay	1-559-392-0957	VRS Call	VRS 96003
<input type="checkbox"/>		04/19/2018 21:40:15	454706	347955	Clay	1-559-392-0957	VRS Call	VRS 96003
<input type="checkbox"/>		04/19/2018 16:16:11	447020	347955	Clay	1-559-392-0957	VRS Call	VRS 96003

VRS Call Detail records in The ENFORCER®

VRS Call Playback screen

Visitation Phones

ICSolutions is proposing two phone types to enable visitation phone monitoring and recording.



**Wintel 7005SS
(inmate side)**

The phones used will be Wintel 7429VST on the visitor side and the Wintel 7005SS on the inmate side. Both are stainless steel miniphones, but the 7005SS has a keypad for the inmate to enter their PIN during the set-up for the conversation for call tracking, monitoring and recording purposes.



**Wintel 7429VST
(visitor side)**

The call recording system will operate and interface with the visitation telephone instruments the same as the inmate phones – which includes enabling live monitoring and call recording of all non-confidential visitation calls. Tracking will be accomplished by inmate PIN, as the inmate will be prompted to enter their inmate PIN at the beginning of the call. Each phone will be identified by pod or visitor location in the system, just as it is for the inmate phone system.

System failure is virtually impossible due to the redundant configuration of our centralized ITS; however, in the event of network connectivity problems, the visiting room phones will continue to work as standard inmate visit telephones. This is possible because the visiting room phones will receive talk battery from the Adtran, so they will continue to receive power even if they lose connectivity to, or functionality of, the centralized ITS. In this state, the visiting room phones would receive no prompts or controls to input PINs, but inmates and their visitors would still be able to talk to each other.

Phone Shut-Down – Mechanical



**Telcom Marketing Group
KS-6100 Kill Switch Box**

Mechanical cut-off switches may be provided as an alternative to phone shut down using the system workstation. These manual overrides or “kill switches” are used to quickly turn the telephones on/off on demand. Multi-phone kill switches will be installed at each control center or as specified by the facility.

Typical product dimensions are as follows:

6-Port: 4" x 7.5" x 3"

12-Port: 9.75" x 7" x 3"

24-Port: 18" x 7.5" x 3"

Uninterruptible Power Source (UPS)

The ENFORCER® system will be equipped with a 2.2 KVA rated UPS which will provide continuous power during commercial power outages and will permit “graceful” shut down of system operations and calling functionality for longer duration power outages. Upon restoration of power, the system will automatically re-start without any need for on-site intervention. This product measures 3.5" x 19.3" x 17", and will sit in the 19" Equipment Rack.

ADTRAN IP Gateways



The ADTRAN IP Gateway delivers voice over a stream of data, applying standard data-encryption methods used to implement a VPN. The router converts and encapsulates the voice data into IP packets.

These devices connect to the analog inmate phones and convert the calls to VoIP before routing over the ICSolutions' secure, private network. The ADTRAN Gateway is designed to excel at supporting legacy analog devices like copper phone lines and fax machines. This minimizes the amount of onsite re-wiring and, as a result, speeds up the installation process, reducing disruption to County staff. It also allows ICSolutions to offer the convenience of VoIP calling while retaining the voice quality of traditional copper phone lines. This product measures 10.5" x 17.2" x 1.7" and will sit in the 19" Equipment Rack. Please see the manufacturer's specification sheet provided in **Exhibit C**.

Workstations

ICSolutions will provide workstations at no cost to the County. All system functions can be performed from any internet-enabled computer, by any approved user who presents the proper user ID and password during Administrator login. These functions include:

- Report Generation
- PIN Administration
- Allowed Number List Administration
- Blocked Number Administration
- Call Record Queries
- Silent Monitoring
- Call Alert Administration
- Privileged Number Administration
- Call Recording Control
- Call Recording Search and Playback
- Call Recording Export to CD or DVD
- Phone Shut Down
- Call Terminate
- Inmate Calling Privilege Management

If dedicated onsite workstations are provided by ICSolutions, each workstation will be equipped with a CDR-W drive or DVD+R drive, color monitor, high speed printer, keyboard, mouse and UPS power and surge protection. The screen size will be 20". The size of the CPU will vary based on the model. ICSolutions installs the current model at the time of installation.

Rollaway Inmate Telephone Cart

ICSolutions proposes mounting a standard inmate telephone to the TM-24-7 Mobile Inmate Telephone Cart. This cart is a rolling pedestal designed to move a phone quickly and easily. The handset cord can be positioned at an appropriate height to allow for many custom configurations.

This rolling cart can be used in many locations:

- Maximum Security Prisons
- Segregation Housing Units
- Holding Cells
- Psychiatric Wards
- Prison Hospitals
- Any place a temporary phone may be required



Specifications

- Body: High Security, 14 Gauge Steel
- Post Size: 51 ¾"H x 10"W x 4"D

- Foot Size: 7"H x 23 ¾"W x 22"D
- Paint: Scratch-Resistant Black Powder Coat
- Weight: 65 lbs.
- Mounting: Allows installation of Mini or Standard Size Inmate Phones
- Stability: Large Heavy 4-wheel base to prevent tipping

The ENFORCER® Call Processing System

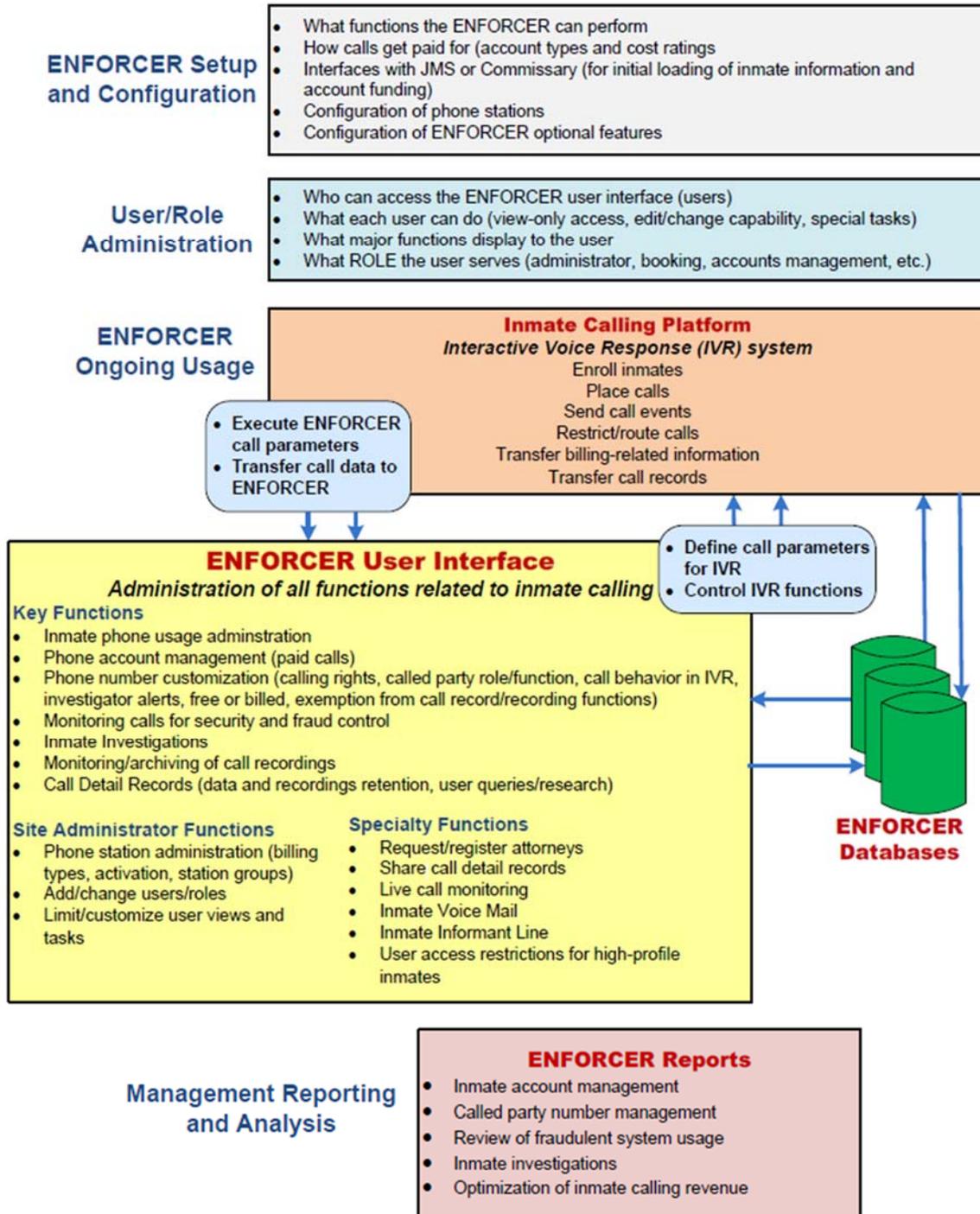
The ENFORCER® is a browser-based application that allows control, monitoring, searching, and reporting of all inmate calls to any authorized user through a simple, point-and-click GUI (Graphical User Interface). The ENFORCER® is password-protected, but accessible over LAN, WAN, or VPN so that all of the tools can be used by an authorized user whether or not they are actually at an ENFORCER® workstation.

The ENFORCER® platform is accessible via a secure browser-based graphical user interface (GUI). Investigators or any approved remote users can access the platform from **any internet-capable computer** by launching a secure SSL session (https) to the applicable system URL, which will forward the computer IP address to the perimeter firewall. If the remote user is using a static IP address, and that IP address is already registered on the firewall, the user will be granted a secure connection to The ENFORCER® network and prompted to enter the approved username and password to access The ENFORCER® platform. If the originating IP address is not registered on the perimeter firewall, the user will be re-directed to a hardened server that will register the IP address and provide temporary access to The ENFORCER® network.

Additionally, users have the option to install a VPN client on their workstation / laptop that will launch a secure tunnel through the public internet to The ENFORCER® network, regardless of the originating IP address. Once connected to The ENFORCER®, users can access all functionality, including downloading and burning call recordings to one or multiple disks.

The ENFORCER® Inmate Calling System is a comprehensive, self-contained call processing platform that is used by inmates to make phone calls from within a correctional facility. This platform provides an extensive and flexible set of administrative, security, and investigation tools.

ENFORCER® Process Overview



Features of The ENFORCER®

The ENFORCER® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. ICSolutions will continue to expand our system's capabilities throughout the life of a contract with the County, and we welcome your input as a valued technology partner.

ICSolutions' ENFORCER® Inmate Calling System offers the richest set of features available in the industry today that are easy to use, allowing for quick, accurate and efficient investigations.

✓ **System Features:**

- **Remote access for authorized personnel**
- **Easy-to-use Web interface**
- Onsite reporting capabilities
- Remote information-sharing with offsite investigators and other law enforcement agencies and jurisdictions – at RRJA's sole discretion
- Inmate PINs with optional automatic enrollment (no facility staff intervention required)
- Inmate PANs (personal allow numbers lists) with self-learning capability and paper-free change request options

✓ **Administrative Controls:**

- Multi-site networking & reporting
- Password-controlled access
- User permissions – editable per individual user or user group
- User access log
- 3-way call detection and tracking

✓ **Call Controls:**

- Blocked number tables
- Set call duration & velocity limits by dialed number, individual inmate, inmate classification, inmate group, pod, facility, or system-wide
- Set call duration & velocity limits by call type
- Inmate call suspension and automatic reinstatement
- Electronic and/or manual phone shutdown – scheduled & emergency

✓ **Investigative Tools:**

- 100% monitoring & recording of all non-confidential phone calls

- Verifiable security encryption on call recordings – supported by free expert testimony
- Free inmate grievance / crime tip / PREA lines – **eliminate paper kites**
- Officer check-in (optional)
- Call alerts (hot numbers, hot PINs)
- Financial alerts
- Remote call forwarding to authorized investigators, with options to “barge in” and/or disconnect
- Searchable call notes
- **Unlimited Reverse Directory** with satellite mapping
- **More** – if the technology exists, we can make it work with our ENFORCER® calling system!

Standard Features of The ENFORCER®

The centralized ENFORCER® comes with an array of standard features that promote security and efficiency at our clients’ facilities:

System Features	
Remote Access	The ENFORCER® is operated through a browser-based GUI (Graphical User Interface). Anyone with a login and password provided by County administrators can securely access the system from any computer with internet access and a modern browser as if they were opening a website.
Easy to Use Web Interface	The ENFORCER®’s web interface is intuitive, easy to use and functions like any other website.
Centralized Call Processing	<p>Call processing occurs on servers running in our secure data centers – leaving a much smaller footprint for equipment installed and maintained at your facilities. In addition to guaranteeing always-up service and high-quality calls, centralized call processing provides several benefits to the County, including:</p> <ul style="list-style-type: none"> ✓ Less equipment at your facilities ✓ Reduced energy consumption ✓ Less onsite installation and maintenance work <p>As a result, you will enjoy better performance, more</p>

INMATE CALLING SOLUTIONS

	<p>space, cost savings, less onsite disruption, and higher facility security.</p>
<p>Unparalleled Redundancy</p>	<p>No other vendor provides as much redundancy for both system operations and data storage.</p> <p>Network Redundancy: ICSolutions obtains service from two different network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier.</p> <p>Call Processing Redundancy: While the primary call processor is housed at the primary data center in Atlanta, we also install a fully functional, always-on backup call processor nearly 1,000 miles away in San Antonio. Therefore, if a disaster should ever disrupt call processing in Atlanta, service would instantly fail over to the secondary processor in San Antonio.</p> <p>Storage Redundancy: Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in two separate geographic locations (one data center in Atlanta and one data center in San Antonio). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, one additional copy of all data and call recordings would still be available for disaster recovery purposes.</p>
<p>Lifetime Online Storage of Call Data & Recordings</p>	<p>ICSolutions will securely store all call data and recordings in fully redundant, geographically separate data centers to protect the County from any potential data loss. Call data and recordings will be available online for the life of the contract!</p>
<p>Unlimited Expansion Capabilities</p>	<p>The ENFORCER® has unlimited expansion capabilities and will be able to accommodate any new construction or future growth of your facility, at no cost the County! ICSolutions can add storage and phones at any time without affecting the operations of the existing system. Additional network capacity requires 30 days' notice for the LEC to hang new lines and does not require any</p>

	system downtime.
Onsite Reporting Capabilities	The ENFORCER® system provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time. The system comes preconfigured with an extensive list of standard reports. Additionally, a facility user can generate real-time “ad hoc” reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. And, although it’s easy to define your own report parameters in The ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired.
Hardened Corrections-Suitable Equipment	ICSolutions has been providing correctional facilities with inmate telephone systems for more than 17 years. All onsite equipment is hardened and tested for use in correctional facilities.
TDD Equipment Compatibility with Transcription Service	ICSolutions provides our facilities with the Supercom Minicom TDD/TTY unit. The unit itself is compact, lightweight, portable and easy to use. Further, each TDD/TTY call is recorded by The ENFORCER® and converted to text, which is inserted into a Note and attached to the call recording. Recordings can be accessed from the Call Detail Screen, and attached Notes can be printed locally or remotely by users with appropriate security credentials.
Remote Information Sharing	If the County desires, ICSolutions can provide the County with an easy way to share information with other law enforcement and corrections agencies. Because The ENFORCER® provides flexible and convenient remote access for investigators, multiple investigators can access the system at the same time without impacting on-going system operations or performance. The County may grant other law enforcement agencies limited access to inmate information for cooperative investigations.

INMATE CALLING SOLUTIONS

Service Features	
Lifetime Repair and Replacement Warranty on All Equipment	ICSolutions' warranty ensures that any and all defective components will be replaced at no cost to the County throughout the life of the contract.
24 x 7 x 365 Technical Service	ICSolutions' Technical Services Center (TSC) operates 24 hours per day, 365 days per year in support of our customer sites. When calling our toll free number (866-228-4031) you will be connected with a live , U.S.-based Level 1 TSC technician.
24 x 7 x 365 Customer Service	ICSolutions' live customer service is available 24 hours per day, 365 days per year. Through our toll-free call center, customers will be connected to our knowledgeable customer service representatives who can help with billing questions, account setup, account status, payments and more. Our customer service representatives can offer multi-lingual assistance including both English and Spanish. All of our customer service representatives are U.S.- based.
Ongoing Staff Training & Online System Documentation	ICSolutions provides a customized hands-on training curriculum for each facility that we serve. Initial classes are conducted on-site for multiple user groups. We also provide ongoing refresher and new employee training throughout the life of the contract. Follow-up training is typically delivered once per quarter (but can be customized to meet the Facility's needs), and can be delivered live or over the web. Additionally, all system documentation, including User Manuals, Quick Reference Guides, etc., are provided online as part of The ENFORCER® system.
Inmate and Called Party Instruction	ICSolutions provides informational pamphlets to the inmates and called parties, which explain how calls are placed and how to open accounts. These pamphlets will be provided to the County as requested, at no cost. The most detailed instructions describing the use and functions of the inmate telephones will be provided to County inmates via the phones themselves, using the customizable automated operator prompts. ICSolutions

	<p>also typically provides bilingual (English/Spanish) written instructions in a vandal-resistant display area on the face of each telephone instrument, and we can provide bilingual instructional posters upon request. Called parties can also contact our Customer Service Department or log onto our website at any time to learn how calls are placed and paid for, and how to open accounts.</p>
<p>Free Software Upgrades</p>	<p>Free, regular software updates are provided at no cost throughout the life of the contract. Whenever an upgrade and/or enhancements to The ENFORCER® finishes testing and is ready for wide release, the Division will be notified of the new release updates and provided documentation of the features and functions of the new software. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption. Enhancements and upgrades to The ENFORCER® are predominantly driven by market demand and specific client requests. Typically, large upgrades are released quarterly.</p>
<p>Calling Services</p>	
<p>Collect, Prepaid Collect & Debit Calling Options</p>	<p>ICSolutions will offer our Point-of-Sale Prepaid Collect (PSPCSM), Call Center Debit, and Integrated Cardless Debit (Inmate Prepaid). These programs allow payment alternatives, call expense budgeting, and more ways for inmates to get in touch with loved ones. More information about these calling options is provided below:</p> <ul style="list-style-type: none"> • Point of Sale Prepaid Collect (PSPCSM)- PSPCSM allows friends and family of inmates with numbers that are traditionally blocked from receiving collect calls (cell phones, business lines, etc.) to set up an account and prepay for inmate calls. When a call is placed to a number that would be blocked for billing reasons, the called party is provided with the option for immediate access to our live Customer Care Call Center to establish billing arrangements. Typically, an account is

	<p>established in 15 minutes, and inmate calling access is immediately allowed.</p> <ul style="list-style-type: none"> • Call Center Debit – Call Center Debit allows inmates’ loved ones to fund an account associated with a specific inmate’s PIN. Once the account is funded, the money belongs to the inmate and is tied to that inmate’s PIN, so the inmate can use these funds to call any allowed telephone number. Upon the inmate’s release, refunds are handled by ICSolutions’ call center. • Keefe-Integrated DirectLink Trust Cardless Debit – When Keefe’s KeepTrak banking system is in place, we can offer our unique DirectLink Trust Cardless Debit program. This service integrates the ENFORCER® with the Keefe KeepTrak banking system, enabling inmates to place calls using funds directly from their trust accounts. There is no need to open or fund a separate debit calling account; to transfer funds between two different accounts; or to manage a separate refund process for calling accounts. • Integrated Cardless Debit – Integrated Cardless Debit is a fully integrated debit platform that allows inmates to place calls using the funds established and maintained in their individual PIN-based accounts. To enable this calling option, ICSolutions will interface with the facility’s inmate/records management system or commissary software package to share information between systems and automate the process. If an integration is not possible or if the County prefers, ICSolutions can also provide the County Facilities with physical debit cards sold through the commissary.
<p>Funding Announcements</p>	<p>The ENFORCER® can automatically notify inmates when funds have been added to their Debit calling account, or to a Prepaid calling account that is tied to a telephone number the inmate has called in the past. Announcements are automatically generated by the</p>

	<p>ENFORCER® system and delivered to a secure voice mailbox that can be accessed only by the designated inmate with the appropriate PIN.</p>
<p>Inmate PINs with Optional Automatic Enrollment</p>	<p>The ENFORCER® system accommodates the use of inmate personal identification numbers (PINs) for call tracking. Various numbering schemes are supported in order to best fit the existing inmate identification method in use at the facility. This ranges from adopting a number assigned by the facility booking system to assigning a new random unique number for calling to something in between. This will be customized based on the facility's preference and with the goal of minimizing facility personnel time. Inmate accounts and PINs can be established automatically through a direct interface with the facility's Jail Management System or Booking system or through manual entry.</p>
<p>Inmate PANs (personal allowed number lists) with Self-Learning Capability and Paper-Free Change Request Options</p>	<p>The ENFORCER® system may be configured to require a list of Personal Allowed Numbers (PANs). This is a list of defined telephone numbers that each inmate is permitted to call. Each time the County activates the PAN feature for an inmate, you can select a maximum number of PANs to allow on an inmate's list. If you leave the field blank the default value is 20, but there is no practical limit to the number of PANs that may be assigned.</p> <p>Self-Learning Mode: In order to minimize the time required to enter an allowed list for each inmate, the system provides a useful "self-learning" feature. Upon assignment of a PIN, the first telephone numbers to which calls are completed are added to the inmate's PAN list, until the maximum number of PAN entries is made. To be added to the PAN list, a call to the telephone number must be accepted by the call recipient. Once the PAN list is full, any changes to the list must be made manually. Self-Learning can also be limited to a specified phone or phones in order to provide a greater level of control over the phone number entry process.</p>

INMATE CALLING SOLUTIONS

<p>Automated Operator Service in Multiple Languages</p>	<p>The proposed ENFORCER® provides fully automated direct billed collect calling and prepaid collect, as well as optional debit calling. Access to live operators is neither required nor permitted at any time. The ENFORCER® is delivered with pre-recorded instructional voice prompts in both English and Spanish. Language is selected by the inmate as part of the call setup process. "For English, press 1; for Spanish, press 2." Additional languages can be added at the facility's request at no charge. Languages currently deployed at some of our client facilities include English, Spanish, French, Russian, and Hmong.</p>
<p>Custom Call Prompts and Voice Overlays</p>	<p>All call prompts can be customized at no cost to meet the County's exact specifications. Also, the system is configurable to play random voice overlay announcements to notify the called party of the call's origin. The announcement content is programmable along with the announcement volume and frequency.</p>
<p>Inmate Name Recording</p>	<p>When each inmate places the first phone call using their assigned ID/PIN, the system will ask the inmate to record his/her name. This recording will be stored within The ENFORCER® system and used for all subsequent phone calls made using that ID/PIN combination. This measure prevents inmates from "passing messages" and ensures that the called party is provided with the inmate's name during the call greeting. If desired, inmate names may be recorded by authorized personnel at the time each inmate is booked. If there is an error during the recording or too much background noise at the time the name is recorded, facility personnel may reset the name recording function for that particular inmate using any ENFORCER® workstation.</p>
<p>Administrative Controls</p>	
<p>Multi-Site Networking and Reporting</p>	<p>The ENFORCER® system provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time. The system comes preconfigured with an extensive list of standard reports. Additionally, a facility user can generate real-time "ad</p>

	<p>hoc” reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. Depending upon the user’s privileges, they are able to pull reports either for their specific facility or for all facilities in a network of jails.</p>
Report Scheduler	<p>The ENFORCER® allows authorized users to run reports on a pre-defined schedule that are emailed automatically to multiple email addresses. Pre-configured reports can be run on a periodic basis, such as monthly, weekly, or daily, and within specified date ranges.</p>
Password Controlled Access	<p>The ENFORCER® controls access to call record data, call recordings, call monitoring, reporting and all other system features by requiring a unique username and log-in password to initiate a session. Each username is linked to a customized set of privileges established by administrators when they granted that user access. These privileges range from being able to create or modify inmate data to being able to display reports, playback recordings, etc.</p>
User Permissions – Editable Per User or Group	<p>Each username is linked to a customized set of privileges established by administrators when they granted that user access. These privileges range from being able to create or modify inmate data to being able to display reports, playback recordings, etc. A standard set (or several sets) of privileges can be created for booking officers, investigators and administrators prior to installation to speed up enrollment of all County users, but County staff with “Administrator” access will always be able to alter or revise the privileges allowed to any user, can revoke access, or can require a user to select a new password at any time through the easy-to-use browser-based GUI (Graphical User Interface).</p>
User Access Log	<p>The ENFORCER® offers an extensive list of standard and query based reporting options to fit every administrative and investigative need. A User Access Log Report details system access by user and lists changes made during a defined date range. The high-level report shows the username, user level and the last login date. Additional</p>

	<p>details by user may be reported by clicking on the user name. Additional reporting options are available upon request and will be customized to meet the County's needs.</p>
Court-Sealed Records	<p>In a court case, a judge can order the non-availability or "sealing" of all inmate records or selected inmate call information. The ENFORCER® enables an authorized user to perform a full or partial records seal, either permanently or within a specified date range. Although sealed records are still stored in The ENFORCER®, they cannot be retrieved unless a written request is provided to ICSolutions by an appropriately authorized representative of the Agency.</p>
Fraud Controls	
Three-Way Call Detection	<p>The ENFORCER® automatically detects attempts by destination parties to connect, or forward, calls to a third party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can either:</p> <ul style="list-style-type: none"> a.) flag the call for investigation; b.) flag the call for investigation, and play a warning message to the inmate and called party; OR c.) flag the call for investigation, play a notification to the inmate and called party, and terminate the call.
Hook Switch and Secondary Dial Tone Prevention	<p>Inmates are not permitted to obtain secondary dial tone or to "chain dial" at any time. Any attempts to manipulate the inmate phone or hook switch in order to bypass system controls will result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect.</p>
Extra Dialed Digit Prevention	<p>The ENFORCER® monitors each call connection for any inmate attempts to bypass the system controls. If an inmate presses keys on the keypad following call connection, the system detects this activity and terminates the call.</p>

Chain Dialing Prevention	The ENFORCER® counteracts fraud by preventing chain dialing, allowing completion of only one dialed number per individual attempt. Upon termination of each call, the inmate is returned to the call initiation script and required to go through the entire controlled process in order to place another call.
No Incoming Calls	No incoming calls are ever allowed with the ENFORCER call processing system. The ENFORCER system is hosted at a primary and secondary data center. All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the onsite IP Gateways that provide talk battery to the inmate telephones are incapable of processing an inbound call, and, as such, ICSolutions can warrant that no inmate telephone shall be capable of receiving an incoming call.
Real-Time Call Validation	ICSolutions' call validation incorporates real-time validation responses from Local Exchange Carriers, compliance with carriers who do not permit collect calls, and managerial restrictions such as blocked-number lists. Call validation counteracts fraud by correctly identifying the location of called numbers to prevent the use of prepaid cell phones or pay phones to commit fraudulent activities. By validating numbers, we have the most up-to-date information about a BTN.
Continuous System Monitoring	As an additional fraud prevention tool, ICSolutions proactively monitors system data by looking for fluctuations in call traffic and failed attempts that could indicate fraud.
Custom Call Restrictions	Inmate calling can easily be limited to specific times of the day and set lengths of time. During installation, the system is programmed to block calls to live operators, toll-free lines, long-distance carriers, judges and correctional facility staff, etc. While these call restrictions are set facility-wide, additional call restrictions can be set for individual inmates. Inmates can also be restricted to calling only within a certain facility, or even within a designated area within a facility (such as in his or her housing area only).

Call Controls	
Blocked Number Tables	<p>The ENFORCER® enables authorized users to immediately enter blocked numbers into the system using the user-friendly Administrator interface. Blocks may be added for a specific telephone number or group of numbers. Important Block Features include:</p> <ul style="list-style-type: none"> • Block groups of numbers, such as: 800, 888, 866, 911, 1411, 555-1212, 1010XXX, etc. • Block individual numbers – unlimited quantity • Blocks from your existing system will be imported during installation process • Soft Block resulting from multiple refused calls • Real-Time block activation • Simple workstation block entry • Blocked number report <p>Standard blocks are established for each system at the time of installation. These include directory assistance, 911, emergency, pay-per-call services, 1010XXX access codes, toll free numbers, and live operators. In addition, ICSolutions' project team will work with the site to populate the blocked number table with facility personnel telephone numbers, and will work with the outgoing vendor to incorporate any telephone numbers which were blocked due to complaints of harassment.</p>
Configurable Call Duration and Velocity Limits	<p>Call duration and velocity limits can easily be set by dialed number, individual inmate, inmate classification, inmate group, call type, pod, facility or system-wide.</p>
Inmate Call Suspension and Automatic Reinstatement	<p>The ENFORCER® supports the suspension of inmate calling privileges by PIN. Authorized personnel may enter a timeframe (i.e. 24 hours) or a specific date/time when the suspension is to end. At that point, the suspended inmate may only call legal counsel until the suspension period ends. When the suspension is over, calling privileges are automatically restored by the system. There are two categories of Suspension. Full means the inmate will not be allowed to place any calls, including calls to</p>

	<p>attorneys or free numbers. Standard is the default setting and allows the inmate to place calls only to attorneys or numbers that are identified as privileged numbers.</p>
<p>Phone Shutdown</p>	<p>The ENFORCER® system is configured to support cut-off of the inmate phone system by individual phone or housing unit configurations in the event of a riot or lockdown, or any other incident that requires emergency shutdown of the inmate telephone system.</p> <p>Electronic Phone Shutdown: A single station, multiple stations or individual calls may be quickly switched on/off through the workstation. All administrative changes made in The ENFORCER® system occur instantaneously in real time, so the time required for this action depends only upon the speed of the operator. Taking a station offline can easily be accomplished in less than one minute. Once the operator clicks Cutoff and Disable, the station is immediately taken offline and any call in progress is terminated. To allow calls in progress to complete, the operator can instead click Disable; this action will allow any call in progress to complete before disabling the phone station from making further calls.</p> <p>Mechanical Phone Shutdown: Mechanical cut-off switches may be provided as an alternative to phone shut down using the system workstation. These manual overrides or "kill switches" are used to quickly turn the telephones on/off on demand. Multi-phone kill switches will be installed at each control center or as specified by the facility.</p>
<p>Customized Call Branding</p>	<p>The ENFORCER® will be programmed with a customized call greeting played to the called party upon answer. Upon detecting answer, the system responds with <i>"Hello, this is a call from [inmate name], an inmate at the (FACILITY NAME) Detention Center."</i></p>

<p>Phone Scheduler</p>	<p>The ENFORCER®'s Phone Scheduler feature lets you pre-set any on/off times for the phones that you choose. The ENFORCER® can accommodate different schedules for days of the week, dates of the month and year, etc. Hours can be set as follows:</p> <ul style="list-style-type: none"> • By phone or group of phones (booking area, living units, infirmary, recreation, etc. may each have unique operating hours.) • For all phones in the facility • Unique hours for defined holidays • Unique hours by day of week • Unique hours for specified called numbers
<p>Positive Acceptance</p>	<p>The ENFORCER® system supports both DTMF and pulse-based call acceptance responses. When the called party is instructed to accept or reject the call, the system "listens" for either the appropriate DTMF or the correct count of rotary-dial pulses.</p>
<p>Answer Detection</p>	<p>The ENFORCER® recognizes busy signal, ring no answer, and invalid number announcements (SIT Tones). Upon detecting answer, the system will only acknowledge positive acceptance by the called party. Answering machines, pagers and voice mail responses will all be treated as incomplete calls. Only a positively accepted call will generate a call charge to the paying party.</p>
<p>Investigative Tools</p>	
<p>100% Monitoring and Recording of Non-Confidential Calls</p>	<p>Real-Time Monitoring - Call monitoring is accessed through the Monitor tab of The ENFORCER's GUI. The authorized user selects a station or trunk to monitor with a click of the mouse, and then clicks the Connect button. This function is silent and undetectable by either the inmate or called party. Multiple monitoring sessions can occur at the same time without any impact to ongoing call processing or recording.</p> <p>Critical Call Monitoring Functions include:</p> <ul style="list-style-type: none"> • Silent, undetectable monitoring

	<ul style="list-style-type: none"> • Allows multiple simultaneous monitoring sessions • Search function to isolate calls of interest • Monitoring has no impact to recording function • Ability to monitor from a remote workstation or PC via LAN, WAN or Internet • Protection of privileged calls from monitoring • Ability to disconnect call in progress while monitoring • Ability to "barge in" to calls in progress and speak to both parties <p>Recording and Playback: The ENFORCER® system offers fully integrated digital recording capability with the option to record every call or to track only those phone numbers selected for recording. Call recordings are digitally stored online and will be available to the facility for immediate access throughout the contract duration.</p> <p>Any individual desiring access to the recording playback or call monitoring must have a valid user name with sufficient privileges and a valid password. The ENFORCER® streams and copies recordings to system users through its monitoring and playback functions.</p>
<p>Verifiable Security Encryption on Call Recordings – Supported by Free Expert Testimony</p>	<p>The ENFORCER® system utilizes its Pikamux call processing program to generate the call recording in a raw proprietary format. The system then utilizes its AU comp program to decode the Pikamux raw file and convert the recording into a Speex compressed format which supports playback utilizing various utilities. The AU comp program also creates an MD5 checksum of the Speex file. MD5 Sum is an open source program which will create a MD5 checksum of any file.</p> <p>The process that has been implemented to confirm authenticity mandates that the MD5 checksum created by the AU comp program be recorded in a secure location. At the time of the authenticity test, the "expert"</p>

	<p>can use the MD5 Sum program on the recording and compare the resulting checksum to the checksum retrieved from the secure location. If the checksum comparisons are equal, this will confirm that the recording has not been tampered and is therefore authentic.</p> <p>ICSolutions will also volunteer an expert to testify in any court proceedings regarding the security and verity of our call recordings.</p>
<p>Crime Tip and PREA Lines</p>	<p>The ENFORCER® system can be configured to support as many tip-lines and voice message lines as each facility requests. If an external tip line exists that the County prefers to retain, ICSolutions will simply program that number in for free calling and speed dial access (it can also be set as a privileged if the County would like only those staff members with access to the destination voicemails to be able to hear inmates leave messages). Otherwise, any and all message lines the County would like to create will simply be voicemail boxes on The ENFORCER® itself. Each will have a speed dial code clearly posted for the inmates and will be free (and privileged if the County so requests).</p> <p>Each voicemail's number (#123 for instance) can also have an alert set on it so that a designated facility investigator or administrator is notified immediately whenever an inmate dials the line. At the County's discretion, each line can be set to allow access with or without PINs (to enable truly anonymous reporting as required by the PREA—Prison Rape Enforcement Act for instance).</p>
<p>The Analyzer link analysis</p>	<p>ICSolutions offers <i>The Analyzer link analysis</i>, our data mining solution specifically designed with the investigative needs of the corrections market in mind. Using The Analyzer, authorized facility staff will be able to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. Links are established when an end user (outside the</p>

	<p>facility) interacts with one or more inmates through The ENFORCER® system, or when multiple end users interact with the same inmate(s).</p>
<p>Officer Check-In (Optional)</p>	<p>ICSolutions is proud to offer the County ICStrackingSM, our Officer Check-In service. While many inmate telephone service providers are now offering similar services, ICSolutions was actually the first in the industry to provide Officer Check-In services to our clients!</p> <p>ICStrackingSM was launched in the summer of 2007. It offers the ability to capture and record corrections officers' location via the inmate telephones using an ID/PIN assigned to the officer. Each officer will use a nearby inmate telephone to log in to the system and verify that they are working in that part of the facility. The check-in event is logged by the system as a call record and can be reviewed, reported, or generate an alert just like any other inmate phone call. There are no charges associated with this feature.</p> <p>As an optional, added security feature, if your facility is utilizing The Verifier Voice Biometric feature the system will verify the officer's voice against the voice print stored within the system associated with the Officer's ID/PIN. This ensures that another officer or inmate is not attempting to check in on his/her behalf.</p>
<p>Call Alerts (Hot numbers, hot PINs)</p>	<p>The ENFORCER® provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. The ENFORCER® alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. These alerts can be delivered in the following ways:</p> <ul style="list-style-type: none"> • Monitoring Alerts - The ENFORCER® can call an investigator on his or her telephone (or cell phone) and once provided with an approved pass code can immediately patch the investigator into a The

	<p>ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.</p> <ul style="list-style-type: none"> • Email/SMS Alerts – The ENFORCER® can send email or SMS message to an administrative workstation or any public email address when an alert is triggered. • Paging Alerts - The ENFORCER® can issue numeric messages to paging services to alert an investigator.
<p>Funding Alerts</p>	<p>Our system allows investigators to set alerts on inmates of interest and/or telephone numbers of interest. When a Debit or Prepaid account is funded that is associated with an inmate or telephone number of interest, the designated investigators are immediately alerted via email. Email alerts contain information such as Inmate ID and Name (for a Debit account), names and addresses of account holder and account funder (for a Prepaid account), funding amount, and funding source (credit card, Western Union, cashier’s check, or money order). If a credit card was used, the alert will also report the first and last four digits of the credit card number.</p>
<p>“Find Me, Follow Me”</p>	<p>Find Me, Follow Me allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability than an investigator will be located and can monitor a call of interest while it is still in progress.</p>
<p>Gang Management</p>	<p>Reports on numbers dialed by multiple inmates or by multiple inmates out of a pre-defined group (such as all inmates identified in the JMS as members of a particular gang) is a standard part of The ENFORCER®’s Gang Affiliation tracking tools. The ENFORCER® can also provide a Gang Call Analysis function, which shows additional members of the same gang and compares</p>

	calling activity, and provides detail of multiple offenders calling the same number and their gang affiliations.
Remote Call Forwarding to Authorized Investigators with Ability to Barge In or Disconnect Call	When a Number or PIN alert has been set, The ENFORCER® will call an investigator on his or her telephone (or cell phone) and once provided with an approved pass code can immediately patch the investigator into a The ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party. Once patched into the call, the investigator has the ability to silently monitor, barge into the call and speak to both parties, or disconnect the call.
Searchable Call Notes	<p>Users may add notes or comments to a free-form field associated with each call record, Inmate Profile, or detail record for a called party number. This may include case numbers or investigator notes, or any information that the facility wants to record for future use. All notes are searchable by inmate ID, Called Number, User, Date & Time, or by any text entered into the note.</p> <p>The ENFORCER® is configured to automatically add notes to a Number Detail Record when certain actions occur, such as a called party requesting a block on a phone number. These notes provide a history record of system-related events, call-related events, and user actions that occur on the number. These notes become a permanent part of the Number Detail Record, and appear at the bottom of the record.</p>
Frequent Calling Reports	The ENFORCER® comes programmed with a High Volume Users Report and a Frequently Called Numbers Report. The High Volume Users Report shows which inmates are placing an unusually high volume of calls. This may be indicative of fraudulent use. The Frequently Called Numbers Report shows which phone numbers have been receiving an unusually high volume of inmate calls, sometimes from multiple inmates. This can also be indicative of fraud or criminal activity occurring.

Value-Adding Features

ICSolutions is offering several product lines to **efficiently manage inmates from booking to release** – including ICSolutions' Reverse Lookup, Inmate Voicemail, The Communicator Inmate Communications Portal, and more. These integrated services enhance the investigative abilities of your staff, and can in some cases also reduce the amount of paperwork and other administrative duties that jail staff must perform to support inmate services.

The AttendantSM IVR: Automated Information Service

At no cost to the County, ICSolutions can implement our Interactive Voice Response (IVR) system, The AttendantSM, to provide public and inmate callers with automated information. This can include **basic jail information** (location, visitation hours, etc.) and, with a JMS integration, optional inmate-specific information (inmate lookup, release dates, upcoming court dates, bond inquiries, etc.). This optional inmate lookup feature is available if the County JMS will support the data exchange necessary. The AttendantSM is an in-house IVR solution, developed by ICSolutions specifically for the correctional environment, and it is deployed and operating in dozens of sites.

When integrated with the jail's database, the IVR directs callers to an automated voice response system that provides up-to-date information on bond inquiries, inmate location and other disposition questions via touchtone phone. Inmates will also have access to the system by dialing a speed dial.

The AttendantSM is delivered with pre-recorded instructional voice prompts in both English and Spanish and allows touchtone or speech recognition selection. Language is selected by the inmate as part of the call setup process. *"For English, press or say 1; for Spanish, press or say 2."*



Client Testimonial Summit County, OH

*"The Attendant' has provided many benefits, not the least of which is increased efficiency and reduced labor overhead for the Jail. It has also eliminated public frustration caused by long wait times that were experienced when these requests had to be answered manually by Jail staff." – **Captain Shane Barker, Summit County, Ohio***

Call prompts are **fully customizable** according to County requirements. Call prompt options and associated text provided by the County will be converted to synthesized voice prompts to that are played to the caller. Some examples include the following:

- Facility Location, Hours, and Driving Directions
- Visitation Policies
- Information about Posting Bond (payment methods, bond procedures, etc.)
- Inmate Information such as Court Dates, Release Dates, etc.
- How to Send Mail to an Inmate
- Inmate Property Policies
- Inmate Phone Call Types and Funding Options
- Commissary Balances and Trust Account Deposit Methods
- Medication/Prescription Information

Public and inmate access will be available through a single phone number provided by the facility. After The AttendantSM dial-in number has been activated for the facility, the system can be accessed by outside callers, including friends and family as well as attorneys, bail bond companies, and law enforcement agencies. Public Callers can have the option to be transferred to outside numbers as designated by the facility. Inmates may also call the IVR to hear applicable inmate and facility information; however, inmates will never have access to outside numbers to maintain security and prevent harassment.

The AttendantSM is designed for detention center staff members who often find themselves overwhelmed by phone calls from individuals looking for information about the jail and specific detainees. Freed from the task of answering multiple inquiries from inmates and public callers, Jail staff can be more productive.

The Communicator Paperless Inmate Communications Portal

The Communicator completely eliminates the need for the County to handle and process paper kites. With our paperless process, inmates can file grievances, request medical/dental appointments, submit PREA or crime tip reports, or even file complaints about the Inmate Telephone System – all using secure voice mailboxes on any standard inmate telephone.

Inmate ID: <input type="text"/>		Play	CSN	Category	Inmate ID	Inmate Name	Submitted	Reviewed	Responded
Category: <input type="text" value="All"/>			1604430	Information Request [inactive]	67301	COPELAND, CAMERON	01/30/2018 11:52		
Site: <input type="text" value="All Sites"/>			1595296	PREA [inactive]	Anonymous Message		01/29/2018 05:14		
Filter by Status			1593780	TIP	Anonymous Message		01/28/2018 20:19		
<input checked="" type="checkbox"/> Submitted	<input checked="" type="checkbox"/> Reviewed		1580412	Doctor request [inactive]	92946	SMILEY, WILLIAM	01/27/2018 05:49		
<input type="checkbox"/> Responded	<input type="checkbox"/> Listened		1530948	TIP	Anonymous Message		01/20/2018 05:40		
<input type="checkbox"/> Active Inmates Only			1426236	Grievance [inactive]	67301	COPELAND, CAMERON	01/04/2018 19:29		
<input type="checkbox"/> Show Hidden Results			1545906	TIP	Anonymous Message		01/22/2018 10:15		
Submitted Between			1545798	TIP	Anonymous Message		01/22/2018 09:52		
From: <input type="text" value="03/02/2017"/>			1538318	TIP	Anonymous Message		01/21/2018 08:10		
To: <input type="text" value="03/09/2018"/>			1537380	TIP	Anonymous Message		01/20/2018 20:35		
<input type="button" value="Reset"/>	<input type="button" value="Search"/>	<input type="button" value="Admin"/>		1532742	TIP	Anonymous Message	01/20/2018 12:34		

The Communicator Message screen

Depending upon the type of inmate report, the appropriate Facility staff will be automatically notified when an inmate files a new grievance. Using text-to-speech technology, staff can type responses into The ENFORCER®, and the response will be delivered to a secure voice mailbox for inmate retrieval.

The Communicator is a standard part of The ENFORCER® calling system and is provided at no cost to the County, and with no impact on our financial offer.

Inmate Voice Messaging

The Inmate Voice Messaging feature has been incorporated in the ENFORCER platform to allow Called Party Voice Messaging by those with Prepaid Collect accounts and a Message of the Day feature to broadcast notification messages to one or more inmates at a facility.

Inmate Voicemail

ICSolutions can provide *inbound* inmate voicemail whereby messages may be automatically retrieved by inmates through the inmate phone system and are available for access by facility personnel for security purposes. The voicemail system requires the outside party to have an established PrePaid Collect account prior to accessing the system.

The outside party would access the voicemail system by dialing the published toll-free number. Once connected to the voicemail platform, the outside party will be prompted to enter their PrePaid Collect account information to confirm availability of funds. If

funds are available, the system will prompt the user to enter the inmate ID, or enter the first 3 letters of the inmate’s last name to retrieve an inmate listing. The user will select an inmate from the listing and will be able to record a 30-second message.

Message of the DaySM

Inmate Voice Messaging can also be used by authorized Jail staff to broadcast messages to one, many, or all inmates in a correctional facility. The Jail personnel simply types the message into the ENFORCER®, which then converts the message to synthesized speech and delivers it to the designated inmates’ voice mailboxes.

Authorized Facility staff can create a “Message of the Day” that is delivered to inmates via inmate phone during a specified time period. Facility staff can type the message into the ENFORCER®, and the message is translated to a voice recording using text-to-speech technology; or staff can use traditional voice recording to record their message. They then enter the time window (start/stop dates and times) during which the message will be played to inmates.

Any time an inmate picks up any inmate phone during the designated timeframe, he or she will hear the Message of the Day before call connection. When the message expires, it is no longer played to inmates, with no further action necessary from Facility staff.

Inmate Messaging

Inmate ID, Last Name, or CSN OR

Date Ranges

Click the bubble icon to view the message text. Message Type:

Action	Type	Inmate ID	CSN	Inmate Name	Site	Location	BTN or Created By	Created	First Listened	Status
	Notification	4519	1661926	HANNERS, BOBBY	ICS Demo 01, TX	G DORM	api_visitor_pos	02/07/2018 14:24	Never	New
	Notification	514	1661794	HYDE, JERALD	ICS Demo 01, TX	B BLOCK	api_visitor_pos	02/07/2018 14:04	Never	New
	Notification	88717	1661040	LUNA-ESMERALDA, LEONARDO	ICS Demo 01, TX	B BLOCK	api_visitor_pos	02/07/2018 13:41	Never	New
	Notification	81372	1661552	COUCH, BRANDON	ICS					
	Notification	27766	1661434	LOYD, HENRY	ICS					
	Notification	46102	1661196	WOOD, JAMIE	ICS					
	Notification	6759	1660918	HICKS, TIMOTHY	ICS					
	Notification	24280	1660914	PANNELL, TYLER	ICS					
	Notification	7572	1660882	BOONE, TIMOTHY	ICS					
	Notification	3916	1660774	HOLLOWAY, AMBER	ICS Demo 01, TX	D BLOCK	api_visitor_pos	02/07/2018 11:47	Never	New

Message for inmate 4519
Visitation hours will be extended to 8:00PM on Friday, March 10, 2017.

Click the Play button to listen to the recording.

Inmate Messaging Screen – Message of the Day text

The Facility can use the Message of the Day feature to share information with inmates facility-wide. Additionally, with the Facility's permission, ICSolutions can create messages to inform inmates of new product rollouts, Facility-approved rate modifications, or other changes to inmate calling services.

Funding Announcements

The ENFORCER® can automatically notify inmates when funds have been added to their Debit calling account, or to a Prepaid calling account that is tied to a telephone number the inmate has called in the past. Announcements are automatically generated by The ENFORCER® system and delivered to a secure voice mailbox that can be accessed only by the designated inmate with the appropriate PIN.

Reverse Lookup

ICSolutions can provide integrated Reverse Lookup at no cost to the County. From within a call record, the user can easily point, click, and display the reverse directory info for the specified called number. The Reverse Directory feature enables investigators and outside agencies to obtain name/address and aerial location on a called party number.

The Reverse Directory database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide this information for the entire contract term and any extension terms at no cost to the facility. Reverse Directory information may be looked up from an inmate's Personal Allowed/Blocked Numbers List screen by clicking on the Details link for a selected number or from a Call Detail Record by clicking on the phone number of the called party.

Action	Score	Phrase	Inmate ID	Inmate Name	Station Name	Called Number	CSN	Call Time	Offset	Duration
	88	attorney	55287	SCHWAN, SHERRY	D BLOCK 3	1-256-341-8304	399470	04/27/2017 19:35	23:53	24:37
	87	attorney	82653	COX, JACQUELYN	D BLOCK 2	1-404-510-8577	424198	05/03/2017 22:33	2:58	9:00

General Information

Number:

Speed Dial:

Dial Pattern:

Site: ▼

Category:

Inmates w/PAN: 0

Last Updated: 06/08/2017 16:20 By: bduzinberre

Reverse Lookup information can be displayed in the Number Record by clicking the binoculars or from the Call Detail and PAN list by clicking the Called Number hyperlink.

The address can be clicked to reveal a map and recent satellite photo of the location.

1595 Academy
Morgan Hill, CA 95037



Directions Search nearby more ▼



Reverse Lookup

Records Seal

ICSolutions has several methods for protecting sensitive inmate information from general access. These methods include finite control over user roles and access privileges; the ability for authorized users to “hide” one or more recordings from general access; and a “high-profile inmate” status – which restricts access to a particular high-profile inmate’s records to only selected users.

To these solutions, ICSolutions has also recently introduced our Records Seal function. In a court case related to a criminal charge against an incarcerated inmate, a court judge can order the non-availability or “sealing” of all inmate records or selected inmate call information. To enable a correctional facility to comply with such a court order, The ENFORCER® enables an *authorized user* to perform two different types of record sealing requests:

- **Full Records Seal** – Seal *all* records for an inmate, including the Inmate Profile, all Call Detail Records (CDRs), all call recordings, and any inmate data otherwise available to ENFORCER® reporting functions. In other words, *every* piece of inmate information in The ENFORCER® is sealed completely.
- **Partial Records Seal** – Seal *CDRs and call recordings only* for a selected date range. This date range can be mandated by the court for a time window associated with events related to the case. As with other ENFORCER® functions, the authorized user can use calendar icons to select a start date and end date for the call records and recordings to be sealed. (All CDRs and call recordings that do not fall within the date range are still accessible for user queries and ENFORCER® reporting.)

Authorization to request either type of record seal must be set up by The ENFORCER® System Administrator for a designated user. Although sealed records are still stored in The ENFORCER®, they cannot be retrieved unless a written request is provided to ICSolutions by an appropriately authorized representative of the customer.

The Visitor™ Visitation Management System

Powered by The ENFORCER®

At no cost to the County, ICSolutions can provide The Visitor™ visitation management system that is built right in to The ENFORCER®. The Visitor™ is a web-based system, with all visitation rules, administrative tools, and data accessible online by authorized users using a **single sign-on** to The ENFORCER® for ultimate convenience.

The Visitor™ visitation management system is a multi-functional tool that **streamlines all visitations**, including the County's **traditional visitation needs, such as contact, face-to-face or across-the-glass visits**, as well as video visits (when our optional Visitor video visitation system is deployed).

This comprehensive visitation management tool offers the ability to customize facility rules and automate facility visitor registration and visitation scheduling, which ensures consistent administration of all visitations provided at the County facilities. Features of The Visitor Visitation Management System include, but are not limited to:

- Easy browser-based visitation registration & session scheduling
- Visitor Account List of approved, suspended and denied visitors
- Visitation Scheduler for authorized facility staff

- Inmate notifications of visits accessible through the inmate phones
- Ability for visitors to view the visitation schedule via their web-based account
- Flexible and customizable visitation rules

With The Visitor™, visitation registration and scheduling is convenient for both the facility and the visitor. During implementation, The Visitor™ is configured with the facility's visitation policies and rules, so the **scheduling solution will automatically reflect the various restrictions for inmates or visitors**, as well as other rules based on classifications, such as housing unit. Visitation rules can be updated through a JMS integration or manually, as needed. The Visitor™'s high configurability means it can accommodate complex and multi-level rules, all of which will be reflected in the scheduling solution.

The Visitor™ Video Visitation System

Powered by The ENFORCER®

At the County's option, ICSolutions can provide The Visitor™ video visitation system that is built right in to The ENFORCER® in addition to the Visitor Visitation Management system. The Visitor™ is a completely TCP/IP based system, with all visitation rules, administrative tools, data, and recordings accessible online by authorized users using a **single sign-on** to The ENFORCER® for ultimate convenience.

The Visitor™ video visitation system supports not only video visitation, but can also interface with any third party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc., ensuring that it will meet or exceed the County's needs.

The V10 Station for Inmates

ICSolutions can provide the V10, an all-in-one video visitation/inmate calling solution that provides both inmate calling and video visitation on one 10-inch, wall-mounted device. When deployed, the V10 video phones can replace about 25% of the phones in each housing unit and offer traditional inmate calling in addition to touchscreen-accessible inmate self-service features and optional video visitation.

The V10 runs The Visitor video visitation and visitation management module, along with inmate calling processed through The ENFORCER today. Because this solution is built right in to The ENFORCER®, all video and call controls, administrative tools,

investigative features, rules, data, and recordings will be administered through the same system, with a **single sign-on** for ultimate convenience.

The V10 supports not only video visitation and inmate calling, but can also interface with any third party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc. In addition, the device's **multi-tasking feature** enables inmates to access touchscreen services like law library research, account balance inquiry, information lookup, and commissary ordering **even while they are talking on the phone**.



- Full-featured video visitation system
- Inmate calling capabilities
- Document storage system
- Attorney consultation
- IP addressable
- Commissary ordering
- Inmate Communications Portal
- Send & receive e-mails
- Power-Over-Ethernet
- 10" color monitor
- Touchscreen Volume Control
- Secure-touch surface wave technology
- Hi-resolution camera w/ VGA capability
- 512Kbps streaming speeds

The V10 stations are corrections grade, IP-based and equipped with a 10" hardened touch screen monitor, high definition IP camera, and Linux-based operating system. Made of high-impact armored housing materials, a steel lanyard and security-grade handset, the V10 is manufactured to withstand abuse and designed to provide a safe and secure device for inmate pods and cellblocks. Once deployed, the V10 immediately provides value and security to the facility – inmate movement is limited, human resource costs decreased and security improves for facility personnel and the public.

The V17 Stations for Visitors

ICSolutions can provide video visitation system (VVS) V17 stations for visitors, as needed. The V17 VVS stations are corrections grade, IP-based, and consist of a high-impact armored housing, steel lanyard and security grade handset, 17" hardened touch screen monitor, high definition IP camera, and Linux-based operating system.

- 17" color monitor
- IP addressable
- Power-over-Ethernet
- Touchscreen volume control
- Secure-touch surface wave technology
- Hi-resolution camera w/ VGA capability
- 512Kbps streaming speeds



Made of high-impact armored housing materials, a steel lanyard and security-grade handset, the VVS station is manufactured to withstand abuse and designed to provide a safe and secure device for inmate pods and cellblocks. The sturdy construction and resistance to tampering offered by the VVS stations are critical characteristics for inmate-accessible units. Once deployed, The Visitor™ immediately begins to provide value and security to the facility – inmate movement is limited, human resource costs decreased and security improves for facility personnel and the public.

The Analyzer Link Analysis Tools

In order to bring the latest in intelligence gathering to client facilities using our calling and payment services, ICSolutions offers **The Analyzer link analysis**, our data mining solution specifically developed for our services.

*The Analyzer*SM module is a powerful data mapping tool that enables you to graph complex data relationships based on **inmate calling activity** and **account funding activity** in The ENFORCER[®], as well as **video visitation activity** in The Visitor[™]. The information displayed using The AnalyzerSM can be used to find commonalities that are useful in detecting fraudulent or suspicious activity by inmates placing calls through The ENFORCER[®], conducting visitation through The Visitor[™], and funding events

through ICSolutions® Point of Sale system as well as third party Point of Sale systems.

Using The Analyzer, authorized facility staff will be able to search varying degrees of separation in order to establish links from inmate to inmate, inmate to end user, or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through The ENFORCER® system, or when multiple end users interact with the same inmate(s). These linked “interactions” can include:

- **Receiving phone calls**
- Scheduling or conducting video visitations (both onsite and remote)
- Depositing funds into an inmate’s account
- Participating in any other optional service offered by ICSolutions – such as inmate email, inmate voicemail, or traditional onsite visitation (when visitation phones are connected to The ENFORCER® for monitoring/recording)

The AnalyzerSM builds and displays dynamic visual maps based on user-specified input. These graphs show commonalities in calling, funding, and visitation patterns.

- A specific inmate
- A phone number which could represent a called telephone number, a number associated with an ICSolutions® prepaid collect account, Direct Billed account or a Payment account through a third party
- The name of a public user (called party) outside of the correctional facility who funded an inmate’s debit account or an ICSolutions® prepaid collect account

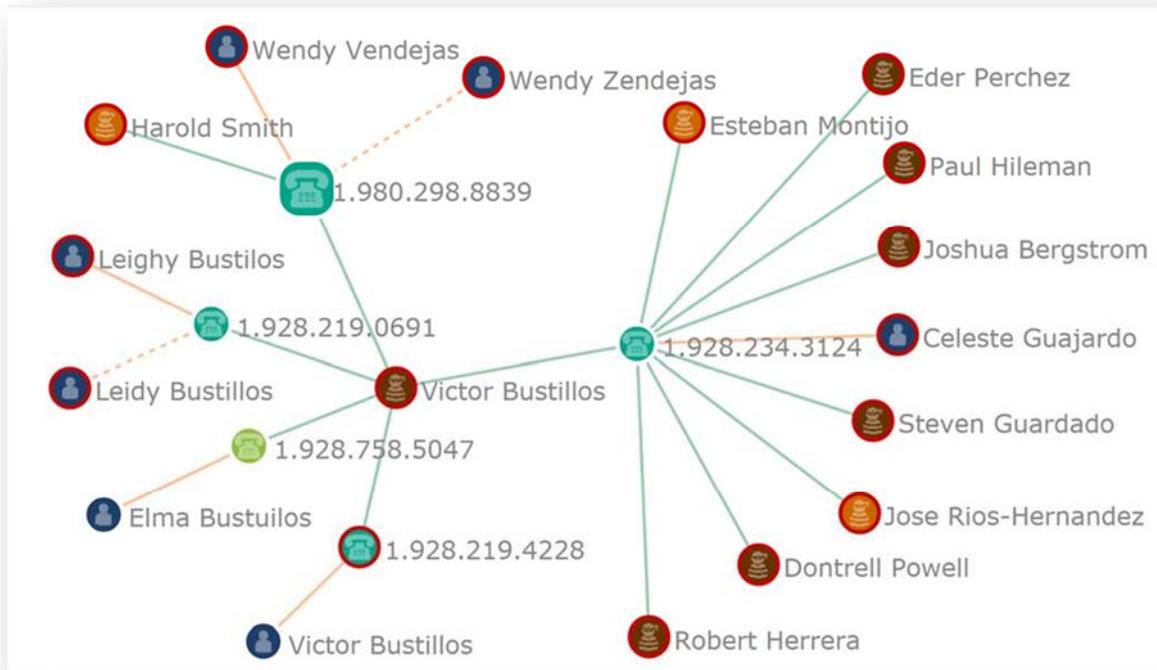
Key Features of The Analyzer

- Facility staff can explore important data using a dynamic visual map.
- The unique design of the visual map allows investigators to quickly find connections and patterns.
- Since The Analyzer is a module that is fully integrated with The ENFORCER®, The Analyzer is entirely web-based. Authorized facility staff can use it from their own desktop or laptop computer, in addition to using onsite workstations.

This tool will automatically be applied to all calling, visitation, and payment information. The County will have access to The Analyzer reports in real time 24 hours a day, 7 days a week. These reports can be searched by date range and include all calling and transaction information, including the called party (or depositor’s) address.

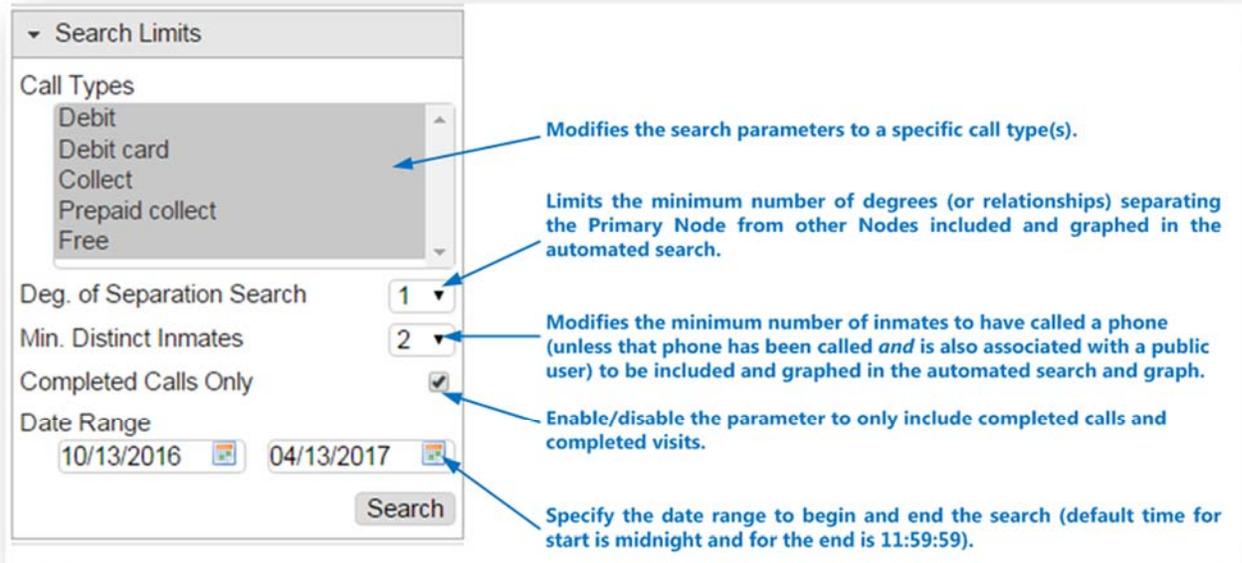
The Analyzer Map

The visual map shows all call recipients who interacted with one or more of the same inmates. For more detail on any level of the map, the user simply clicks on an inmate or called party icon to access more detail about the call and any associated patterns.



The Analyzer Visual Map

The AnalyzerSM builds and displays detailed “force graphs” based on user-specified input. These graphs show commonalities in calling, funding and visitation patterns among *Nodes*. Investigators may manipulate the data in The Analyzer Map by specifying any combination of search parameters



Group/Gang Affiliations

Authorized users may search by Gang if The ENFORCER® is integrated with a Jail Management System (JMS) feed that provides gang information. When the *Enable Grouping/Gangs* check box has been selected, *The Analyzer*™ graph will automatically rearrange the Nodes into groups/gangs if this information is available.



The following example illustrates how *The Analyzer*™ adds this group/gang information to the graph while maintaining the integrity of the data from the original search. The original graph transforms into the graph shown inside the blue dashed box with the Grouping/Gangs feature enabled.

When the user hovers over a group/gang, all groupings are highlighted, and the name of the group/gang will appear at the top of the screen.

Call Analysis

The ENFORCER® is equipped with a unique call analysis feature that allows authorized users to view and analyze call data to establish links between multiple inmates and

called parties. Call Analysis has been available on The ENFORCER® since 2011. With the Call Analysis feature, facility users may view the listing of all the numbers a specific inmate has called, the number of calls and attempts, and all other inmates who have called the same numbers. And, as an added convenience, users may now **link directly to The Analyzer**, our state-of-the-art calling pattern analysis tool that allows authorized facility staff to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user.

In the **Call Analysis** tab, users simply enter the inmate name, inmate ID, or phone number they wish to query. The search results appear as shown below:

Inmate:	Phone:	From Date:	To Date:	Limit:
29463		04/06/2014	04/06/2015	50
<input type="button" value="Find"/>	Min. Additional Inmates: <input type="text" value="0"/>		Completed Only: <input type="checkbox"/>	Call Type: <input type="text" value="Any"/>

Calling Matrix

Click this icon to open
The Analyzer.

Click here to view Call
Detail and Recordings.

Inmate ID	Inmate Name	Phone Number	Global Number	Calls	Attempts	Other Usage	Show Call Recs
29463	EMMANUEL DAMSON	1-202-...-3	No	1	6		Show CDRs
29463	EMMANUEL DAMSON	1-248-...-3	No	1	1	1 inmate	Show CDRs
29463	EMMANUEL DAMSON	1-248-...-9	No	0	1		Show CDRs
29463	EMMANUEL DAMSON	1-313-...-4	No	0	5		Show CDRs
29463	EMMANUEL DAMSON	1-313-...-7	No	1	6		Show CDRs
29463	EMMANUEL DAMSON	1-313-...-9	No	0	2	8 inmates	Show CDRs

Click this number to view other inmates who have called the same number.

Inmate Calling Analysis feature

The search results display the inmate's name, all phone numbers called (including attempted and completed calls) and a link to display other inmates who have called the same number. Some additional options available to limit the search criteria may include the following:

- Search by a specific inmate (by first name, last name or ID)

- Search by a specific phone number
- Search by a date range
- Display a minimum number of *other* inmates who called a phone number
- Display a minimum number of sites within a facility from which the phone number was called
- Display all complete and/or attempted calls
- Include or omit Global Numbers from the search parameters
- Expand All Usage to display all call details in the search results
- Select specific Call Types to be included such as Debit, Debit card, Collect, Prepaid and Free Calling

The user may click the "Show CDRs" button to display the call records and recordings associated with that specific phone number. To automatically open The Analyzer, the user would simply click on the icon to the right of the inmate or phone number, as shown in the screen above.

Latest Voice Biometric Technology

ICSolutions provides the latest voice biometric technology to cover all aspects of the call and enable investigator case management, including The VerifierSM pre-call biometric identity verification, Imposter real-time continuous voice detection and imposter identification, and Argus EchoTM and Iris case management and post-call voice analysis of both the inmate and called party. Argus can also offer optional **transcription** and **translation** of selected call recordings.

The VerifierSM

At no cost to the County, ICSolutions will install The ENFORCER®'s VerifierSM **real-time inmate voice verification** module. The VerifierSM matches an inmate's "voice print" created during the booking or intake process with his/her voice when initiating a phone call. The VerifierSM requires each inmate to speak a phrase prior to placing a call to an outside party. In order for the inmate to place the call, the inmate's spoken voice must match a "model" of a voice print stored in The ENFORCER®.

The VerifierSM utilizes self-enrollment technology, whereby The ENFORCER® prompts the inmate to repeat certain phrases to build the voice model for each inmate. **Self-Enrollment saves the facility the step of enrolling the entire inmate population's voices manually upon deployment of The VerifierSM.**

The Imposter

The Imposter module in The ENFORCER® provides comprehensive, **real-time continuous voice detection, imposter identification**, and other analysis capabilities that enhances our voice biometrics capabilities. These features enable you to reduce and/or control fraudulent calling activity by inmates. For example, when an inmate places a call on behalf of another inmate and hands the phone off after the call has connected, *The Imposter* will identify and log the event for *real-time* and *future* use by an ENFORCER® user.

The Imposter leverages the same inmate voice enrollment recordings (voice prints) required at facilities that use The ENFORCER® voice verification module, The Verifier. For all calls placed by inmates at the facility, *The Imposter* module compares stored inmate voice enrollment recordings to voices on live calls to detect any voice mismatch(es), identifying potential “imposters” on the call. And, because the detection occurs in real time, an **alert can be sent to interested investigators while the call is still in progress**.

When fraudulent activity is suspected on an inmate call, *The Imposter* will display an icon  for easy identification in The Observer live monitoring screen in **real time** and marked in the call record to view after the call is completed. When the user clicks this icon, the Web Player opens and displays detailed “suspected imposter” information for user retrieval and analysis.

INMATE CALLING SOLUTIONS

The screenshot displays the IC Solutions web player interface. At the top, it shows the company logo and metadata: CSN: 59562575, Inmate ID: 123456, Inmate Name: TEST TEST, Phone Number: N/A, City, State: N/A, and Call Date: N/A. Below this is a control bar with play/pause, volume (100%), skip silence, loop playback, speed (x1.00), and stereo/mono options. The main area features a waveform with a yellow box highlighting a specific segment. Below the waveform is an imposter detection panel with a 'No Imposter' status, a timer at 00:01:55 / 00:14:23, and two tables. The 'Suspected Imposter Locations' table shows two entries with a score of 99 and offsets of 00:08:37 and 00:17:47, each with a red severity indicator. The 'Possible Imposters (by likelihood)' table lists three names with their IDs and locations: BRIAN MOORE (67287) in DORM 6, JOHNATHON WOODSON (48465) in MALE DETOX, and BRUCE HARPER (23925) in DORM 3.

Suspected Imposter Locations:	
Score	Offset
99	00:08:37
99	00:17:47

Possible Imposters (by likelihood):	
Determination	Location
<input type="checkbox"/> BRIAN MOORE (67287) is present	DORM 6
<input type="checkbox"/> JOHNATHON WOODSON (48465) is present	MALE DETOX
<input type="checkbox"/> BRUCE HARPER (23925) is present	DORM 3

Imposter Identification on the Web Player

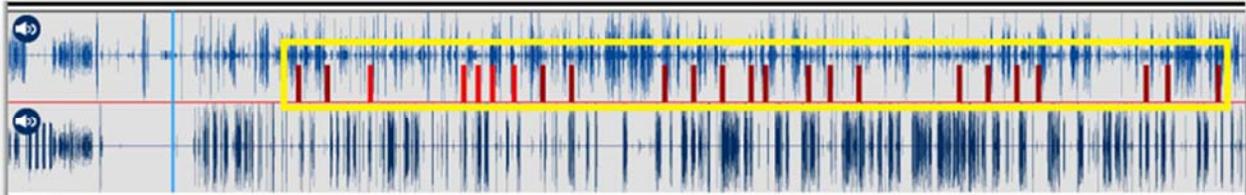
A numerical confidence rating, known as the Severity Scale, can be determined using The Imposter Detector through The ENFORCER®. An example of the severity scale is displayed in the screenshot below.

This close-up screenshot focuses on the 'Suspected Imposter Locations' table. It shows a severity scale legend with five colored boxes: severe (dark red), moderate (light red), and moderate (yellow). The table contains two rows of data, each with a score of 99 and an offset. The first row has an offset of 00:08:37 and a dark red severity indicator. The second row has an offset of 00:17:47 and a dark red severity indicator.

Suspected Imposter Locations:	
Score	Offset
99	00:08:37
99	00:17:47

The box colors shown in the Severity Scale fields correspond to the colors displayed at the detected offsets in the inmate waveform graph. Each time point (offset) where a

suspected imposter voice is detected is marked in a color corresponding to the severity scale (probability) of imposter activity.



The Imposter Detector displays the Possible Imposters (by likelihood). For each possible imposter, the inmate name and Inmate ID is listed. You can use this list to

- Listen to the voice print for the suspected inmate
- Select (check) a check box to identify one or more suspected inmates as an imposter based on your analysis
- Save these inmates in the final verdict if you elect to do so

If a call has been identified by *The Imposter Detector* to have potential imposter activity, you can use a set of special imposter-related information displaying in the Web Player window to perform the following actions:

- Request and listen to playback only of offsets in the recording where a suspected imposter was detected
- Review a list of suspected imposters by listening to the inmate voice print stored in the ENFORCER for each inmate
- By comparing suspected imposter offsets and voice prints, *optionally* select and save the name of the imposter that you believe to be present on the call
- Reach a verdict, i.e., make and save a final determination of whether or not imposter activity took place on the call

Authorized users can access inmate information while performing an analysis by clicking the Inmate ID number. Once imposter activity is determined in the call, you can click either the **Imposter** or **No Imposter** button shown below to permanently save imposter information in the *Web Player*.



The ENFORCER® Voice Biometrics Reporting

Voice biometric enrollment, pass/fail activity, and imposter detection can be queried to detect illicit activity and PIN sharing. A call detail record is created for all calls, so a report can be created that includes call detail records for all calls that are processed using voice biometrics. Some of the standard voice biometrics reports available on-demand through The ENFORCER® include:

- **Enrollment Status** – provides a listing of the Enrollment Status of all inmates by facility. The report displays the Facility, Inmate ID, Inmate Name, Location, number of times enrollment passed, overall pass rate, number of times enrollment failed, last call placed, enrollment date, and the enrollment status (enrolled, not enrolled, or enrollment is disabled). The report can be run for one or all facilities and filtered according to Enrollment Status.
- **Verification Activity** – provides a listing of the Verification Activity for call attempts and completions. Every call detail record includes a completion code that indicates whether a voiceprint has passed or failed. The report displays Call Start, Inmate ID, Inmate Last Name, Dialed Number, and completion code. The report can be run for one or all facilities according to a specified date range.
- **Suspected Imposter** – provides a listing of all calls in which a suspected imposter was detected. Reports can be customized and filtered based on any combination of parameters, such as date/time, Inmate ID, Inmate first/last name, completion code, called number.

More Search Criteria [X]

General

Completions	CSN Range	DNR
Duration	End Type	Privileged
Show Alerts only	Show DTMF only	

Call Origin

Site	Station Group	Station ID
Station Name	Trunk ID	

Validation

Imposters only	Validation
-----------------------	------------

Billing

Billing ID	Call Type	Card Number
Cost Range	LIDB Code	Tariff Band

Called Party

Location	Response Digits	Show 3-Way only
State	Supervision Type	

Search Criteria for Imposters detected and other Parameters Available for Customization

These features are built right in to The ENFORCER® platform, offering the County a voice biometric tool **that does not require separate software.**

Argus Echo™ and Iris

As an added optional service, ICSolutions is proud to offer the optional Echo™ and Iris investigative tools from Argus, the most advanced and tailor-made solutions for Corrections available today. Unlike other solutions which feature technology aggregated from outside Corrections, Iris and Echo™ were designed from the ground up, in collaboration with County staff and investigators, to exceed the facility's requirements while delivering a true corrections Investigative package.

Echo™

Echo™ was designed and developed from the ground up by investigators for investigators providing tools and processes that no other biometric processing system can match. Echo™ provides a number of benefits, including:

- Echo™ provides for **continuous voice identification**, providing the investigators not only verification of whom is speaking but also the identity of the inmates.

- **Automatic Print Enrollment:** Echo™ **DOES NOT require supervised enrollment.** Prints are automatically created and continuously improved delivering the highest accuracy possible. NO human intervention or assistance from County staff is necessary in the creation of its Biometric Voice Print (BVPs). The system uses proprietary processes to create BVPs from recordings. Echo™'s voice prints can also be set to continuously improve, ensuring that the BVP is of the highest quality at all times.
- **Create voice prints on request.** This is a powerful tool to have when a suspect is not an inmate and is using many different phone numbers. Once the print is created, the voice can be searched through historical calls so investigators can listen to and extract potential intelligence.
- Echo™ is not only able to identify PIN sharing but also the identity of the PIN accomplice, allowing investigators to focus their investigative efforts.
- Queries can be run on the database by voice, identifying all the calls in which a targeted inmate may have spoken on. In addition, a **voice of a targeted NON-INMATE can also be run against the database**, giving investigators unparalleled intelligence gathering tools.
- In the event that Echo™ cannot positively identify the identity of an impostor, the system will still notify that the speaker was not the owner of the PIN.
- **Built in Custom Player:** The Echo™ player is web based and does not require any additional software to run. It was designed specifically for investigators with the ability to:
 - Isolate tracks (combined, inmate, and civilian)
 - Make notes in each track
 - Speed up track play
 - Show Whisper™: Ability to highlight sections of the recording where the voice dropped below a certain percentage, likely revealing an attempt to pass illicit information in



hush tones.

- Remove Silence: Ability to remove silence (dead space, no speaker talking) of a call for speedier playback.
- **Identification of Inmate to Ex-Inmate Communication using Voice:**
Another unique feature is the capability to look for inmate to ex-inmate communication using voice. Since Echo™ can analyze and identify the speaker(s) on the called party side, it is able to identify when an ex-inmate is speaking with someone on the inside the facility. This call type is likely to contain actionable intelligence or be of interest for investigators to listen to.

Iris

Iris offers the first and only solution in corrections designed by investigators for investigators to manage their cases and evidence. **Iris is the only case management software used by every division within the facility with the potential to have fully integrated Voice Biometrics using the Echo™ feature.**

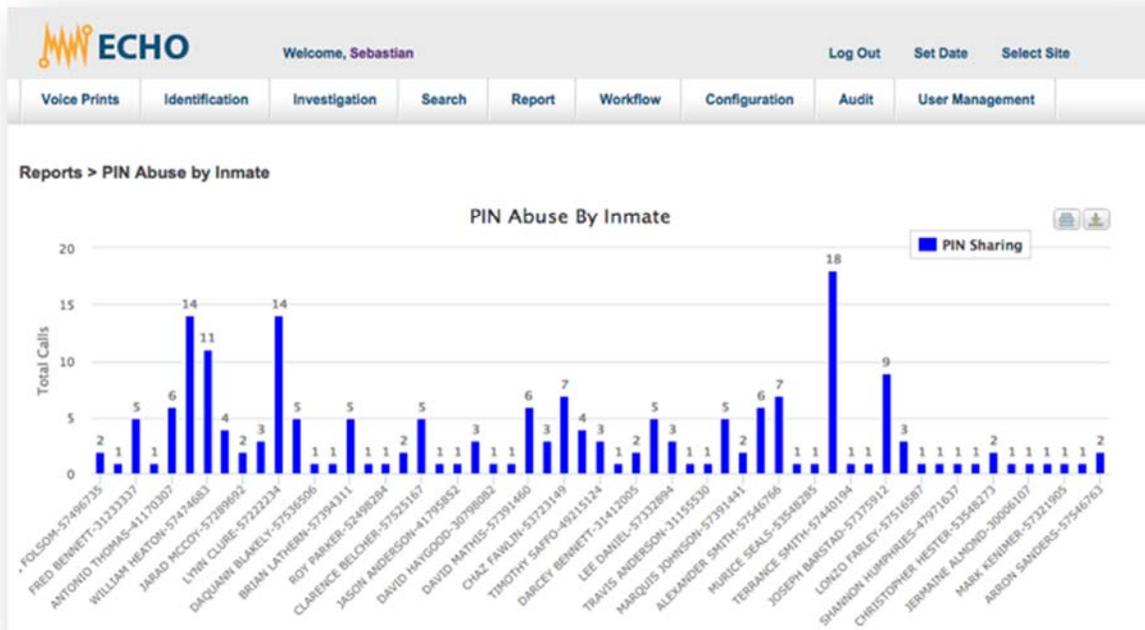
The Iris software allows investigators to quickly and efficiently handle their work load, investigate and the close cases, **following the operating procedure for corrections.**

Iris is also the **first and only solution** to bring together all of the divisions within the County. Users of Iris include: the Office of the Inspector General Investigation Unit, Human Resources, PREA Administrators, Legal, Division of Adult Institutions, and Probation and Parole all with their **respective modules/categories sharing and using the same data.** From the Request for an Investigation to the prosecution of a case, Iris provides users the tools and resources to maximize their resources in conducting investigations. The sharing of information across divisions cuts down previous barriers to communication and ensures the County is working at its maximum potential.

- **Comprehensive and complete Case Management:** Most case management solutions offer basic tracking of cases. Iris is the only tool to offer a true comprehensive Case Management Solution (CMS). Iris Includes:
- **Event Management:** Create an unlimited number of events. The user is only presented with the fields and controls relevant to the type of event he/she is creating ensuring maximum accuracy and efficiency.

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- **Subject Management:** Place subjects in three distinct categories; People, Staff, or Organizations. Link Victims/Perpetrators to organizations or other people all through the click of a mouse.
- **Evidence Management:** Add pictures, video, documents and other electronic files to the event as well as to the subjects or events.
- **Comprehensive Drill Down Reporting™:** Powerful, customizable, and scalable reporting engine that includes predefined and self-service ad hoc reporting. Report authors can create highly formatted reports that provide County personnel with a clear vision of incidents, events and subjects, both inside and outside the facility walls along with a journal of actions conducted by users as they interact with Iris. These charts allow the investigator to quickly find the information they are looking by “Drilling Down” on each category to the level of interest. Charts provided include, but are not limited to, the following information:
 - Events of interest: PIN sharing and multi-speaker inmate calls
 - PIN abuse by inmate
 - Results system wide (or specific to a facility or other physical location)
 - Ability to schedule reports to be delivered at a specified time frame





- PREAPRO™ Module:** Designed from the ground up to exceed the County’s PREA Reporting requirements, this module allows users to create, track, manage, and report on all PREA activities within the prison. Additionally, users can generate and submit their PREA Form in the approved County format all with the click of a button.
- Unmatched Security Restrictions:** Control the purging of events. Limit access to information through comprehensive and unmatched administrative privileges.
- WorkFlow Management:** Iris allows investigators to quickly and efficiently handle large volumes of calls of interest by assigning the workload to their team using built in criteria. The purpose of the workflow management module is to enable an authorized user (Admin or otherwise) to schedule the distribution of IRIS results (events) to first level investigators to investigate the call recording for actionable intelligence. Such authorized user(s) will have the ability to configure the system to automatically distribute call events across multiple groups and/or users. Additionally, it is possible for the authorized user to override the default schedule, once established, to redistribute workload based on resource availability and client requests to focus investigative efforts on one facility or housing unit, or other criteria.

Workflow > Schedule

Task

Location: Select Location

By PIN Number:

Destination Number:

Assign Task

PIN Sharing:

By Inmate Voice:

Hotlist:

Inmate: David Brown
 Inmate: Darius Johnson

(CTRL+Click for multiple selections)

Inmate to Inmate:

By Civilian Voice:

ID	Task Name	Creation Date	Group	User
1	testing	06/01/2015		Andy Horton
2	Inmate	05/26/2015		Andy Horton
3	#Test	05/26/2015		Robert Sterling

Argus Transcription & Translation

At no cost to the County, ICSolutions is pleased to offer the Argus transcription tool that allows transcription of recordings for investigative purposes. This tool can be used to convert any call recording to text, regardless of whether the call was placed using a standard inmate phone, a vPhone video kiosk, or an optional ICSolutions tablet.

The Argus transcription engine is a unique proprietary solution utilized by Intelligence Agencies around the world. Users can easily select which calls to transcribe by selecting individual calls or by having all calls that meet certain criteria tied to the voice biometric engine/keyword search engine. For example, a user could set up transcription for calls that meet the following criteria:

- 1) Voice of inmate X was identified
- 2) Was speaking to a Female called party
- 3) And said "x" Word (if Keyword Technology is enabled)

The transcription engine is unmatched in its accuracy. Using calls from the Alabama Department of Corrections, the engine reported accuracy on average of 90%. This

accuracy is achieved by calibrating the transcription engine, as the engine teaches itself the various calls/accounts for call quality, using state-of-the-art machine learning/artificial intelligence.

Reports > Results by Date > PIN Sharing - Grid

125 Result(s) Found Search:

	Print	Call Time	Duration	Phone	Result	
1	GERARDO GOMEZ-PACHECO	04-09-2019 07:04:00	00:01:52	(773) 678-0699	EDGAR CADENAS-ROJAS-126094772	     
2	SEBASTIAN LUCAS-LUCAS	04-09-2019 07:04:05	00:03:10	(662) 582-5762	ALEXANDER MEDINA-BARRIOS-4934767	     
3	WILLIAM BELLEW	04-09-2019 07:04:25	00:03:46	(256) 295-4332	JOHNNY SWANN-2569	     
4	JORGE OROPEZA-SALAS	04-09-2019 08:04:34	00:02:02	(920) 681-1808	JUAN JUAREZ-ROSARIO-123160112	     
5	THOMAS LONG	04-09-2019 08:04:57	00:14:28	(205) 913-2481	JEFFREY BRYAN-55055	     
6	JULIO ROMERO-TIBURCIO	04-09-2019 09:04:54	00:02:34	(812) 987-8818	JOSE REYES-HERNANDEZ-120715463	     
7	GERARDO GOMEZ-PACHECO	04-09-2019 09:04:57	00:02:45	(773) 678-0699	RYAN WHETHAM-10568444	     
8	KIM CAMPBELL	04-09-2019 10:04:00	00:02:34	(615) 485-5932	CAROL BELLENFANT-49776	     
9	LUCINDA ROBLERO-PEREZ	04-09-2019 10:04:00	00:02:52	(512) 552-6316	MARTHA HERRERA-GARCIA-125286194	     
10	NATALHY ARMAS-	04-09-2019 10:04:11	00:02:27	(956) 269-3764	LENA GRAUS-RODRIGUEZ-126323124	     

Reports – Results by Date

Argus is able to transcribe and translate the conversation for more than 25 languages. To select a call for transcription, users click the “E” icon shown at the right side of the screen. Calls that have previously been transcribed show a check mark over the “E” icon. To play the audio of the call, users select the first icon from the left.

The transcription of the call shows each speaker in a different font color so the user can easily evaluate the conversation. The transcription is downloadable in either PDF or Word files. For optimum accuracy, the system takes about one minute to transcribe every two minutes of speech.

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Speaker 2: Hello

Speaker 1: Hey hows it going

Speaker 2: Doing okay Not much happening here Just workin

Speaker 1: Hows my baby girl

Speaker 2: She misses her Daddy Asks for you every night

Speaker 1: Man why you tell me that

Speaker 1: Thats messed up Its bad enough I cant see her Now you guilt tripping me

Speaker 2: Well maybe you shoulda thought about that before

Speaker 1: Whatever|

Speaker 2: I dont wanna fight when we cant talk much

Speaker 1: Yeah

Speaker 1: You guys can visit me you know

Speaker 2: I don't want Olivia to see you there it might confuse her

Speaker 1: I cant believe you Thats my little girl what if I did that to you

Speaker 1: I gotta go I cant talk to you anymore



Call Player

The transcription of the call even appears on the player. Additionally, the investigator can select words within the transcription to launch/search for Keywords in other calls. This capability is unavailable on any other solution available in the marketplace. Argus is a completely integrated, voice biometric, transcription, and keyword engine.

The Word Detector

Keyword Search Powered by Nexidia

With our Word Detector keyword search tool, powered by Nexidia, investigators can quickly scan thousands of call recordings to locate words or phrases of interest. The Word Detector searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment. ICSolutions first began offering The Word Detector as an integrated application on The ENFORCER® in 2012, which is currently in use at **nearly three dozen facilities.**



Client Testimonial

Spalding County, GA

"Using the [Word Detector] function of The ENFORCER® system, staff members were able to identify particular inmates who were smuggling tobacco and drugs into the facility, which were being sold to other inmates. In one of those cases, we were able to identify the inmate's girlfriend, who was dropping off the contraband at one of the work detail sites. --

Warden Carl Humphrey, SCCI

Keyword Search – Expanded Capabilities

The Word Detector can search recorded conversations not for specific words, but also for "associated words," i.e., synonyms, related terms, and related slang. To enable this functionality, we are building a generic "Association Table" that contains common search terms and their associated words or phrases. We are using information – including slang terms known to be used in correctional facilities – that is readily available in the public domain to build this database table.

The indexing engine that powers The Word Detector, Nexidia, has always had the ability to use an Association Table; we have re-designed and expanded The Word Detector user interface in order to offer this feature through the ENFORCER®'s GUI.

Search complete: Found 4 matches in 994 records "attorney"										
	Score	Inmate ID	Inmate Name	Station Name	Called Number	CSN	Call Time	Offset	Duration	Occur.
	97	690238	BERGER, MEGAN	5A -3 (ANNEX)	1-210-900-5964	74518583	09/28/2016 18:49	6:19	16:30	1
	92	804443	GALLEGO, DANIEL	BA3-1	1-217-415-5741	74528056	09/29/2016 08:26	2:46	15:44	2
	91	998633	OTTO, DAWN	7A -2 (ANNEX)	1-571-606-3103	74552624	09/30/2016 09:29	7:21	10:28	1
	88	843509	HERNANDEZ, JESS	BOOKING -3	1-210-287-4891	74549747	09/29/2016 20:49	9:47	17:01	1

With this feature in place, investigators can run a search for a specific word, and The Word Detector will return results that contain that word *or any associated terms*. For example, a search for the word “attorney” would find conversations that contain the word “attorney” *or* the word “lawyer.”

Every month, The Word Detector indexes an average of 7.8 million minutes of recordings. That’s **over 90 million minutes** of valuable investigative data per year!

Investigators can customize and expand upon the generic Association Table by adding new slang and terms that are specific to your geographic region. Custom terms can be entered into a database table – via the simple ENFORCER® The Word Detector interface – that is available facility-wide; or, each user can create his or her own custom tables containing a personal list of word associations.

In addition to the functionality above, The Word Detector users will also be able to run advanced searches for more than one specific word using “and / or” statements. For example, an authorized user could search for “drugs and sell,” and The Word Detector would return results in which both words appear in the same sentence.

Thesaurus

The Word Detector enables the user to include defined synonyms for a word in the requested search. By clicking Thesaurus as shown in the example below, the user can access the thesaurus to add or delete synonyms for any word.



The screenshot shows a search interface with the following elements:

- Language selection: Latin American Spanish, North American English
- Search Phrase: attorney
- Date Start: 08/23/2016, End: 09/30/2016
- Use thesaurus: (highlighted with a red box)
- Start seconds before: 5
- Buttons: Add to Watchlist, Filter Search, Search

Thesaurus Access – Add or Delete Synonyms

Watchlists

The Word Detector enables users to build and save lists of words or phrases called “watchlists”, which continuously searches all future calls for that list of words for a specified time period. Each watchlist is a saved search for one or more words or phrases, and will be detected in inmate phone conversations by the speech recognition engine in The ENFORCER®. Authorized users will then receive notification via email whenever a particular word on the Watchlist is detected.

Watchlist

Show 5 entries

Watch Title	Occur.	Recent	Notifies
lawyer	0	0	Email
family members	0	0	Email
family names	0	0	Email
family relationships	21	21	Email
mention of gun	0	0	Email

Showing 1 to 5 of 23 entries

Previous 1 2 3 4 5 Next

Show all

Search

Latin American Spanish North American English

Search Phrase: attorney

Date Start: 01/05/2017 End: 01/12/2017

Use thesaurus: Start seconds before: 5

Add to Watchlist Filter Search Search

CSN: Called Number:

Station ID: Inmate ID:

Apply Filter Cancel

Searching Watchlists in The Word Detector

When a search is defined as a watchlist, the user can trigger a notification email message to be sent to one or more defined recipients. On the Create Watchlist screen, a user can select from a drop-down list that displays the email addresses of all ENFORCER® users. Alternatively, a user can manually enter the email address of a non-ENFORCER® user (such as an attorney or law enforcement investigator). When recipients are specified, these individuals will receive a notification email each time the watchlist words or phrases are spoken in phone conversations meeting the designated date range and filters (inmate ID, called phone number, etc.).

For a complete description of Nexidia, please also refer to **Exhibit G** of this proposal.

Cell Phone Detection & Analysis Tools

The following Cell Phone Control products are offered as optional, value-added services which can be deployed at the County's discretion. ICSolutions has also included more information about the cell phone control options described below in **Exhibit F**.



CellSense

CellSense, by MetraSens, is a proven system for detecting the presence of cell phones in or on the body, even if the phone is switched off. Operational prison deployments have demonstrated it to be reliable, accurate and effective. It has the advantage of also detecting other contraband items such as shanks, knives and small blades.

Rapid and un-announced deployment and the ability to scan up to 40 individuals per minute means that it is clearly the most cost effective and flexible cell phone detector available worldwide. It can even be deployed covertly since it has the ability to scan through walls.

CellSense is designed to detect moving items and will not false alarm on static metal items. An officer carrying keys etc. is able to stand close to CellSense and providing they remain still the system will not false alarm.

Mobile Forensic Examiner PLUS

To assist the County in analyzing cell phone data, ICSolutions can offer Mobile Forensic Examiner PLUS® (MPE+) from AccessData. MPE+ is a market leading stand-alone mobile forensics software solution that delivers an intuitive interface, data visualization and smart device support in a single forensic interface. MPE+ supports even the most challenging mobile device profiles and features advanced carving, deleted data recovery, SQLite database browsing, advanced analysis, filtering options, and limitless possibilities with built-in query and script building.



Direct Link Cardless Debit

ICSolutions is a Keefe company; therefore, because your facility is using Keefe's KeepTrak™ Inmate Banking software, ICSolutions can provide your facility with a **unique integration between your inmate phones and commissary systems**. The ENFORCER® is equipped with a web-service interface to the Keefe KeepTrak banking system for real-time secure access to inmate trust funds. This web service interface allows the inmate to directly access funds in their trust account to place Debit calls. Once the inmate passes the PIN verification step, The ENFORCER® will offer the inmate the option to place a Collect Call or Debit call. If the inmate selects a Debit call, The ENFORCER® will calculate the maximum cost of this call, and if the inmate has sufficient funds to allow this call, the system will place a temporary lien on these funds. Once the call is complete, The ENFORCER® will compute the actual cost of the call and the KCN system will deduct funds from the inmate trust account and remove the lien.

This interface eliminates the delay caused by needing to transfer funds to the inmate phone account for Debit calling, thereby ensuring an enhanced user experience. From an administrative perspective, this seamless interface streamlines the release and refund process, as all unused funds are tracked and managed by the banking system.

Over-the-Phone Commissary Ordering

ICSolutions' unique integration between our inmate phones and the Keefe Commissary and Banking system also **enables inmates to complete their commissary ordering via the inmate phones**. This will save your staff countless hours of time distributing and collecting order sheets; speed up order processing; and will make tracking and reporting of orders and payments easier and automated. If you implement Inmate Kiosks in the future, Over-the-Phone Commissary Ordering will supplement commissary ordering by kiosk – providing another way for inmates to access their Trust Accounts and Commissary system.

9.1.3.5.2.2 Project Implementation Management - Bidder's detailed responses to Section 4.4 – Project Implementation Management.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Our response to Section 4.4, Project Implementation Management is provided following this section.

9.1.3.5.2.3 Cost - Complete **Attachment D – Services Package Pricing Tab 3: Inmate Telephone Services Pricing**

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Our financial offer is included in **V.4, Cost Proposal.**

9.1.3.5.2.4 References

- Inmate Telephone Services References Data Sheet - Proposals shall include a Reference Data Sheet, which is attached hereto as **Attachment B2 – Inmate Telephone Services References Data Sheet**, containing present and past performance information from a minimum of three (3) former or current government agency clients to whom the Bidder has provided Inmate Telephone Systems and Associated Services equivalent to those set forth in this RFP within the past five (5) years.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The References Data Sheet is included following our response to the Project Implementation Management requirements.

- Required Information - The performance information provided with each reference must be clearly correlated to the Inmate Telephone System and Associated Services and responsibilities set forth in this RFP. Each reference must include, at a minimum, all of the following information:
 - The name, physical address, email address and telephone number for the current contact person of each referenced client.
 - The dates of project commencement and completion for each referenced client.
 - A detailed description of the Inmate Telephone System and Associated Services implemented for each referenced client, including, without limitation, the time period in which such services were delivered to the referenced client.
 - A detailed description of how the provision of the Inmate Telephone System and Associated Services rendered by the Bidder led to

- accomplishment of each referenced client's project objectives.
- A detailed description of the contract amount and outcome of each referenced client's project.
- A verification that all information provided in the Reference Data Sheet is true and correct to the best of the Bidder's knowledge.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to hundreds of individual facilities, making up more than 275 agencies across the United States and providing calling services to a total of about **300,000 inmates**.

Agencies using The ENFORCER® range in size from small city, county, and regional facilities, to large state DOCs housing as many as 44,000+ inmates. Our clients of every size rely on our proprietary ENFORCER® calling system to process calls.

We are pleased to offer the following references that enjoy similar equipment and services offered to Humboldt County – all located within the state of California! These references can attest not only to the quality of our technical solution, but also to our commitment to outstanding service and customer care. Additionally, we have included contact information for every single one of our current clients where we serve as the *Prime Contractor* in **Exhibit A**. We have also included Letters of Reference from a few of our clients in **Exhibit B**. ICSolutions is proud of our service history, and we encourage you to call anyone on our Client List, in addition to the references below.

Customer Name:	Santa Cruz County Jail	Number of Facilities:	3
Contact Person:	Michelle Rodriguez shf280@co.santa-cruz.ca.us	Telephone Number:	(831) 454-3184 (831) 454-7604 fax
Address:	259 Water Street	Total Number of Phones:	60
	Santa Cruz, CA 95060	Total Inmate Population:	585
Former Provider:	PCS	Dates of Service:	January 2009 - present
Services Provided:	Inmate Telephone System	ICSdeposits SM Kiosk	
	Visitation Phones	Video Visitation	
Contract Amount (Average Annual Revenue):		\$844,540	
<p>Accomplishments of Objectives: ICSolutions has continuously updated Santa Cruz County's equipment and services, providing a state-of-the-art inmate communications system. The ENFORCER® premise-based system was installed initially, then upgraded to our advanced, redundant centralized system we are proposing to Humboldt County. As of 2015, a video visitation system was installed in addition to the inmate telephone system. ICSolutions has since upgraded that video visitation system to our cutting edge Visitor™ Video Visitation & Visitation Management system, an integrated module of The ENFORCER®, with stations that can serve as multi-functional inmate kiosks, as well as provide inmate calling.</p> <p>Project Outcome: Installation of multiple services were completed successfully, and the County is satisfied with our service, which has resulted in retention of the account for more than 10 years with 3 contract renewals. In addition, ICSolutions increased the County's revenue by 61.7% in the first year.</p>			

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"ICSolutions' Technology is a lot better than what we had before. There's really no comparison. Now that we are with ICS we know that all our questions and concerns will be addressed in a timely fashion. Customer Support is great, and we really like the fact that they are a local company - they have come to our facility at a moment's notice to fix a problem. You can't beat that! As if that wasn't enough, our revenue has increased, too. Revenue for May, 2009 was 61.7% higher than May, 2008. We really can't say enough about the software and how easy it's been working with ICS."

Tracy Herfindahl
Santa Cruz County, CA

Customer Name:	San Mateo County Sheriff's Office	Number of Facilities:	2
Contact Person:	Lt. William Fogarty wfogarty@smcgov.org	Telephone Number:	(650) 599-3018
Address:	1300 Maple Street	Total Number of Phones:	156
	Redwood City, CA 94063	Total Inmate Population:	1,000
Former Provider:	Securus	Dates of Service:	June 2018 - present
Services Provided:	Inmate Telephone System	Tablets	
Contract Amount (Average Annual Revenue):		\$699,292	
Accomplishments of Objectives: ICSolutions has installed The ENFORCER® inmate telephone system, Lobby Deposit Kiosks, Inmate Tablets, and a digital mail scanning service, and will continue to update the County's services as the industry changes.			
Project Outcome: ICSolutions has executed a contract with a 3-year term with the option to extend services for up to two 1-year renewals.			

Customer Name:	Kings County Main Jail	Number of Facilities:	3
Contact Person:	Commander Kim Pedreiro kim.pedreiro@co.kings.ca.us	Telephone Number:	(559) 469-6161
Address:	1444 West Lacey Blvd.	Total Number of Phones:	55
	Hanford, CA 93230	Total Inmate Population:	600
Former Provider:	Securus	Dates of Service:	April 2005 - present
Services Provided:	Inmate Telephone System	Video Visitation	Tablets
Contract Amount (Average Annual Revenue):		\$441,379	
<p>Accomplishments of Objectives: ICSolutions provides a complete, state-of-the-art inmate communications system that includes phones, video visitation, and tablets. The ENFORCER® premise-based system was installed initially, then upgraded to our advanced, redundant centralized system we are proposing to Humboldt County. As of 2012, a video visitation system was installed in addition to the inmate telephone system. ICSolutions has since upgraded that video visitation system to our cutting edge Visitor™ Video Visitation & Visitation Management system, an integrated module of The ENFORCER®, with stations that can serve as multi-functional inmate kiosks, as well as provide inmate calling.</p> <p>Project Outcome: ICSolutions has been providing inmate communications services for nearly 15 years with 5 contract renewals.</p>			

V.2.A. PROJECT IMPLEMENTATION MANAGEMENT (ITS)

4.4 Project Implementation Management:

4.4.1 Project Approach. Bidder shall present an overview, which shall be a narrative description, of the Bidder's proposed plan for providing the Services to the Sheriff's Office. The Bidder shall provide in full detail, its understanding and response to the Scope of Work.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proud to present our solution to provide **Inmate Telephone System** as part of our complete communications package for Humboldt County. At the highest level, our solution will provide a comprehensive, fully integrated, and reliable inmate communications solution that is truly turnkey. ICSolutions will provide all necessary software and hardware products, installation, testing, project management services, technical and instructional documentation, and training in the operation and administration of our products and services.

ICSolutions' ENFORCER® Inmate Communications System is Web-based and accessible to authorized users from any location – onsite or off. It offers the richest set of features available in the industry today, all at no cost to the County. ICSolutions has provided detailed information about The ENFORCER® communications system and other optional services throughout this section.

✓ **System Features:**

- **Remote access for authorized personnel**
- **Easy-to-use Web interface**
- **Lifetime online storage of all call data & recordings**
- Unlimited expansion capabilities to accommodate new construction and future growth
- Onsite reporting capabilities
- Hardened corrections-suitable equipment
- TDD equipment compatibility with transcription service
- Remote information-sharing with offsite investigators and other law enforcement agencies and jurisdictions – at the County's sole discretion

- ✓ **Service Features:**
 - Lifetime repair or replacement warranty on all equipment
 - 24 x 7 x 365 **live** technical service (for facility personnel)
 - 24 x 7 x 365 **live** customer service (for call recipients)
 - Ongoing staff training & online system documentation
 - Inmate & called party/visitor instruction
 - Free, regular software upgrades for the life of the contract

- ✓ **Calling Services:**
 - Collect, PrePaid Collect, & Debit calling options
 - Inmate PINs
 - Inmate PANs (personal allow numbers lists) with self-learning capability and paper-free change request options
 - Automated operator service in multiple languages
 - Custom call prompts & voice overlays
 - Inmate name recording
 - Inmate voice mail (optional)

- ✓ **Administrative Controls:**
 - Multi-site networking & reporting
 - Password-controlled access
 - User permissions – editable per individual user or user group
 - User access log

- ✓ **Fraud Controls:**
 - 3-way call detection
 - Hook switch calling prevention
 - Secondary dial tone prevention
 - Extra dialed digits prevention
 - Chain dialing prevention

- ✓ **Call Controls:**
 - Blocked number tables
 - Set call duration & velocity limits by dialed number, individual inmate, inmate classification, inmate group, pod, facility, or system-wide
 - Set call duration & velocity limits by call type
 - Inmate call suspension and automatic reinstatement
 - Electronic and/or manual phone shutdown – scheduled & emergency

✓ **Investigative Tools:**

- 100% monitoring & recording of all non-confidential inmate phone calls
- Verifiable security encryption on call recordings – supported by free expert testimony
- Free inmate grievance / crime tip / PREA lines – **eliminate paper kites**
- Custom reporting
- Call alerts (hot numbers, hot PINs)
- Financial alerts
- Gang management
- Remote call forwarding to authorized investigators, with options to “barge in” and/or disconnect
- Searchable call notes
- **Reverse directory** with satellite mapping
- **More** – if the technology exists, we can make it work with our ENFORCER® calling system!

Throughout this **Section V**, ICSolutions has described in more detail about how our inmate communications system meets or exceeds the Requirements outlined in this proposal.

A high level **Implementation Plan** (narrative description and Gantt chart) is also included **later in this section** and includes all major tasks that would be required to complete the installation efficiently and without interruption of service according to the project schedule. This project plan includes information about installation process, testing, training, maintenance, and key personnel.

ICSolutions’ professionally trained project team will coordinate the transition from the current vendor to ensure **minimal impact on facility operations and system revenue**. ICSolutions commits to providing each County with seamless transition of service from your current vendor and exceptional support following installation.

ICSolutions is proposing to install our state-of-the-art, web-based ENFORCER® call processing and visitation system for the County. The ENFORCER® is a browser-based application that allows control, monitoring, searching, and reporting of all inmate calls/visits to any authorized user through a simple, point-and-click GUI (Graphical User Interface). The ENFORCER® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. ICSolutions will continue to expand our system’s capabilities throughout the life of a contract with the County, and we welcome your input as a valued technology partner.

A Solution to Free up the County's Valuable Resources

ICSolutions has taken extra measures to ensure that our Proposal provides dramatically improved service and value to the County, your staff, the inmates, and call recipients. Specifically, our proposed solution will allow you to focus on your pressing security needs, because we can **economize on your staff's time and effort** by:

- **Automating debit calling through a guaranteed interface with Keefe**
 - Keefe DirectLink Cardless Debit –automatically deducts the cost of calls directly from an inmate's trust account
- **Automating PIN assignment** through a JMS/commissary interface
- **Automating voice enrollments** through the Inmate Phone System (if applicable)
- Integrating with your JMS, commissary, and inmate banking systems to **automate the exchange of inmate data** across multiple County systems – eliminating the need for redundant data entry
- **Increasing investigative efficiencies** with the installation of advanced tools like The Verifier Voice verification and Word Detector Keyword Search
- **Automating commissary ordering** by allowing inmates to order any time, using inmate phones and tablets (if deployed)
- **Eliminating paper kites** by providing free tip / grievance lines on the Inmate Phone System and inmate kiosks whereby investigators can even respond to inmates
- **Automating prepaid account funding** – allowing loved ones to quickly replenish their accounts to pay for phone time and visits through our automated payment IVR using an enrolled credit/debit card
- Requiring only **one set of login credentials** for facility staff to access all inmate calling, voicemail, and tablet information
- Offering **Investigative tools** – such as The Analyzer link analysis – that analyze inmate relationships and patters for inmate calling, voicemail, and optional email
- Providing a **single inmate ID/PIN** for inmates to access all inmate calling, voicemail, and optional tablet services, as well as self-service functions such as commissary ordering, grievance reporting, and visitation management

With ICSolutions, inmate communications will be easier and more efficient for all parties involved.

4.4.2 Implementation Plan and Schedule. Bidder shall provide a detailed Implementation Plan and Schedule. Time is of the essence in providing fully functional Services, and the Bidder is required to provide a fully functional system tested and accepted by the Sheriff's Office. The Implementation Plan and Schedule will include the following:

- 4.4.2.1 Summary of management/work plan for this Project
- 4.4.2.2 Project Schedule with Project Milestone Dates
- 4.4.2.3 User testing and acceptance provision for the Sheriff's Office

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' professionally trained project team will coordinate the installation of your new Inmate Telephone System (ITS) to ensure **minimal impact on facility operations and phone system revenue**. ICSolutions commits to providing the County with a seamless transition of service from your current vendor to our centralized ENFORCER® platform and exceptional support following installation.

ICSolutions' expertise at conducting fast, smooth implementations has been proven time and again by our many successful installation projects. We have installed The ENFORCER® calling platform and its related complementary inmate communications products at **11 state Departments of Corrections** with as many as 44,000+ inmates, as well as **hundreds of County, regional, and city correctional facilities** across the U.S. These installations have required a complex and sophisticated project management and implementation effort, which the ICSolutions team has honed over more than a decade of successful installations.

The ICSolutions Operations Team will work together with your ICSolutions Regional Account Manager, Mike Kennedy, to coordinate every aspect of the implementation. Your Project Manager will conduct bi-weekly status meetings to monitor and track the overall project progress. **A more detailed Inmate Telephone Implementation Schedule / Gantt chart has been included at the end of this section** and includes all major tasks that will be required to complete the installation efficiently and without interruption of phone service.

ICSolutions follows best practices developed by the **Project Management Institute (PMI)**, which has set the standards for project management since the 1960s. Accordingly, the five major stages of our project management are:

1. Initiation
2. Planning
3. Execution
4. Monitoring & Controlling
5. Closure

The major milestones of the implementation are further broken down into the following sub-steps:

Ref	WBS	Task	Duration
1.1 Implementation Project Initiation – Contract Execution			
1.2 Implementation Project Planning Process			
1	1.2.1	Review Contract/RFP Requirements & Project Setup	1 day
2	1.2.2	Kick-Off Meeting	1 day
3	1.2.3	Conduct Pre-Installation Site Survey	1 day
4	1.2.4	Installation Plan Customization & Review with Facility	2 days
5	1.2.5	Scheduling for Onsite Installation	2 days
5.1	1.2.5.1	Onsite Escort Identification & Scheduling	0.5 days
5.2	1.2.5.2	Schedule Training Location and Times for Each User Group	0.5 days
5.3	1.2.5.3	Schedule Equipment Removal with Existing Provider	0.5 days
5.4	1.2.5.4	Make Travel Arrangements for Onsite Installation Team & Trainer	0.5 days
1.3 Implementation Project Execution Process			
6	1.3.1	Equipment & Network Provisioning	
6.1	1.3.1.2	Order Network Services (including estimated lead time for local provider to deliver and install circuits)	4 weeks
6.2	1.3.1.1	Requisition System Hardware from Inventory, Order Additional Items (If Necessary)	1 day
7	1.3.2	Equipment Build/Testing/Ship	15 days

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7.1	1.3.2.1	ITS Software	7 days
7.2	1.3.2.2	JMS Data Exchange Interface Development	10 days
7.3	1.3.2.3	Other Value-Added Services Required	up to 15 days
7.4	1.3.2.4	Network	1 day
7.5	1.3.2.5	Hardware (includes QA testing & shipping)	2 days
8	1.3.3	Convert Existing Data (If Applicable)	4 days
9	1.3.4	Site Installation	5 days
9.1	1.3.4.1	Verify / Test network Circuits	1 day
9.2	1.3.4.2	Equipment Setup and Powered (including labeling any new cabling)	1 day
9.3	1.3.4.3	Phone Swap, including QA Testing & Test Plan Execution	3 days
9.4	1.3.4.4	Workstation Setup and Administrative Software Installed	1 day
9.5	1.3.4.5	Verify Inmate ID Data Flow is accurate	1 day
9.6	1.3.4.6	ID Phone Ports & Create Equipment Inventory Listing	0.5 day
10	1.3.4.7	Cutover	1 second
11	1.3.4.8	User Acceptance Testing	2 days
12	1.3.4.9	Training	2 days
1.4 Implementation Project Monitoring & Controlling Process			
13	1.4.1	Post-Cutover System & Process Transition Monitoring	2 days
1.5 Project Closing Process			
14	1.5.1	After Action Reporting – Meet with Customer to Review Implementation	1 day

We have provided a more detailed description of these implementation tasks below:

- 1. Review Contract/RFP Requirements & Project Setup** – ICSolutions’ Project Team will hold internal meetings to review the contract and RFP requirements, create a ticket in Mantis, create project files, and assign internal resources.

- 2. Kick-Off Meeting** – ICSolutions Project Team will sit down with the County to review all Contract and RFP requirements to ensure that both parties have a clear understanding of the scope of the project. In this meeting, ICSolutions and the County

will also go over any enhanced products or services that the County wishes to implement. During this meeting, the ICSolutions Project Manager will ask for the appropriate contact information for the person(s) who can provide the County's rules to enable the necessary software configurations, such as user access and how to implement optional features to be consistent with Facility policies and procedures.

3. Conduct Pre-Installation Site Survey – Immediately following contract award, ICSolutions will meet with the County to schedule the Pre-Installation Site Survey. During the site survey, all internal wiring will be tested, the locations for each phone will be defined, and other specifications will be agreed upon (such as IDs/names for each inmate telephone station as the County would like it to appear on Call Detail Reports, privileges the County would like each user to have access to, etc.).

4. Installation Plan Customization & Review with the Facility – After the site survey, the Project Team will make any adjustments to the project milestones that are necessary to accommodate the needs of the County. ICSolutions will then review the customized Installation Plan with the appropriate County personnel. During the Installation Plan Review, ICSolutions will go over all project milestones and the timeline with the County. ICSolutions will also ensure that the County has received identification for the project team so that the County can run any required background checks. At this time, ICSolutions will also consult with your IT staff to choose an appropriate vLAN and firewall solution to network the County's existing workstations to The ENFORCER® network.

5. Scheduling for Onsite Installation – After the County has had a chance to review the customized Installation Plan, ICSolutions' Project Team will begin making the necessary scheduling arrangements for the onsite installation, such as:

5.1 Onsite Escort Identification & Scheduling – ICSolutions' Project Team will obtain the contact information of the escorts and confirm the escort's schedule will work with the agreed upon timing for onsite installation.

5.2 Schedule Training Location and Times for Each User Group – ICSolutions' certified National Trainer will work with the County to identify and reserve the location for the onsite training, as well as schedule the various times for each user group that will work best with the County's needs.

5.3 Schedule Equipment Removal with Existing Provider – ICSolutions will work with the County's existing provider to schedule the removal of all existing

equipment to ensure minimal downtime of the County's inmate telephone system.

5.4 Make the travel arrangements for the onsite installation team and trainer – After the onsite installation is scheduled, and the availability of the escort and training times are confirmed, ICSolutions will schedule travel for the onsite team.

6. Equipment & Network Provisioning – ICSolutions Project Team works expeditiously to setup the necessary network and equipment that can have a long lead time:

6.1 Order Network Services – Delivery and installation of the circuits is performed by the local network provider and, oftentimes, takes approximately four weeks for completion after ordering. Immediately after learning ICSolutions has been awarded the contract, ICSolutions' Director of Operations orders the network services and works with the County to schedule the delivery and installation of the circuits, which are necessary to power The ENFORCER®. ICSolutions typically obtains service from two different network carriers. We do this to ensure complete redundancy and maintain our 99.999% system uptime guarantee. If one carrier experiences an outage, service will instantly fail over to the second carrier.

6.2 Requisition system Hardware from Inventory, Order Additional Items (If Necessary) – All call processing and recording equipment is built and assembled at our corporate headquarters in San Antonio, Texas. ICSolutions often has the necessary inventory on hand to complete upcoming installations. ICSolutions' Project Team will requisition the equipment necessary for the County's installation and order any additional equipment necessary.

7. Equipment Build/Testing/Ship – During this phase, ICSolutions will build The ENFORCER® to meet the specifications in the contract, test it, and ship all the related equipment for onsite installation:

7.1 ITS Software – During this phase, ICSolutions will create the County's Site in The ENFORCER, including configuring the centralized system in the data center (such as setting up the County's dedicated website); add terminals and enable features in accordance with the contract (such as analytic tools, voice biometrics, etc.); create locations (such as pods, facilities, etc.); create user accounts and assign authorized user roles based on access rules obtained during the Kick-Off

Meeting; and configure the ENFORCER features based on the contract requirements and the Facility's needs (as identified during the site survey and during the Kick-Off Meeting).

7.2 JMS Data Exchange Interface Development – During this phase, ICSolutions will review the specification and format of the current interface, as obtained during the Kick-Off Meeting. During this review, ICSolutions will work with the County and your other vendors to review their data format, and define what will be necessary to create a seamless integration. After reviewing the current interface, ICSolutions will develop all required interfaces with the County and your other vendors. Prior to actually deploying integration, we perform a robust series of tests to ensure accuracy of all data transferred. We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and sFTP, incorporating XML and CSV data exchange protocols with inmate commissary, banking / trust account systems, JMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

7.3 Other Value-Added Services Required – During this phase, ICSolutions will activate and configure all value-added services that will be utilized, such as voice biometrics, and the IVR Suite and Premium Investigative Tools (e.g., Attendant, Communicator). This phase includes obtaining all the relevant rules from the County, activating the service, developing any necessary interfaces with third party products, configuring the system to the County's specifications, and QA testing all configurations.

7.4. Network – During this phase, ICSolutions will configure the Network IAD, QA Test, and Burn in. That is, ICSolutions will set up an IP address on the Adtran 924, teach it how to connect to our centralized ENFORCER[®], and test.

7.5 Hardware – For this task, ICSolutions conducts QA tests on the equipment to ensure it works. Upon confirmation that the equipment is operational, ICSolutions ships all equipment that will be installed onsite to the facility.

8. Convert Existing Data – If applicable, we will request the data from the current vendor. First we will collect sample files from the existing vendor in preparation for porting the facility's current inmate and call data into The ENFORCER[®]. ICSolutions will then review the current vendor's data and the format in which it was received.

9. Site Installation – The following steps outline the tasks and processes that will occur onsite prior to the cutover.

9.1. Verify/Test Network Circuits – As soon as your LEC has installed new network circuits, ICSolutions will conduct tests to ensure full functionality.

9.2 Equipment Set Up and Powered (including labeling any new cabling) – ICSolutions will install all the necessary equipment in the phone room. The onsite phone room equipment will consist of Adtran IP Gateways and Uninterruptable Power Supply (UPS) units. This equipment will be installed in a standard 19" Equipment Rack. If any new cabling is installed, ICSolutions will label it.

9.3 Phone Swap – The ICSolutions onsite team will replace your old phones for new models and complete any final wiring. After swapping phones, ICSolutions' Project Team will conduct QA Testing. The pre-cutover Test Plan is detailed to ensure that the entire system is deployed and performs exactly as requested by the County. The testing procedures extend to all systems, telephones, software, and peripheral hardware. We have included more detailed information on our Sample Test Plan and testing procedures later on in this document.

9.4 Workstation Setup and Administrative Software Installed – ICSolutions will set up any workstations required by the County. However, since The ENFORCER® is operated through an easy-to-use browser-based GUI (Graphical User Interface), anyone with a password and log-in ID granted by Humboldt County administrators can access the system from any computer running a modern browser as if they were opening a website.

9.5 Verify Inmate ID Flow is Accurate – Will verify that all information received from the County's JMS, including inmate ID information, is correct.

9.6 ID Phone Ports & Create Equipment Inventory Listing – ICSolutions will ID all phone ports and create an equipment inventory listing.

10. Cutover – Since most of the implementation, configuration, and testing processes are completed before the actual onsite implementation, cutover to The ENFORCER® system occurs quickly and seamlessly.

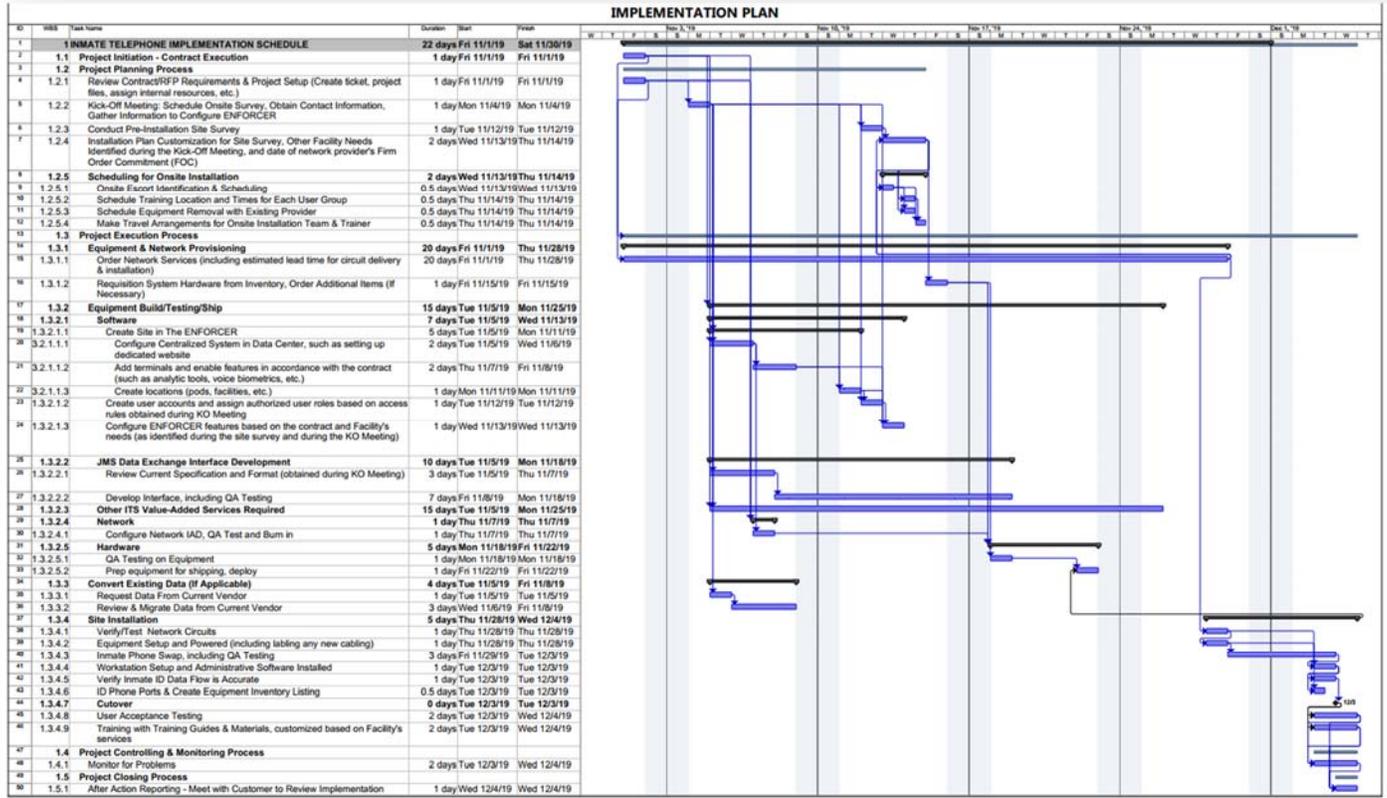
11. User Acceptance Testing – ICSolutions conducts the user acceptance testing with the trainees using the live system to ensure the testing is effective. To minimize the Staff time needed for the system implementation, the user acceptance testing occurs simultaneously with the training. If there are any issues identified during the training, the ICSolutions Project Team will work to resolve the issue while onsite.

12. Training – ICSolutions will provide a customized hands-on training curriculum for each facility served. Classes will be scheduled to fit the County’s preferences and the schedules of the personnel involved in the training. ICSolutions often schedules training in shifts so that facility staff can receive training during their normal work hours. ICSolutions will also leave behind Training Guides and other materials to assist County users in utilizing their ENFORCER® system to the fullest. We have provided more detailed information on our training process in our Training Plan, included later in this document.

13. Post-Cutover System & Process Transition Monitoring – ICSolutions closely monitors the status of the project throughout the implementation, with monitoring provided on-site during cutover, training, and user acceptance testing. During this step, ICSolutions will closely monitor the County’s new system and processes to ensure it is operating as specified. For the purposes of the implementation project, this step ends upon the completion of user acceptance. After the implementation is complete, however, ICSolutions performs continuous monitoring of the system and the overall project, starting with monitoring the first few months of call activity to define a pattern of typical activity. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). This variance could indicate a problem, such as improper phone function. An exception report is automatically created for any site showing such variances.

14. Meet with County to Review Implementation – ICSolutions strives to achieve 100% customer satisfaction. Immediately following completion of the installation, ICSolutions Project Team will meet with the County to review the Implementation process and discuss adherence to timeline, overall satisfaction, any questions the County may have, etc.

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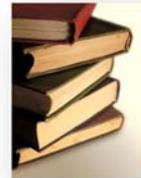
Facility Staff Training Plan

Training Outline & Objectives

ICSolutions' goal is to familiarize Humboldt County personnel with daily system functions, blocks, reports, investigative tools as well as emergency system shut down. ICSolutions understands that different user groups will sometimes have different training needs. As such, multiple classes will be scheduled, customized to fit the participants' needs. The ENFORCER® is an intuitive, point-and-click system that requires no special codes, commands or advanced computer knowledge to learn and use. The user-friendly nature of The ENFORCER® system makes it easy to understand and minimizes staff training time.

ICSolutions will provide a **customized hands-on training curriculum** for each facility served. Classes will be scheduled to fit the County's preferences and the schedules of the personnel involved in the training. ICSolutions often schedules training in shifts so that facility staff can receive training during their normal work hours.

- ✓ User Manuals
- ✓ Quick Reference Guides
- ✓ Self-Help Training Guide
- ✓ Online & Hard Copies



- The ICSolutions training sessions will be conducted at a centralized location, or at individual sites, as preferred by the County.
- Training materials consist of a visual presentation, such as a Microsoft Power Point presentation; in-class question and answer sessions; The ENFORCER®'s Quick Reference Guide; and a demonstration of the commonly used features of The ENFORCER® system; and hands-on interactive training **using the facility's own live system.**
- ICSolutions recommends follow-up training 30 to 90 days after the initial training, to answer more detailed questions your staff may raise after having used their new calling system for several weeks.
- Training is typically divided into three types of sessions: **Standard User, Investigator, and System Administrator (Super User).** Training length varies based upon user type and number of trainees, but most training sessions are roughly **one hour** long.

- The ideal training session has no more than **15 trainees per 1 trainer**; however, ICSolutions has successfully accommodated sessions with 60+ trainees where requested by the client. For System Administrator training, we recommend one-on-one training whenever possible.
- When a voice biometrics application is in use, separate training will be conducted for that product after all inmates have been enrolled in the system.
- Each participant will leave the training session with a Quick Reference Guide for future reference. One or more complete ENFORCER® User Manuals will be provided for each facility. Documentation (User Manual, Quick Reference Guide, and a supplementary User Manual for the media player) is provided online as part of The ENFORCER® system. This online documentation, as well as Release Notes, are updated and published to all facilities every time The ENFORCER® system is updated or enhanced.
- ICSolutions typically provides initial training in live sessions at the client's facilities. Follow-up training can be delivered live, but we also offer web-based training via WebEx.
- Initial and all follow-up training will be conducted by **Ms. Latisha Steger**, our Director of Sales Engineering and National Trainer. ICSolutions is able to **accommodate your requests for training with very little notice**.
- All training is provided **at no cost to the facility**.

Training Curriculum

Standard curriculum for training will include the following. This is a typical training agenda which will be customized to fit each installation based on the facility's needs:

A. Day-to-Day System Administration

- Logging In, locally remotely, to one site, multiple sites etc.
- User Access Control Settings: Roles, permissions etc.
- Call Process Flow & Control settings
- Call Record Search
- Blocked Number Administration
- Inmate Account Editor
 - Create a new account
 - ANI Advanced Privileges and Inmate-specific controls
 - Entering PANs, Inmate-specific blocks & exceptions
 - Alerts on Inmate Accounts
 - Disable Account
 - Search for Inmate Account
 - Print Account Information
 - Account suspension/reinstatement
- Debit Account Administration
- Interface functionality (if applicable)



Onsite Training

B. Investigative Functions

- Live Call Monitoring/Scanning
- Call Disrupt Function
- Recording
- Recording Exempt Numbers
- Setting Alerts (email, pager and phone)
- Recordings- Search, Retrieval & Reporting
- Recordings- Exporting Recordings, records and files to CD/DVD/USB etc.
- Running Ad-Hoc Call/Record/Recording Reports

C. Automated Calling Process Overview

- Placing a Call
- Debit Call Process
- PrePaid Collect Process

D. Service & Maintenance

- Initiating Trouble Reports & Scheduling automatic progress notifications
- Information Gathering & Preliminary Trouble-shooting
- Trouble Reporting and escalation
- Viewing and reporting on trouble ticket histories

E. Training and User Reference Tools

- Quick Reference Guide
- User Guide
- Report Synopsis
- Inmate Information Pamphlet in English & Spanish
- Support Center

F. ICSolutions' and Support Team Contact Information



[Online Training](#)

In addition to providing training manuals, the full User Guide, Quick Guide, and Release Notes (describing changes in upgrades) are available to all authorized users directly through The ENFORCER®.



INMATE CALLING
ICSolutions

THE ENFORCER®

Test Facility
User: caumiller (V 6.1rc.7)
Copyright 2005-2016

Inmate	Global Numbers	Accounts	Monitor	Call Info	Reports	The Visitor	Site Admin	ICS Admin	Tools	Logout
--------	----------------	----------	---------	-----------	---------	-------------	------------	-----------	-------	--------

- Call Info Settings
- Change Password
- ICS Supplement
- Product Documentation**
- Contact Us

Product Documentation for Inmate Calling Solutions

Feel free to download these manuals

- [THE ENFORCER User Reference Guide](#)
- [THE ENFORCER Quick Reference Guide](#)
- [ICS Supplement Update Guide](#)
- [THE ENFORCER 6.1 Release Notes](#)
- [THE ENFORCER 5.3 Release Notes](#)

User Access to Product Documentation

In addition, all users will be notified through The ENFORCER®'s Dashboard of recent enhancements and related product documentation upon logging in.



What's New

ICSolutions® 2018
It is time for something NEW!
Introducing
The ENFORCER® DASHBOARD!

Starting today, the DASHBOARD is where you will be notified of any updates or changes to The ENFORCER with direct links to view changes and to product documentation detailing the changes.
To request training, please email Training@ICSolutions.com

Download	Date	Message
	02/01/2018	The ENFORCER Enhancements - February 2018
	02/01/2018	The Visitor Enhancements - February 2018
	02/01/2018	The ENFORCER Investigative Suite

Upgrades Dashboard

Inmate and Call Recipient Training Plan

ICSolutions offers several solutions to ensure the telephone users also have a transparent transition to the new system. First, we coordinate with the facility approximately three weeks before cutover, arranging for ICSolutions personnel to hang up educational posters in inmate housing areas (if allowed) and lobbies, as well as to distribute brochures in the lobby. Posters identify the upcoming transition date, calling rates, and ICSolutions' name and toll-free customer service number for friends and family to set up prepaid accounts. Also prior to cutover, we activate prepaid account functionality so that friends and family can set up their accounts ahead of time. Any and all signage and brochures will be approved by the Facility before distribution.

We can also provide written instructions on the phones, and we use clear and simple call prompts to guide inmates through the calling process. Call recipients whose phones cannot accept collect calls, are given a free call followed by an automatic transfer to a live agent to explain calling options and help with account setup.

Maintenance and Support Plan

ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your facility's ongoing service needs. In keeping with the company's mission, the support team is dedicated to customer satisfaction and **our primary goal is to provide continuous, reliable system performance throughout the contract term.**

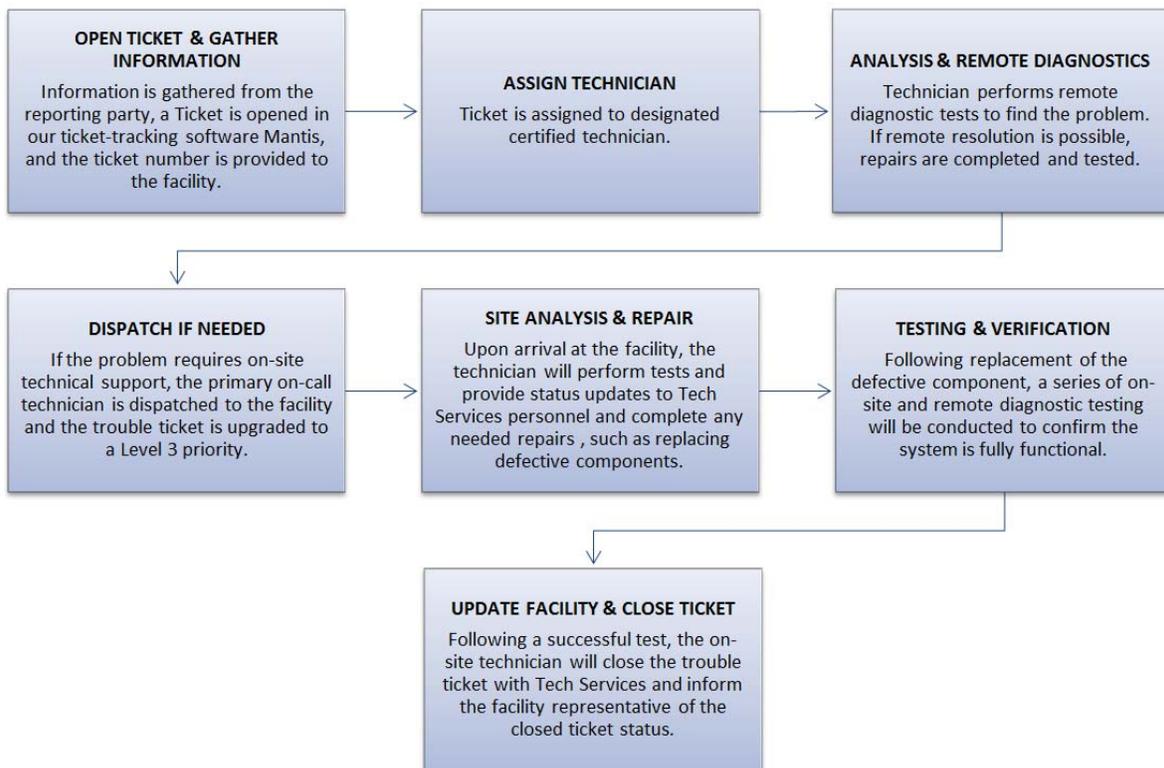
**Complete Service at
no cost to the County**

ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of your The ENFORCER® telephone system. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of support is part of our turn-key proposal to each customer. As such, there will be no cost whatsoever to the County for this service.

Technical Services Center (TSC)

The ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When **calling our toll free number (866-228-4031)** you will be connected with a **live** Level 1 TSC technician. Each call is handled with care following these basic steps:


24/7/365
Live Support Center



TSC personnel are professionally trained and experienced in the operations of the inmate telephone system and can provide technical support, perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.

Mantis Trouble Ticketing

The ICSolutions' Mantis trouble ticketing system will be used to enter ticket-specific data by Technical Services, which automatically updates the facility on repair progress via email or fax. Anytime a service event occurs, or action is taken on the event, the trouble ticket is automatically updated with a status event change.



**Easy, real-time, online
Trouble Ticket
Tracking
With Mantis**

Technicians can also manually log comments or action taken for service events. Upon request, historical trouble reporting data can be provided in report format for facility review. Trouble tickets may also be initiated and viewed remotely by authorized facility personnel via our web-based tracking tools. Facility personnel may print reports from Mantis at any time that show any time a trouble ticket was opened, which would include scenarios such as telephone repairs, inmate telephone system trouble tickets system reboots, system upgrades.

P	ID	#	Category	Severity	Status	Updated	Summary
<input type="checkbox"/>	0020104	6	Enforcer	minor	assigned (scastillo)	2012-10-19	Setup Phone Complaint Line
<input type="checkbox"/>	0022647	7	ENF Interface	minor	assigned (jgoetsch)	2012-06-07	DLT issues on admco91, e: Auth Confirmation was returned blank.
<input type="checkbox"/>	0022510	10	Enforcer	minor	assigned (jgoetsch)	2012-06-05	Adams County: message is "please stand by" and never connects
<input type="checkbox"/>	0019096	17	Network	major	assigned (jlangdin)	2012-05-29	EOC message undelivered to otser
<input type="checkbox"/>	0020129	5	Enforcer	minor	assigned (jgoetsch)	2012-02-28	admco is occasionally losing EOC messages
<input type="checkbox"/>	0009953	6	Enforcer	minor	on hold (houston)	2011-12-06	Change File destination from FORNAX to Enforcer server. Strange file format

Mantis maintains a thorough account of all trouble tickets issued by the ICSolutions' Technical Services Center (TSC) for the life of the contract. Upon request, historical trouble reporting data can be provided in report format for facility review. Trouble tickets may also be initiated and viewed via our web-based tracking tools as shown below. In all cases, TSC personnel will update the ticket and contact the appropriate facility personnel via phone or email whenever the ticket is updated.

Priority Schedule

The following Priority Schedule defines our service commitment offered each one of our clients. Specific terms can be customized to meet special needs of the County.

Priority Level 1	<ul style="list-style-type: none"> • Multiple Housing Units not operational • Multiple intake phones out of service • Entire System Failure 	Remote diagnostics and repair will begin within 1 hour
Priority Level 2	<ul style="list-style-type: none"> • One entire Housing Unit not Operational • One intake phone not working • Technical or Recording Failure • Recording Access Failure • Server Capacity Warning • Commissary Interface Failure 	Remote diagnostics will begin within 1 hour Repair will begin within 8 hours
Priority Level 3	<ul style="list-style-type: none"> • One of multiple phones in a Housing Unit Not Operational 	Repair will begin by the end of the 2nd Business Day

Due to the sophisticated nature of The ENFORCER® system, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pin-point the problem and expedite resolution. We recognize the need to maintain security at the facility and make every effort to perform remote repairs in order to minimize the need for site visits.



**Always-on
Remote Monitoring,
Diagnosis & Repair**

Escalation Plan

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure. Escalations can be initiated by a number of methods. These methods include:

1. The Severity Level can trigger an escalation. This either happens by a Technical Support report or by one of our system monitoring applications.
2. Escalations can also be triggered by lower severity levels remaining in that state past a pre-determined threshold.

Following are the basic criteria for escalation at each level:

1. **P1 Issues** are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.
2. **P2 Issues** that are not solved within the standard four hour timeframe are escalated to Level 1. P2 issues that are not solved within 8 hours are escalated to the VP of Product Development Level. This level will be provided with status updates daily.
3. **P3 issues** that are not solved within the standard 48 hour timeframe are automatically escalated one level. P3 issues that are not solved within 7 days are escalated to the VP of Product Development level. The VP of Product Development will receive status updates daily.

Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. The County will be served by a designated number of local primary field service technicians, and additional local technicians will be assigned as backups upon contract award.



All field service technician employees undergo a **40-hour system and network training certification** based in San Antonio, TX. The training includes but is not limited to administrative interface, system software, preventative maintenance, wiring, and telephone installation.

Regular Account Reviews

Mr. Mike Kennedy will schedule Account Review meetings with the County periodically throughout the contract to receive feedback, discuss ways to improve processes, review ticket histories and service requests to be sure that ICSolutions' service is meeting the County's expectations, demonstrate new applications and more. These regular face-to-face meetings will enable Mr. Kennedy to continuously improve and adapt ICSolutions' service to the County to maximize the County's satisfaction throughout the contract term.

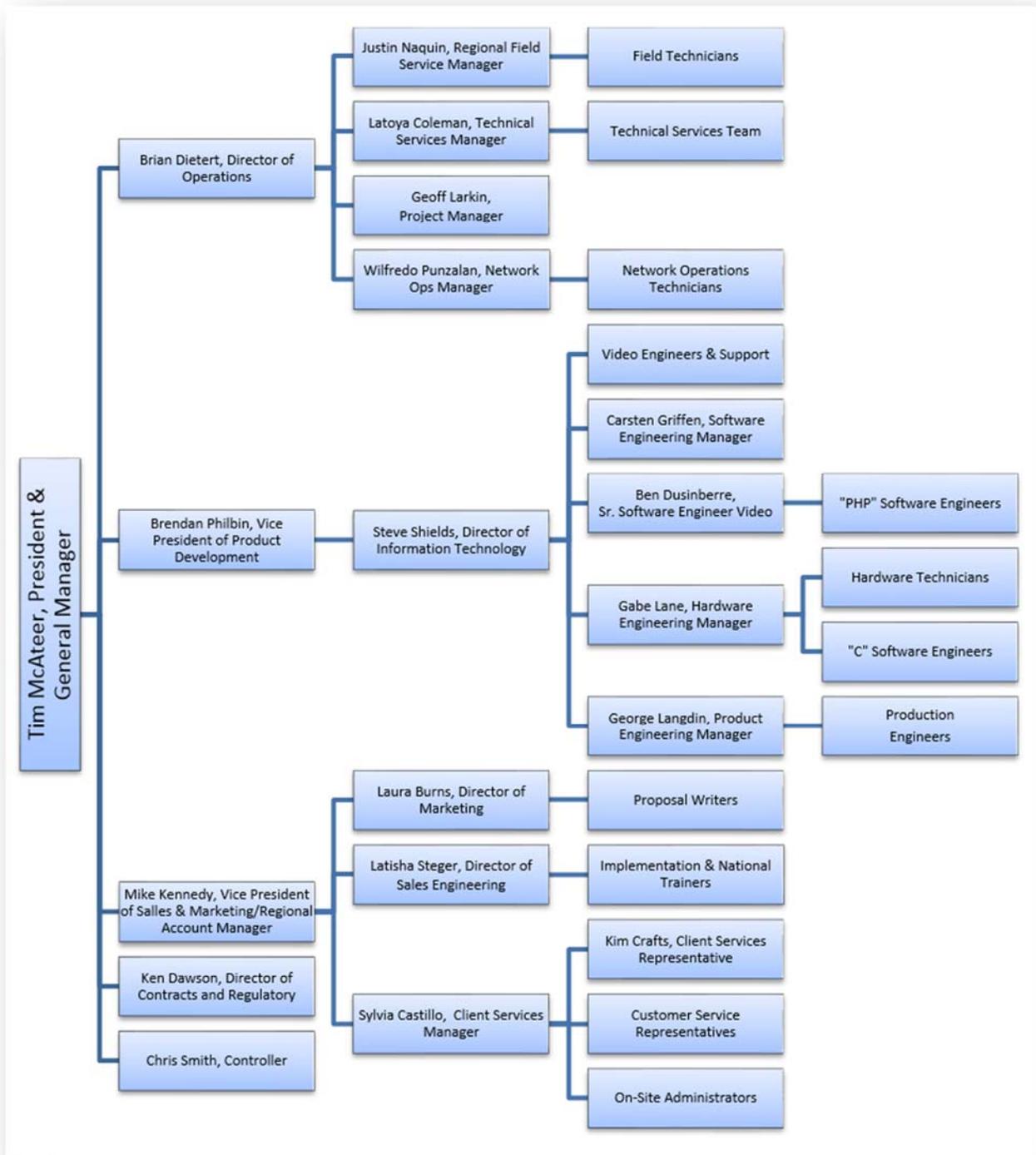
4.4.3 Project Team Organization Chart. Bidder shall provide its Project Team Organization Chart, clearly showing the organization of the team and the hierarchy of the members. It must include:

- 4.4.3.1 Organizational framework for the proposed Project Team, Company name and key staff name for each role identified in the chart.
- 4.4.3.2 Bidder shall provide the names, years of service, qualifications, addresses and telephone numbers of each member of the Bidder's Project Implementation Team, including an Escalation Chart with complete contact information.

ICSolutions' excellent customer service begins from the date of contract award through the life of the contract. Our service package offers the County our knowledgeable Installation Team, whose expertise will ensure a seamless transition to our centralized ENFORCER®; our 24 x 7 x 365 Technical Services Center, who will assist you if you have a question or if an issue arises; and **your Regional Account Manager, Mike Kennedy**, who will work with you for the life of the contract to ensure that all of your needs are met.

ICSolutions has more than 120 employees dedicated to the development, installation, maintenance, and service of The ENFORCER® inmate telephone system. The professional team involved in the aforementioned duties and ongoing management of service for Humboldt County comprises experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams, including your Project Manager. **Full résumés for these key personnel have also been included in Section IV.**

INMATE CALLING SOLUTIONS



Escalation List

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure.

Escalation Level	Escalation Contact	Additional Notification
Initial Report	Help Desk Technician Open Ticket & Gather Information Toll free: 866-228-4031 Email: icssupport@icsolutions.com	None
Level One	Latoya Coleman Technical Support Manager Direct 210-572-9547 Cell: 601-212-6128 email: lcoleman@icsolutions.com	None
Level Two	George Langdin Technical Services Manager Direct: 210-477-7320 Cell: 210-373-0620 Email: glangdin@icsolutions.com	Mike Kennedy Regional Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@icsolutions.com
Level Three	Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: bdietert@icsolutions.com	Mike Kennedy Regional Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@icsolutions.com
Level Four	Brendan Philbin Vice President Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: bphilbin@icsolutions.com	Mike Kennedy Regional Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@icsolutions.com

Level Five	<p>Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com</p>	<p>Mike Kennedy Regional Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@icsolutions.com</p>
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4.4.4 Project Control Document (PCD). Upon effective date of Agreement, the Successful Bidder shall create, and deliver to the Sheriff’s Office and the Sheriff’s Office Designee, Project Control Documents (PCDs), consistent with the Scope of Work. The contents of each PCD shall include the relevant elements of the following:

- 4.4.4.1 Introduction
- 4.4.4.2 Executive Summary
- 4.4.4.3 Project Mission & Objectives
- 4.4.4.4 Project Scope
- 4.4.4.5 Work Breakdown Structure
- 4.4.4.6 Master Project Schedule
- 4.4.4.7 Change Control Plan
- 4.4.4.8 Project Team
- 4.4.4.9 Risk Assessment & Management

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will deliver a Project Control Document as described above upon the effective date of an Agreement.

ICSolutions has provided elements of the Project Control Document that are relevant to this proposal in the *Implementation Plan* at the beginning of this section. Before installation commences, ICSolutions Project Team will sit down with the County to review all Contract and RFP requirements, as well as all project milestones and the timeline to ensure that both parties have a clear understanding of the scope of the project.

In addition, ICSolutions has Risk Management Procedures in place to ensure project risks are identified and mitigated. ICSolutions follows well-practiced procedures to anticipate and manage risks during the implementation project. Some of the Risk Items to be managed are common project to project and these risks are incorporated in our procurement, testing, and scheduling planning. Most risks can only be determined following detailed site surveys; finalizing the specifications and deliverables with the County; and scheduling work to be performed by third party vendors such as network carriers. A complete risk list will be part of the final project plan submitted to the County following contract award and site surveys.

4.4.5 Integration of New Services. The Bidder shall submit detailed plans for the provision of necessary hardware and software, and the integration of the new equipment, while minimizing the impacts to current operations.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has submitted a detailed **Implementation Plan** in response to **Requirement 4.4.2**. Our Implementation Plan minimizes impact to the Facility's current operations and our transition will result in little to no downtime of your inmate telephone system. The Implementation Plan includes a narrative and Gantt chart that details all major tasks that will be required to complete the installation efficiently and without interruption of phone service. In addition, ICSolutions understands that The ENFORCER® ITS will only become fully operational following a successful completion of all system integration testing and acceptance by the County. We have outlined our system testing procedures, which extends to all hardware and software, in our Implementation Plan, as well.

4.4.6 *New Systems*. The new systems and services shall become fully operational upon the successful completion of all system integration testing and acceptance by the Sheriff's Office. Integration and acceptance test criteria are as follows: Services tested and verified as fully operational, without Deficiencies, and written acceptance by the Sheriff's Office Project Manager. All installation plans and schedules will be reviewed and approved by the Sheriff's Office Project Manager, in order to minimize impacts to normal operations.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions has submitted a detailed **Implementation Plan** in response to

Requirement 4.4.2. As described briefly above, ICSolutions implementation procedure includes a detailed testing and acceptance plan for both our Project Manager and a designated Jail representative to ensure that the entire system is deployed and performs exactly as requested by the County. The testing procedures extend to all systems, telephones, software, and peripheral hardware.

Testing of The ENFORCER[®] system will be conducted by a certified Quality Control ("QC") team. The QC Team will test all features and functionality to ensure adherence to the specifications of the RFP. The ENFORCER[®] system testing will encompass the following:

1. External system interfaces

- a. Interface protocol
- b. Access and security
- c. Error logging

2. Data Exchange

- a. Data format
- b. File exchange\transfer timelines
- c. Error logging

3. Database Integrity

a. Inmate Table

- i) Inmate ID
- ii) Inmate full name
- iii) Inmate PIN (if applicable)
- iv) Inmate housing location
- v) Inmate Status
- vi) Inmate PAN list (if applicable)

b. Global Number Table

- i) Block List
- ii) Attorney List
- iii) Privileged List
- iv) Free numbers
- v) TDD Access numbers
- vi) PREA Hotline

c. Inmate Station Table

- i) Station port labeling – Confirm accuracy
- ii) Station Grouping
- iii) Station Class-of-Service designation
- iv) Station On-Off times
- v) TDD Access numbers

d. Rates & Dialing Table

- i) Surcharge & Per Minute entries by Tariff Type
- ii) Local number listing
- iii) Dialing rules by Tariff type
- iv) Dialing rule override (if any)
- v) Carrier access protocol

4. System Access

- a. User Role privileges
- b. User role assignments
- c. User name & passwords

5. Facility workstation(s)

- a. Access to The ENFORCER[®] system
- b. Ability to monitor live recordings from both workstation and Facility Network if applicable.
- c. Test all alert methods to ensure proper working order for inmate and phone to designated investigation units.
- d. Ability to download and burn recordings using the following formats.
 - i) Wav
 - ii) MP3
 - iii) Speex
- e. Configured to use either the ICS player or default player for playback.
- f. Run and test reports for accuracy of information

Sample Installation Checklist

Below is a sample Testing and Acceptance Checklist:

Hardware		
Tests and Checks Performed	INITIALS	DATE
Check - Rack fully assembled.		
Check - 110/66 Blocks labeled and covered.		
Check - UPS is fully charged and operational. (plugged in)		
Check - Adtran 3200 and Juniper labeled and installed on rack.		

Network		
Tests and Checks Performed	INITIALS	DATE
Check - blue cable from smart jack to Adtran 924 NET/T-1 Port. All cables labeled and properly secured.		
Check red cable from Adtran 924e ETH 0/1 port to Juniper ETH 0/1 port. All cables labeled and properly secured.		
Set up workstation(s) in predetermined location. Connect all peripherals and all cables labeled and properly secured.		
Connect network cable to workstation. Use patch cord to connect workstation to RJ 45 jack.		

Power Up		
Tests and Checks Performed	INITIALS	DATE
Test - Perform start up test and confirm all machines start up correctly.		
Test - UPS test (utilize UPS test switch and confirm system stays on)		
Test - Start up workstation and confirm proper startup and that network can be seen		

INMATE CALLING SOLUTIONS

Software Check & Tests		
Tests and Checks Performed	INITIALS	DATE
Check - All computers for correct name and IP address. Check/Verify correct IP and Subnet		
Check - All computers - Network Properly. Installed and working.		
Check - All system clocks are updated properly.		
Check - Verify Inmate Stations.		
Test - Workstation – Verify Monitoring/Playback and Burn CD's		
Check - Facility PIN swap over		
Test - Make test calls from station blocks.		
Check - Facility branding		

System Checkout		
Tests and Checks Performed	INITIALS	DATE
Verify system functionality by performing test calls from every station.		
Perform station cross connect punch work – verify stations are operational		
Test - Restart and confirm all modules are functioning properly.		
Test - Make test calls from each station- verify		
Check - Cameras Operational		
Test - Call Search		
Check - Calls for proper start/stop, origination, destination, PIN numbers		
Check - Verify each type of call (Local, IntraLATA, InterLATA, Interstate)		
Test - Perform live monitoring.		
Test - Perform dial up live monitoring.		
Test - Printing reports to printer		

**ATTACHMENT B2 – INMATE TELEPHONE SYSTEM AND ASSOCIATED
SERVICES REFERENCES DATA SHEET
(Submit with Proposal)**

REFERENCES DATA SHEET	
<p>Provide a minimum of three (3) references with name, address, contact person and telephone number whose scope of business or services is similar to those of Humboldt County (preferably in California). Previous business with the County does not qualify.</p>	
NAME OF AGENCY:	
STREET ADDRESS:	
CITY, STATE, ZIP:	
CONTACT PERSON:	EMAIL:
PHONE #:	FAX #:
Department Name:	
Approximate County (Agency) Population:	
Number of Departments:	
General Description of Scope of Work:	

NAME OF AGENCY:		
STREET ADDRESS:		
CITY, STATE, ZIP:		
CONTACT PERSON:		EMAIL:
PHONE #:		FAX #:
Department Name:		
Approximate County (Agency) Population:		
Number of Departments:		
General Description of Scope of Work:		
Applicant Tracking System Implementation Date:		

NAME OF AGENCY:		
STREET ADDRESS:		
CITY, STATE, ZIP:		
CONTACT PERSON:		EMAIL:
PHONE #:		FAX #:
Department Name:		
Approximate County (Agency) Population:		
Number of Departments:		
General Description of Scope of Work:		

V.3. TABLET PROGRAM

9.1.3.5.3 *Optional Section V.3: Tablet Program*

9.1.3.5.3.1 Proposed Tablet Program – Detailed description of the Tablet Program and Configuration. Refer to Section 4.3

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proposing our ICSolutions Tablet for Humboldt County. We have provided an overview of our Tablet Program and Configuration below, as well as individual responses to the detailed requirements in **Tab VII.3 – Scope of Work Section 4.3 (Tablets)**.

ICSolutions Tablet Program

ICSolutions is proposing optional corrections-grade tablets for the inmate population at Humboldt County.

ICSolutions Tablet Specifications

- Intel N3000 Braswell processor
Quad Core at 1.04Ghz w/2MB L2 cache
- 10.1 TFT-LCD resolution is 1280 x 800 with brightness at 350cd/m2
- Hardened, scratch resistant, 6H at Mohs scale
- Projective capacitive touch (Multi-Touch) interface over USB
- POGO pins for charging on bottom side
- Built-in G-Sensor
- WLAN 802.11 a/b/g/n and Bluetooth
- Industrial grade Li-ion 7.4V battery at 4000mAh
- Meets IP65 and or IP54 classifications depending on configuration



- Drop resistant from 1 yard
- Optional strap on back of device
- Biometric authentication

Available Tablet Product Suite

The ICSolutions Tablets offer inmates the ability to access a robust suite of inmate self-service applications. These applications are programmable to allow access only to applications approved by the facility.

- Inmate Text and Email Messaging
- Inmate Mail Scanning received via the Postal Service (when deployed)
- Electronic Grievances
- Electronic Requests
- Electronic Medical Requests
- Educational Content through MaxxContent, eDynamic Learning, Skillsoft and/or Kahn Academy
- Self-Help Videos
- Law Library
- Inmate Handbook
- Jail Documents
- Inmate Documents
- Forms
- Video Visitation
- Video Chat
- Premium Content including, but not limited to
 - Games
 - E-Books via Gutenberg
 - Music through iHeart Radio
- Commissary Ordering
- Phone Time Purchasing
- Transaction History
- PREA Suite including documentation, videos, quizzes, etc.
- Suicide and PREA Alerts

The Home Screen of the Inmate Communication Portal displays all of the available applications based upon facility specifications.



ICSolutions Tablet – Inmate Communications Portal

Grievance & Request System

The Grievance & Request System allows inmates to file grievances and requests electronically and enables facility officers to respond and use a higher-tier appeal process. The system can be customized to fit your facility's needs, such as when filing is available, how inmates can file, how many grievances an inmate can file during a given month, and much more!

Grievances

Electronic grievances may be submitted from the Inmate Communications Portal. The system is configurable to allow for specific grievance users, categories, schedules and appeals.

Open Grievances

ID	Date	Subject	Status
142113	05/14/2019 15:25:08 pm	(pending)	New
137143	04/25/2019 11:57:11 am	(pending)	New
134261	04/15/2019 13:43:35 pm	(pending)	New
134226	04/15/2019 11:51:36 am	(pending)	New

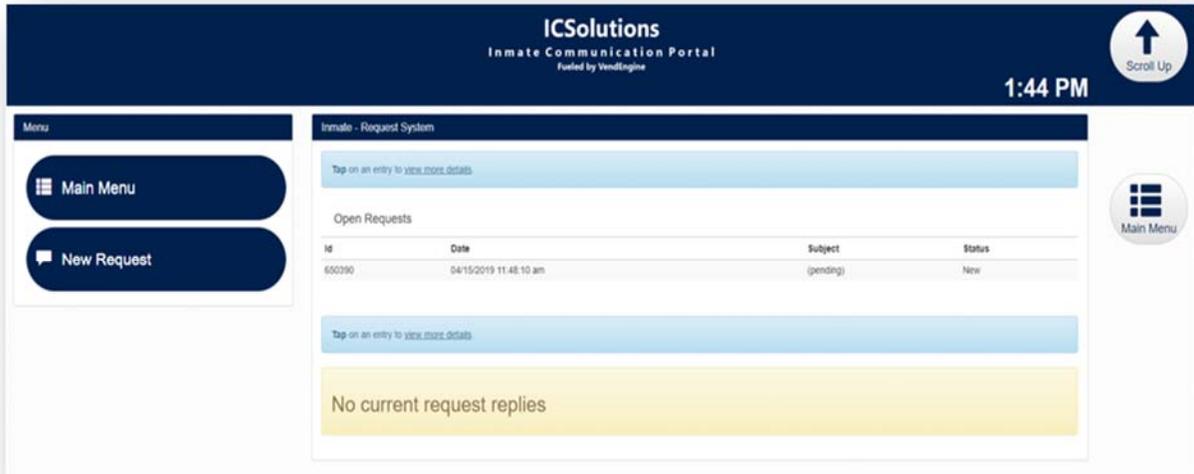
Open Grievances

Sample Grievance

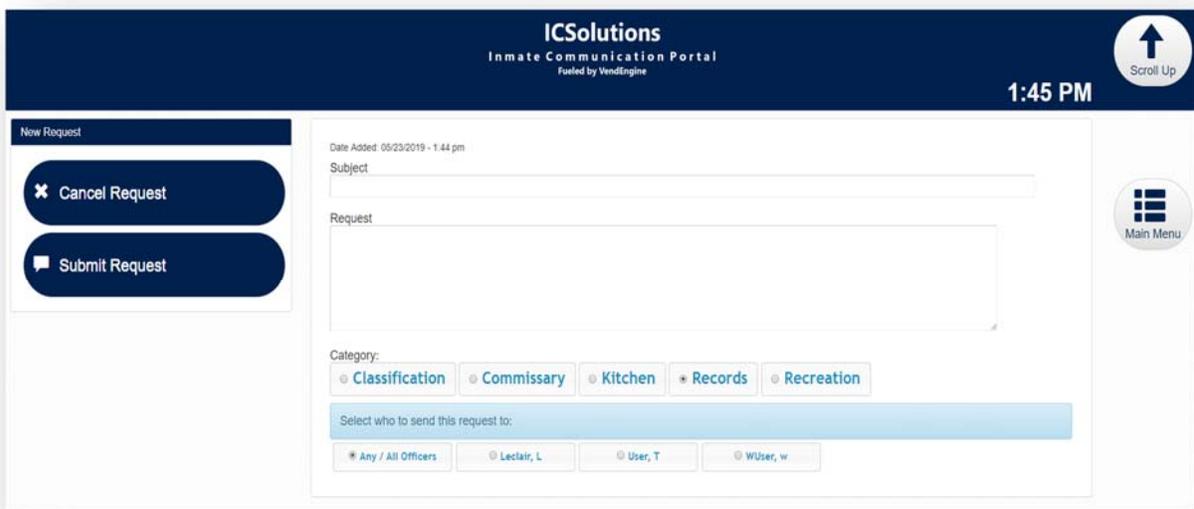
Sample Grievance

Requests

Electronic requests may be submitted from the Inmate Communications Portal. The system is configurable to allow for specific grievance users, categories, schedules and appeals.



Inmate Request System



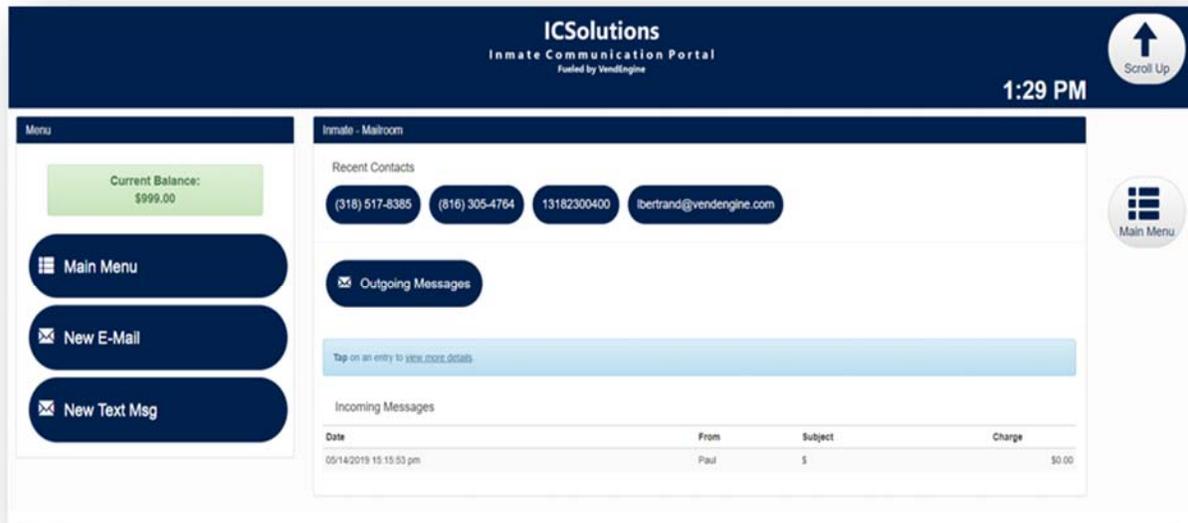
Sample Request

Emails & Text Messages

Email and Text Messaging on tablets, as well as the mail-scanning application (when deployed), reduces staff labor demands and mail-based contraband. And, all inbound mail is free! Inmates are charged for outgoing messages only.

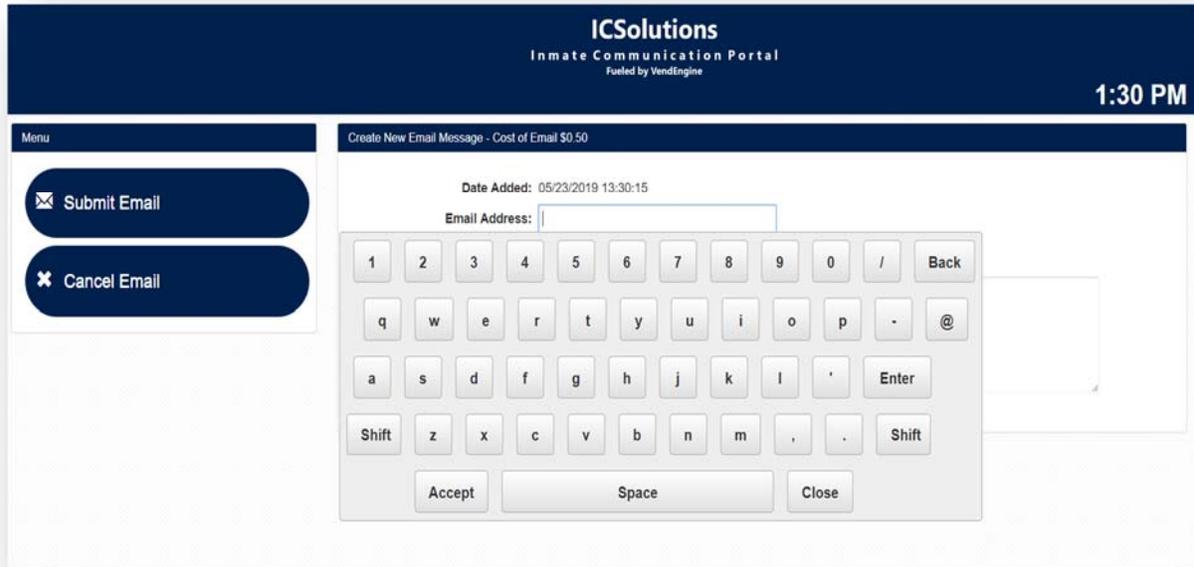
INMATE CALLING SOLUTIONS

The inmate may generate an email or text message using the MailRoom application. The inmate must manually enter the phone number or email address upon first entry; however, the system stores *Recent Contact* for ease of use.



Inmate Mailroom

The keyboard is embedded in the software, and the inmate may type the email address or phone number on the touchscreen. Once complete, the inmate select *Submit Email* (or text message).



New Email Message

PREA & Suicide Alerts

The PREA & Suicide alert system instantly notifies authorized facility personnel via phone or email – providing critical information quickly in the event of a situation where time is of the essence.

Facility-Approved Documents

The facility can upload inmate handbooks or other jail documents into the inmate system, and require inmates to confirm that they have received required documents. Documents will be accessible on the tablets even after the inmate confirms receipt!

Commissary Ordering

Our picture-based point-of-sale ordering system integrates seamlessly with your commissary provider or your in-house commissary. The picture-based user interface makes ordering quick and easy for inmates.

Mail Scanning

Our digital mail scanning application allows facilities to scan paper mail for inmates to view electronically on the inmate tablets. The process is more secure, efficient, and less time-consuming.

9.1.3.5.3.2 Cost – Complete **Attachment D** – Services
Package Pricing, Section III in Tab 1

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions has included our completed **Attachment D** in **Section V.4 – Cost Proposal**.

V.4. COST PROPOSAL

6.0 COST:

Bidders shall submit a cost proposal that includes the total cost for all hardware, software, licensing, materials, labor, construction, millwork, drawings, blueprints, and every other cost required to perform all the requirements of this RFP. The cost proposal will also specifically identify any potential project related “exclusions” not included in the price proposal. Bidders shall complete **Attachment D – Services Package Pricing**.

Additionally, Bidders must include an “hourly rate” provision to account for any unexpected system needs directly related to the Services. If there are unanticipated problems with any components of the Services that fall outside the scope of the final contract, the Bidder shall agree to provide the labor required (if within the Bidder’s typical scope of work) for the hourly rate quoted in this RFP response.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. We have completed **Attachment D – Services Package Pricing** immediately following this section. Below is a summary of our Cost Proposal for Humboldt County.

Please note that our financial offer for Humboldt County – including our 73% commission rate and \$180,000.00 MAG – assumes that **ICSolutions will provide the Beacon JMS at no cost to the County.** The prices shown on the *JMS Pricing* tab of **Attachment D** are for illustrative purposes only, so that the County can assess the value of our JMS solution. ICSolutions’ offer includes FREE provision of the Beacon JMS and FREE maintenance for as long as you are an ICSolutions customer utilizing our inmate calling services – up to nine (9) years!

The inclusion of the free JMS is reflected in the “Discounts” shown on the *Package Pricing* tab of **Attachment D**, whereby we have discounted the full JMS and maintenance costs for all nine (9) years. Should the County prefer to purchase the JMS separately, ICSolutions can provide you with a higher ITS commission rate and MAG. We will be happy to provide such revised pricing, upon request.

Inmate Phone Commissions

ICSolutions will pay the County inmate telephone commissions at the rate of **73% of Total Gross Revenue**. Commission will be calculated as 73% of Total Gross Revenue generated by all completed calls of every kind, including local, in-state, interstate, and international. No deductions are made for bad debt, unbillables, uncollectable revenue, or any other similar cost of providing inmate phone services.

Minimum Annual Guarantee

This offer also includes a **\$180,000.00 Minimum Annual Guarantee (MAG)** in total commissions for each month during the contract term, plus all exercised renewal periods. The MAG will be reconciled to actual commissions earned at the end of each contract year. At that time, **the County will receive any additional commission earned above the \$180,000.00 MAG**, based on actual call volumes and the 73% commission rate.

With ICSolutions – unlike with other inmate phone vendors – our **MAG is applicable to every single contract year and all exercised extension periods!** This guaranteed revenue will ensure the County can meet its budgetary demands not just in the first contract year, but every year in which you are an ICSolutions customer.

Calling Rates & Prepaid Account Funding Fees

ICSolutions proposes the rate of **15¢ per minute for all calls in the United States:**

	Collect	Prepaid	Debit
All Calls in the U.S.	15¢ per minute	15¢ per minute	15¢ per minute
International Calls	N/A	N/A	50¢ per minute

NOTE: Call Rates shown do not include local, county, state and federal taxes, regulatory fees and billing fees.

ICSolutions' proposed account funding fees are noted below. These fees comply with all FCC regulations, and they help to recover the costs of processing credit/debit cards. In some cases, third party fees may apply, such as Western Union transaction fees, but these fees are charged directly to the customer by the third party, with no involvement by ICSolutions. Aside from federal- and state-mandated taxes and pass-through fees, **ICSolutions charges no fees to consumers other than the funding fees listed below!**

Funding Type	ICSolutions Fee Amount	Applies To
Funding Fee – IVR or Website	\$3.00 per transaction	Prepaid
Funding Fee – Live Agent	\$5.95 per transaction	Prepaid
Mail-In Payment	\$0.00 – ICS provides at No Charge!	Prepaid
Payments by Western Union	\$0.00 – ICS provides at No Charge!	Prepaid
Inmate Purchase from Trust Account	\$0.00 – ICS provides at No Charge!	Debit

Please note that ICSolutions minimizes funding fees by maintaining a single prepaid account that can be used to pay for any combination of Inmate Calling and Inmate Voicemail (when deployed).

Additional Revenue Sharing & Service Rates

The following additional revenue sources are also available when these proposed services are deployed.

Optional Inmate Tablets

Using the proposed ICSolutions Tablets, inmates’ friends and family can send email messages at no cost. There is no cost for inmates to read messages or to use a tablet. Inmates can also access self-service functions – such as commissary ordering, grievance reporting, and law library – at no cost.

Inmates can respond to email messages at the rate of **\$0.50 per message** (less than the price of a postage stamp!), and the County will receive **25%** of this revenue as additional commission income.

Inmate Voicemail

To further increase your commission revenue, ICSolutions can deploy our optional Inmate Voicemail solution. This service allows inmates to receive inbound voicemail messages from friends and family, who pay a fee of **\$1.99 per message**. The Humboldt County will receive the same **73%** commission rate that you will receive for inmate calling.

Single-Pay Calls

ICSolutions recognizes that sometimes families/friends do not want to setup a calling account; they just want to pay for one call. To accommodate these customers,

ICSolutions offers our QwikCall program, which allows the called party to pay for a call in real-time using a major credit/debit card.

Call recipients will pay the standard per-minute calling rate for QwikCalls, plus the standard \$3.00 IVR funding fee. The County will receive **73% commission** on the minute-based revenue, just as you will for all other types of calls.

Technology & Services Included at No Cost

Highlights of our offer for Humboldt County include all of the following standard and optional services at **no cost to Humboldt County**, and with no impact on our proposed commission rate or calling rates:

The ENFORCER® Inmate Calling System

- ✓ Our centralized **ENFORCER® inmate calling platform** – housed in our Atlanta data center and backed up at our headquarters in San Antonio, TX
- ✓ 41 stainless steel inmate telephones
- ✓ Up to 61 visitation phone sets (39 recorded and 22 attorney booths), all connected to The ENFORCER® for data analysis and for monitoring & recording of the non-confidential inmate visits
- ✓ 2 TDD/TTY and/or VRS (video relay service) devices, as preferred by the County, for hearing impaired inmates
- ✓ Unlimited ENFORCER® user licenses
- ✓ Interface to the County's JMS and/or commissary platform:
 - Automated inmate ID / PIN updates
- ✓ **Interface to the County's KCN Commissary & Banking systems:**
 - *DirectLink Trust* automated cardless Debit calling
 - Over-the-phone commissary ordering
- ✓ Web-based **Visitation Scheduling Software** to enable online scheduling / management of all types of visits – a fully integrated component of The ENFORCER® platform
- ✓ **The ENFORCER® Investigative Suite:**
 - The Verifier **pre-call inmate voice verification** – features **automatic voice enrollment**, *saving the County the step of enrolling the entire inmate population's voices manually upon deployment!*
 - The Imposter **in-call continuous voice biometrics**
 - The Word Detector **phonetic keyword search**
 - The Analyzer **data analysis software**
- ✓ **The ENFORCER® IVR Suite:**
 - The InformerSM **PREA module**

- The CommunicatorSM **paperless inmate communications portal**
- The AttendantSM **automated information line**
- ✓ Optional inbound inmate voicemail messaging
- ✓ **Online storage of all call recordings** and call data for the **entire contract duration**, plus any required retention period thereafter
- ✓ **24 x 7 x 365 live, U.S.-based service** for called parties and Facility staff
- ✓ Training on the new phone system for all Facility users

Argus Transcription, Translation & Keyword Search Suite

- ✓ On-demand call transcription
- ✓ On-demand **call translation** – can translate more than 25 languages!
- ✓ On-demand keyword search

Onsite Service

- **1 Part-Time Site Administrator / Technician**
 - Stationed onsite to assist with administrative, maintenance, and investigative tasks
 - Fully certified on The ENFORCER® inmate phone system and any other ICSolutions services (including the optional ICSolutions Tablets)
 - Can assist with phone administration, such as PIN management, running reports, burning calls to CD, etc. as desired by the County
 - Available to respond immediately to onsite repair requests
 - Available to testify in court proceedings
 - Will regularly inspect & maintain onsite equipment
- Additional certified local technicians will provide emergency backup service & maintenance

Beacon Jail Management System

- ✓ JMS site licenses and server
- ✓ Installation, data conversion & all current interfaces
- ✓ Minimum of 14 days of onsite training
- ✓ 1 mugshot camera
- ✓ Maintenance and support every year you are an ICSolutions customer

Optional Add-On Services

We are pleased to offer the ICSolutions Tablet Program as an optional component of this proposal. Highlights of this program include:

ICSolutions Wireless Inmate Tablet Program

- ✓ **133 wireless inmate tablets**, based on the County's current ADP and the initial installation ratio of 1 tablet per 3 inmates
- ✓ **Inmate Calling app** – enables secure inmate calling through ICSolutions' ENFORCER® calling platform; standard calling rates and security controls apply
- ✓ Inmate email messaging + video chat
- ✓ Law library interface
- ✓ Grievance reporting + appointment request
- ✓ Commissary ordering
- ✓ Education + entertainment content
- ✓ Turnkey installation including all hardware, software, charging stations, & wireless access points

Should the County choose to implement the optional Tablet Program, your ITS commission rate will be adjusted to **70% of Total Gross Revenue**, and your Minimum Annual Guarantee (MAG) will be adjusted to **\$170,000.00**.

Other Optional Services

Our proposal also contains information about our ability to provide the following optional, value-adding services: video visitation; Argus post-call voice analysis tools; CellSense portable cell phone detection; and MPE+ cell phone data extraction / analysis. ICSolutions will be happy to provide pricing for any of these optional services upon request.

Instructions:

1	Worksheets are protected, except in the cells where Bidder is allowed to input data. Protected cells that have total dollar amounts contain formulas and will automatically perform the function and populate the protected cell.
2	Complete Tab 2 - JMS Pricing and Tab 3 - ITS Pricing before completing Tab 1 - Package Pricing
3	<p><u>Tab 2 - JMS Pricing:</u></p> <p>a. List billable items under first column "JMS COMPONENTS, LICENSING, PROFESSIONAL SERVICES" and fill in applicable costs in the corresponding columns. Onsite Project Implementation Personnel would fall under "Professional Services."</p> <p>b. List billable items for "TRAINING" (i.e., face-to-face initial software training) and "TRAVEL AND LODGING" incurred in conjunction with training, and fill in applicable costs in the corresponding columns</p> <p>c. <u>Cost for Year 1:</u></p> <ul style="list-style-type: none">* Input Non-Recurring Charges, if applicable, for billable item listed* Applicable Monthly Recurring Charges Multiply By 12 Months: Input the applicable monthly recurring charge multiplied by 12, for the billable item listed* Annual Maintenance Fee: Input the annual Maintenance Fee <p>d. <u>Cost for 6 Years (Years 2-7):</u></p> <ul style="list-style-type: none">* Applicable Monthly Recurring Charges Multiply By 72 Months: Input the applicable monthly recurring charge multiplied by 72, for the billable item listed* Annual Maintenance Fee Multiply By 6 Years: Input the annual Maintenance Fee multiplied by 6 <p>e. <u>Cost for 2 Option Years (Years 8-9):</u></p> <ul style="list-style-type: none">* Applicable Monthly Recurring Charges Multiply By 24 Months: Input the applicable monthly recurring charge multiplied by 24, for the billable item listed* Annual Maintenance Fee Multiply By 2 Years: Input the annual Maintenance Fee multiplied by 2
4	<p><u>Tab 3 - ITS Pricing:</u></p> <p>a. Inmate Telephone Billing Rates: Input corresponding rates for corresponding Call and Bill Types. If there is no Connection Fee, input "0."</p> <p>b. Other Fees: If applicable, list the fees and corresponding costs. If there are no other fees, leave blank.</p> <p>c. Revenue Share and Signing Bonus and/or Fund:</p> <ul style="list-style-type: none">* Input the Revenue Share (%) for Year 1, Years 2-7, and Option Years 8-9* Input the Signing Bonus and/or Technology Fund, if offering
5	<p><u>Tab 1 - Package Pricing</u></p> <p>a. The only cells that the Bidder may input data in would be the dollar amount discounts for the row, "Less Discounts (Dollar Amount)" under I. Jail Management System, highlighted in yellow. If offering JMS discounts, input the total dollar amounts for 7 years (Years 1-7) and the two Option Years (Years 8-9). Other cells are protected and have formulas, had automatically populated from data input in Tabs 2 and 3, and will automatically populate the JMS Totals.</p>

ATTACHMENT D - SERVICES PACKAGE PRICING

I. JAIL MANAGEMENT SYSTEM	Total for Years 1-7	Total for Option Years 8-9
Total Jail Management System Components and Maintenance Fees	\$ 404,840.00	\$ -
Less Discounts (Dollar Amount)	\$ 404,840.00	69680
Total:	\$ -	\$ (69,680.00)

II. INMATE TELEPHONE SERVICES	Year 1	Amount Per Year for Years 2-7	Amount Per Year for Option Years 8-9
Inmate Telephone Services Revenue Share	73%	73%	73%
Inmate Telephone Services Signing Bonus, Technology Fund, and/or Other	\$180,000 MAG	\$180,000 MAG	\$180,000 MAG

III. OPTIONAL: TABLET PROGRAM

(Provide Pricing Below)

Email price	\$0.50	per outbound email
County commission on email	25%	
ITS Commissions with Tablets	70%	
ITS MAG with Tablets	\$170,000	

The County reserves the right to select the cost proposal that would be in the best interest of the County.

INMATE TELEPHONE SERVICES PRICING

A. INMATE TELEPHONE BILLING RATES

<i>COLLECT</i>	Connection Fee	1st Minute Rate	Each Additional Minute Rate
Interstate	0	0.15	0.15
Interlata	0	0.15	0.15
Intralata	0	0.15	0.15
Local	0	0.15	0.15

<i>PREPAID</i>	Connection Fee	1st Minute Rate	Each Additional Minute Rate
Interstate	0	0.15	0.15
Interlata	0	0.15	0.15
Intralata	0	0.15	0.15
Local	0	0.15	0.15

<i>DEBIT</i>	Connection Fee	1st Minute Rate	Each Additional Minute Rate
Interstate	0	0.15	0.15
Interlata	0	0.15	0.15
Intralata	0	0.15	0.15
Local	0	0.15	0.15

<i>INTERNATIONAL</i>	Connection Fee	1st Minute Rate	Each Additional Minute Rate
All international calls	0	0.5	0.5

B. OTHER FEES (If Applicable)

Prepaid Account Funding via Website or IVR	\$3.00 per transaction
Prepaid Account Funding via Live Agent	\$5.95 per transaction

C. REVENUE SHARE AND BONUS AND/OR FUND

	Year 1	Amount Per Year for Years 2-7	Amount Per Year for Option Years 8-9
1. Revenue Share Rate expressed as a percentage of the Contractor's Total Billable Revenue (including fees and excluding applicable taxes), payable to the County. (Percentage must be provided to no more than one decimal place)	73%	73%	73%
2. Signing Bonus, Technology Fund, and/or Other	\$180,000 MAG	\$180,000 MAG	\$180,000 MAG

The County reserves the right to select the cost proposal that would be in the best interest of the County.

GRAND TOTAL FOR OPTION YEARS 8-9	\$ -
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The County reserves the right to select the cost proposal that would be in the best interest of the County.

VI. EVIDENCE OF INSURABILITY & BUSINESS LICENSES

- 9.1.3.6 Section VI: Evidence of Insurability and Business Licenses: All Bidders shall submit evidence of eligibility for all insurances required by the sample **Bidder Services Agreement** which attached hereto as **Exhibit B – Bidders Services Agreement**. Upon the award of final Service Agreement, the Successful Bidder will have ten (10) calendar days to produce certificates of the required insurance, including a certified endorsement naming the Sheriff's Office as an additional insured. However, Bidders should not purchase additional insurance until final Service Agreement have been awarded. In addition, all Bidders shall certify the possession of any and all licenses and/or certifications required for the provision of the Services equivalent to those set forth in this RFP.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will adhere to all insurance requirements of Humboldt County as stated in the Sample Bidder Services Agreement. We have included our standard **Insurance Certificate** *directly following this page*.

ICSolutions hereby certifies that we are in possession of any and all licenses and certifications required for the provision of services set forth in this RFP. We have included our **Business Licenses, PSC and FCC documentation** at *the end of this section*.

June 20th, 2019

County of Humboldt
Attn: Risk Management
825 5th Street, Room 131
Eureka, California 95501

RE: Inmate Calling Solutions, LLC
Deductibles and Self-Insured Retentions

Dear Sir or Madam:

Regarding Inmate Calling Solutions, LLC's insurance deductibles and self-insured retentions, please see below.

The General Liability Insurance Policy has a \$100,000 self-insured retention, with an annual aggregate (maximum) self-insured retention of \$400,000.

The Workers' Compensation Insurance Policy has a \$200,000 deductible.

The Professional Liability Insurance has a \$250,000 self-insured retention.

If you have any questions regarding our insurance programs, please feel free to contact me.

Sincerely,



Christy Wetzel
Director of Risk Management
TKC Holdings, Inc.
Keefe Commissary Network, LLC is wholly owned by TKC Holdings, Inc.
cwetzel@tkcholdings.com



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
06/25/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Central, Inc. St. Louis MO Office 4220 Duncan Avenue Suite 401 St Louis MO 63110 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105		
	E-MAIL ADDRESS:		
INSURED Inmate Calling Solutions, LLC dba ICSolutions 2200 Danbury Street San Antonio TX 78217 USA	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: National Union Fire Ins Co of Pittsburgh		19445
	INSURER B:		
	INSURER C:		
	INSURER D:		
	INSURER E:		

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER: 570077003717** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION						EACH OCCURRENCE AGGREGATE
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N If yes, describe under DESCRIPTION OF OPERATIONS below		N/A				<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT
A	E&O-MPL-Primary			019108366 SIR applies per policy terms	09/15/2018	07/15/2019	Professional Liab \$4,000,000 SIR \$250,000

Certificate No : 570077003717

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

Count of Humboldt Attn: Risk Management 825 5th Street, Room 131 Eureka CA 95501 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE <i>Aon Risk Services Central, Inc.</i>



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
06/25/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Central, Inc. St. Louis MO Office 4220 Duncan Avenue Suite 401 St Louis MO 63110 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105		
	E-MAIL ADDRESS:		
INSURER(S) AFFORDING COVERAGE		NAIC #	
INSURED Inmate Calling Solutions, LLC dba ICSolutions 2200 Danbury Street San Antonio TX 78217 USA	INSURER A: Liberty Insurance Corporation		42404
	INSURER B: LM Insurance Corporation		33600
	INSURER C: Liberty Mutual Fire Ins Co		23035
	INSURER D:		
	INSURER E:		
	INSURER F:		

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER: 570077003582** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
C	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:			EB2651291759068 SIR applies per policy terms & conditions	12/01/2018	12/01/2019	EACH OCCURRENCE	\$1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$1,000,000
							MED EXP (Any one person)	\$5,000
							PERSONAL & ADV INJURY	\$1,000,000
							GENERAL AGGREGATE	\$10,000,000
							PRODUCTS - COMP/OP AGG	\$2,000,000
C	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			AS2-651-291759-078	12/01/2018	12/01/2019	COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000
							BODILY INJURY (Per person)	
							BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$10,000			TH7651291759098	12/01/2018	12/01/2019	EACH OCCURRENCE	\$2,000,000
							AGGREGATE	\$2,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			WC5651291759048 SIR applies per policy terms & conditions	12/01/2018	12/01/2019	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT	\$1,000,000
							E.L. DISEASE-EA EMPLOYEE	\$1,000,000
							E.L. DISEASE-POLICY LIMIT	\$1,000,000

Certificate No : 570077003582

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
A waiver of Subrogation is granted in favor of Certificate Holder in accordance with the policy provisions of the workers' Compensation policy.

CERTIFICATE HOLDER**CANCELLATION**

Count of Humboldt Attn: Risk Management 825 5th Street, Room 131 Eureka CA 95501 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE <i>Aon Risk Services Central, Inc.</i>

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State of California
Secretary of State

CERTIFICATE OF STATUS

ENTITY NAME: INMATE CALLING SOLUTIONS, LLC

FILE NUMBER: 200222710012
FORMATION DATE: 08/13/2002
TYPE: DOMESTIC LIMITED LIABILITY COMPANY
JURISDICTION: CALIFORNIA
STATUS: ACTIVE (GOOD STANDING)

I, ALEX PADILLA, Secretary of State of the State of California, hereby certify:

The records of this office indicate the entity is authorized to exercise all of its powers, rights and privileges in the State of California.

No information is available from this office regarding the financial condition, business activities or practices of the entity.



IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of April 22, 2019.

A handwritten signature in black ink, appearing to read 'Alex Padilla', is written over the printed name.

ALEX PADILLA
Secretary of State

CALIFORNIA STATE BOARD OF EQUALIZATION

SELLER'S PERMIT



ACCOUNT NUMBER

10/1/2008 SR GH 101-193323

ICSOLUTIONS
 INMATE CALLING SOLUTIONS, LLC
 5883 RUE FERRARI
 SAN JOSE, CA 95138-1857

*NOTICE TO PERMITTEE:
 You are required to obey all
 Federal and State laws that
 regulate or control your
 business. This permit does
 not allow you to do
 otherwise.*

IS HEREBY AUTHORIZED PURSUANT TO **SALES AND USE TAX LAW** TO ENGAGE IN THE
 BUSINESS OF SELLING TANGIBLE PERSONAL PROPERTY AT THE ABOVE LOCATION.
 THIS PERMIT IS VALID ONLY AT THE ABOVE ADDRESS.

THIS PERMIT IS VALID UNTIL REVOKED OR CANCELED AND IS NOT TRANSFERABLE. IF YOU SELL YOUR BUSINESS
 OR DROP OUT OF A PARTNERSHIP, NOTIFY US OR YOU COULD BE RESPONSIBLE FOR SALES AND USE TAXES
 OWED BY THE NEW OPERATOR OF THE BUSINESS.

Not valid at any other address

For general tax questions, please call our Information Center at 800-400-7115.

For information on your rights, contact the Taxpayers' Rights Advocate Office at 888-324-2798 or 916-324-2798.

BOE-442-R REV. 15 (2-06)

A MESSAGE TO OUR NEW PERMIT HOLDER

As a seller, you have rights and responsibilities under the Sales and Use Tax Law. In order to assist you in your endeavor and to better understand the law, we offer the following sources of help:

- Visiting our website at www.boe.ca.gov
- Visiting a district office
- Attending a Basic Sales and Use Tax Law class offered at one of our district offices
- Sending your questions in writing to any one of our offices
- Calling our toll-free Information Center at 800-400-7115

As a seller, you have the right to issue resale certificates for merchandise that you intend to resell. Conversely, you have the responsibility of not misusing resale certificates. While the sales tax is imposed upon the retailer,

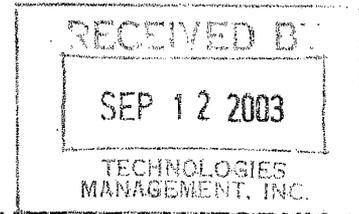
- You have the right to seek reimbursement of the tax from your customer
- You are responsible for filing and paying your sales and use tax returns timely
- You have the right to be treated in a fair and equitable manner by the employees of the Board
- You are responsible for following the regulations set forth by the Board

As a seller, you are expected to maintain the normal books and records of a prudent businessperson. You are required to maintain these books and records for no less than four years, and make them available for inspection by a Board representative when requested. You are also expected to notify us if you are buying, selling, adding a location, or discontinuing your business, adding or dropping a partner, officer, or member, or when you are moving any or all of your business locations. If it becomes necessary to surrender this permit, you should only do so by mailing it to a Board office, or giving it to a Board representative.

If you would like to know more about your rights as a taxpayer, or if you are unable to resolve an issue with the Board, please contact the Taxpayers' Rights Advocate Office for help by calling toll-free, 888-324-2798 or 916-324-2798. Their fax number is 916-323-3319.

Please post this permit at the address for which it was issued and at a location visible to your customers.

STATE BOARD OF EQUALIZATION
 Sales and Use Tax Department

Decision 03-09-044**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA**

In the Matter of the Application of Inmate Calling Solutions, LLC, a California Limited Liability Company, for a Certificate of Public Convenience and Necessity to Provide InterLATA and IntraLATA Telecommunications Service in California as a Switchless Reseller.

Application 03-05-031
(Filed May 20, 2003)

O P I N I O N

Inmate Calling Solutions, LLC, a California limited liability company, filed an application on May 20, 2003, for a certificate of public convenience and necessity to provide inter - and intra- local access and transport area services in California as a non-dominant interexchange carrier. This application was filed pursuant to the registration process adopted in Decision (D.) 97-06-107 and related decisions.

The applicant was qualified to use the registration process, complied with the filing requirements for a registration application, and there were no protests to the application. The applicant was qualified to and requested an exemption from tariffing requirements. Applicant also agreed to abide by the consumer protection rules adopted in D. 98-08-031, as modified from time to time. Therefore, pursuant to the authority granted to the Executive Director by Decision 97-08-050, the applicant should be granted a certificate of public convenience and necessity to provide this service.

This is an uncontested matter in which the decision grants the relief requested. Accordingly, pursuant to Public Utilities Code section 311(g)(2), the otherwise applicable 30-day period for public review and comment is being waived.

Findings of Fact

1. The application was filed on May 20, 2003, and appeared in the Commission's Daily Calendar on May 27, 2003.
2. There were no timely protests to the application.

3. The applicant was qualified to and requested an exemption from tariffing requirements. Applicant also agreed to abide by the consumer protection rules adopted in D. 98-08-031, as modified from time to time.

Conclusions of Law

1. Applicant should be granted the requested certificate of public convenience and necessity subject to the conditions in the attached appendices.
2. Applicant should be granted an exemption from the requirement to file tariffs.

O R D E R

IT IS ORDERED that:

1. A certificate of public convenience and necessity is granted to Inmate Calling Solutions, LLC to operate as a switchless reseller of inter-Local Access and Transport Area (LATA) and, to the extent authorized by Decision 94-09-065, intra-LATA telecommunications services offered by communication common carriers in California subject to the conditions set forth in the attached appendices. Applicant is assigned corporate identification number U-6813-C which shall be included in the caption of all filings made with this Commission.
2. Applicant is exempt from the requirement to file tariffs subject to the conditions set forth in the attached appendices.
3. Application No. 03-05-031 is closed.

This order is effective today.

Dated 9/4/03, at San Francisco, California.



WILLIAM AHERN
Executive Director

Appendix A

NON-DOMINANT INTEREXCHANGE CARRIER REGISTRATION

1. If you requested confidential treatment of the financial portions of your application, it was granted and those materials will remain under seal for one year from the date of the decision. If you wish to continue the seal on those materials beyond the one-year period, you must make a formal request no later than thirty days prior to the expiration of the year explaining the reasons why you believe such extension is necessary.

2. You are subject to the following fees, and you must remit them regularly. Per the instructions in Decision (D.) 00-10-028, the Combined California PUC Telephone Surcharge Transmittal Form must be submitted, even if the amount due is \$0.

- a. The current 1.20% surcharge applicable to all intrastate services except for those excluded by Decision (D.) 94-09-065, as modified by D.95-02-050, to fund the Universal Lifeline Telephone Service (Public Utilities (PU) Code § 879; Resolution T-16689, effective September 1, 2003);
- b. The current 0.047% surcharge applicable to all intrastate services except for those excluded by D.94-09-065, as modified by D.95-02-050, to fund the California Relay Service and Communications Devices Fund (PU Code § 2881; Resolution T-16747, dated June 5, 2003);
- c. The user fee provided in PU Code §§ 431-435, which is 0.11% of gross intrastate revenue for the 2000-2001 fiscal year (Resolution M-4800);
- d. The current 0.210% surcharge applicable to all intrastate services except for those excluded by D.94-09-065, as modified by D.95-02-050, to fund the California High Cost Fund-A (PU Code § 739.30; D.96-10-066, pp. 3-4, App. B, Rule 1.C; set by Resolution T-16702, effective April 17, 2003);
- e. The current 2.700% surcharge applicable to all intrastate services except for those excluded by D.94-09-065, as modified by D.95-02-050, to fund the California High Cost Fund-B (D.96-10-066, p. 191, App. B, Rule 6.F.; Resolution T-16690 effective April 17, 2003); and

Appendix A

- f. The current 0.00% surcharge applicable to all intrastate services except for those excluded by D.94-09-065, as modified by D.95-02-050, to fund the California Teleconnect Fund (set by Resolution T-16686, effective December 5, 2002).

These fees change periodically. You should access the Commission web site (WWW.CPUC.CA.GOV) at least semiannually for current values, use these as of the effective date in your customer bills, and update your tariff when you submit an advice letter for other changes.

3. You are exempt from Rule 18(b) of the Commission's Rules of Practice and Procedure.
4. You are exempt from PU Code §§ 816-830.
5. You are exempt from PU Code § 851 when the transfer or encumbrance serves to secure debt.
6. You shall file a written acceptance of the certificate granted in this proceeding with the Director of the Telecommunications Division.
7. Prior to initiating service, you shall provide the Manager of the Commission's Consumer Affairs Branch with your designated contact person(s) for purposes of resolving consumer complaints and the corresponding telephone number(s). This information shall be updated if the name or telephone number changes, or at least annually.
8. You shall notify the Director of the Telecommunications Division in writing of the date interLATA service is first rendered to the public within five days after service begins and again within five days of when intraLATA service begins.
9. You shall keep your books and records in accordance with the Uniform System of Accounts specified in Title 47, Code of Federal Regulations, Part 32.
10. In the event your books and records are required for inspection by the Commission or its staff, you shall either produce such records at the Commission's offices or reimburse the Commission for the reasonable costs incurred in having Commission staff travel to your office.

Appendix A

11. You shall file an annual report with the Director of the Telecommunications Division, in compliance with GO 104-A, on a calendar-year basis, using the information request form developed by Commission staff and contained in Appendix B. You shall file an annual affiliate transaction report with the Director of the Telecommunications division, in compliance with D.93-02-019, on a calendar year basis, using the form developed by the Commission staff and contained in Appendix C.

12. You shall ensure that your employees comply with the provisions of Public Utilities (PU) Code § 2889.5 regarding solicitation of customers.

13. The certificate granted and the authority to render service under the rates, charges, and rules authorized will expire if not exercised within 12 months after the effective date of this order.

14. PU Code 708 requires public utilities to provide ID badges to all employees with a format specified in that Section, and employees to present that badge when they request entry to customer or subscriber premises. You shall send a letter to the Director of the Telecommunications Division within 60 days of the effective date of this order declaring that you have issued the required badges.

15. If you are 90 days or more late in filing an annual report or in remitting the fees listed above, Telecommunications Division shall prepare for Commission consideration a resolution that revokes your CPCN, unless you have received the written permission of Telecommunications Division to file or remit late.

16. You have requested an exemption from the requirement to file tariffs and have represented to the Commission that you are qualified for such an exemption and further that you will abide by the Commission's consumer protection rules adopted in D.98-08-031 as modified from time to time.

17. You must abide by the Commission's consumer protection rules adopted in D.98-08-031 as modified from time to time. A copy of the currently effective rules is Appendix D to this decision.

Appendix A

18. If your company is planning to discontinue service or to file for bankruptcy, you are required to contact the Bankruptcy Coordinator in the Telecommunications Division immediately. Please ask us for instructions in your particular circumstances; our rules are designed to ensure that your telecommunications customers receive adequate notice and are minimally inconvenienced. Your compliance is necessary so that you are not penalized for failure to follow Commission rules.

(END OF APPENDIX A)

Appendix B

TO: ALL INTEREXCHANGE TELEPHONE UTILITIES

Article 5 of the Public Utilities Code grants authority to the California Public Utilities Commission to require all public utilities doing business in California to file reports as specified by the Commission on the utilities' California operations.

A specific annual report form has not yet been prescribed for the California interexchange telephone utilities. However, you are hereby directed to submit an original and two copies of the information requested in Attachment A no later than March 31st of the year following the calendar year for which the annual report is submitted.

Address your report to:

Director, Telecommunications Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102-3298

Failure to file this information on time may result in a penalty as provided for in §§ 2107 and 2108 of the Public Utilities Code.

If you have any question concerning this matter, please call (415) 703-2883.

Appendix B

Information Requested of California Interexchange Telephone Utilities.

To be filed with the Director, Telecommunications Division, California Public Utilities Commission, 505 Van Ness Avenue, Room 3251, San Francisco, CA 94102-3298, no later than March 31st of the year following the calendar year for which the annual report is submitted.

1. Exact legal name and U # of reporting utility.
2. Address.
3. Name, title, address, and telephone number of the person to be contacted concerning the reported information.
4. Name and title of the officer having custody of the general books of account and the address of the office where such books are kept.
5. Type of organization (e.g., corporation, partnership, sole proprietorship, etc.).

If incorporated, specify:

- a. Date of filing articles of incorporation with the Secretary of State.
 - b. State in which incorporated.
6. Commission decision number granting operating authority and the date of that decision.
 7. Date operations were begun.
 8. Description of other business activities in which the utility is engaged.
 9. A list of all affiliated companies and their relationship to the utility. State if affiliate is a:
 - a. Regulated public utility.
 - b. Publicly held corporation.

Appendix B

10. Balance sheet as of December 31st of the year for which information is submitted.

Income statement for California operations for the calendar year for which information is submitted.

(END OF APPENDIX B)

Appendix C

CALENDAR YEAR AFFILIATE TRANSACTION REPORT

1. Each utility shall list and provide the following information for each affiliated entity and regulated subsidiary that the utility had during the period covered by the annual Affiliate Transaction report.
 - Form of organization (e.g., corporation, partnership, joint venture, strategic alliance, etc.);
 - Brief description of business activities engaged in;
 - Relationship to the utility (e.g., controlling corporation, subsidiary, regulated subsidiary, affiliate);
 - Ownership of the utility (including type and percent ownership);
 - Corporate officers.
2. The utility shall prepare and submit a corporate organization chart showing any and all corporate relationships between the utility and its affiliated entities and regulated subsidiaries listed in #1 above. The chart should have the controlling corporation (if any) at the top of the chart; the utility and any subsidiaries and/or affiliates of the controlling corporation in the middle levels of the chart and all secondary subsidiaries and affiliates (e.g., a subsidiary that in turn is owned by another subsidiary or and/or affiliate in the lower levels. Any regulated subsidiary should be clearly noted.
3. For a utility that has individuals who are classified as “controlling corporations” of the competitive utility, the utility must only report under the requirements of #1 and #2 above any affiliated entity that either (a) is a public utility or (b) transacts any business with the utility filing the annual report excluding the provision of tariffed services.
4. Each annual report must be signed by a corporate officer of the utility stating under penalty of perjury under the laws of the State of California (CCP 2015.5) that the annual report is complete and accurate with no material omissions.
5. Any required material that a utility is unable to provide must be reasonably described and the reasons the data cannot be obtained, as well as the efforts expended to obtain the information, must be set forth in the utility’s annual Affiliate Transaction Report and verified in accordance with Section 1-F of Decision 93-02-019.

Appendix C

6. Utilities that do not have affiliated entities must file, in lieu of the annual transaction report, an annual statement to the Commission stating the utility had no affiliated entities during the report period. This statement must be signed by a corporate officer of the utility stating under penalty of perjury under the laws of the State of California (CCP 2015.5) that the annual report is complete and accurate with no material omissions.

(END OF APPENDIX C)

Appendix D
Consumer Protection Rules
Detariffed Services (Contract Option)

Rule 1:

- a. Rate information and information regarding the terms and conditions of service shall be provided in writing upon request by a current or potential customer. All of the rates, terms and conditions of service must be stated in a contract that must be signed by the customer and otherwise be enforceable. Although no terms may be incorporated by reference, formulae may be used to calculate rates or charges, where the components of the formulae can be readily ascertained from a public source. All ambiguities will be construed against the carrier. A carrier shall make available to any customer, who requests in writing, information about other service plans pertaining to the product(s) or service(s) the customer is ordering and for which the customer is eligible.
- b. The contract must provide for written notice to the customer at least 7 calendar days prior to termination of service by the carrier, and refund of any customer deposits within 30 days after service has been terminated.

Rule 2:

No change in the rates, terms, and conditions of any service specified in such a contract shall be enforceable unless such change is set forth in a writing signed by the customer who signed the original contract, or that customer's duly authorized agent. As currently provided in D.97-06-096 (as may be amended or superceded), customers must be notified of any change of ownership of the company providing service to the customer as follows:

- a. The notice must be in writing;
- b. The carrier must provide it to customers no later than 30 days before the proposed transfer;
- c. The notice must contain a straightforward description of the upcoming transfer, any fees the customer will be expected to pay, a statement of the customer's right to switch to another carrier, and a toll-free telephone number for questions; and

Appendix D

- d. The notice and the carrier's description of service to customers must be included in the advice letter seeking approval of the change in ownership.

Rule 3:

- a. Pursuant to Public Utilities Code § 2889.5, no carrier or any person, firm, or corporation representing a carrier, shall change a customer's presubscribed telephone service provider without the customer's authorization. All carriers shall comply with the provisions of § 2889.5 as well as other applicable state and federal law as they may be amended or superceded from time to time. Carriers shall be held liable for any violation of § 2889.5 including, but not limited to, the unauthorized termination of a customer's service with an existing carrier and the subsequent unauthorized transfer of the customer to the carrier's own service. Violations may incur a penalty or fine pursuant to Public Utilities Code § 2107 as well those allowed pursuant to other law and Commission policy.
- b. No carrier whose service has been terminated by a customer shall re-establish service for that customer without the express consent of the customer, which consent may not be founded upon any purported term in an agreement for service that binds the customer to take service from the carrier for a specified term, or continually.
- c. All solicitations by carriers or their agents provided to customers must be legible and printed in 10 point type at a minimum.
- d. All promotional and marketing materials used in the offering of detariffed telecommunications services shall be wholly separate from the written contract the customer signs. All terms must be plainly stated in understandable language, and must be in the same language employed when the carrier negotiated the contract with the customer.

Rule 4:

- a. Each bill must prominently display a toll-free number for service or billing inquiries, along with an address where the customer may write to the carrier.

Appendix D

- b. In case of a billing dispute between a customer and the carrier, the carrier will comply with any customer request for the carrier to undertake an investigation and review of the disputed amount.
- c. If a customer fails to pay the undisputed portion of the bill by the Due By Date (no sooner than fifteen days of the date of presentation) shown on the bill, the carrier may notify the customer in writing of such delinquency and indicate that service may be terminated
- d. A carrier may not disconnect service to a customer who has submitted a claim to CSD for investigation and decision, has either paid the disputed amount or has deposited the amount in dispute with the Commission within seven calendar days after the date the carrier notifies the customer that the carrier's investigation and review are completed. However, in no event shall the carrier disconnect service prior to the Due By Date shown on the bill.
- e. In no event shall a carrier disconnect service to a customer who has deposited the full amount in dispute with the Commission so long as the undisputed amount is paid.

Rule 5:

Carriers are restricted from releasing nonpublic customer information in accordance with PU Code §§ 2891, 2891.1, and 2893, and any other applicable state or federal statutes or regulations, as they may be amended from time to time, that pertain to customer privacy. Carriers shall also comply, so long as those rules remain generally applicable to other carriers, with the Commission's rules set forth in Appendix B of Decision Nos. 92860 and 93361, as modified, which generally prohibit, with certain exceptions, the release of calling records and credit information of all subscribers – both residential and business – absent the receipt of a search warrant under federal or state or in response to a subpoena or subpoena duces tecum authorized by a federal or state judge.

Rule 6:

Consistent with our authority over all other carriers, IECs offering detariffed service are directed to cooperate fully by responding in a timely fashion to any request by the Commission or its staff for documents including but not limited to the customer-carrier contract, billing records, customer calling records, solicitations and

Appendix D

correspondence from the carrier to the customer, applicable third party verifications, and any other information or documentation regarding a customer complaint. The carrier shall fully comply with a request for such documents or information by the Commission or its staff no later than ten business days from the date of request. Failure by an IEC to comply with this rule may result in penalties as set forth in PU Code §§ 2107, 2110, and 2111. 7.

Any limitation of liability provision contained in a contract for detariffed services shall in no way limit the ability of a complainant to recover reparations before the Commission.

(END OF APPENDIX D)

Registration Detail

FRN:	0010682326
Registration Date:	04/02/2004 12:21:43 PM
Last Updated:	06/30/2014 09:19:00 AM
Entity Name:	Inmate Calling Solutions, LLC
Entity Type:	Private Sector , Limited Liability Corporation
Contact Organization:	
Contact Position:	Director
Contact Name:	Mr Ken R Dawson
Contact Address:	2200 Danbury San Antonio, TX 78217 United States
Contact Email:	kdawson@icsolutions.com
ContactPhone:	(210) 581-8104
ContactFax:	(210) 832-8915

VII. COMPLIANCE, EXCEPTIONS, OBJECTIONS & REQUESTED CHANGES

9.1.3.7 Section VII: Compliance, Exceptions, Objections and Requested Changes:
Bidders shall carefully review the scope of work specifications, terms, and conditions of this RFP.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has carefully reviewed the scope of work specifications, terms, and conditions of this RFP, and are confident in our ability to provide Humboldt County with state-of-the-art systems and services that meet or exceed your needs.

9.1.3.7.1 Compliance. Bidders shall complete and include the **Requirements/Specifications Tables in Section 4.1, Section 4.2,** and if Bidder elects to include in proposal, the Optional Section 4.3.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has completed and included the **Requirements/Specifications Tables in Section 4.1, 4.2, and Optional Section 4.3 on the following pages** of our proposal response.

9.1.3.7.2 Exceptions. Any exceptions, objections, or requested changes to this RFP shall be clearly stated and explained with supporting rationale in **Attachment E - Exceptions.** Descriptions of any exceptions, objections or requested changes should include the page and paragraph number of the referenced portion of this RFP. Protests based on any exception, objection or requested change to this RFP shall be considered waived and invalid by the Sheriff's Office if the exception, objection or requested change is not clearly identified and explained.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Exceptions, if any, are clearly stated and explained at the **very end of this section VII.**

VII.1. SCOPE OF WORK SECTION 4.1 (JMS)

4.1 Jail Management System Requirements and Specifications:

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
A	<u>Technical Specifications</u>			
1	The system shall utilize the latest technology to provide a state-of-the-art environment that will serve Humboldt County needs for the present and the future that allows easy expansion, upgrade, integration, and maintenance. The County is open to cloud-based JMS services and reporting.	X		
2	The system shall offer a high level of reliability. It shall be capable of operating 24 hours per day, 7 days a week.	X		
3	The system shall store all jail management information and all parameter setups within an ODBC-compliant relational database. The County's current JMS ODBC database is Microsoft SQL Server.	X		
4	The Relational Data Base Management System (RDBMS) shall support performance monitoring tools and activity statistics reporting features. Statistics should be available on database access rates (both update and query) by program, terminal, and ID, and by time of day.	X		
5	The RDBMS shall include a powerful set of administrative tools to monitor utilization, trace database access chains, optimize schema and sub-schema definitions, model, report areas/pages percent full, and to optimize file placement and layout.	X		
6	The system shall have the capability for user to change, add, or delete column headings and to have drop-down boxes.	X		
7	The system shall include an active, user-friendly integrated data dictionary. This dictionary shall be an integral component of the data access capabilities, including the definition of both data attributes and values.	X		
8	The system shall include a data import facility which permits transferring data from other data files or attaching data files into the database; and with the option for date and time stamps.	X		
9	The system shall have the capability to have multiple screens open at the same time without the user having to log out or close	X		

INMATE CALLING SOLUTIONS

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
	current screen.			
10	The system shall have end-user query facilities, which permit easy access to the information in the database.	X		
11	The system shall utilize a Graphical User Interface (GUI) allowing for both keyboard and point-and-click software navigation.	X		
12	The system shall include all frequently used terms, statutory codes, and descriptors in administrator-defined tables rather than application code.	X		
13	The system shall minimize disk space usage for empty values in lengthy text fields.	X		
14	The system may be designed for a client-server architecture or cloud-based.	X		
15	The system shall have client software that is capable of running on an IBM-class personal computer with a minimum of a Pentium IV processor and 256MB RAM.	X		
16	The client software shall have capability to operate on Internet Explorer and Java-based programs.		X	The system is not browser or java based; it requires a .NET framework
17	The system shall provide for unattended on-line systems backup with no need to logoff the users.	X		
B	<u>General Features</u>			
1	The system shall be capable of complete on-line, real-time record creation, modification, reporting, and retention.	X		
2	The system shall be ODBC/OLEDB-compliant so that it can be used in conjunction with products such as Crystal Reports, Microsoft Word, Microsoft Excel, Microsoft Access, etc.	X		
3	The system shall allow access to the system by multiple administrators.	X		
4	The system shall allow the Humboldt County Systems Administrators to specify password access parameters, including password expiration period, prohibit reuse of previous passwords, required mix of alpha and numeric characters, and a minimum	X		

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
	password length. Passwords must be encrypted.			
5	The system shall provide multiple levels of security to limit access to specific data, users, modules, and/or specific tasks. The System Administrator shall be able to modify the levels of security.	X		
6	The system shall allow the System Administrator to set user accounts and passwords, to define roles and access rights, and to tailor other system-level features such as lookup tables and system parameters.	X		
7	The system shall have multi-facility capabilities.	X		
8	The system shall have the capability to track the inmates that Humboldt County has housed at other jail facilities.	X		
9	The system shall be capable of managing and tracking: inmates that are under the supervision of the Humboldt County, but are not physically housed in the Humboldt County facility; and inmates that are participating in “not in jail” programs (i.e., County’s SWAP Program).	X		
10	The system shall have the ability to replace labels and captions with alternate names. Where words are presented to the user, the Humboldt County administrator can change the words to anything that makes more sense to the Humboldt County personnel. This will include title bars, labels, captions in text boxes, captions in frames, captions for radio buttons and check boxes, message boxes (for any information, including error messages). All help including F1 help, status bar help, tool tip help, will be user definable.		X	The system does not do title bars currently; however, we will work with the agency to build this functionality.
11	The system shall make extensive use of pull-down windows containing menu screens and shall be designed in a well - organized fashion with easy to read screen formats.	X		
12	The system shall be designed so that the operator is automatically guided to the next step in the process.	X		
13	The system shall allow for user-defined data entry screen flow.	X		
14	The system shall allow automatic sequencing between data entry screens. (i.e. backwards, and forwards) plus access to any authorized screen at any time, without stopping the workflow task.	X		

INMATE CALLING SOLUTIONS

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
15	The system shall be capable of performing all operations on both current and historical inmate records.	X		
16	The system shall be controlled by designated County authorized user-maintained tables.	X		
17	Authorized users shall have the ability to change or modify these tables online as necessary, using a user-friendly interface.	X		
18	Online changes made to the system tables shall take effect upon next login by the user.	X		
19	The system shall provide function and hot key consistency across all screens and modules. (Example: If F9 causes a Commit Record function in the Booking Module, it must likewise cause the same function in all other modules.)	X		
20	The system shall provide the inmate photo on all inmate related screens.	X		
21	The system shall have user-definable alerts that can be entered by any authorized personnel and shall be displayed on all inmate screens in an easy to see area of the screen.	X		
22	The alerts shall be open-ended or of a finite duration.	X		
23	Inmate Alerts – The system shall ensure that inmate enemies, keep-separates, etc. can be easily recorded into the system, and that under no circumstances will the system allow any inmate to be housed in the same housing unit, scheduled to the same area (except court appearances and emergency medical situations) with another inmate identified as such.	X		
24	The system shall, after the user has completed input into the system on new arrestees, print a hardcopy booking record which contains the current photo-image of the arrestee. Authorized Humboldt County personnel shall be able to print this booking record at any time from any module in the system. They shall be able to print portions of the booking record.	X		
25	The system shall provide for replacement wristband inserts to be printed, and at the user's discretion, schedule for deduction of a System Administrator-defined fee from the affected inmate's jail account (and relay such information to the Inmate Accounting Module).	X		

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
26	The system shall provide abort functionality to allow users to exit the current view and return to the previous view, without affecting the data in the previous view.	X		
27	The system shall provide for multiple means of navigating between multiple fields of each given screen, including using the Tab, Back tab, and Enter keys.	X		
28	The system shall event trigger fields where if a 'Yes' or 'No' is entered into the field, corresponding fields related to the trigger field, must be entered before the user can exit the screen. Example: If 'Yes' is entered for an inmate for bonds, then the user should not be allowed to continue processing until he has entered the bond information.		X	We currently do not have this function; however we are willing to work with the agency to build this functionality.
29	The system shall provide Alt-Tab Windows functionality to allow users to open multiple applications in Windows and toggle easily between them.	X		
30	The system shall allow for Insert and Type-over functionality on all data entry.	X		
31	The system shall allow the user to select an entry from a drop-down list by pressing a function key or pointing and clicking on the field with a mouse, and the selected entry will be loaded to the data field.	X		
32	The system shall be designed with validation ("look up") tables that will be constructed for all fields having specific data elements associated with them.	X		
33	The system shall alert the user automatically when an incorrect entry is made in any field having a validation table associated with it. By pressing a function key or pointing and clicking on the field with a mouse, this shall open a validation table for user selection of the correct entry.	X		
34	Bar code readers shall be implemented to monitor the movements of the inmates and the Humboldt County personnel.	X		
35	The bar code readers shall interface with the Jail Management software to produce a log of inmate and personnel movements.	X		
36	The system shall allow the user to easily transfer data to corresponding data fields in user-defined templates in Microsoft		X	Will work with agency to add this

INMATE CALLING SOLUTIONS

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
	Word.			functionality.
37	The system shall produce all printed documents and other items required for the efficient operation of the facility, such as bonds, cash receipts, property receipts, incident reports, checks, and inmate ID cards, visitor id badges, inmate wristbands, inmate mug shots and lineups, etc.	X		
38	Data table maintenance, system and data backups, system and user security, addition/configuration/movement of workstations, printers, scanners and other hardware, must be available to Humboldt County staff to facilitate flexible responses to changing needs of Humboldt County.	X		
39	The system shall provide full audit trails of all changes to inmate records and user records, including the date and time of the change, the user who made the change, and the exact information that was changed.	X		
40	The system shall automatically record all user prompts, warnings, and advisories, and all user responses to such messages, whenever such prompts, warnings, and advisories may affect the safety of users or inmates.		X	We currently do not log all prompts or responses to messages, but we can work with agency to build this functionality.
41	The system shall track all accesses to the inmate records, to allow the agency to identify users, by who accessed the records and from what workstation. This shall include standard reports that will allow the Humboldt County administrators to review user actions with respect to a specific inmate for a specified period, or to review all user actions for a specified period.	X		
42	The system shall provide a comprehensive inventory system that will allow the Humboldt County to manage equipment, inmate food service supplies, inmate supplies, office supplies, etc. This inventory system shall provide item quantities, item description, reorder points, deduction from inventory, adding purchases into inventory, etc.	X		
43	The Inventory system shall allow for barcoding of the items.	X		

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
44	The system shall allow the capture of digital signatures to be used in various modules of the Jail Management system. Examples of digital signature use are incident reports, check writing, committal sheets, property sheets, etc.	X		
45	The system shall have an Emergency Out Feature. This feature shall allow the user to enter a function key or a set of key strokes, to immediately shut down the Jail Management system on the PC. This will be used when an emergency arises that requires the user to quickly leave the workstation (fights, lockdowns, fires, etc.)	X		
46	The system shall have the capability to interface with the Humboldt County's computerized electronic security system so that when the panic button on the security system is pressed, the workstation running the jail management software will immediately shutdown.	X		
47	The system shall have scanning technology so that various types of documents can be scanned and attached to the inmate's records. The system shall have the capability to scan from multiple work stations when the user has the authorized security.	X		
48	The system shall provide a quick response to operator actions.	X		
49	The system shall be designed in a manner that minimizes the number of steps required to execute any action.	X		
50	The system shall perform rollbacks when a transaction is disconnected prior to completing the required updates to the files.	X		
51	The system's rollback functionality shall decrease the number of record locks on inmate records that require user intervention to correct.	X		
52	E-Mail Messaging – The system shall have the capability to notify by e-mail, one or more designated groups of people, of impending events at the Humboldt County. These events can be system triggered, or manually generated.	X		
53	The system shall have the capability to provide a request system that will record, track, and maintain a history of requests from inmates, personnel, and other designated people.	X		
54	The system shall provide a venue management system that will allow Humboldt County personnel to schedule any user-defined	X		

INMATE CALLING SOLUTIONS

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
	room in the Humboldt County, for classes, conferences, programs, etc.			
55	The system shall allow for user-defined documents and questionnaires.	X		
56	When a document/questionnaire is saved, they shall be automatically associated with the inmate records and retrievable when viewing the inmate's records.	X		
57	Information entered automatically and/or manually into a document/questionnaire shall be saved as part of the document/questionnaire, such that retrieval does not require regeneration of the document. Such information must be capable of being automatically extracted for statistical purposes at a later time.	X		
58	The system shall include an on-line Help function that shall be available from all modules and screens within the Jail Management system. The on-line Help shall extend to any applications and security managers support and security modules.	X		
59	The on-line Help system shall include user-friendly help screens, screen-oriented information processing, and fields and field-oriented data processing.	X		
60	The on-line Help system shall allow access to on-line manuals for the system.	X		
61	The on-line Help system shall permit the System Administrator to add information as needed, to the existing Help messages, without requiring Bidder interaction or assistance.	X		
62	The system shall comply with all Federal, State and Local regulations for the management of inmates in a corrections institution.	X		
C	<u>Intake Processing</u>			
1	The system shall allow for immediate retrieval of all previous booking information on each arrestee, upon arrival at the intake area of the Humboldt County.	X		

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
2	The system shall allow for previous booking information searches based on arrestee name, date-of-birth, race, gender, social security number, or aliases, and any combination of the same.	X		
3	The system shall have the capability to allow County to control mandatory fields, and with the option to force the user to tab through all the intake fields to ensure that the intake officer verifies the fields for correctness.		X	We do have mandatory fields; we are willing to work with agency for tab through function.
4	The system shall allow the intake officer to enter the intake date and time.	X		
5	The system shall assign a permanent, unique, identification number to each arrestee with no previous record information on the system, assign the same Permanent Number to the current record for all previous records of each arrestee having such records on the system, allow for multiple Permanent Number information on the same arrestee to be merged under the original Permanent Number, once identified, and relay such updates to all auxiliary database information (i.e., court case management system, etc.). The system shall maintain the Master Numbers.	X		
6	The inmate number shall start at the number one and as each new inmate is added to the system, the number shall be incremented by one.	X		
7	The system shall provide System Administrator-customizable drop-down lists for the race, hair color, eye color, and skin tone, the arresting agency, offense code/charge, the court having jurisdiction, and any other system code tables.	X		
8	The system shall be capable of scanning the court documents and attaching them to the inmate's records.	X		
9	The system shall accept unlimited alias names, SSN's, and Date of birth associated with an inmate.	X		
10	The system shall provide an integrated photo-image capture utility that enables the intake officers to take mugshots, scars, marks, and tattoos, and any other image deemed important and attached the images to the inmates' records.	X		

INMATE CALLING SOLUTIONS

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
11	The system shall, upon entry of the date-of-birth of each arrestee, calculate and display the age of the arrestee.	X		
12	The system shall have the capability to enter an age range when the intake officer does not have a date of birth, for the inmate being booked.	X		
13	The system shall provide a queue screen containing the names of all arrestees admitted to the Humboldt County who have not yet completed the booking process, sorted by time of intake (the most recent arrival listed last). This screen shall be available from all other intake screens.	X		
14	The system shall provide easy input and display for multiple charges on each arrestee.	X		
15	Print and Release – The Booking Module of the system shall provide a facility for an abbreviated in and out booking of arrestees whose release has been authorized upon or shortly after their arrival at the Humboldt County and who have no detainers outstanding; in these cases, only arrest, charge, property, and bond information will be entered before the arrestee is fingerprinted, photographed, and allowed to proceed to the release area.	X		
16	The system shall provide for the inventory and receipt of all property confiscated from the arrestee.	X		
17	The booking process shall have an interface with the Inmate Accounting Module so that money confiscated from the arrestee is recorded, but not posted to the inmate’s jail account, until it is verified by the accounts clerk.	X		
D	<u>Inmate Release</u>			
1	The system shall alert the releasing officer that there are active “holds” or Detainers on the inmate.	X		
2	The system shall allow the user to record the return of personal property to each inmate being released (from information previously input into the system).	X		
3	The system shall allow the user to return all unencumbered monies on each inmate’s jail trust account at the time of the inmate’s release, in the form of a system-generated check, and	X		

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
	record an itemized record of the transaction.			
4	The release process shall handle temporary releases for the County's SWAP program, weekend-sentenced offenders, emergency leave, work release, and temporary loan to other agencies.	X		
5	The system shall alert the releasing deputy if charges against active inmates are determined to have no bond.	X		
6	The system shall allow the user to input the exact date and time that each inmate is being released from the Humboldt County facility.	X		
7	The system shall cancel future events, except court dates, on the inmate's calendar (health appointments, etc.) upon the individual's release from the Humboldt County facility.	X		
E	<u>Classification</u>			
1	The system shall allow the agency to build custom interview questionnaires based on the facility's unique classification questions for custody level or housing assignment.	X		
2	The system shall allow the classification officer to record a classification interview, assign a classification, and schedule a review process.	X		
3	The system shall have user-defined cell type codes (single, double, ADA, dorm area, medical, isolation, etc.), cell gender codes (male, female, unknown, N/A, etc.), and custody level.	X		
4	The system shall provide a recommended custody level and cell assignment, based on the information about the inmate and the classification questionnaire score.	X		
5	The system shall record past security classifications, relevant data from previous bookings (incidents, threats, violence, etc.) and a history of housing units to which the inmate has been assigned.	X		
6	The system shall provide for user override of any recommended custody level and/or cell assignment and require the user to document reasons within that record for any such override.	X		
7	The system shall provide for real-time user-friendly changes in both custody level and cell assignment.	X		

INMATE CALLING SOLUTIONS

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
8	The system shall provide a process that will allow the Humboldt County personnel to produce a user-defined number of days segregation review. The system shall have the capability to automatically notify medical or other staff, when the required user-defined number of days medical screening is due for inmates in medical, administrative and disciplinary segregation.	X		
F	<u>Inmate Records</u>			
1	The system shall provide for the merging of multiple named records into one master name record, when aliases or other errors in recording are identified or discovered.		X	The system tracks the master individual fingerprint; we are willing to work with agency on merging function.
2	The system shall calculate sentences for inmates based on user defined criteria and various agency-defined jail credits.	X		
3	The system shall be able to calculate sentences that are concurrent and/or consecutive.	X		
4	The sentence calculations shall be capable of combining multiple sentences, chaining of sentences, from multiple charges, into a correct final out date for the inmate.	X		
5	The system shall be capable of calculating a correct early out date for the inmate.	X		
6	The system shall allow the user override of system-calculated sentence dates and amend the inmate's sentence (i.e. appeal, revocation of parole, court orders, recapture or escape). The system shall also allow the user to enter a record of breach of sentence or recalculate the attendance schedule to account for time missed or resultant penalties.	X		
7	The system shall allow the user to record continuances and reschedule hearings as authorized by the respective orders of the court in session.	X		
8	The system shall provide System Administrator-customizable drop-down lists for the court, judge, disposition, and bond condition fields.	X		

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
9	The system shall manage weekender, periodic, and evening sentences and generate an attendance schedule for the inmate. All reporting dates and times must be updateable, and each scheduled appearance must be recorded as it occurs.	X		
10	The system shall allow for the entry of detainers, warnings, and victim notifications on inmate records.	X		
11	The system shall provide the capability to capture substance abuse screenings, breath test results, and other required test results.		X	We will work with agency to create desired screenings.
12	The system shall manage the transfer of inmates between Jail facilities and for tracking the inmates that are outside the facility.	X		
13	The system shall allow the user to record all inmate transports, including the name of the transporting officer and agency, the date and time of the transport, the reason(s) for the transport, whether or not the inmate is to be returned to the Humboldt County, and, if so, the date and time the inmate is to be returned, and actual time the inmate was returned to the Humboldt County. Other fields include authorizing supervisor, beginning mileage, ending mileage, vehicle number, cost of gas, food, and lodging.	X		
14	The system shall provide for the standardized description of reason(s) for transport and other law enforcement agencies, including system Administrator-customizable drop-down lists (with word/phrase completion or hot-key functionality).	X		
G	<u>Medical Services (ON HOLD)</u>			
H	<u>Inmate Management</u>			
1	The system shall designate an inmate as part of the facility head count based on incarceration status. The incarceration status will be agency-defined, with a simple workflow-driven release procedure for removing individuals from the head count.	X		
2	The system shall manage the placement of inmates on work programs.	X		
3	The system shall track the attendance, completion, and rejections of the inmate's work programs.	X		

INMATE CALLING SOLUTIONS

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
4	The system shall capture the employment hours of each inmate in the Work Release and/or SWAP program and also capture the date, the start time, and the time returned to the facility.	X		
5	The system shall keep an inmate calendar. It shall allow the user to record agency defined calendar events for an inmate. The calendar shall support single events and recurring events. The system shall warn of scheduling conflicts, but the user can override.	X		
6	The system shall allow the user to record the departure of each inmate from his/her housing pod to each System Administrator-definable scheduled and unscheduled event outside the pod, both manually by keyboard and by means of reading a barcode number corresponding to the event and associating the barcode with the wristband barcode of each inmate attending the event.	X		
7	The system shall record the inmate's location in the facility (cell, library, recreation yard) or log them as being outside of the facility (court appearance, doctor's appointment, etc.)	X		
8	The system shall allow the Humboldt County staff to move inmates, to perform temporary releases and to perform transfers.	X		
9	The system shall log information concerning fugitive transports.	X		
10	The system shall have the capability to create, view and modify group events.	X		
11	The system shall provide the capability to manage the inmate property.	X		
12	The property shall be tracked by location, quantity, item description, owner of property.	X		
13	The system shall be capable of barcoding the property bags for each inmate.	X		
14	The system shall notify the user inputting event information of any scheduling conflicts (i.e., court appearances, temporary transfers to other agencies, medical appointments, other events, etc.), and allow authorized overrides of such conflicts, including the name of the user authorizing the override and the reason for the override, and relay the override information to the user from which the scheduling conflict originated, notifying the user of the override.	X		

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
15	The system shall provide the user with an on-line log to note the performance of routine to-do tasks, observances of behavior and condition of inmates on special custody, and information to be read by relief personnel on other shifts, etc.	X		
16	The system shall have a simple update for daily activity logs.	X		
17	The system shall have the ability to interface with hand-held units for performing bed checks and security inspections.	X		
18	The system shall manage inspections for housing, equipment, personnel, monthly inspections, vehicle inspections, shakedown reports, etc.		X	We will need to add inspections for the agency and are able to do so.
19	The system shall incorporate detailed incident reporting and logging features.	X		
20	The system shall allow the user to input the standard information on persons wishing to visit inmates in the Humboldt County. Example: Name, address, phone number, Driver's License number, etc.	X		
21	The system shall allow the Humboldt County staff to use an identification card scanner to gather positive identification information for visitors. Examples: Driver's License, Passports	X		
22	The system shall provide a National Crime Information Center (NCIC) query for outstanding warrants on each visitor, using the information previously input into the system.	X		
23	The system, upon receiving a response from any outstanding warrant inquiry on the visitor, shall display an alert on the screen, but not keep the visitor from being checked-in.	X		
24	The system shall have the capability to create temporary ID badges for all visitors checked in to the Humboldt County.	X		
25	The system shall disallow registration of visitors who are recorded by the System Administrator as prohibited from visiting one or more particular inmates, or all inmates in general.	X		
26	The system shall allow brief messages, and/or warnings, to be entered prior to, and prominently displayed, whenever certain individuals register to visit certain inmates.		X	We are willing to work with the agency to add visitor alert functionality.

INMATE CALLING SOLUTIONS

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
27	The system shall be able to detect and alert the user if the visitor has been incarcerated recently.	X		
28	The system shall allow the user to record each stage of the inmate disciplinary process, retrieving inmate data from previously entered information in the system, and narrative information from the Jail Incident Reporting feature.	X		
29	The inmate disciplinary process shall provide System Administrator-customizable drop-down lists for administrative rule violations and sanction codes.	X		
30	The system shall allow the user to authorize the deduction of System Administrator-definable property damage fees from each inmate found by the Jail Discipline Committee to have committed a prohibited act causing such damage.	X		
31	The system shall be able to schedule disciplinary hearing dates from a System Administrator-definable timetable (and relay such scheduled events to the other modules in the system).	X		
32	The system shall allow the user to record the minutes of each disciplinary hearing, including the names of each member of the Jail Discipline Committee, the time and date of the hearing, the witnesses called to the hearing and a summary of each witness's testimony, the names of any staff members representing the accused inmate, and the findings of the Committee for each prohibited act.	X		
33	The system shall provide the capability to attach recorded media files to the inmate's disciplinary records. Examples are mp3, wav, etc.	X		
34	The system shall integrate sanction (punishment) data with the appropriate other modules, within user-defined time limits.	X		
35	The system shall allow the user to rescind any sanction (and the integrated effects of same with other modules in the system) upon authorization of the Humboldt County Commander, as a result of the inmate's appeal to same, and record date and reason(s) for each rescission.	X		
36	The system shall allow the user to input each grievance received, by inmate name, type of complaint, and date received and assign a user-defined grievance tracking number.	X		

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
37	The system shall notify the user on a daily basis of the System Administrator-definable deadline of all unanswered grievances currently in the system, with those due on the current date, listed first.	X		
38	The system shall allow the user to record the staff response to each inmate grievance, including the date and name of the staff member generating the response.	X		
39	The system shall allow the user to record appeals to any answered grievance within a System Administrator-definable time limit, from the date in which the grievance was answered, including the date the appeal was filed, and the results of the appeal.	X		
I	<u>Inmate Trust Accounting</u>			
1	The system shall interface with the County's Commissary system (Keefe). Keefe provides and manages the Inmate Trust Accounting.	X		
J	<u>Inmate Commissary</u>			
1	The system shall interface with the County's Commissary system (Keefe). Keefe provides and manages the Inmate Commissary.	X		
K	<u>Inmate Telephone System</u>			
1	Capability to interface with the County's inmate telephone system.	X		
L	<u>Identification Systems</u>			
1	The system shall provide for a barcode and keyboard interface to inmate records through a unique tracking number encoded on each inmate's wristband.	X		

INMATE CALLING SOLUTIONS

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
2	The system shall provide or interface with Dynamic Imaging or a photo imaging utility provided by the Bidder to digitally capture, store, and retrieve views of each inmate in a data storage-conservative, industry standard, graphical format (e.g., JPEG, TIFF, PNG) and integrate each view with the associated inmate's database record.	X		
3	The system shall allow multiple capture stations.	X		
4	The system shall facilitate positive identification of inmates at any time. It must be capable of displaying and printing images of the inmate from any standard SVGA monitor without additional video hardware and from any of the inmate related screens.	X		
5	The system shall be able to print captured photo images with associated text, on HP LaserJet, DeskJet, color or black-and-white video printers.	X		
6	The system shall be capable of capturing and storing multiple photographs of each inmate with each admission of the inmate to the Humboldt County facility. Photographs must be capable of being copied and pasted into Windows applications, such as Microsoft Word using standard Windows interface functionality.	X		
7	The photo-imaging system shall allow for unlimited photos for each inmate, to be captured for each view, and shall date and time stamp those images.	X		
8	The system shall allow the user to download arrestee information into the corresponding fields of the automated fingerprint system. Humboldt County is using the Cross-Match Fingerprinting system.	X		
9	The system shall allow for the storage and itemization of digitized photo-images of any scars, marks, or tattoos in addition to the mugshot photo-image.	X		
10	The system shall be able to display to a screen, and/or to hardcopy a photo by cell number, by bed, for each housing area. The inmate's photo will be attached to the cell information for each housing area. This will be a replacement for our current Board Tag process.	X		
11	The system shall have the capability to generate board tags, wanted posters, press release forms and other user-defined	X		

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
	formats, with the photo image of the requested inmate.			
12	The system shall be able to generate a Line-Up, upon user input of the physical characteristics of a particular suspect (race, gender, age, height, weight, skin tone, etc.), both hardcopy and softcopy collections of previously stored photo-images of inmates with similar physical characteristics.	X		
13	The system shall allow the user using the Line-Up feature, to jump to and from each displayed photo-image.	X		
14	The system shall allow the Line-Up feature to be able to display at least six (6) color photo-images at one time, on a standard PC monitor.	X		
15	The system shall provide the ability to create a photo ID or badge.	X		
M	<u>Reporting</u>			
1	The Bidder shall provide a list of standard reports and formats.	X		
2	Create ad-hoc and other custom programmed reports to meet the current and changing needs of the facility without necessitating vendor intervention. The system shall have the ability to print reports on demand that are scheduled by date and time. Reports must be capable of being routed to any printers on the system by the user, as needed.	X		
3	A library of standard management reports shall be available on-line that allow for the entry of variable data, such as date and time ranges.	X		
4	These standard reports shall be automatically printed at predetermined printers or printed on demand as needed.	X		
5	Printer setup shall conform to Windows interface standards utilizing standard printer drivers and LAN mapping.	X		
6	The system shall provide a variety of management information reports. Although most reports will be routine, data must be stored in ODBC/OLE-compliant format so as to enable reporting through use of industry standard desktop report writers, RDBMS, etc.	X		
7	The system shall be capable of producing Management reports in	X		

INMATE CALLING SOLUTIONS

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
	graphical format through industry standard, ODBC/OLE compliant, Ad-hoc Reporting Tools.			
8	Routine reports, daily and/or monthly, shall be provided to permit a comprehensive review of the activity/information recorded by the Jail Management System.	X		
9	Report production shall be menu driven, enabling any authorized user to easily select a report, and by following easy system prompts, produce the desired document(s).	X		
10	All ad-hoc reports shall be capable of being executed by a batch scheduler, to ensure the efficient control of report creation. Batch reports/schedules must be modifiable by Humboldt County staff.	X		
11	The system shall be capable of generating, at the user's discretion (provided the user has the appropriate level of security), both hard and softcopy daily reports, of all adult arrestees accepted for housing at the Humboldt County.	X		
12	Detailed inmate population information, incident reporting information, and various information logs shall be maintained to facilitate the proper allocation of manpower and resources of the facility.	X		
13	The system shall be capable of generating, at the user's discretion, both hard and softcopy daily reports of all adult arrestees released from the custody of the Humboldt County.	X		
14	The system shall automatically generate a daily listing of inmates who still require an initial classification or require a reclassification.	X		
15	The system shall allow the user, on demand, to obtain a daily list of inmates scheduled for superior and state court bench and trial appearances.	X		
16	The system shall provide the capability to print designated forms that are user-definable.	X		
17	The system shall provide a sick call list.	X		
18	The system shall provide the capability to print a medical summary sheet that can accompany the inmate when they are being transported to the hospital, doctor, another facility, etc.		X	We will work with agency to create the report.

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
19	The system shall be able to report inmate participation in System Administrator-definable events by inmate, by date, and by event.	X		
20	The system shall be able to generate, in both hardcopy and softcopy format, a daily list of scheduled activities for each housing unit.	X		
21	The system shall be able to generate, in both hardcopy and softcopy format, an up-to-the-minute roster of all inmates currently assigned to a particular housing unit, subdivided by housing pod and cell assignment.	X		
22	The system shall provide reports on dietary restrictions or requirements for the inmates housed in the Humboldt County.	X		
23	The system shall permit full billing and contract management for interagency relationship, including invoicing, payment recording, and reports.	X		
24	The system shall provide an Outside Agency billing report that will bill agencies who have their inmates incarcerated in the County jail. The system shall use billing fees based on user-definable fees and billing criteria.	X		
25	The system shall have the capability to track and report on expenditures from the inmate canteen fund.	X		
26	The system shall provide the capability to generate a hardcopy citation to an inmate, based on a Humboldt County Officer's disciplinary response to an inmate's behavior. When the third citation is processed for an inmate, the system will trigger a message to the Classification section that a third violation has occurred.	X		
27	The system shall generate a hardcopy, monthly and annual report, of all grievances received and responded to during the time period.	X		
28	The system shall allow the user to track answered grievances by date range, by inmate, by subject, and by housing location.	X		
N	<u>Interfaces</u>			
1	The system shall interface with the applicable County systems (commissary, inmate telephones, fingerprinting, Dynamic Imaging, etc.).	X		

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
2	The system shall interface to the Victim Information and Notification Everyday Systems (VINES) or similar system to support victim notification.	X		
7	Interfaces are required to meet member county interface (records access) requirements. The system must operationally interface and be fully capable/functional with the current Records Management System (RMS). The system should provide an interface to member jurisdictions records management software for the receipt and transfer of subject information such as court data, warrants, mug shots, demographics, booking information, and gang information. Retrieval, maintenance, access, and updates must be automatic between both systems and that no personal intervention is necessary. If arrest information is entered into a jurisdiction's RMS prior to booking, the RMS data should pass to the JMS to avoid reentry of data. At a minimum there shall be an interface that will allow a member jurisdiction's mobile RMS the ability to query the JMS records in real time for inmate data, booking information and mug shots. The system should be formatted for conversion of some old JMS data such as names and mugshots.	X		
O	<u>Training and Documentation</u>			
1	Training must be sufficient to prepare Humboldt County staff to fully and completely administer and maintain the system without further reliance on Bidder staff beyond normal assistance covered by the service maintenance agreement. Initial series of training shall be face-to-face, and subsequent training sessions may utilize online meetings, web conferencing and videoconferencing.	X		
2	Video and/or audiotaping of all training shall be provided by the Successful Bidder.	X		
3	Train the Trainers: Jail Management System User Training for a selected team of trainers.	X		
4	System Administrators Training: This training would include staff members in an application software administrator role.	X		
5	Application Support: This training would include technical staff	X		

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
	members (e.g. data management, county information technology staff, and data base administrators).			
6	On-site training shall be provided during regular working hours (8:30 A.M. to 5:00 P.M., Monday – Friday, with 60-minute lunch breaks). Location and number of attendees will be determined by the County with the Successful Bidder at a later date.	X		
7	All training will include detailed documentation and reference materials for each individual that attends a training session. The documentation shall include systems administration, operator, and user training guides.	X		
P	<u>Systems Maintenance and Warranty</u>			
1	The Bidder shall provide a Maintenance Agreement for the length of the Services contract. The first year of maintenance, after system acceptance, shall be at no charge to Humboldt County. The Maintenance Agreement shall include, but not be limited to, the following: <ul style="list-style-type: none"> • Application Support • Support Management • Business Hours and On-Call After Hours Emergency Support • Support Call Response Escalation • New Release Updates • Training • Remote Connection 	X		
2	The Bidder shall be capable of remotely diagnosing system problems, and the potential shall exist for the remote correction of system problems or failures.	X		
3	The system shall be capable of automatically alerting service personnel if there is a system abnormality.	X		
4	The Bidder shall describe the typical frequency of standard product upgrades. They should also define the method and amount of downtime needed for installing upgrades on the server and how upgrades are distributed to client workstations. They should also describe the additional training and documentation	X		

INMATE CALLING SOLUTIONS

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
	that is typically supplied with the upgrades.			
5	The Bidder shall provide system software and updates on a periodic basis. The Bidder must stipulate whether the software for the system is an additional charge on installment and future updates.	X		
6	The Bidder shall warrant their product(s) to be free of defects or imperfections that prevent full performance, for a period of two years from the date of system acceptance by Humboldt County.	X		
7	This warranty shall run consecutively with any other applicable manufacturer's warranty.	X		
8	Any reproducible errors that are found during this warranty period shall be corrected at the Bidder's expense.	X		
9	The Bidder shall provide eight (8) hours (8:00 am to 5:00 PM) a day, Monday through Friday, excluding holidays, for normal system technical assistance calls. The Bidder shall also provide for twenty-four (24) hours a day, 365 days a year, for system outages and major system repairs. Refer to Attachment C – Service Level Agreement for Services .	X		
10	The Bidder shall provide toll-free service/support.	X		

VII.2. SCOPE OF WORK SECTION 4.2 (ITS)

4.2 Inmate Telephone Services Requirements and Specifications:

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
A	General Requirements			
1	The Bidder shall have the capability for the billing and collection of all completed inmate Collect, Prepaid, and Debit calls in accordance with FCC and CPUC recorded and approved tariff rates.	X		
2	The Bidder shall have the capability to provide capability for Collect, Prepaid, and Debit calls.	X		
3	The Bidder shall have the capability to offer a one-time service, targeted to called parties who do not have a Prepaid or Debit account, or who may be blocked from receiving Collect calls. The call is connected by providing the receiving party with an alternative payment mechanism, if traditional Collect is not available or cannot be billed, allowing recipients of inmate Collect calls to pay for that call. When the call is placed, the called party will be prompted for credit card information and once received and validated, the call will be connected. Subsequent Collect calls to the called number will be denied, prompting the called party to set up a Prepaid or Debit account.	X		
4	The Bidder shall have the capability to provide the County the ability to establish maximum Collect call charge limits to a telephone number, for credit-worthy end users and the flexibility to change the Collect call thresholds. The initial Collect call thresholds will be set at a minimum of Seventy-Five Dollars (\$75.00) per telephone number per month. Once the threshold is reached, only prepaid or debit calls will be authorized. Collect call thresholds cannot be changed by the Bidder, without approval of the County. The County will have the option of changing the Collect call threshold as it deems fit, with a month's notice to the Bidder.	X		
5	The Bidder shall have the capability to provide Personal Identification Numbers or Personal Authorization Numbers	X		

INMATE CALLING SOLUTIONS

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
	(PINS) to each inmate.			
6	The Bidder shall have the capability to provide an Authorized Call list or Personal Allowed Number (PAN) list. The inmate will have a maximum of 20 pre-approved telephone numbers.	X		
7	The Humboldt County Sheriff's Office will not be responsible for any uncollectible charges, including but not limited to incomplete calls and bad debt on Collect calls. The Successful Bidder shall not bill users for incomplete calls (e.g., network intercept recordings, busy signals, no-answers, etc.).	X		
8	The Successful Bidder shall, at the end of the third year of the Agreement or thereafter, replace any or all Workstation-related components at the request of the County should equipment be determined as outdated and/or inefficient.	X		
9	The Successful Bidder will be responsible for paying for and installing any additional physical plant requirements (power, security, data, cabling, physical space, HVAC, etc.). Any cabling, wiring, or conduit installed becomes the property of the County.	X		
10	The Successful Bidder shall be responsible for obtaining, developing, and implementing the interface requirements (i.e., with Commissary Vendor) required to implement the Inmate Telephone System and associated services (i.e. PINs, Debit, etc.). The Bidder shall bear all costs of required interface(s).	X		
11	The Bidder shall have a Back-Up or Redundancy Plan, as well as a Disaster Recovery Plan and provide its processes, policies, and procedures relating to the preparation of recovery or continuation of the requirements in this Agreement preceding and/or following a natural or human-induced disaster.	X		
12	The Bidder shall have the capability to provide Investigative and Analytical Tools that provide linkages, relationships, associations, and mapping of data points; data mining, data analytics, data visualization; and predictive modeling. Investigative Tools shall include call trace, call history detail, call monitoring without inmate or other party detection and recording and other call detail capabilities that can be used to aid investigations related to the detention facilities.	X		

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON-COMPLIANCE
B	System Requirements			
1	The Bidder's system shall be of an open architecture to allow ease of integration with existing or future systems that operate on either PC-based networks, mainframes, or other platforms. The Bidder will be responsible for any interface costs with JMS or Commissary systems.	X		
2	The Bidder's system shall permit one-way outgoing calls billed to the called party or charged to a debit system set up for inmate use for the purpose of placing phone calls through this system. The Inmate Telephone System shall provide for an automated operator telephone system and shall be capable of providing services by Bill Type (Collect, Prepaid, Debit) and Call Type (local, intra-LATA, inter-LATA, Interstate, International). The Bidder's automated operator Inmate Telephone System shall also provide prepaid international call services throughout Canada, Mexico, South America, and to overseas destinations.	X		
3	The Bidder's system shall provide Direct Bill capability.	X		
4	The system's Graphic User Interface (GUI) shall be in web format, compatible with Microsoft Internet Explorer 6.0 and higher for end users. The GUI shall be true-web based with nothing being installed on the local computer. The Bidder shall be willing and able to make system changes (including GUI) to better support the needs of the Humboldt County Sheriff's Office. The system may need to operate independently from the County or Sheriff's Wide Area Network (WAN) and/or Local Area Network (LAN).	X		
5	Phone calls made through the Inmate Telephone System shall be capable of being monitored, recorded, and archived, with the exception of calls made to criminal defense attorneys, including the Humboldt County Public Defender, California Bar list and Alternate Public Defender. Calls made to criminal defense attorneys are identified by numbers that have been predetermined and downloaded by the Bidder into the Inmate Telephone System.	X		
6	Conversely, the system shall block calls as determined by the SHERIFF to certain numbers on a system-wide basis and to	X		

INMATE CALLING SOLUTIONS

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
	others on a case-by-case basis. System-wide blocked calls include those to prosecuting attorneys and government officials. Once provided with the numbers by the SHERIFF, the Successful Bidder shall download the numbers into the Inmate Telephone System. Calls to victims and/or witnesses shall be blocked on a case-by-case basis by adding specific numbers into the Inmate Telephone System.			
7	The Inmate Telephone System shall provide sufficient security safeguards to preclude fraudulent use of the system. Such safeguards shall include measures to prevent incoming calls, as well as the detection and rejection of outgoing calls to unauthorized numbers, attempts to initiate 3-way calls, call forwarding, and/or calls to non-billable numbers.	X		
8	The system shall be capable of blocking three-way calling, conference calling, and call forwarding. The system shall have the capability of permitting the called party to block all future calls from the Humboldt County Sheriff's Office jail(s). Calls cannot be blocked due to a lack of LEC or CLEC billing agreements with Bidder. Calls may be blocked to telephone numbers that have unbillable call blocks, or when the customer refuses to pay for approved calls to that number.	X		
9	Unauthorized call attempts shall be flagged, archived, and alert reports shall be generated. The system shall provide the ability to selectively monitor call activity in real time and initiate appropriate action as necessary. The system shall be capable of retrieving and generating inmate unauthorized call activity logs for specified periods.	X		
10	The system shall record the content of all telephone connections. Recordings will be selectable by telephone instrument, group of telephone instruments, facility, or called number. Once recorded, the content of the call shall be stored for retrieval for the life of the contract, and the system shall have the capability to transfer the recorded calls to removable media for archiving, or review.	X		
11	The system shall be capable of generating a variety of management reports. The system shall be able to identify calls by time, location, specific telephone instrument, inmate PIN, or	X		

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON-COMPLIANCE
	number called. The system shall also be able to identify call trends, such as a reduction in call volume, which may be an indication of a possible maintenance problem.			
12	The Successful Bidder shall be responsible for system maintenance records which identify problems that have been encountered, and the reporting of the corrective action taken to the Humboldt County Sheriff's Project Manager and/or County Designee. Any routine or scheduled maintenance that could affect access to phones, revenue, and/or billing generation shall be conducted during the off-peak hours of 10:00 pm to 06:00 am.	X		
13	The Inmate Telephone System shall be able to determine if mutual agreements exist that will allow for the collection of Collect call charges, or that the call recipient's accounts are current and in good standing. If the call is determined to be non-billable, the call recipient or inmate shall be afforded the opportunity to complete the call utilizing prepaid services. If both parties decline, the call will not be authorized to go through.	X		
14	The system shall not allow chain dialing and secondary tones, "hook switch dialing," and other fraudulent activities. Inmates shall be required to hang up before dialing a new number.	X		
15	Automated call instruction/announcements shall be in English and Spanish, and announcement will indicate that the call may be recorded or monitored with active consent from both parties.	X		
16	System will have voice instructions for recipient to accept, reject, or block calls by pressing a keypad number. Recorded greeting to the called party that indicates the call is a Collect call from the Humboldt County Sheriff's Office facility and is subject to recording and/or monitoring, provide the called party with the identity of the calling party and provide the called party with the opportunity to accept or reject the call. The conversation shall be blocked until the called party accepts the call.	X		
17	The system shall utilize positive call acceptance and active consent for all touch-tone calls and shall allow passive acceptance for any rotary-dial calls.	X		
18	The called party shall be informed of the cost of the call prior to accepting the call, on all types of Collect calls.	X		

INMATE CALLING SOLUTIONS

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
19	The Bidder shall have the capability to provide system capabilities for protection from power surges and equipment capabilities for protection from power outages.	X		
20	Pursuant to California Penal Code 851.5, inmates are entitled to three free local telephone calls at the time of booking. Telephones located in the intake area will be configured to allow inmates to make local calls to landline and cell phones at no cost. The Bidder shall provide these calls at no cost to the Humboldt County Sheriff's Office and will tell the County what constitutes a local call. The system shall allow free calls to the California Relay Service (CRS) to assist impaired inmates and shall also allow County to specify speed dials. Humboldt County Sheriff's Office or his designee has the exclusive right to determine which telephone numbers are designated as free calls and will provide written notification to Bidder.	X		
21	Call set-up and acceptance process shall be completed within 30 seconds or less (from off-hook to call connection/rejection). The call length timer starts when positive acceptance of the call is made.	X		
22	The system shall provide for automated turn on and shut off at designated times and system shut off capabilities from designated Jail control rooms.	X		
23	The system shall allow multiple authorized operators simultaneous access while maintaining high-level security to prevent unauthorized use and access to the Inmate Telephone System. State maximum number of simultaneous authorized operator access to the system.	X		
		X		
C	Inmate Telephones			
1	All inmate telephone instruments shall be of rugged construction, stainless steel, or in combination with a corrosion resistant finish, and suitable for use in high use and high abuse corrections environments. The phone shall be a mid-size phone approximately 15 " H x 8"W x 4"D capable of mounting to cement wall, block wall, stainless steel shrouded columns, or protected external enclosures. The instruments shall be suitable	X		

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON-COMPLIANCE
	for indoor and outdoor installations and have a heavy chrome metal twelve-button keypad, a handset with an armored cord and cradle. The instruments shall be utilized for outgoing calls only and shall not be capable of accepting coins or credit cards as payment.			
2	Inmate telephone instruments shall be durable, tamper-proof, and consist of rugged steel encased housings and shockproof keypads suitable for jail environments that minimize vandalism and destruction of property. All handsets, ear and mouthpieces, shall be of heavy-duty construction with no removable parts, and shall be installed in such a manner that no safety hazard is present to the user. Telephone devices will be configured with a braided steel receiver cord twelve (12) inches in length to reduce the risk of suicide by hanging. Any new, or replacement telephone instruments shall be configured with the telephone handset cord exiting the instrument from the top, in a central position. Any existing handset cords longer than 12 inches shall be replaced within 90 days of contract award. Cordless phones shall have an on/off hook switch. All telephone instruments shall be water resistant and fire-proof and have key-locked mountings to the wall. All other equipment including outdoor installations shall meet Department safety and security standards.	X		
3	Telephone instruments shall have touch-tone keypads.	X		
4	The Bidder's automated operator Inmate Telephone System shall be designed for use by the hearing impaired. Provisions for the deaf shall comply with Americans with Disabilities Act (ADA), and Telephone Devices for the Deaf (TDD) regulations and standards. Fixed or mobile TDD instruments shall be provided based on the needs of each facility, as determined by the Humboldt County Humboldt County Sheriff's Office. Required locations of the TDD instruments will be provided by the County to the Bidder.	X		
5	Amplified handsets shall be required in all areas. Those telephones shall be fitted with a volume control device, which allows the inmate to increase or decrease the volume of the headset earpiece.	X		

INMATE CALLING SOLUTIONS

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
6	The system shall have the capability to turn telephones on or off remotely throughout the system and have a manual or automated on/off switch in selected locations within each facility. Instruments shall provide the capability to mute the inmate's ability to speak to the call recipient until the call is accepted, and to disable the telephone keypad during a call. The telephone instruments shall not have any coin return slots.	X		
7	The Successful Bidder shall provide all telephones, hardware, software, wiring, cabling, conduit, jacks, plates, and related hardware at no cost to the County. The Bidder shall complete all wiring and fastening of the telephones, including cabling, wiring, conduit, cross-connect jacks, plates, and related hardware, if needed. All electrical equipment shall be installed in compliance with National Code requirements. All telephones shall be securely fastened to the wall with security hardware approved by the Humboldt County Sheriff's Office. The Humboldt County Sheriff's Office reserves the right to pre-approve mounting and installation.	X		
8	Telephone instruments shall be line powered such that, the phone does not require separate electrical power at the device. Telephone instruments shall be specifically designed for use in a correctional environment and shall be approved by Humboldt County Sheriff's Office before installation. Converted coin phones will not be accepted.	X		
D	Call Monitoring/Recording System			
1	The system shall have a call monitoring and recording system that records every call made by the system and stores recorded calls for the life of the contract.	X		
2	The system shall have the capability to disconnect a call that is being monitored, and a secure monitoring platform for remote call monitoring.	X		
3	Calls to certain predetermined telephone numbers shall not be recorded. The system shall be able to exempt specific telephone numbers from monitoring or recording. The system shall be capable of identifying specified telephone numbers as "do not	X		

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON-COMPLIANCE
	record”.			
4	The recording system shall incorporate proven technology to scan recordings, search recordings, highlight recordings with notes, and transfer recordings for use by the staff in their routine investigations.	X		
5	The system shall have the capability, on demand, to store recordings on the hard drive(s) and the recording shall be accessible instantly.	X		
6	The system shall include an alert system that will detect and notify calls made to restricted numbers, calls made by restricted individuals, or calls made from restricted phones.	X		
7	The system shall provide for the monitoring of live inmate calls without any detectable deterioration of call quality or call interruptions.	X		
8	The system shall have the ability to “fade out” a portion of the monitored conversation to distinguish between the speaking parties.	X		
9	The system shall be configured/networked such that all recorded calls may be accessed from any workstation. The system shall be configured for both public and private secured networks.	X		
10	The system shall have the ability to provide, print, download and e-mail reports on a daily, weekly, monthly, or real time basis. All reports should be selected by any combination of location, PIN, phone, number dialed, time/date, duration, call type, call status, etc., by the County’s staff.	X		
11	The system shall have the capability of reverse lookup of phone numbers called to provide call detail.	X		
12	The system shall be fully supported by remote maintenance including remote polling capabilities and system self-diagnostic to create “trouble tickets” when a system problem is discovered.	X		
13	The system shall be capable of automatically transcribing flagged calls using “key word search.”	X		
14	The system shall have the ability to monitor the visitation telephones on all visiting stations at all Humboldt County Sheriff’s Office Jail facility(ies).	X		

INMATE CALLING SOLUTIONS

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON- COMPLIANCE
E	Maintenance and Repairs			
1	The equipment installed at the Jail shall remain the sole and exclusive property of the Bidder. Humboldt County Sheriff's Office will not be responsible for any damage to equipment.	X		
2	The Successful Bidder shall provide all necessary labor, parts, materials and transportation to maintain all inmate telephones and related service equipment in good working order, and in compliance with the equipment manufacturer's specifications throughout the term of the contract.	X		
3	The Successful Bidder is responsible for all maintenance and repairs to inmate telephones and the Inmate Telephone System. A single point of contact with the Bidder, via a toll-free telephone number and an e-mail address, shall be established by the Bidder for reporting all inmate telephone problems. This toll-free maintenance/repair telephone number, answered by a live operator, shall be available for reporting inmate telephone problems twenty-four (24) hours per day, every day of the year. Refer to and comply with Attachment C –Service Level Agreement for Services .	X		
4	The Successful Bidder shall provide for a Technician/Site Administrator as needed to do preventive maintenance and servicing as needed, for the life of the contract. The Bidder will be responsible for training the Technician/Site Administrator on the equipment and software to be serviced.	X		
5	The Successful Bidder will provide and maintain an adequate inventory of spare parts readily available for repairs and maintenance of the system. The Bidder shall provide a statement of spare part availability and delivery durations when such parts are not on hand at the site.	X		
6	The Bidder shall have procedures and schedules to conduct monthly Preventive Maintenance on ITS and all equipment, and instruments included therein, and preparation of Monthly Maintenance Reports indicating the nature and scope of the Preventative Maintenance performed. The Bidder shall provide all necessary labor, parts, materials, technical personnel, and transportation necessary to maintain the ITS and all of its	X		

CAPABILITIES AND FEATURES REQUIREMENTS		COMPLY	DO NOT COMPLY	EXPLANATION FOR NON-COMPLIANCE
	components in good working order, including the performance of Preventive Maintenance.			
7	The Successful Bidder shall be responsible for determining whether line access failure is the fault of the local exchange carrier (LEC), the inter-exchange carrier (IEC), or the Bidder's equipment. When the Bidder determines the agency responsible for failure, then the Bidder shall contact the agency responsible for failure and jointly resolve the failure at no cost to the County. If the failure is determined to be the fault of the Bidder's equipment, hardware, software or wiring, the Bidder shall correct the problem at no cost to the County.	X		
8	The Successful Bidder shall notify the Humboldt County Sheriff's Office at least twenty-four (24) hours prior to any planned occurrence that may result in a service interruption to any inmate phone or service that lasts in excess of fifteen (15) minutes.	X		
F Training/Ongoing Operations				
1	The Successful Bidder shall provide initial and ongoing annual training on Inmate Telephone Services and any associated service offering, and the inmate telephone workstation features and usage for all workstations at the Humboldt County Sheriff's Office Jail(s). The Bidder shall provide a detailed scope of training, including training schedule, length of training, various times training can be provided and number of personnel that can attend a training session. Training should occur no later than 14 days from the "go-live" date, at no cost to the County.	X		
2	The Successful Bidder shall provide training on Inmate Telephone Service upgrades or any component thereof.	X		
3	The Successful Bidder will actively engage and participate in regular Bi-Annual Operations Review Meetings.	X		
4	The Bidder will actively engage in and participate in an annual review of the Contract.	X		

INMATE CALLING SOLUTIONS

G	Management Reporting			
1	<p>Project Status Reports: The Successful Bidder shall prepare and submit Project Status Reports during the System Integration Period to the County. The Bidder shall submit such reports to the County and County Designee on the 1st and 15th of each month or the next working day if the due date falls on a Saturday, Sunday or holiday. Such reports shall, at a minimum, state:</p> <ul style="list-style-type: none"> • Period covered by the report; • Project progress and plans; • Issues tracking, including deficiencies; • Project schedule including work scheduled for completion which was completed, and work scheduled for completion which was not completed; • Updates to the Project Control Document; • Project risks identified through the quality assurance process; and • Any other information that the County may reasonably require. 	X		
	<ul style="list-style-type: none"> • Period covered by the report; 	X		
	<ul style="list-style-type: none"> • Project progress and plans; 	X		
	<ul style="list-style-type: none"> • Issues tracking, including deficiencies; 	X		
	<ul style="list-style-type: none"> • Project schedule including work scheduled for completion which was completed, and work scheduled for completion which was not completed; 	X		
	<ul style="list-style-type: none"> • Updates to the Project Control Document; 	X		
	<ul style="list-style-type: none"> • Project risks identified through the quality assurance process; and 	X		
	<ul style="list-style-type: none"> • Any other information that the County may reasonably require. 	X		
2	<p>Monthly Project Reports: The Bidder shall submit Monthly Project Reports, pertaining to the operation and maintenance of the ITS. Monthly reports shall be for the period including the first day of the month through the last day of the month. Such reports shall include, but not be limited to, the following:</p> <ul style="list-style-type: none"> • Call Detail Reports • List of Telephones: This report shall include but shall not be limited to information on facility name, address, telephone number, location of phone, installation date, date removed, date reinstalled. Report shall be updated monthly. Total down time for each phone shall also be included. These reports shall be available as to all Workstations. • Total Calls Completed and Billed Report: Report shall be in summary format by facility and telephone number. Reports shall include the total number of calls, total minutes, amount billed, and shall be broken down by Bill Type (Collect, Prepaid, Debit) and by Call Type (Local, Intra-Lata, Inter-Lata, Interstate, and International calls). • Total Calls Not Completed Report: Report shall be in summary format, and shall include the total number of calls, broken down by Bill Type (Collect, Prepaid, Debit) and by Call Type (Local, Intra-Lata, Inter-Lata, Interstate, and International calls), as well as indicating the cause associated with the incompleteness of the calls and an aggregate total of each value. 	X		
	<ul style="list-style-type: none"> • Call Detail Reports 	X		
	<ul style="list-style-type: none"> • List of Telephones: This report shall include but shall not be limited to information on facility name, address, telephone number, location of phone, installation date, date removed, date reinstalled. Report shall be updated monthly. Total down time for each phone shall also be included. These reports shall be available as to all Workstations. 	X		
	<ul style="list-style-type: none"> • Total Calls Completed and Billed Report: Report shall be in summary format by facility and telephone number. Reports shall include the total number of calls, total minutes, amount billed, and shall be broken down by Bill Type (Collect, Prepaid, Debit) and by Call Type (Local, Intra-Lata, Inter-Lata, Interstate, and International calls). 	X		
	<ul style="list-style-type: none"> • Total Calls Not Completed Report: Report shall be in summary format, and shall include the total number of calls, broken down by Bill Type (Collect, Prepaid, Debit) and by Call Type (Local, Intra-Lata, Inter-Lata, Interstate, and International calls), as well as indicating the cause associated with the incompleteness of the calls and an aggregate total of each value. 	X		

	<ul style="list-style-type: none"> Commissions Report: This report shall contain the annual or monthly historical contemporary Commissions payment and information. 	X		
	<ul style="list-style-type: none"> Summary of Any Unauthorized Inmate Call Activity Detected Report: Report shall be in summary format by facility and shall contain any information available to support the subsequent investigation of such activities. 	X		
	<ul style="list-style-type: none"> Summary of System Outages and/or Maintenance Performed Report: Report shall be in summary format by facility and shall contain a brief problem description and corrective action taken to resolve the problem. The report shall also include the date and time and who notified the County or County Designee. 	X		
	<ul style="list-style-type: none"> Telephone Inspection and Maintenance Log: This report shall be submitted to the County and County Designee on a quarterly basis or as required by the County. 	X		
	<ul style="list-style-type: none"> The Bidder's reporting system shall have Ad Hoc Query and report capability and may require format modification to enhance readability at the request of the County or County Designee. 	X		
3	Year-End Summary Reports: The Successful Bidder shall submit Year-End Summary Reports, including Annual System Management Reports, pertaining to the operation of the Bidder's automated operator ITS. The reports shall minimally provide total call volume, total minutes, and total revenue for each Bill Type (Collect, Prepaid, Debit) and by Call Type (Local, Intra-Lata, Inter-Lata, Interstate, and International calls), and shall also include an aggregate total of each of these values. The reports shall also indicate the MAG and Commissions, uncollectibles, and recovered uncollectibles, including any accounts receivables sold during the year.	X		
4	The Successful Bidder shall submit one (1) soft copy of each of the Monthly Project Reports, Monthly System Management Reports, and Year-End Summary Reports on flash drives or CD-Rs to the County Project Manager and to the County Designee.	X		
5	The written reports shall utilize Microsoft Word or .pdf for the narrative portions, and Microsoft Excel for the Inmate billing and commissions earned reports.	X		
6	The written reports are due no later than 5:00 p.m. (PST) on the 5th business day of the month reporting on ITS for the prior month.	X		
7	The Year-End Summary Reports are due no later than 5:00 pm, on the fifth (5th) day of the month following Agreement year-end, reporting on the ITS for the subject Agreement year.	X		

INMATE CALLING SOLUTIONS

8	Upon County's request County's Project Manager or County Designee and Successful Bidder's Account Manager will meet on reasonable notice to discuss Bidder's performance and progress under this Contract. If requested, Bidder's Account Manager and other personnel shall attend all meetings.	X		
H	Annual Review			
1	Within thirty (30) calendar days following the end of the Agreement year, Bidder Project Manager or Senior Management personnel shall meet with the County and County Designee (if applicable) and provide a comprehensive report of Inmate call activity for the Agreement year, along with providing a comprehensive presentation recapping any key areas of successes and/or concerns, as well as addressing intended strategies for the upcoming contract year. This will also include a Contract Review for the preceding year.	X		
I	Leave-Behind Solution			
1	The Bidder will provide a leave-behind solution at the end of the contract term. All CDRs, call and visitation recordings, documentation, reports, data, etc. are the property of the County and shall be provided to the County by the Bidder on a secure storage medium, and in a usable, user-friendly, searchable electronic format at no cost to the County within fifteen (15) days following the expiration and/or cancellation of the Agreement. The Bidder shall accept County's reasonable decision whether the solution provided is acceptable. The leave-behind solution shall be easily accessible for seven (7) years after contract end date, and at Humboldt County Sheriff's option, the leave-behind solution shall be located in a County-designated location.	X		
J	Project Implementation			
1	Project Control Document (PCD) - Upon effective date of Agreement, the Bidder shall create, and deliver to the County and County Designee, Project Control Documents (PCDs), consistent with the Scope of Work. The contents of each PCD shall include the relevant elements of the following:	X		
	• Introduction	X		
	• Executive Summary	X		
	• Project Mission & Objectives	X		
	• Project Scope	X		
	• Work Breakdown Structure	X		

	• Master Project Schedule	X		
	• Change Control Plan	X		
	• Project Team	X		
	• Risk Assessment & Management	X		
K	Integration of New Inmate Telephone System			
1	The Bidder shall submit detailed plans for the provision of necessary telephone equipment and the integration of the new ITS, while minimizing the impacts to current Inmate telephone system operations. Should Bidder elect to utilize existing Telephone Instruments, Bidder shall at its own risk, cost, and expense enter into an agreement with existing Bidder (GTL) to assume ownership of the current phones, while also ensuring a seamless transition that does not affect the day-to-day operations under the current Inmate Telephone System and services agreement.	X		
2	The new automated operator ITS and Telephone Platform shall become fully operational upon the successful completion of all system integration testing and acceptance by the County. System integration and acceptance test criteria is as follows: all Inmate telephones tested and verified as fully operational, without Deficiencies, and written acceptance by the County Project Manager. All telephone installation plans and schedules will be reviewed and approved by the County Project Manager, in order to minimize impacts to normal operations.	X		

VII.3. SCOPE OF WORK SECTION 4.3 (TABLETS)

4.3 Optional Tablet Program Desired Specifications and Functionality:

	DESIRED SPECIFICATIONS AND FUNCTIONALITY	HAVE	DOES NOT HAVE	COMMENTS
1	Equipment is designed for the correctional environment and has no removable parts.	X		
2	Tablet devices are either tamper-proof or become inactive when tampered with and/or removed from designated secure areas.	X		
3	Tablet Program includes Tablets, charging stations, and content. Mobile charging carts are an option that may be provided for secure storage, that can be rolled with ease from one unit to another and equipped to hold tablets with carrying cases.	X		
4	Tablet is securely cased in hardware that employs chemical and physical bonding to prevent access to the tablet.	X		
5	Tablet does not have ability to take photographs, even if to log onto device.	X		
6	Tablet screen size is between 7 inches and 10 inches.	X		
7	Tablet includes custom software and firmware by the OEM that prevents device tampering, eliminates all background application functionality, and removes external menus, options and input areas.	X		
8	Bidder provides a software solution that is web-based only and optimized for modern web browsers with common HTML5 and Java plug-ins/extensions.	X		
9	A mobile device management platform tailored for correctional usage is included.	X		
10	Tablets are not specific to any one user. The system requires unique logins for inmates to access their account from any device.	X		
11	Tablet provides accessibility features that support individuals with disabilities. Successful Bidder provides the County with regular updates to this information over the course of the contract.	X		

	DESIRED SPECIFICATIONS AND FUNCTIONALITY	HAVE	DOES NOT HAVE	COMMENTS
12	Tablets are Bidder-neutral and able to integrate with any third-party native Android application. Tablets shall have the capability to render County Sheriff's Office-generated web content including but not limited to websites and streaming media.	X		
13	Tablet is capable of integrating with the County's Jail Management System, Inmate Trust Accounts (Keefe), and Inmate Commissary Systems (Keefe), at no cost to the County, including mobile interfaces.	X		
14	Tablet has a proven track record and ability to incorporate web or native Android applications of potential new commissary vendors.		X	The system is currently in Beta, and therefore does not yet have a proven track record. We do however have the ability to incorporate web or native Android applications of potential new commissary vendors.
15	Tablet is equipped for date tracking for investigatory and security measures for facility staff.	X		
16	Tablet system provides the facility with regular detailed reports on usage, including log in days and times for users, courses taken and completed, specific course submissions, scores and other metrics both at the individual user and facility level.	X		
17	The provider will install a managed and secure "dedicated" network throughout the facility that is wholly independent from the County's existing network.	X		

INMATE CALLING SOLUTIONS

	DESIRED SPECIFICATIONS AND FUNCTIONALITY	HAVE	DOES NOT HAVE	COMMENTS
18	Tablets will provide secure and managed wireless connectivity via 802.11n or 802.11ac standards on 2.4Ghz or 5Ghz bands, while providing no access to public-facing internet. Bidder will provide 802.11n or 802.11ac, beamforming access points which must be powered by power over Ethernet (802.3at).	X		
19	Tablet will provide managed secure connectivity for all wide area networking via managed private connection methods such as point to point VPN's or MPLS.	X		
20	Bidder will provide a content delivery network (CDN) appliance on premise to deliver content to tablet users in order to reduce overall WAN (Wide Area Network) bandwidth needs and costs.		X	The proposed system does not require a CDN to deliver content efficiently.
21	All applications are hosted securely, and connections are resilient (load-balanced, high availability, and/or failover).	X		
22	Tablet Program includes revenue-sharing with County on some applications (specify details of revenue-share options)	X		For details on our revenue-share options, please refer to our Cost Proposal in Section V.4
23	Tablet Program has purchase or lease options		X	Purchase or lease options are unnecessary because our shared model gives inmates free access to the tablets – ensuring that every inmate can use the

	DESIRED SPECIFICATIONS AND FUNCTIONALITY	HAVE	DOES NOT HAVE	COMMENTS
				tablet program, regardless of individual financial limitations.
24	Provide standard, basic content offer (what is included), and the educational program.	X		For our basic content offer, please refer to the <u>Available Tablet Product Suite</u> in <i>Section V.3 – Tablet Program</i>
25	Tablets shall have, at a minimum, the following security features: <ul style="list-style-type: none"> • The device does not store data across user sessions • The device can be configured for unique user login for certain users • The device returns to a secure baseline configuration upon logout, restart, or reboot 	X		
26	Tablets shall be capable of rendering content on closed networks or secure zones, completely isolated from the internet.	X		
27	Tablets are capable of displaying the most common file formats for documents, audio, and video, including any integration and/or interfaces, and testing of all required equipment and software, without impacting the normal daily operation of other County system.	X		
28	Tablets are capable of tiered-role privileges that distinguish between users and administrators and their authorized functions.	X		

INMATE CALLING SOLUTIONS

29	Access to boot partitions and the root file system are prohibited.	X		
30	Provides no access to macros, scripting or application programming interfaces.	X		
31	Provides capability to read external media (e.g. DVD drives, thumb drives, portable hard drives).	X		

VII.4. EXCEPTIONS

ATTACHMENT E – EXCEPTIONS TO RFP

CONTRACTOR NAME INMATE CALLING SOLUTIONS, LLC

ADDRESS 2200 DANBURY STREET

SAN ANTONIO, TX 7817

TELEPHONE NUMBER (866) 228-4040

I have reviewed the RFP and General Contract Terms in their entirety and have the following exceptions: (Please identify and list your exceptions by indicating RFP, the Section or Paragraph number, and Page number, as applicable. Be specific about your objections to content, language, or omissions.) (Add as many pages as necessary)

ICSolutions Response:

ICSolutions proposes the following additional language to be added to the Sample Agreement, under Section 25: "Such information and documents shall not include any software, designs plans or related documentation prepared by VENDOR which, unless fully paid for by COUNTY, shall remain the property of VENDOR."

In our response to RFP Section 4.1 (JMS Scope of Work), we delineated the following exceptions where the proposed JMS does not currently support the desired functionality. As noted in our comments, in most cases Beacon will work with the County to build the desired functionality:

- A.16: The system is not browser or java based; it requires a .NET framework.
- B.10: The system does not do title bars currently; however, we will work with the agency to build this functionality.
- B.28: We currently do not have this function; however we are willing to work with the agency to build this functionality.
- B.36: Will work with agency to add this functionality.
- B.40: We currently do not log all prompts or responses to messages, but we can work with agency to build this functionality.

- C.3: We do have mandatory fields; we are willing to work with agency for tab through function.
- F.1: The system tracks the master individual fingerprint; we are willing to work with agency on merging function.
- F.11: We will work with agency to create desired screenings.
- H.18: We will need to add inspections for the agency and are able to do so.
- H.26: We are willing to work with the agency to add visitor alert functionality.
- M.18: We will work with agency to create the report.

In addition, we noted the following exceptions to desired specifications in our response to RFP Section 4.3 (Optional Tablet Program Scope of Work):

- 14. The system is currently in Beta, and therefore does not yet have a proven track record. We do however have the ability to incorporate web or native Android applications of potential new commissary vendors.
- 20. The proposed system does not require a CDN to deliver content efficiently.
- 23. Purchase or lease options are unnecessary because our shared model gives inmates free access to the tablets – ensuring that every inmate can use the tablet program, regardless of individual financial limitations.

ICSolutions does not propose any exceptions to the Inmate Telephone System Scope of Work, nor to any of the other terms or conditions of the RFP or General Contract Terms.

VIII. SERVICE & MAINTENANCE

9.1.3.8 Section VIII: Service and Maintenance: Bidders shall include the following documents:

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions has included all of the documents, as outlined in the requirements below, ***directly following this page.***

- 9.1.3.8.1 Jail Management System Maintenance Agreement - The Bidder shall provide a Jail Management System Maintenance Agreement for the length of the Services contract. The first year of maintenance, after system acceptance, shall be at no charge to Humboldt County. The Maintenance Agreement shall include, but not be limited to, the following:
 - 9.1.3.8.1.1 Application Support
 - 9.1.3.8.1.2 Support Management
 - 9.1.3.8.1.3 Business Hours and On-Call After Hours
Emergency Support
 - 9.1.3.8.1.4 Support Call Response Escalation
 - 9.1.3.8.1.5 New Release Updates
 - 9.1.3.8.1.6 Training
 - 9.1.3.8.1.7 Remote Connection

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions has included a Sample Beacon JMS contract, which contains information about the **Jail Management System Maintenance Agreement** for our proposed Jail Management System, ***directly following this page.*** This Maintenance Agreement includes information on all of the areas outlined above and includes maintenance for the first year at no additional cost.

9.1.3.8.2 Service Level Agreement – Attachment C, signed and dated

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions has included our signed and dated **Service Level Agreement - Attachment C** at the ***very end of this section.***



Sample Contract – can be fully customized to agency needs.

TERMS OF SALE

These Terms of Sale and Software License Agreement (“Terms of Sale”) are entered into by and between **Beacon Software Solutions, Inc.**, a corporation formed under the laws of Florida, having its principal place of business at 1515 E. Silver Springs Blvd., Suite 107, Ocala, Florida 34470 (“Beacon”) and the **Humboldt County Sheriff’s Office**, with its principal place of business located at 826 4th Street, Eureka, CA. 95501 (“HCSO”), for Software, specifically limited to Beacon Jail Management System (“Beacon JMS”), and Services.

RECITALS

NOW, THEREFORE, in accordance with the mutual terms, conditions, requirements and obligations set forth in this Agreement, HCSO and Beacon agree as follows:

The following exhibits are incorporated into these Terms of Sale:

Exhibit A: End User License Agreement

1.0 DEFINITIONS

1.1 **BeaconSS.com** is Beacon’s suite of on-line services and information at <http://www.beaconss.com>.

1.2 **Documentation** is user technical manuals, training materials, Software descriptions and specifications, technical manuals, license agreements, supporting materials and other information relating to Software or Services offered by Beacon, whether distributed in print, electronic, CD-ROM or video format.

1.3 **Effective Date** is the date of the last signature to these Terms of Sale, said signature permitted no later than XXXX XX, 2020.

1.4 **Purchase Order** is an order issued by HCSO to Beacon for Software or Services to be purchased, licensed or provided under these Terms of Sale.

1.5 **Services** are any maintenance, technical support, or any other services performed or to be performed by Beacon, provided that “Services” does not include those services for which Beacon requires a separate statement of work to be executed between the parties.

1.6 **Software** is the machine-readable (object code) version of the computer programs made available by Beacon, including any copies of, bug fixes for, updates to, or upgrades thereof. Software does not include any computer programs of any third party.



2.0 SCOPE

2.1 These Terms of Sale set forth the terms and conditions for HCSO's purchase of Services. HCSO shall not resell to, make available for use by, or otherwise transfer title to any Software to any end user or other third party.

2.2 HCSO is not authorized by these Terms of Sale to resell Software to any United States federal, state, or local entity, or any foreign entity.

3.0 PRICES

3.1 Price for installation of the Beacon JMS, training, travel costs, and the first year of maintenance and support will be **\$195,800.00 (US Dollars)**. Annual maintenance and support thereafter shall be **\$34,840.00 (U.S. Dollars)** for each year of maintenance and support for "Beacon JMS" Software, for a total 7-year minimum. After the required minimum commitment, annual maintenance and support will be optional and renewable annually.

4.0 ORDERS

4.1 HCSO shall purchase Services by issuing a Purchase Order signed by its authorized representative, indicating specific Software and Services, any Beacon product numbers, quantity, unit price, total purchase price, tax exempt certifications if applicable, contract reference, and identity of the end user for the Software and Services. In the case of a conflict between the PO and these Terms of Sale, the Terms of Sale shall control.

4.2 Beacon shall use commercially reasonable efforts to provide order acknowledgement information within five (5) business days for all Purchase Orders. Following Beacon's receipt of any Purchase Order, Beacon Customer Service will review and accept or decline a Purchase Order, and no other person is authorized to accept Purchase Orders on behalf of Beacon. Beacon Customer Service may accept a Purchase Order even if some of the information required by Section 4.1 above is missing or incomplete.

4.3 No cancellation of a Purchase Order shall be accepted by Beacon, except as may be set forth in a separate written agreement mutually signed by Beacon and HCSO.

4.4 Contract number shall appear on all invoices, packages, shipping notices, or other written documents affecting any order.

5.0 PAYMENT

5.1 HCSO will be provided an invoice for the first half and second half of the project with the first 50 percent due at signing of the contract. Payment shall be made in U.S. Dollars.

5.2 If, at any time, HCSO is delinquent in the payment of any invoice, or is otherwise in breach of the terms of the agreement between Beacon and HCSO, Beacon may, without prejudice to its other rights, withhold installation of software and services until complete payment has been received.

5.3 Any sum not paid by HCSO when due shall bear non-compounded interest at a rate of one and one-half (1 ½) percent per month from the day after due date to the date of payment and said rate shall apply to any judgment rendered for non-payment.



5.4 If any annual support payment is not received by Beacon by the due date described in the invoice, Beacon will cease support of the jail management system, effective no earlier than thirty (30) calendar days after the support payment is due. In lieu of ceasing support of the jail management system, Beacon may, in its discretion, agree to provide support for the system for payment at an hourly rate of \$250.00 US dollars by HCSO until the annual support payment is received.

6.0 OBLIGATIONS OF PARTIES

6.1 Beacon shall complete installation of the Beacon JMS Software in accordance with the terms of its licensing agreement with HCSO.

6.2 Beacon shall provide updates and upgrades to the Beacon JMS Software, as available, during the term of an existing maintenance agreement. Any new feature request(s) that are mutually agreed upon will be provided at no cost, a priority will be set on the feature(s) and logged into the Beacon's software tracking system. If a feature is not mutually agreed upon, or immediate action is required, the HCSO may wish to have the feature(s) completed at Beacon's hourly rate of \$250.00. An estimate will be provided to the HCSO by Beacon prior to beginning work.

7.0 PROPRIETARY RIGHTS AND SOFTWARE LICENSING

7.1 Subject to the terms contained in Beacon's End User License Agreement ("EULA"), Beacon grants to HCSO a non-exclusive, non-transferable license to use the Software and Documentation for HCSO's internal use during the term of these Terms of Sale, solely as permitted by Section 2.0 (Scope) and Section 7.0 (Proprietary Rights and Software Licensing) of these Terms of Sale. Any resale of Software or Documentation to any person or entity is expressly prohibited.

8.0 LIMITED WARRANTY

8.1 **Software and Services.** Services provided hereunder shall be performed in a workmanlike manner consistent with industry standards. Software will be provided in an operable, fully-functional condition. HCSO must notify Beacon promptly, but in no event more than thirty (30) calendar days after completion of the Services, of any claimed breach of this warranty. HCSO's sole and exclusive remedy for breach of this warranty shall be re-performance of the Services.

8.2 **Restrictions.** The limited warranties referenced in this Section 8.0 do not apply if the Software (a) has been altered, except by Beacon, (b) has not been installed, operated, repaired, used or maintained in accordance with instructions made available by Beacon, or (c) has been subjected to abnormal or unusual physical or electrical stress or environmental conditions, misused, or negligently handled or operated.



9.0 DELAY IN DELIVERY

9.1 If Beacon is delayed in making delivery by any acts or neglect of HCSO or its employees or by acts of God which Beacon could not reasonably have foreseen and provided for, or by illegal strikes, boycotts or like illegal obstruction action by employee or labor organizations, or by any illegal general lockouts or other defensive action by employees, Beacon will have claim for damages against HCSO, for any such extension of time as will reasonably compensate for actual loss of time occasioned thereby.

9.2 No extension of time shall be granted unless Beacon notifies the Purchasing Manager of HCSO in writing, of the condition or event which is expected to cause a delay anticipated on account thereof, within seven (7) calendar days after the commencement or occurrence of the condition or event.

10.0 CONFIDENTIAL INFORMATION

10.1 "Confidential Information" to be disclosed by a party under these Terms of Sale is any information regarding that party's network operations and technical plans and marketing and financial data, and "Confidential Information" to be disclosed by Beacon under these Terms of Sale is information regarding Beacon's Software and Services, technical, financial, and marketing data, information relating to future Software and Service development, information posted on Beacons.com, and all Documentation.

10.2 The Receiving Party, HCSO, or Beacon may use the Confidential Information solely for the purpose of furtherance of the business relationship between the parties, as provided in these Terms of Sale and shall not disclose the Confidential Information to any third party, other than to employees of the receiving party who have a need to have access to and knowledge of Confidential Information, solely for the purpose authorized above, except as permitted or required by State or Federal law. Notwithstanding the foregoing, when Beacon is the receiving party, it may disclose Confidential Information to any employee of Beacon who has a need to have access to or knowledge of the Confidential Information. Each party shall take appropriate measures by instruction and agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. Information disclosed by the disclosing party ("Disclosing Party") in written or other tangible form will be considered Confidential Information only if such information is conspicuously designated as "Confidential," "Proprietary," "CONFIDENTIAL INFORMATION", per Section 10.0, or bears a similar legend. Information disclosed orally shall be considered Confidential Information only if: (a) identified as confidential, proprietary or the like in writing within thirty (30) calendar days of disclosure, and (b) confirmed as confidential, proprietary or the like in writing within thirty (30) calendar days of disclosure. Confidential Information disclosed to the Receiving Party by any Affiliate or agent of the Disclosing Party is subject to these Terms of Sale.

10.3 The Receiving Party shall have no obligation with respect to information that (a) was rightfully in possession of the Receiving Party without any obligation of confidentiality prior to receiving it from the Disclosing Party; (b) is, or subsequently becomes legally and publicly available without breach of these Terms of Sale; (c) is rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality; (d) is developed by or for the Receiving Party without use of the Confidential Information and such independent development can be shown by documentary evidence; or (e) is disclosed by the Receiving Party pursuant to and in accordance with a valid order issued by a court or government agency. Upon written demand by the Disclosing Party, the Receiving Party shall: (a) cease using the Confidential Information, (b) return the Confidential Information and all copies, notes or



extracts thereof to the Disclosing Party within seven (7) calendar days of receipt of demand, and (c) upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth in this paragraph.

10.4 Each party, HCSO and Beacon, shall retain all right, title and interest to such party's Confidential Information. No license to any intellectual property (or application for intellectual property protection) is either granted or implied by the conveying of Confidential Information. The Receiving Party shall not reverse-engineer, decompile, or disassemble any Software disclosed to it and shall not remove, overprint or deface any notice of copyright or confidentiality, trademark, logo, legend, or other notices of ownership from any originals or copies of Confidential Information it obtains from the Disclosing Party or from any copies the Disclosing Party is authorized to make.

10.5 Unless required by law, neither HCSO or Beacon shall disclose, advertise, or publish either the existence, the subject matter, any discussions relating to, or any of the terms and conditions, of these Terms of Sale (or any summary of the forgoing) to any third party without the prior written consent of the other parties, or as provided by applicable law. Beacon reserves the right to post only the name of HCSO on Beaconss.com in acknowledgement of the business relationship between the parties. Any press release, publication, advertisement or public disclosure regarding these Terms of Sale is subject to both prior review and written approval of Beacon and HCSO, or as provided by applicable law.

11.0 TERM AND TERMINATION

11.1 These Terms of Sale shall commence on the Effective Date and continue thereafter for a period of five (5) years, unless sooner terminated, as set forth below. Following the five-year commitment period, these Terms of Sale may be renewed for successive 1-year periods subject to approval by HCSO.

11.2 If Beacon or HCSO breaches any of the provisions of these Terms of Sale, Beacon or HCSO may terminate these Terms of Sale thirty (30) calendar days after providing written notice to the breaching party if the breaching party fails to cure such breach within such thirty (30) calendar day period.

11.3 Beacon may terminate these Terms of Sale 30 days after written notice to HCSO in the event HCSO is in breach of Sections 7.0 (Proprietary Rights and Software Licensing), and Section 10.0 (Confidential Information).

11.4 Upon termination or expiration of these Terms of Sale, (a) Beacon reserves the right to cease all further delivery of Software or Services, (b) all outstanding invoices immediately become due and payable, and (c) all rights and licenses under these Terms of Sale shall terminate. If Beacon agrees to complete delivery of any further Software or Services due against any existing Purchase Orders, then HCSO shall pay for such Software or Services in advance.

11.5 Upon termination or expiration of these Terms of Sale, HCSO shall immediately return to Beacon any and all Confidential Information (including copies thereof) then in HCSO's possession, custody or control.

11.6 If failure to complete delivery within the time frame specified herein, of all or any part of materials, equipment, supplies or services to be provided under these Terms of Sale is caused by Beacon, the Purchasing Manager, acting for and on behalf of HCSO, may at any time after the expiration of the time for delivery, terminate these Terms of Sale, as to such of the items or services to be furnished which have been delivered or accepted prior to such termination.



11.7 In the event of termination of these Terms of Sale for any reason, HCSO or Beacon shall have no rights to damages or indemnification of any nature related to such termination (but not limiting any claim for damages it might have on account of the other party's breach of these Terms of Sale, even if the breach gave rise to the termination, such liability being governed by and subject to the limitations set forth elsewhere in these Terms of Sale).

11.8 Subject to Section 11.5, expiration or termination of these Terms of Sale shall not affect or prejudice any rights accruing to either party hereunder.

11.9 In the event of termination of these Terms of Sale for any reason, Beacon acknowledges that the JMS data entered into the system and stored in the HCSO database is owned solely by HCSO.

12.0 ADDITIONAL SERVICES

HCSO may place Purchase Orders for Additional Services offered by Beacon. Such Services, if accepted by Beacon, shall be subject to these Terms of Sale, as well as the additional terms and conditions set forth in Beacon's then-current applicable Service descriptions that describe deliverables and other terms applicable to such Services unless an existing agreement is in effect, in which case the terms of the existing agreement shall govern any such Services.

13.0 LIMITATION AND EXCLUSION OF LIABILITY

13.1 Nothing in these Terms of Sale limits or excludes the liability of:

- (a) Either party to the other for:
 - (i) personal injury or death resulting directly from the negligence of the other party;
 - (ii) fraud or fraudulent misrepresentation;
 - (iii) a breach of Section 10.0 (Confidential Information); orany liability that cannot be limited or excluded under applicable law.
- (b) HCSO to Beacon arising out of:
 - (i) HCSO breach of Section 7.0 (Proprietary Rights and Software Licensing);
 - (ii) Breach of the End User License Agreement in Exhibit (EULA); or
 - (iii) any amounts due to Beacon under these Terms of Sale.

13.2 Subject to Sections 13.1 above and 13.3 below, each party's total aggregate liability is limited to the money paid to Beacon under these Terms of Sale during the twelve (12) month period prior to the event that first gave rise to such liability.

13.3 Subject to Section 13.1 above, and notwithstanding anything else in these Terms of Sale to the contrary, neither party will be liable for any:

- (a) special, incidental, indirect or consequential damages;
- (b) loss of any of the following: profits, revenue, business, anticipated savings, use of any product, software, or service, opportunity, goodwill or reputation;
- (c) lost or damaged data; or
- (d) wasted expenditure (other than any expenditure necessarily incurred to discharge the innocent party's duty or to mitigate its losses).



13.4 References in this Section 13.0 to (a) a **“party”** includes a party’s affiliates, officers, directors, employees, agents and suppliers and (b) **“liability”** includes liability arising from contract, tort (including negligence), strict liability or otherwise, in each case even if a party has been informed of the possibility of that liability. In Section 13.3, references to **“loss”** refers to any and all kinds of loss or damage including, without limitation, any damages, fines costs, charges, fees or other liability.

13.5 Beacon agrees to defend, indemnify, and hold HCSO and its officers, directors, agents, affiliates, and employees harmless from and against any and all claims, forfeitures, fines, penalties, expenses, losses, damages, interests, lawsuits or other liabilities (each and together shall be referred to as “Claims”), including without limitation, reasonable attorney’s fees and court costs, relating to or arising out of (a) its gross negligence in the operation of its business, (b) the breach of any of its representations and warranties under this Agreement; and (c) a Claim by a third party to the extent directly or indirectly arising from use of the Services provided by Beacon under this Agreement. Further, Beacon agrees to defend, indemnify, and hold HCSO and its officers, directors, agents, affiliates, and employees harmless from and against any and all claims, forfeitures, fines, penalties, expenses, losses, damages, interests, lawsuits or other liabilities (including without limitation reasonable attorney’s fees and court costs) relating to or arising out of Beacon’s infringement of a third party’s copyright, trademark, trade secret, patent, or other intellectual property arising from the use or sale of the Software.

14.0 COMPLIANCE WITH LAWS

At all times during the performance of this agreement, Beacon shall strictly observe and conform to all applicable federal, state, and local laws, rules, regulations that have been or may hereafter be established.

14.1 Federal Immigration Law Compliance: Beacon certifies that Beacon has complied with the United States Immigration and Control Act of 1986. All persons employed by Beacon for performance of this agreement have completed and signed Form I-9 verifying their identities and authorization for employment.

15.0 NON-DISCRIMINATION

15.1 Beacon agrees that in hiring of employees for the performance of work under these Terms of Sale, or any subcontract engaged by Beacon under these Terms of Sale, no contractor, subcontractor or any person acting on Beacon’s behalf, shall discriminate against any citizen of the state in the employment of workers who are qualified and available to perform the work to which these Terms of Sale relate, by reason of race, creed, sex, disability, military status, color, gender identity.

15.2 Beacon agrees that no contractor, subcontractor or any person on Beacon’s behalf shall, in any manner, discriminate against or intimidate an employee hired for the performance of work under these Terms of Sale on account of race, creed, sex, disability, military status, color, gender identity and sexual orientation. Beacon certifies that it does not maintain and will not permit its employees to perform services at any segregated facilities.



16.0 INSURANCE

16.1 Throughout the life of these Terms of Sale, Beacon will pay for and maintain in full force and effect all policies of insurance required hereunder with an insurance company(ies) of its choosing. The following policies of insurance shall be maintained:

1. COMMERCIAL GENERAL LIABILITY insurance which will include contractual, products and completed operations coverage, bodily injury and property liability insurance with combined single limits of not less than \$1,000,000.00 per occurrence \$3,000,000.00 in the aggregate.
2. COMMERCIAL AUTOMOBILE LIABILITY INSURANCE endorsed for "any auto" with combined single limits of liability of not less than \$1,000,000.00 per occurrence.
3. WORKER'S COMPENSATION INSURANCE as required under the Florida Labor Code.

17.0 GENERAL

17.1 Choice of Law. The agreement between HCSO and Beacon in these Terms of Sale shall be governed by the Laws of Florida. This agreement in these Terms of Sale is not subject to arbitration or any other form of alternative dispute resolution.

17.2 Force Majeure. Except for the obligation to pay monies due and owing, neither Beacon or HCSO shall be liable for any delay or failure in performance due to events outside the defaulting party's reasonable control, including, without limitation, acts of God, earthquakes, labor disputes, industry-wide shortages of supplies or equipment, actions of governmental entities, riots, war, terrorism, fire, epidemics, or delays of common carriers or other circumstances beyond its reasonable control. The obligations and rights of the defaulting party shall be extended for a period equal to the period during which such event prevented such party's performance.

17.3 No Waiver. The waiver by HCSO or Beacon of any right provided under these Terms of Sale shall not constitute a subsequent or continuing waiver of such right or of any other right under these Terms of Sale.

17.4 Assignment. Neither these Terms of Sale nor any rights or obligations under these Terms of Sale shall be assigned by Beacon or HCSO without the other's prior written consent, which will not be unreasonably withheld or delayed. Any attempted assignment shall be void and of no effect.

17.5 Severability. In the event that part of or one or more terms of these Terms of Sale become or are declared to be illegal or otherwise unenforceable by a court of competent jurisdiction, each such part or term shall be null and void and shall be deemed deleted from these Terms of Sale. All remaining terms of these Terms of Sale shall remain in full force and effect. Notwithstanding the foregoing, if this paragraph is invoked and, as a result, the value of these Terms of Sale is materially impaired for Beacon or HCSO as determined by such party in its sole discretion, then the affected party may terminate these Terms of Sale by written notice with immediate effect to the other.

17.6 No agency. These Terms of Sale do not create any agency, partnership, joint venture, or franchise relationship. No employee of Beacon or HCSO shall be or become, or shall be deemed to be or become, an employee of the other party by virtue of the existence or implementation of



these Terms of Sale. Neither Beacon nor HCSO shall assume or create any obligation of any nature whatsoever on behalf of the other party or bind the other party in any respect whatsoever.

17.7 Entire Agreement. These Terms of Sale constitute the entire agreement between Beacon and HCSO concerning the subject matter of these Terms of Sale and replace any prior oral or written communications between the parties, all of which are excluded. There are no conditions, understandings, agreements, representations or warranties, expressed or implied, that are not specified herein (except where implied by law and exclusion is prohibited). These Terms of Sale may be modified only by a written document executed by Beacon and HCSO hereto.

17.8 Notices. All notices required or permitted under these Terms of Sale will be in writing and will be deemed given one (1) day after deposit with a commercial express courier specifying next day delivery (or two (2) days for international courier packages specifying 2-day delivery), with written verification of receipt. All communications will be sent to the addresses set forth on the first page of these Terms of Sale, or such other address as may be designated by a party by giving written notice to the other parties pursuant to this paragraph, or, in the absence of such an address from a party, to the address to which the last invoice under these Terms of Sale was sent before notice is served. Notwithstanding the foregoing, notices regarding changes in pricing, Software license terms, policies or programs may be made by posting on Beaconss.com or by email or fax.

17.9 Third Party Rights. No person who is not a party to these Terms of Sale shall be entitled to enforce or take the benefit of any of its terms.

17.10 Survival. The following sections shall survive the expiration or earlier termination of these Terms of Sale: Sections 2.0 (Scope), 5.0 (Payment), 7.0 (Proprietary Rights and Software Licensing), 8.0 (Limited Warranty), 10.0 (Confidential Information), 11.0 (Term and Termination), 13.0 (Limitation and Exclusion of Liability), 17.0 (General), and the license to use the Software set out in (End User License Agreement) (subject to the termination provisions set forth in Section 11.0 (Term and Termination) of these Terms of Sale.

17.11 Headings. Headings of sections have been added solely for convenience of reference and shall not be deemed part of these Terms of Sale.

17.12 Costs. Any action brought to enforce any term, condition, or covenant herein, or to recover damages arising from any breach of these Terms of Sale if allowed by court order, the losing party will pay to the prevailing party reasonable attorney's fees and all other costs and expenses which may be incurred by the prevailing party in any such suit or action and any reviews thereof and appeals therefrom.



The Parties below state that they are properly empowered and authorized by their respective entities to execute these Terms of Sale and have signed these Terms of Sale as of the date so indicated.

FOR BEACON SOFTWARE SOLUTIONS, INC.:

FOR CITY OF PLANO, TEXAS

Harold G. Floyd, II.
President

Date

Date

SAMPLE

ATTACHMENT C
SERVICE LEVEL AGREEMENT FOR SERVICES

I. Definition of Service Level Agreement

- A. A Service Level Agreement (SLA) is an agreement between the County and the Vendor to provide a service at a performance level that meets or exceeds the specified performance objective(s). The SLA lays out the metrics by which that service is measured, and the remedies or penalties, if the agreed-upon levels not be achieved. If the specified service levels are not met, then the contractor is required to issue specified credits.

- B. The Jail Management System and the Inmate Telephone System and Associated Services (Inmate Telephone Services) contract has specific performance metrics, or Key Performance Indicators (KPIs) for services deemed sufficiently essential to the County operations, and the contractor must comply with those KPIs. For each KPI, the Vendor is required to meet the specified Acceptable Quality Levels (AQLs).

II. Service

Table 1 lists each KPI and the performance level requested by the County. Performance is aggregate-based, meaning that the performance is to be measured at the County hierarchy level (of the County’s billing organization) over a one-calendar-month period.

Table 1A- Service-Specific SLAs for Inmate Telephone Services

Service	KPI	Performance Standards/AQL
Implementation & Installation	Fully functional Inmate Telephone Services, tested and accepted by the County	60 Business Days
Maintenance		
Voice Services and Network Access/Transport Services	Availability Call Blockage, Dropped Calls	99.95% .07
Telephones	Operational, working ITS Units, Working Phones	100%
Management Reports		
Quarterly Project Reports, Quarterly System Management Reports, and Year-End Summary Reports	One (1) soft copy of each of the Quarterly Project Reports, Quarterly System Management Reports, and Year-End Summary Reports on flash drives or CDRs to the County Project Manager and to the County Designee	Written reports are due no later than 5:00 p.m. (PST) on the 10th business day of the first month of the quarter, reporting on ITS for the prior quarter. Year-End Summary Reports are due no later than 5:00 pm, on the tenth (10 th) business day of the month following Agreement year-end, reporting on the ITS for the subject Agreement year.

Table 1B- Service-Specific SLAs for Jail Management System

Service	KPI	Performance Standards/AQL
Implementation & Installation	Fully functional Jail Management System, tested and accepted by the County	Six Months
Maintenance		
Software	* Software maintenance, upgrade, enhancements * Software is operational and functioning	N/A 100%
Hardware	Operational, working equipment, hardware, and components	100%
Accessories	Operational, working accessories	100%
Management Reports		
Quarterly Project Reports, Quarterly System Management Reports, and Year-End Summary Reports	One (1) soft copy of each of the Quarterly Project Reports, Quarterly System Management Reports, and Year-End Summary Reports on flash drives or CDRs to the County Project Manager and to the County Designee	Written reports are due no later than 5:00 p.m. (PST) on the 10th business day of the first month of the quarter, reporting on JMS for the prior quarter. Year-End Summary Reports are due no later than 5:00 pm, on the tenth (10th) business day of the month following Agreement year-end, reporting on the JMS for the previous Agreement year.

III. Implementation & Installation Penalty

Vendor shall provide a detailed Implementation Plan and Schedule. The installation will include a user testing and acceptance provision for the County. Time is of the essence in providing a fully functional Jail Management System and Inmate Telephone Services, and the Vendor is required to provide a fully functional system tested and accepted by the County. The County and Vendor has agreed upon a six (6)-month implementation schedule for the Jail Management System and a sixty (60)-business day implementation schedule for the Inmate Telephone Services. Failure to provide each service at the agreed-upon timeframe shall incur a daily penalty of \$250.00 until fully functional.

IV. System Problems, Outages, and Other Deficiencies

The Services are unavailable during any period of time that there is a Service Outage, or other service-affecting Problem or Deficiency. Upon the County’s or the County-authorized Agent’s request, Vendor will issue credits for each Service Outage, Problem, or Deficiency. Vendor shall pay the County the total amount of credit due within thirty (30) days from the month Deficiencies occurred under the Agreement.

Reporting of all System problems, outages and other Deficiencies shall be handled through Vendor's Technical Support Center, which shall be accessible online, toll-free telephone, fax number, and email. Vendor shall provide for 24 hours per day, 7 days per week on-call technical support staff to support the County or the County Designee in resolving System Outages, Problems, and other Deficiencies. The County will assign one of the following "Severity Levels." Vendor must respond to and resolve these in accordance with the timeframes listed in Table 2 – Severity Levels and Credits, following the determination and/or notification of the Problem, Outage or other Deficiency.

Table 2A - Severity Levels and Credits for the Inmate Telephone Services

Severity Level	Severity Level Description	Duration of Service Outage	Credits
Priority Level One	<p><u>CRITICAL</u> (Includes but not limited to):</p> <ul style="list-style-type: none"> • 25% or more of a single Housing unit's (Module / Dorm / Pod) telephones are out of service • Multiple housing units are not in operation • Multiple inmate phones are not operational • Intake phones are not operational • 25% or more of calls placed in a 24-hour period experience poor voice quality (high levels of static, noise, voice distortion) caused by faulty hardware equipment, routers, bandwidth limitations, or software • 25% or more of calls are dropped in a 24-hour period • Entire system failure <p>Response time, technician on site, and completion of repairs and Deficiency resolution to the County's satisfaction is made within 6 hours of initial notification of the County or the County's Agent by Contractor, or from the County's or the County Agent's initial service request to Contractor.</p>	<p>≤ 6 hours</p>	<p>No Credit</p>
		<p>Between 6 hours and 12 hours</p>	<p>\$50 per hour that component of ITS is deficient</p>
		<p>Between 12 hours and 24 hours</p>	<p>\$75 per hour that component of ITS is deficient</p>
		<p>> 24 hours</p>	<p>\$100 per hour that component of ITS is deficient</p>
Priority Level Two	<p><u>SEVERE</u> (Includes but not limited to):</p> <ul style="list-style-type: none"> • 10% to 24% of a single housing unit's (Module/ Dorm / Pod) telephones are out of service • 10% to 24% of calls are dropped in a 24-hour period • 10% to 24% or more of calls placed in a 24-hour period experience poor voice quality (high levels of static, noise, voice distortion) caused by faulty hardware equipment, routers, bandwidth limitations, or software • More than ten (10) Inmates are not able to make telephone calls as a result of a single telephone is out of service • One entire housing unit that is not in operation or one inmate phone not operational <p>Response time, completion of repairs, and Deficiency resolution to the County's satisfaction is made within <u>24</u> hours of initial notification of the County or the County's Agent by Contractor, or from the County's or the County Agent's initial service request to Contractor.</p>	<p>≤ 24 hours</p>	<p>No Credit</p>
		<p>> 24 hours</p>	<p>\$75 per hour that component of ITS is deficient</p>

Priority Level Three	<p>MINOR (Includes but not limited to):</p> <ul style="list-style-type: none"> • One of multiple phones in a housing unit that is not in operation, and additional phones are in the area available for inmate use. • Intermittent dropped calls or <10% of calls are dropped • Intermittent poor voice quality on calls or <10% of calls experience poor voice quality <p>Response time, completion of repairs, and Deficiency resolution to the County's satisfaction is made within <u>2</u> business days of initial notification of the County or the County's Agent by Contractor, or from the County's or the County Agent's initial service request to Contractor.</p>	≤ 2 days	No Credit
		> 2 days	\$50 per day that component of ITS is deficient
Priority Level Four	<p>COSMETIC (Includes but not limited to):</p> <p>A telephone or any of its associated hardware is damaged, but is capable of completing telephone calls</p> <p>Response time, completion of repairs or replacement of damaged phones, and Deficiency resolution to the County's satisfaction is made within <u>10</u> business days of initial notification of the County or the County's Agent by Contractor, or from the County's or the County Agent's initial service request to Contractor.</p>	≤ 10 days	No Credit
		> 10 days	\$50 per day that component of ITS is deficient or damaged phones are not replaced

Table 2B - Severity Levels and Credits for the Jail Management System

Severity Level	Severity Level Description	Duration of Service Outage	Credits
Priority Level One	<p>CRITICAL (Includes but not limited to):</p> <ul style="list-style-type: none"> • 25% or more of JMS software is in error, malfunctioning, and/or defective • 25% or more of JMS hardware and/or equipment accessories are malfunctioning, and/or defective <p>Response time, technician on site, and completion of repairs and Deficiency resolution to the County's satisfaction is made within 6 hours of initial notification of the County or the County's Agent by Contractor, or from the County's or the County Agent's initial service request to Contractor.</p>	≤ 6 hours	No Credit
		Between 6 hours and 12 hours	\$50 per hour that component of JMS is deficient
		Between 12 hours and 24 hours	\$75 per hour that component of JMS is deficient
		> 24 hours	\$100 per hour that component of JMS is deficient

Priority Level Two	<p>SEVERE (Includes but not limited to):</p> <ul style="list-style-type: none"> • 10% to 24% of JMS software is in error, malfunctioning, and/or defective • 10% to 24% of JMS hardware and/or equipment accessories are malfunctioning, and/or defective <p>Response time, completion of repairs, and Deficiency resolution to the County's satisfaction is made within <u>24</u> hours of initial notification of the County or the County's Agent by Contractor, or from the County's or the County Agent's initial service request to Contractor.</p>	≤ 24 hours	No Credit
		> 24 hours	\$75 per hour that component of JMS is deficient
Priority Level Three	<p>MINOR (Includes but not limited to):</p> <ul style="list-style-type: none"> • <10% of JMS software is in error, malfunctioning, and/or defective • <10% of JMS hardware and/or equipment accessories are malfunctioning, and/or defective <p>Response time, completion of repairs, and Deficiency resolution to the County's satisfaction is made within <u>2</u> business days of initial notification of the County or the County's Agent by Contractor, or from the County's or the County Agent's initial service request to Contractor.</p>	≤ 2 days	No Credit
		> 2 days	\$50 per day that component of JMS is deficient

V. Chronic Trouble

A Chronic Trouble (Chronic) defined as a Services problem or deficiency which has experienced 3 separate trouble tickets opened against it for Availability and Functionality, by the County or the County-authorized Agent, or Vendor, for the same Priority level over a rolling 30-day period. A Chronic's rolling 30-day counter is considered "reset" upon a period of 30 days free of same/similar trouble.

Table 3 – Chronic Trouble Credits (Apply to Inmate Telephone Services and Jail Management System)

Severity Level	Consecutive Months' Occurrence	Credits
Priority Level One	3	10% of Monthly Maintenance Recurring Charge for JMS, 10% of Monthly Recurring ITS Revenue
	6	20% of Monthly Maintenance Recurring Charge for JMS, 10% of Monthly Recurring ITS Revenue
	>6	Replacement of the Services in its entirety or its individual components, including network access and cabling & wiring. Option to open contract for discussion, up to and including cancellation of contract without penalty
Priority Levels Two and Three	3	5% of Monthly Maintenance Recurring Charge for JMS, 10% of Monthly Recurring ITS Revenue

	6	10% of Monthly Maintenance Recurring Charge for JMS, 10% of Monthly Recurring ITS Revenue
	9	20% of Monthly Maintenance Recurring Charge for JMS, 10% of Monthly Recurring ITS Revenue
	>9	Replacement of the Services in its entirety or its individual components, including network access, and cabling & wiring. Option to open contract for discussion, up to and including cancellation of contract without penalty

VI. Replacement

Vendor shall be responsible for the replacement of the Inmate Telephone Services and Jail Management System in each system's/service's entirety or each system's/service's individual components including network access and cabling & wiring, as necessary to maintain operability, regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. System or component replacement will be performed at no cost to the County and will occur immediately upon notification to the Vendor of the system problem by the County or the County's Agent when Deficiency is not resolved to the County's satisfaction after reasonable timeframes specified above.

SIGNATURE *Michael Kennedy*

PRINT NAME _____

TITLE _____

DATE _____

ICSolutions® *Client List*

ICSolutions is proud of our service history, and therefore we are pleased to offer our **entire client list as references**. We strive to take outstanding care of each and every account, and we believe all of our clients will attest to the quality of our service and technology.

In the role of Prime Contractor, ICSolutions currently provides inmate calling services to about 250 state, county, and city/regional agencies operating hundreds of facilities across the United States. As Prime Contractor, we serve clients that house as many as 8,500 inmates, to as few as 50 or less. All of our clients rely on our proprietary ENFORCER® calling system to process calls, and ICSolutions' live, U.S.-based technical and customer service experts to handle their service needs.

In the role of technology subcontractor, ICSolutions provides our ENFORCER® calling system to dozens of additional clients that range in size from small local facilities, to large state DOCs housing as many as 44,000+ inmates. ICSolutions is restricted from offering these clients as references because our subcontractor agreements are governed by non-disclosure. However, we feel it worth mentioning these accounts because they further substantiate The ENFORCER® as truly scalable, hardened technology that can be configured to perform well in a wide variety of correctional environments.

In the fifteen years that ICSolutions has been in business, we have not lost a single customer since its inception in for failure to comply with the contract and we have maintained a **99% contract renewal rate**. We attribute this success to three main advantages: **1) advanced technology, 2) extraordinary customer service, and 3) increased call completion.**

ICSolutions recognizes that experience is a key metric in evaluating vendors' proposals. We feel that our experience, technology, and billing expertise enable ICSolutions to be a superior vendor of comprehensive, reliable Inmate Telephone Systems. **That's why we invite you to call anyone on our client list.**

Abbeville County Jail, SC

Lt. Patricia Williams
(864) 446-6200

Adams County, CO

Commander Chris Laws
(303) 655-3415

"ICSolutions has more than delivered on their promise to significantly increase our revenue without impacting the family and friends of our inmates. The customer service and technical support Adams County receives is exceptional. Family complaints are rare. When they do occur each one is handled quickly and professionally. I highly recommend ICSolutions..."

Melanie Gregory, Technical Services Manager
Adams County Sheriff's Office, CO

Albemarle-Charlottesville Regional Jail, VA

Colonel Martin Kumer
(434) 977-6981 ext. 230

Anderson County, TN

Lt. Richard Parker
(865) 457-7100

Anne Arundel County, MD

Superintendent Terry Kokolis
(410) 222-7374

Anoka County, MN

Administrative Lt. Dave Tedrow
(763) 323-5071

Arlington County, VA

Captain Bruce Black
(703) 228-7263

Armstrong County Jail

Warden Philip M. Shaffer
(724) 543-9700

Ashland County, OH

Captain David Blake
(419) 282-6732

Ashland County, WI

Lt. Tony Jones
(715) 685-7640

Athens-Clarke County Correctional, GA

Warden Ray Covington
(706) 613-3400

Atlanta City, GA

Chief Patrick Labat
(404) 865-8001

Baldwin County, AL

Captain Greg Thicklin
(251) 580-2524

Baltimore County, MD

Mike Novia
(410) 512-3427

Bartow County, GA

Major Dover
(770) 382-5050 ext. 6000

Beaufort County, SC

Jeff Vortisch
(843) 255-5180

Belmont County, OH

JA Brent Carpenter
(740) 695-7933

Benton County, WA

Robert Guerrero
(509) 222-3788

Bexar County, TX

Captain Edward McCrae
(210) 335-6010

Blackford County, IN

Sheriff Jeffrey Sones
(765) 348-0930 ext. 3201

Boone County, IN

Sheriff Mike Nielsen
(765) 483-5782

Bulloch County, GA

Warden Chris Hill
(912) 764-6217

Butte County Sheriff's Office, CA

Lt. Jarrod Agurkis
(530) 538-7472

Calhoun County, MI

Chief Deputy Randy Hazel
(269) 207-8068

Calumet County, WI

Kurt Kohler
(920) 849-2335

Cameron County, TX

Captain Mike Leinart
(956) 371-5788

Carson City, NV

Sgt. Carl Fry
(775) 283-7845

Charles County, MD

Lt. G. K. Duffield
(301) 609-5931

Lt. Duffield (Charles County, MD)

Chester County, SC

Major Wayne Alley
(803) 581-2602

Clay County, MS

Anthony Cummins
(662) 295-0909

Coffee County, TN

Chief Deputy Frank Watkins
(931) 728-3591

Boulder County, CO

Anthony Amaya / Ron Kaundart
(303) 441-6200

Butler County, MO

David Light
(573) 785-8036

Caldwell County, NC

Captain Mark Shook
(828) 759-1511

Calhoun County, TX

Michelle Velasquez
(361) 533-4481

Camden County, MO

Lt. Chris Moehle
(573) 346-2243 ext. 273

Carroll County, GA

Warden Robert Jones
(770) 830-5905

Cass County, MI

Captain Kevin L. Garrelts
(269) 445-1227

Chesapeake City, VA

Lt. Colonel William Bennett
(757) 382-6159

"Our old system was so difficult to use, we could not block numbers from our desk and investigators hardly used the call recordings. Now they burn it up."

Christian County, MO

Captain Richard Ramage
(417) 582-1976 ext. 5366

Clinton County, IL

Chief Deputy Michael Dall
(618) 594-4555

Collin County, TX

Commander Jimmy Moody
(972) 547-5216

Coshocton County, OH

Lt. Jim Crawford
(740) 622-2411

Cowley County, KS

Janet Gardner
(620) 221-5446 or (620) 441-4555

Dane County, WI

Lt. Brian Mikula
(608) 284-6096

Davis County, UT

Corporal Chad Barnes
(801) 451-4259

Decatur County, GA

Warden Gordon Screen
(229) 248-3035

Dent County, MO

Holly Hawkins
(573) 729-3241

Columbia County, PA

Warden Davis Varano
(570) 389-6331

Coweta County, GA

Warden Bill McKenzie
(770) 254-3724

Cullman County, AL

Karen Doss-Harbison
(205) 529-7774

Danville County, VA

Sheriff Mike Mondul
(434) 799-5233

Dawson County, GA

Lt. Shelley Pfan
(740) 833-2840

Delaware County, OH

Warden Gordon Screen
(229) 248-3035

Dodge County, WI

Tony Brugger
(920) 386-4016

"...The system is easy to use (even for the detectives), provides excellent reports, and has increased our revenues by over 20%. ICS provides an outstanding array of service.

Big picture: I work with contract services on a variety of levels. My experience with ICS has been, by far, the most productive and professional. I highly recommend Inmate Calling Solutions..."

Molly Soblewski, Jail Administrator
Dodge County Detention Facility, WI

Door County, WI

Lt. Kyle Veaser
(920) 746-5660

Douglas County, KS

Lt. Jason Grems
(785) 330-3227

"Since going with ICSolutions we have increased our phone revenue by 45%. The customer support and technical support provided is exceptional. The software is very user friendly; staff uses the system to monitor phone calls which is a great tool to provide facility security. Overall, we are very pleased with ICSolutions and would recommend using their services."

Lt. Tammy Starnard
Door County Jail, WI

Douglas County, OR

Lt. Mike Root
(541) 440-4504

Eastern Band Cherokee Indians Tribal Jail, NC

Pepper Taylor
(828) 359-6679

Erie County, NY

Superintendent Tom Diina
(716) 858-7635

Fairfield County Jail, OH

Lt. Jason Hodder
(740) 652-7256

Fayette County Jail, IL

Commander Brian Glidden
(618) 283-5003 or (618) 335-4780

Finney County Jail, KS

Jeff Orebaugh
(620) 272-3787

Floyd County Jail, GA

Sheriff Burkhalter
(706) 233-0075

Dubuque County, IA

Mike Muenster
(563) 589-7878

Elk County, PA

Warden Greg Gebaur
(814) 776-5318

Fairfax County, VA

Captain Derek DeGeare
(703) 246-7839

Farmville Detention Center, VA

Director Jeffery Crawford
(434) 395-8114

Fayette County Sheriff's Office, IN

Captain Zac Jones
(765) 825-1110 ext. 616

Floyd County Correctional Institute, GA

Deputy Warden Jackson
(706) 236-2490

Fond du Lac County Jail, WI

Captain Jim Borgen
(920) 929-3678

"Selecting ICSolutions has increased revenues and Customer Service allows for prepaid, calling cards and the traditional collect calls for the incarcerated residents. The operating system, "Enforcer", is user friendly and available technology allows for detectives to listen to recorded calls from their offices on desk top computers."

Chief Deputy Strand
Fond du Lac County Sheriff's Office, WI

Franklin County CBCF, OH

Director Jacki Dickinson
(614) 525-4600 ext. 223

Gallia County, OH

Lt. Anthony Werry
(740) 367-5033

GEO – Correct Care, LLC

Linda Stewart
(936) 522-4200 ext. 4205

Frederick County Detention Center, MD

Lt. Joe Crisp
(301) 600-3065

Gaston County, NC

Major Becky Cauthran
(704) 869-6800

GEO - Kinney County Detention Center, TX

Assistant Warden Juan Saucedo
(830) 563-6222

GEO – Southbay Correctional Facility, FL

Hunter McDonald
(704) 543-3400

Grafton County, NH

George Baldwin
(603) 787-2019

Greene County, OH

Major Kirk Keller
(937) 562-4851

Hamilton County, FL

Sheriff J. Harrell Reid
(386) 792-2004

"We are very pleased with The ENFORCER® system and the investigative tools that it provides. We solved a number of open cases within days of the installation. The debit card feature has been well-received by inmates and our call volume (and commission revenue) continues to climb. ICSolutions has delivered everything they promised and more."

Sheriff J. Harrell Reid
Hamilton County Jail, FL

Hampshire County, MA

Daniel Hart
(413) 582-7735

Harrison County Jail, OH

Sean Stillwagon
(740) 942-2197

Hillsborough County DOC

Supt. David Dionne
(603) 627-5620

Howard County, MD

Captain Larry Wilson
(410) 313-5215

Huntington County, IN

Commander Jeff Kyle
(260) 356-3110 ext. 1249

GEO - Western Region Detention Facility, CA

Christopher St. Jean
(619) 232-9221

Graham County, AZ

Commander Tim Graver
(928) 428-3141

Hall County Correctional Institute, GA

Warden Walt Davis
(770) 718-2370

Hampden County, MA

Ann Speziali
(413) 858-0119

Harford County, MD

Captain Tim Keggins
(410) 638-3140 ext. 2205

Highland County Jail, OH

Sheriff Donnie Barrera
(937) 840-6240

Hoover City, AL

Lt. Chris Graves
(205) 739-7119

Hunt County, TX

Captain Tammy Sherman
(903) 513-7224

"ICSolutions has been a great communications company in so many ways. Since Huntington County signed with them in 2004 the only Contact has been to let them know when a phone is damaged by an inmate and they handle everything else for us. We at Huntington County would highly recommend ICSolutions."

Kent Farthing, Sheriff
Tom Carney, Major
Audrey Carney, Matron
Huntington County Sheriff's Dept., IN

Huron County, MI

Lt. Josh Powell
(989) 269-6500

Huron County, OH

Major Chuck Summers
(419) 668-6912

Ionia County Correctional Center

Sheriff Charlie Noll
(616) 527-5383

Iowa Department of Corrections

Fred Scaletta
(515) 725-5707

Jackson County Correctional Institute, GA

Warden Johnny Weaver
(706) 387-6453

Jackson County Jail, OH

Captain Tabetha Sprague
(740) 288-1338

Jackson County Jail, TX

Sheriff Andy Louderback
(361) 781-4468

Jasper County, IA

Wendy Hecox
(641) 791-7081

Jefferson County, PA

Warden Tom Elbel
(814) 849-1560

Jo Daviess County, IL

Craig Ketelsen
(815) 777-2141

Kalkaska County, MI

Sheriff Pat Whiteford
(231) 258-8686

Kane County, UT

Lt. Marson Keller
(435) 644-4974

Kent County, MD

Warden Herbert Dennis
(410) 778-6025

Kent County, MI

Robert Steele
(616) 632-6379

Kewaunee County, WI

Lt. Christopher A. VanErem
(920) 388-7189

King's County, CA

Commander Kim Pedreiro
(559) 469-6161

Laclede County, MO

Captain Angel Clark
(417) 533-3423

Lafayette County, FL

Sheriff Brian Lamb
(386) 294-1222

Lafourche Parish Sheriff's Office

Lt. Jeff Chamberlain
(985) 228-3406

Lake County Sheriff's Office, CA

Lt. Jason Findley
(707) 262-4255

Lake County, MI

Chief Deputy Pat Hedlund
(231) 745-2712

Lancaster County, NE

Director Brad Johnson
(402) 441-1902

Langlade County, WI

Donald W. Bergbower
(715) 627-6403

"We are most pleased that we chose ICSolutions for our inmate phone provider."

Diane Baker, Jail Administrator
Langlade County, WI

Laramie County, WY

Mike Sorensen
(307) 633-4715

Larimer County, CO

Captain Tim Palmer
(970) 498-5213

"ICSolutions offers a comprehensive software program that is very user friendly. We have successfully used the investigative tools to benefit us on many criminal cases. Family complaints are minimal and the prepaid collect ability allows inmates to call cell phones that they were unable to do prior to us bringing ICSolutions on board. I would gladly recommend ICSolutions to other facilities looking for a new inmate phone system vendor."

Laurie Stolen, CJM
Larimer County Sheriff's Office, CO

Larimer County Criminal Justice Services, CO

Tim Hand
(970) 498-7516

Licking County, OH

Captain Chris Barbuto
(740) 670-5538

Livingston County, MI

Lt. Jeff Leveque
(517) 540-7939

Llano County, TX

Captain Pat Holland
(325) 247-4054

Lorain/Medina Correctional Facility, OH

Captain R. Gibson
(440) 329-3729

Lubbock County, TX

Kathleen Finley
(806) 775-7008

Macomb County, MI

Captain Walter J. Zimny
(586) 307-9348

Madison County, IL

Captain Christopher J. Eales
(618) 296-4832

Marinette County, WI

Bob Majewski
(715) 732-7630

Marion County, IL

Kenny Benzing
(618) 548-2141 ext. 8224

"...at Marinette County it's not all about the money-although our revenue has increased significantly. We tend to believe that product quality and customer service comes first. With ICSolutions we have both. In our business it's not too often that you find a vendor that really cares about what you want/need and delivers, ICSolutions is that vendor. We are so sure about their quality of products, customer service, and integrity that we continue to endorse them to other Counties. We are proud to say that we have been instrumental in convincing (2) Wisconsin County's to sign with ICS and I am sure that many more will follow. We are looking forward to a long profitable relationship with ICSolutions."

Robert Majewski, Jail Administrator
Marinette County, WI

Marion County, MO

Sgt. Kevin Coates
(573) 769-2077

Mason County, MI

Sheriff Kim Cole
(231) 843-3475

McHenry County, IL

Sgt. Kent Nelson
(815) 334-4693

McKean County, PA

David Stahlman
(814) 887-4202

"ICSolutions has been our provider for the inmate phone system for a few years. The revenue has increased substantially and continues to do so without effecting the inmates' family and friends. The program, especially the investigative tools, is user friendly and very sufficient. The company in all aspects is commendable; customer service, technical support to system updates. This is a great company to work with and I highly recommend ICSolutions."

Janice Lumpp, Program's Director
McHenry County, IL

McLean County, IL

Diane Hughes
(309) 888-4628

Mecosta County, MI

Captain Wood
(231) 592-0150

Mesa County, MO

Captain Art Smith
(970) 244-3903

Middle Peninsula Regional Jail, VA

Superintendent Tim Doss
(804) 758-2338

Milam County, TX

Doug Veach
(254) 697-7033

Miller County, MO

Sheriff Louie Gregoire
(573) 369-2341

Minnehaha County, SD

Lt. Michael Mattson
(605) 978-5503

Mitchell County Jail, GA

Captain Terry Hayes
(229) 336-2032

Mitchell County Prison, GA

Captain Terry Hayes
(229) 336-2045

Mohave County, AZ

Robert Vollbracht,
(928) 753-0759 ext. 4689

Monroe County, FL

Lt. Joe Linares
(305) 293-7325

Monroe County, MI

Major Troy Goodnough
(734) 240-7564

"In November 2008, a defendant pled guilty and was adjudicated guilty to (1) conspiracy to import 1,000 or more kilos of marijuana, (2) conspiracy to possess 61 kilograms of cocaine on board a vessel subject to the jurisdiction of the United States, and (3) possession with intent to distribute 66.9 grams of cocaine. Our Monroe County SO investigation with the trafficking in cocaine of approx 70 grams and seizure of approx \$50,000.00 in cash, and then a later seizure of \$15,000 in cash was all seized due to monitoring one phone call from the ICS system. The ICS system is a proactive and reactive resource for law enforcement and proved to be invaluable tool for our agency and our investigators. You can monitor calls real time. We have even been able to monitor the call, have investigators play a 3rd party and subsequently complete a successful transaction."

Lt. Nancy Alvarez, Monroe County Sheriff's Office, FL

Monroe County Jail, OH

Lt. Rick Shipp
(740) 472-1612

Montgomery County, MD

Warden Robert Green
(240) 773-9747

Morgan County, AL

Karen Doss-Harbison
(205) 529-7774

Morrow County Jail, OH

Lt. Sara Fulk
(419) 946-4444

MTC - East Texas Treatment Facility

Warden Greg Shirley
(903) 655-3300

MTC - Giles Dalby Correctional Facility

Warden Stephen McAdams
(806) 495-2175

MTC - Otero County, Prison, NM

Warden Rick Martinez
(575) 824-4884

MTC - Taft Correctional Institution

Darrel Harlan
(661) 763-2510 ext. 1169

MTC - Texas Civil Commitment Center, TX

Brandon Jacobson
(806) 485-8112

MTC - Willacy Correctional Facility, TX

Warden Frank Luna
(956) 689-5099 ext. 101

Nacogdoches County, TX

David Criso
(936) 560-7791

Navajo County, AZ

Lt. Dennis Warren
(928) 524-4127

Northumberland County, PA

Warden Bruch Kovach
(570) 509-2704

Nueces County, TX

Chief Martin Arnold
(361) 887-1200

Oakland County, MI

Steven E. Schneider
(248) 858-1084

Ocala Re-Entry Center, FL

Mauricio Chevalier
(352) 351-1280

Ohio River Valley Correction Center

Sharon Hart
(740) 354-9026

Olmsted County, MN

Captain David Adams
(507) 328-6835

Onondaga County Detention Center, NY

Captain George Manolis
(315) 435-5881 ext. 233

Onondaga County Justice Center, NY

Deputy Devin Reschke
(315) 435-1706

"...Our facility utilizes the ICS phone system, daily, and with multiple users. The leadership and customer service at ICS is second to none. The expertise of their engineers and service people can be summed up in one word - excellent. Since we use the system extensively we have suggested things that we believed would help us in the law enforcement community to do our jobs more effectively - and ICS has implemented these "extras" without question...The system provides excellent reports, and is easy to navigate. Changes are made with simple key strokes. In addition to basic monitoring and recording, the system has revolutionary investigative applications that have proven invaluable for our facility investigations as well as those conducted with other joint federal, state, and local agencies..."

Captain George Manolis, Onondaga County, NY

Orleans County, NY

Superintendent Scott Wilson
(585) 589-4424

Osceola County, FL

Major Yuberky Almonte
(407) 742-4426

Osceola County, MI

Captain Jeremy Andrews
(231) 832-2288

Ozaukee County, WI

Captain Jeff Sauer
(262) 238-8432

"IC Solutions has provided exceptional customer service and technical support to Ozaukee County. IC Solutions has allowed Ozaukee County to increase our phone revenues by 44% without having a negative financial impact on the inmate population. The investigative tools are easy to use for our staff to monitor and record inmate phone calls. The relationship Ozaukee County has had with IC Solutions has been very professional and productive. I would highly recommend IC Solutions to any facility considering them for phone services."

Captain Jeffrey Sauer, Jail Administrator
Ozaukee County, WI

Palo Pinto County, TX

Walt Rucker
(940) 659-1290

Parker County, TX

Captain Mark Arnett
(817) 594-8845

Pemiscot County, MO

Lt. Josh Bolt
(573) 333-4101

Perry County, IL

Sheriff Steve E. Bareis
(618) 357-6931

Placer County, CA

Sgt. Mark Mackay
(651) 266-1458

Richmond County Correctional Institute, GA

Warden Joseph
(706) 798-5572

Roanoke County, VA

Lt. Eric Alexander
(540) 521-6381

**Rutherford County
Correctional Work Center, TN**

Superintendent Bill Cope
(615) 898-7847

Sacramento County, CA

Sgt. Chris Baker
(916) 874-7166

Sangamon County, IL

Warden Larry Beck
(217) 753-6862

Santa Cruz County, CA

Michelle Rodriguez
(831) 454-3184

Ross County, OH

Captain Glen Detty
(740) 773-1187

Rutherford County Jail, TN

Captain David Hutsell
(615) 904-3091

San Mateo County, CA

Lt. William Fogarty
(650) 599-3018

Santa Barbara County, CA

Lt. Kenny Callahan
(805) 331-5487

Scioto County Jail, OH

Captain Carter
(740) 354-7305

"ICSolutions' Technology is a lot better than what we had before. There's really no comparison. Now that we are with ICS we know that all our questions and concerns will be addressed in a timely fashion. Customer Support is great, and we really like the fact that they are a local company - they have come to our facility at a moment's notice to fix a problem. You can't beat that! As if that wasn't enough, our revenue has increased, too. Revenue for May, 2009 was 61.7% higher than May, 2008. We really can't say enough about the software and how easy it's been working with ICS."

Tracy Herfindahl
Santa Cruz County, CA

Scott's Bluff County, NE

Patricia Miller
(308) 436-7300 ext. 5710

Screven County, GA

Warden Scroggins
(912) 863-4555

SEPTA Correctional Facility, OH

Dominique Paige
(740) 753-5000

Smith County, TX

Deal Folmar
(903) 590-2664

Somerset County, MD

Warden Louis Hickman
(401) 651-9223

Southwest Virginia Regional Jail Authority

David Mitchell
(276) 739-3520

Spalding County Correctional Institution

Warden Carl Humphrey
(770) 467-4760

St. Louis County, MO

Tricia Rodgers
(314) 615-5761

"Selecting ICSolutions as our inmate phone provider was the best decision. Sometimes I wonder why we ever used another company. ICSolutions is inmate-oriented offering reasonable rates and calling options. The responsiveness of technical support, sales staff, and local repair personnel is exceptional. In addition, the system is feature-rich, offering an excellent group of investigative features."

Tricia Rodgers, Court Administrator
St. Louis County, MO

St. Mary's County, MD
Director Michael Merican
(301) 475-4200 ext. 2241

Stanislaus County, CA
Lt. Ron Lloyd
(209) 525-5629

Stark County, OH
Major Dale Soltis
(330) 430-3836

Stearns County, MN
Mary Ann Terwey
(320) 656-6649

Steuben County, IN
Captain Jason Hufnagle
(260) 668-1000

Summit County, OH
Deputy John D. Barrickman
(330) 643-2151

Sunflower County, MS
Sheriff James Haywood
(662) 887-2121

Sussex County, VA
Sheriff Raymond Bell
(434) 246-5000

"I am completely satisfied with the inmate phone system provided by ICSolutions. When we have an occasional broken phone one call gets a service man here to take care of the problem. I can highly recommend ICSolutions' service".

Eddie Bounds, Jail Administrator
Sunflower County, MS

Terrell County, GA
Warden Gregory McLaughlin
(229) 995-3005

Transition House, FL
Al Rendon, Facility Director
(407) 846-0068

Tuscarawas County, OH
Sgt. Cheri Creager
(330) 339-7783

Tuscola County, MI
Lt. Brian Harris
(989) 673-8161

Ulster County, NY
Warden John Becker
(845) 340-3003

Van Zandt County, TX
Terri Gillispie
(903) 567-4133

Virginia Peninsula Regional Jail Authority, VA
Major Frank Huotte
(757) 820-3903

Walworth County, WI
John Delaney
(262) 741-4510

"ICSolutions is hands down the best service provider we have done business with during my 13 years here at the jail. Their software is easy to use and the evidence obtained from the recordings has assisted with several criminal and disciplinary investigations. They not only provide monthly check ups on their equipment, but they are incredibly quick to respond to service requests. Their customer service is always pleasant and helpful around the clock. If they don't have the answer immediately, they will tell you up front, find the solution, and contact you back in a timely manner. I highly recommend ICSolutions to any correctional facility in the market for a phone provider."

Sgt. Howard Sawyers, Jail Training Sergeant
Walworth County, WI

Warren County, OH

Major Brett Richardson
(513) 695-1320

Warren County Jail, PA

Warden Jon Collins
(814) 723-2486

"Warren County has been using ICSolutions since 2004 and we have been extremely satisfied with the service. The revenue we receive on inmate calls have increased significantly since our move to ICSolutions. They have also been very instrumental in aiding our Prosecutor's Office in closing cases and convicting criminals. The customer service is top of the line. We have never had an issue that was not resolved quickly. The program itself is easy to navigate through and use with minimal training involved. We are a very satisfied customer and would gladly recommend ICSolutions as an inmate phone system to anyone."

Adela Dingman, Telephone Operations Supervisor
Warren County, OH

Washington County, FL

Captain Skipper
(850) 638-6112

Washington County, GA

Captain Corey King
(478) 552-8888

Washington County, MD

Warden Craig Rowe
(240) 313-2121

Washington County, OH

Greg Nohe
(740) 374-7677 ext. 13

Washington County, PA

Warden Edward Strawn
(724) 229-6037

Washington County, WI

Scott Lehman
(262) 335-6860

"ICS has provided our department with a much more customer friendly service to offer the inmate's families. The technical support center staff is very courteous and responsive to our service needs. The knowledgeable staff keeps us well informed on the progress of problems that we report until a fix is found. We look forward to continuing to provide the inmates and their families with fair and reliable phone services through ICS."

Shirley Miller, Jail Administrator
Washington County Jail, WI

Waukesha County, WI

Captain Angie Wollenhaupt
(262) 548-7177

Waushara County, WI

Lt. Heather Wittig
(920) 787-0476

Webb County, TX

Warden Juan Diaz
(956) 523-5273

West Central Community Correctional Facility

Cindy Hammond
(937) 644-2838 ext. 236

Wicomico County, MD

Major Les Moore
(410) 548-4850 ext. 330

Winston-Choctaw County, MS

Warden Neal Higgason
(662) 773-2528

Well Path SVPTP

Tim Budz
(803) 545-0310

Western Virginia Regional Jail Authority, VA

Colonel Bobby Russell
(540) 378-3701

Winnebago County, WI

Captain Todd Christie
(920) 236-7339



Susan Pamerleau
Sheriff
Bexar County, Texas

December 12, 2016

Re: Letter of Reference for IC Solutions

To whom it may concern:

It is with great pleasure and sincere honor that I write this letter of reference on I C Solutions.

I C Solutions have been a contract provider for the Bexar County Sheriff's Office Adult Detention Center for over five years, during this period they have performed with excellent customer service, repair response time and very supportive of the inmate's families as it relates to resolving any of their concerns.

As the jail Chief it is extremely important that we have an excellent communication company as it relates to inmate phones. I C Solutions continue to exceed in their performance.

I would like to give I C Solutions my highest recommendation. I have no doubt that I C Solutions would make a great partner for any correctional operation.

Please do not hesitate to contact me if I may be of further assistance 407-702-5666.

Sincerely,

A handwritten signature in blue ink, appearing to read "Raul S. Banasco".

Raul S. Banasco, MPA, CPM, CJM, CCE
Jail Administrator/ Deputy Chief
Bexar County Sheriff's Office

MOHAVE COUNTY

Jim McCabe
SHERIFF



Rodney Head
CHIEF DEPUTY

SHERIFF'S OFFICE

November 3, 2016

To Whom It May Concern

In April 2014 the Mohave County Sheriff's Office reviewed bids from seven (7) inmate telephone providers to take on our facilities inmate phone system needs. As we worked through the selection process we essentially had only two primary objectives:

1. Provide a quality telephone system for inmates at a more reasonable cost to friends, family, and neighbors who generally pay for the service.
2. Enhance our investigative abilities with the system selected, using our own staff.

Of all the providers bidding on our facility, ICSolutions allowed us to best meet our objectives and therefor became our new inmate phone provider on April 7, 2104. Our current contract, with renewals, will run through June 2019.

Within the first 60 days of becoming fully functional, our staff was able to intercept escape plans using the inmate phone system and its investigative product. This inmate was on pre-trail status for armed robbery, aggravated assault with a deadly weapon, and kidnapping. We feel that had the escape gone undetected, serious injuries and perhaps even death could surely have taken place in the course of the escape.

We have worked collaboratively through the FCC rulings and resulting impacts and continue to uphold the objectives originally established. We use our own staff to monitor and administer the telephone system and have done so with ease. We also have rock solid backup assistance from the provider anytime necessary.

We continue to be an extremely satisfied customer enjoying trouble free service and excellent service after the sale. It's refreshing to work with a partner that has strong business ethics and conducts its business with the highest level of professionalism.

Director Don Bischoff, CCHP
MCSO - Detention Division
don.bischoff@mohavecounty.us

501 W. Highway 66 • Kingman, Arizona 86401
PHONE: (928) 753-0759 • FAX: (928) 753-8553



GRAHAM COUNTY SHERIFF'S OFFICE

523 10TH AVENUE · SAFFORD, ARIZONA 85546 · TELEPHONE: (928) 428-3141 · FAX: (928) 428-2487

SHERIFF
PRESTON "PJ" ALLRED

UNDERSHERIFF
C. JEFF McCORMIES

October 31, 2016

RE: INMATE CALLING SOLUTIONS

The Graham County Sheriff's Office entered into agreement with Inmate Calling Solutions for our inmate telephone and visitation services (Vizbox) on September 7, 2005 and is due to expire on December 15, 2018.

The ICSolutions representatives are very professional and knowledgeable. Their tech support staff are very quick with their responses to fix issued that may arise. All upgrades are done in a timely manner which do not interfere with the jail operations. We have been very satisfied with the services ICSolutions provides to Graham County.

If you have any questions, please feel free to contact me at (928) 428-3141 or pallred@graham.az.gov.

Respectfully,

A handwritten signature in black ink that reads "P.J. Allred".

Sheriff Preston J. Allred

Office of the Sheriff



SANTA BARBARA COUNTY

BILL BROWN
Sheriff-Coroner

STATIONS

Buellton

140 W. Highway 246
Buellton, CA 93427
Phone (805) 686-8150

Carpinteria

5775 Carpinteria Avenue
Carpinteria, CA 93013
Phone (805) 684-4561

Isla Vista

6504 Trigo Road
Isla Vista, CA 93117
Phone (805) 681-4179

Lompoc

3500 Harris Grade Road
Lompoc, CA 93436
Phone (805) 737-7737

New Cuyama

70 Newsome Street
New Cuyama, CA 93254
Phone (661) 766-2310

Santa Maria

812-A W. Foster Road
Santa Maria, CA 93455
Phone (805) 934-6150

Solvang

1745 Mission Drive
Solvang, CA 93463
Phone (805) 686-5000

Sheriff - Coroner Office

66 S. San Antonio Road
Santa Barbara, CA 93110
Phone (805) 681-4146

Main Jail

4436 Calle Real
Santa Barbara, CA 93110
Phone (805) 681-4260

COURT SERVICES CIVIL OFFICES

Santa Barbara Division

1105 Santa Barbara Street
P O Box 690
Santa Barbara, CA 93102
Phone (805) 568-2900

Santa Maria Division

312 E. Cook Street, "O"
Santa Maria, CA 93456
Phone (805) 346-7430

P. O. Box 6427 · 4434 Calle Real · Santa Barbara, California 93160

Phone (805) 681-4100 · Fax: (805) 681-4322

www.sbsheriff.org

BERNARD MELEKIAN
Undersheriff

October 31, 2016

To Whom It May Concern:

Inmate Calling Solutions (ICSolutions) has been providing Inmate Telephone Services for the Santa Barbara County Sheriff's Office Custody Facilities since December 06, 2010. They will remain our current inmate telephone provider until December 2020 when the contract will be due for a re-bid process.

The service ICSolutions provides to our Office includes all types of inmate telephone calls: credit, debit, collect, prepaid as well as a voice-mail product. Included in our contract is the maintenance of the telephones and the installation of new telephones. During this contract phase we went from a premise-based system to a centralized system. ICSolutions provided the technicians to meet the work demand and had the capacity to ensure that all technology-related issues were addressed in a timely fashion.

ICSolutions has been very responsive to our requests and worked with us to ensure that all of our needs are met.

I would highly recommend ICSolutions as an inmate telephone services provider. Please feel free to contact me if you have any questions. I can be reached at (805)681-4047 or via email tfm2204@sbsheriff.org

Sincerely,

A handwritten signature in blue ink, appearing to read "Tim McWilliams", written over a horizontal line.

Tim McWilliams
Custody Lieutenant
Programs Unit



SPALDING COUNTY

CORRECTIONAL INSTITUTION

CARL HUMPHREY
Warden

ANTHONY WASHINGTON
Deputy Warden
Security

BETH GRIFFIN
Deputy Warden
Care & Treatment

DATE: September 26, 2016

TO: Mike Kennedy

FROM: Warden Carl Humphrey, SCCI

RE: Testimonial for the ICSolutions Enforcer System

Spalding County Correctional Institution in Griffin, Georgia began using the ICSolutions Enforcer System in early 2016. The system has been extremely successful in aiding the facility in the gathering of intelligence leading to the identification of civilians, inmates and visitors who were introducing or attempting to introduce contraband into the facility.

Using the Word Detective function of the Enforcer system, staff members were able to identify particular inmates who were smuggling tobacco and drugs into the facility, which were being sold to other inmates. In one of those cases, we were able to identify the inmate's girlfriend, who was dropping off the contraband at one of the work detail sites.

Another case involved an employee of a neighboring county and his wife, who were leaving contraband for our detail inmates to pick up and introduce into the facility. Using the Enforcer system, SCCI was able to gather enough intelligence that combined with inmate interviews, lead to warrants for the arrest of the employee and his wife.

SCCI has also seen a dramatic decrease in the number of cellular telephones found in the facility since the introduction of the ICSolutions Enforcer system.



MOHAVE COUNTY SHERIFF'S OFFICE



JIM McCABE
SHERIFF

August 21, 2014

Jim Crouch, Account Manager
ICSolutions Advanced Technology
3128 E. Packard Drive
Gilbert, AZ 85298

Dear Jim,

As you know, Mohave County became a new customer of ICSolutions for our inmate telephone system which began ramping into full operation mid-June. As we worked through the process of selecting a new inmate telephone service provider we really had only two main objectives:

1. Provide a quality telephone system for inmates at a more reasonable cost to friends, family and neighbors who generally pay for the service.
2. Enhance our investigative abilities with the system selected, using our own staff.

The agreement in place with our previous telephone provider supplied us with an on-site technician, which I never really saw any benefit from. With assurances from ICSolutions, we opted to NOT have a company provided technician and I assigned one of my staff members to administer the system and she is doing a wonderful job. As the information populates and grows with use, we are able to use more and more of the features and have been very happy so far.

Literally, as I write this letter a woman is being booked into the facility for conspiracy to commit escape. Her boyfriend, a current inmate, will be re-booked with new charges before I complete the letter. We were able to intercept the planned crime because of the continuous voice recognition feature of your product. This inmate is currently on pre-trial status for armed robbery, aggravated assault with a deadly weapon and kidnapping. Good catch!

We are excited as we look forward in becoming more skilled and knowledgeable with the features ICSolutions system offers. I am a satisfied customer of ICSolutions and the Enforcer product. I should add that in several of the unrelated calls I have monitored, our "users" has repeatedly expressed their satisfaction with the more reasonable fees associated with the ICSolutions inmate telephone system.

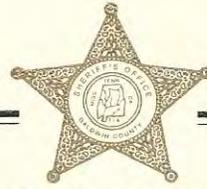
Thank you for helping me accomplish my objectives and more importantly, keeping our community safe!

Cmdr. Don Bischoff
Detention Division Director

600 West Beale Street • P.O. Box 1191 • Kingman, Arizona 86402
PHONE: (928) 753-0753 • FAX: (928) 753-0765

OFFICE OF SHERIFF

BALDWIN COUNTY, ALABAMA
SHERIFF HUEY HOSS MACK



310 Hand Avenue
Bay Minette, Alabama 36507
(251) 937-0210
Fax (251) 580-1687

June 25, 2014

Re: Letter of Reference for ICSolutions

To whom it may concern:

ICSolutions installed their ENFORCER inmate Telephone System for Baldwin County in August of 2012. This solution includes 77 phones in the service of approximately 668 inmates.

We have been very pleased with the services and excellent support provided by ICSolutions. Without raising rates or fees, ICSolutions has increased our annual commissions by 60 plus % from approximately over \$200,000 with our previous vender to nearly \$400, 000 a year with ICSolutions.

Not only did ICSolutions increase our commission revenue, but they did so while providing us with robust new technology. I recommend ICSolutions as a responsive, competent, and reliable inmate phone provider.

Should you require additional information about our experience with ICSolutions, please do not hesitate to contact me at 251-580-2524

Sincerely,

Major Jimmy Milton,

Commander
Baldwin County Sheriff's Office
Corrections Command

Lt. Gregory Thicklin,

Lt. over Support Services
Baldwin County Sheriff's Office
Corrections Command



JACKSON COUNTY CORRECTIONAL INSTITUTION

JACKSON COUNTY, GEORGIA

265 I. W. Davis Road

Jefferson, Georgia 30549



706-387-6450

FAX 706-387-6462

TESTIMONIAL

March 21, 2014

In early 2013 Jackson County Correctional Institution entered into a contractual agreement with Inmate Calling Solutions (ICSolutions) for their provision of our inmate phone system. This was one of the best decisions we could have made. The revenue from calls increased greatly. The inmates, and their family members are extremely pleased with the cost of the calls being less than any previous service they have used. The service department is quick to supply a solution to any technical issues that might arise.

In conclusion let me say, our experience has been beneficial, and we look forward to a continued business relationship with I.C. Solutions.

Johnny Weaver, Warden
Jackson County Correctional Institution

ANTHONY M. WICKERSHAM

OFFICE OF THE SHERIFF



Kent B. Lagerquist
UNDERSHERIFF

March 5, 2014

RE: Letter of Reference for ICSolutions

To Whom It May Concern:

ICSolutions installed their ENFORCER® Inmate Telephone System for Macomb in October of 2012. This solution includes approximately 150 inmate phones in the service of approximately 1,200 inmates. Subsequent to the phone system installation, ICSolutions also installed an 85-unit VizVox Video Visitation System.

We have been very pleased with the services provided by ICSolutions. Not only did ICSolutions increase our commission revenue over our previous vendor, but they did so while providing additional services, and reduced calling rates for the end-user.

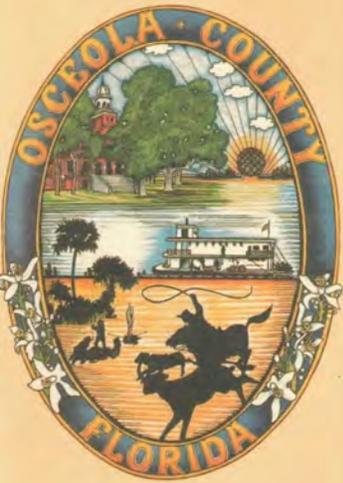
With ICSolutions, we experienced a smooth transition to our new Inmate Telephone and Video Visitation systems, with thorough training and excellent support. ICSolutions provides Macomb County with valuable technology, which is well maintained by a knowledgeable technical staff and our Account Manager, Brad Coens, who has been involved at every stage of the process.

I am happy to recommend ICSolutions to any correctional facility that wants to enhance their telecommunications options. Please feel free to contact me at 586-307-9348 should there be any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Michelle Sanborn', is located below the 'Sincerely,' text.

Michelle Sanborn
Jail Administrator



BOARD
OF
COUNTY
COMMISSIONERS

***Corrections
Department***

*Sherry Johnson,
Chief*

*Nancy DeFerrari,
Deputy Chief*

**Osceola
County**

402 Simpson Road
Kissimmee, FL 34744-4455
(407) 742-4444
Fax (407) 742-4303

February 21, 2014

Ms. Latisha Holmes
ICSolutions - Corporate Account Manager

RE: ICSolutions Reference

I have been an ICSolutions user for over five (5) years for investigations purposes. During this time, ICSolutions has provided continued refresher and new program update trainings to my staff and Osceola County Law Enforcement agencies who utilize our system.

I have found the training to be thorough, detailed, and specific to the target audience to facilitate intelligence gathering. ICSolutions personnel have exhibited and maintained a high level of professionalism and timely delivery when assistance is needed. ICSolutions welcomes and pursues investigator's ideas to enhance program efficiency to benefit the users.

Osceola County Corrections Department's Internal Affairs Unit has capitalized in the benefits of ICSolutions by gathering intelligence resulting in arrests and/or assisting in clearing allegations of wrongdoing. One of the highlights in this area was in August 2013, while monitoring inmate calls due to an anonymous tip; our unit was able to uncover fraudulent use of credit cards which resulted in two (2) arrests. Three (3) victims of this crime were confirmed but we were able to identify at least forty-six (46) additional victims.

Thank you for your continued support and dedication.

Yuberky Almonte
Captain – Internal Affairs
Office: 407-742-4426
Cell: 321-624-1867
Fax: 407-742-4517
E-Mail: yalm@osceola.org

Mini Stainless Steel

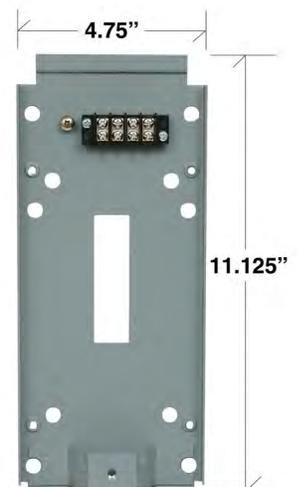
7010SS



- Built-in user controlled volume “LOUD” button for ADA mandated volume control (must be user-controlled volume amplification AND volume must be reset to normal with on-hook to meet ADA requirements).
- Heavy duty 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user’s location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered US:1DATE05BITC-254, IC:3267A-ITC254.

ACCESSORIES:

- Handset length and style of your choice, choose carbon or DuraClear
- Standard 178A Backboard for mounting
- Adaptor Plate for mounting Mini Phones to 178A Blackboards and pedestals
- Conduit Backboard with two (2) or (4) entry positions
- Standard Flush Mount Pedestal
- Adjustable Pedestal
- 4 Wheel Rollcart



Wintel®

A Division of Independent Technologies, Inc.

1051 Bennett Drive, Suite 101 • Longwood, FL 32750
 407.834.1188 • Fax 407.830.1050 • 800.264.8889
www.wintelphones.com

Wintel® Inmate Telephones

Engineering staff with Experience in Telephony introduced DuraClear® Technology to the design of the Industry Standard Inmate Telephone! Installing Wintel® phones or retrofitting DuraClear® Technology from Wintel® will dramatically improve voice transmission and lower repair costs. Currently installed in several State Prison Systems, this revolutionary technology, only available at Wintel, eliminates “Can’t be heard” complaints and is not affected by moisture or weather. DuraClear® handsets have shown below 7% replacement rates over the course of a year!

Wintel® maintains the highest quality standards and offers the listed descriptions of the manufacturing processes and quality testing requirements used to build the industry standard inmate telephone.

Wintel® employs a staff of 20 in Longwood Florida to build the telephones and telephone handsets. Wintel invites any State or County official wishing to inspect the manufacturing facility to come see one of the only telephone handset manufacturers left in the United States.

Quality and Manufacturing Specifications:

- **State of the Art Metal Weldments & Manufacturing:** Programmable Robotic welding system used to provide precise clean welds. Precision welds nearly eliminate rough, buffed out corners. All internal studs are Stainless Steel and are precision welded.
- **Designed for Inmate Use:** Wintel® Inmate Telephones are designed for the use and abuse typically visited on an inmate telephone. From the heavy gage steel housings to the 5-point security system designed to keep the phone secure, Wintel® phones are designed to be offender phones.
- **The ONLY true ADA compliant Volume Control:** The ADA requires Volume control to be USER controlled; Wintel® phones feature a LOUD button to the right of the keypad.
The competitors phones have No button = no user control = non-compliant!
- **Magnetic Hookswitch:** Wintel phones have the only standard magnetic hookswitch to eliminate trouble calls.
- **Conformal Coating of Electronics:** Printed Circuit Board is coated with conformal coating to protect the electronics from moisture and increase the life of the product.
- **Rhino® Handset:** Patented method of anchoring the steel lanyard through the length of the handle to the receiver end gives Wintel the **only true winner** in the 1000 pound pull strength test.
- **DuraClear® Technology:**
Magnetically activated transmitter replaces the old style carbon transmitters
Four times (4X) the life of the standard carbon transmitter and no more
Performs even in the poorest line conditions found in State Prison Systems
i.e. low loop current, low voltage, high resistance
Looks the same, to the user, as the standard Rhino® Handset
DuraClear® is unaffected by moisture and humidity, unlike carbon transmitters
DuraClear® is new and patented technology, found ONLY at Wintel®
The sound is much Louder, Clearer and Crisper with DuraClear®.



Rhino Handset

The Rhino handset is designed to meet or beat all of the published specifications for handsets for use on public terminals in North America. The handset has strength and durability characteristics that exceed any handset that is manufactured in North America and all handsets that are imported to the United States.

The electrical specifications for handsets are based on the type of phone and/or customer specifications for the application in which the handset is intended. Generally, either carbon or magnetic (DuraClear) microphones and magnetic receivers are used. The electrical components are manufactured to meet the interface standards for the variety of public terminals that are in use. Engineering staff with experience in Telephony have ensured that the Rhino handset is the best handset product on the market today. Standard lengths of 18", 24" and 32" are readily available and custom sizes can be ordered.

Impact Strength of Plastic Handle: Exceeds 80 foot-pounds. (This is tested using an eight-pound sledge that is dropped 10 feet. Five impact points are hit in succession.) All competitive handsets tested failed the 80 ft-lb impact test, and most fail a 40 ft-lb impact test.

Pull Strength: Exceeds 1000 foot-pounds. (Actual results are around 1200 ft-lbs. This test is the handset as a unit, not just the lanyard. The test is done by connecting the plastic handle to one end of the test fixture and the retaining stop on the end of the lanyard to the other end of the test fixture. This ensures that the plastic, the lanyard, and the stops on both ends of the lanyard can withstand a pull of at least 1000 ft-lbs.) All competitive handsets, even those using a heavy-duty lanyard, fail. Usually their failure is the stops pull loose or the plastic breaks or pulls out. Most competitive handsets fail at around 325 ft-lbs of pull or less.

Cap Removal Torque: Exceeds 125 foot-pounds. (This ensures that the caps cannot be removed by the public using small hand tools or bare-hands. As a comparison, lug bolts for car tires require about 75 ft-lbs of torque to remove.) No competitive handset comes close to this specification, with most opening at around 35 ft-lbs or less.

Wire: Stranded wire of at least 24 gauge is used to ensure good transmission quality and flexibility and durability. The insulation is Teflon, which does not support a flame from heat. (Cigarette lighters on other types of insulation will cause the insulation to catch fire and burn.) Most competitors use a smaller gauge wire and a cheaper insulation, resulting in potential problems for transmission and fire.

Electrical Connections: AMP (Tyco) connectors are used for all electrical connections, except for direct connections (solder) that are used on critical points where moisture or vandalism can be a problem with pressure connectors.

Plastic: A special blend of lexan plastic is used that has high strength, won't maintain a flame once the heat source is removed and has UV protection for sun exposure.

Armored Cord: Flexible interlocking stainless steel.

The above specifications result in a low handset replacement rate with Rhino. Standard industry replacement rates where the Rhino is not used is above 35%. The Rhino replacement rate is typically below 10%. If you assume labor cost is \$100 to replace a handset, the longer a handset lasts, the better your bottom line.

Wintel®

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1051 Bennett Drive, Suite 101 • Longwood, FL 32750
407.834.1188 Fax 407.830.1050 • 800.264.8889
www.wintelphones.com

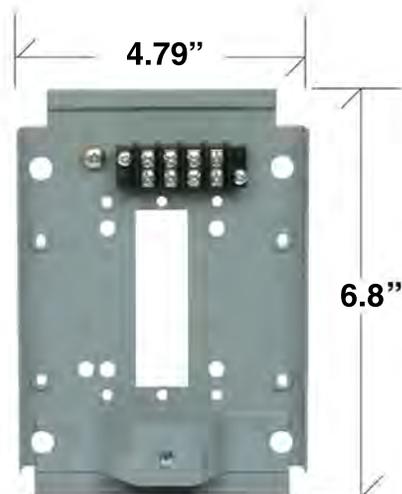
Half Size

Stainless Steel

7005SSC



- Offers full sized service in half the space.
- Mounting holes in the backplate are placed to enable the unit to be mounted to a 4X4 Gang Box.
- Can be used as a visitation phone in facilities that require a pin number or password to be entered before connection to the outside party can be made.
- Built-in user controlled volume “LOUD” button for ADA mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements).
- Heavy duty 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user’s location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered
US:1DATE05BITC-254, IC:3267A-ITC254.
- 1/2” conduit access on bottom of phone comes with a stainless steel plug when not in use.



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1051 Bennett Drive, Suite 101 • Longwood, FL 32750
407.834.1188 • Fax 407.830.1050 • 800.264.8889
www.wintelphones.com

Visitation Kit 7429VST



- *Strong & Durable*
- *Long Lasting*
- *Standard Wintel Phone Parts*
- *Rhino Handset*
- *Wiring Options*
- *Double-Gang Mounting Box*
- *Magnetic Hook Switch*
- *14-Gauge Stainless Steel Faceplate*

Face Plate

- 14-Gauge Stainless Steel
- Pin & Head Security Screws
- Machined Stainless Steel Ring for Handset Cord Entry
- Shipped with Double-Gang Mounting Box

Electronics

- Magnetic Hook switch (no mechanical contacts to fail)
- Hearing Aid Compatible Handset
- Transmitter & Receiver Elements Designed for Inmate Abuse

ORDERING OPTIONS

- Kits are sold as single units, not pairs
- 32" Rhino Handset
- 18" Rhino Handset
- 54" Rhino Handset
- Order replacement Handsets as needed
- All handset are built without a receiver varister
- Special lengths and builds are available
- VPM-1 Visitation Power Module



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www.wintelphones.com



TMG, Inc.

TM-24-8 2-Wheel Phone Cart

Body: High Security, 14 Gauge Steel

Size: Post - 51 3/4"H x 10"W x 6"D

Foot - 6"H x 24"W x 15"D

Paint: Scratch Resistant Black Powder Coat

Shipping Weight: 65 lbs. Each

Mounting: Pattern for Mini and Standard Size Phones

Product Description

The TM-24-8 Mobile Inmate Telephone Cart is designed to let you move a phone quickly and easily to where it is needed. The cart functions just like a hand truck. When a TMG Inmate Telephone is mounted on the TM-24-8 the telephone handset cord is positioned to be at the appropriate height to enter the food tray slot on most high security doors. Large cleats are positioned inside the back of the cart, away from the reach of inmates, for excess telephone line cord storage.

Applications

- Maximum Security Prisons
- Segregation Housing Units
- Holding Cells
- Psychiatric Wards
- Prison Hospitals
- Any place a temporary phone may be required

The TM-24-8 will accommodate all TMG Inmate Telephones, coin telephones and most competitor telephones. Call to verify which pattern will work for your existing telephone.

Repair and Refurbishment Services Available

Telcom Marketing Group, Inc. ~ 1370A Weber Industrial Drive ~ Cumming, GA 30041

Phone: 770.844.1346 / Fax: 770.844.9079 / Toll Free 877.844.1366

www.inmatetelephones.com

P3 Video Relay Service

P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, FCC-certified solution to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards and offers the greatest amount of flexibility.



- PC equipped with a 21-inch monitor
- Can operate on a PC or Android tablet connected to the internet
- Simple, easy-to-use interface
- Superior Video Quality
- Customizable Voice Greeting
- Ability to send DTMF tones
- Strictly regulated by the FCC for confidentiality and data protection

Product: P3
Platform: PC
Version: 9.0
Release Date: October 28, 2015
Customer Support: For more information or support, please contact us at **877-885-3172**, email **salesengineer@purple.us** or visit our website at **www.purplevrs.com/p3**.

Introduction

P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, Federal Communications Commission (FCC)-certified communications solution to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards and offers the greatest amount of flexibility.

Package Includes

Simple Interface – easy-to-use
Superior Video Quality
Call Waiting – enables users to answer a call while on another call
3-Way Calling – add a second caller to active call
Personal Voice Greeting – customize the greeting for the hearing caller while connecting to a sign language interpreter

P3 Tech Specs

Interoperable with other VRS devices and providers that support SIP or H.323 standards
Crystal-clear audio with acoustic echo canceler

P3 Advantages

Health Insurance Portability and Accountability Act (HIPAA)-compliant for VRS calls
Ability to send DTMF tones using the dial pad
Services are strictly regulated by the FCC for confidentiality and data protection
P3 can be mass-deployed using silent install
Purple ONE™ Number and Ring All – all devices logged in under the same account will ring simultaneously

PC System Requirements

Windows® 7/8/10 (including 64 bit versions) with DirectX® 9.0c or higher
Recommended CPU: Intel Core 2 Duo class, 2.33 GHz or faster
Ideal CPU: Intel Core 2 Quad class, 2.66 GHz or faster
Memory and Disk: 2 GB of RAM and 250 MB of hard drive space
Open GL 2.1 or higher: hardware-accelerated video drivers are highly recommended
Administrator rights are required for installation and upgrades
Webcam: either built-in or external webcam (Logitech® C910/C920 webcam highly recommended)
DirectSound® compliant required audio card and drivers – must support 48 KHz sampling rate for VCO users

Video Protocols

SIP, H.323
H.263, H.264
CIF (352 x 288)

Audio Protocols

G.711
G.722.1
GSM
iLBC
Echo cancellation
Automatic Gain Control and Denoise

Video Performance (Bandwidth)

Bandwidth adjusts between 384 Kbps and 2048 Kbps
Recommended bandwidth of 768 Kbps
Adaptive low-latency packet-loss recovery
Automatic bandwidth control, adapts to network conditions

Corporate Environments

Compatible with the following virtualized and thin client environments:

- Citrix®
- VMWare®
- Microsoft Hyper-V®

Supports VPN in the following situations:

- Telecommuting workers
- Satellite offices
- Separate departments

Note: If using a VPN, the VPN must be active before launching P3.

ACD/Call Manager

- Will work with many ACD and call manager systems
- Can setup call forwarding from extension to Purple ONE Number
- Outbound call masking of Purple ONE number configurable per business requirements

Secured Login and Connection

- HTTPS login and transferring data prior to and during calls
- Text chat during VRS calls uses data encryption

Note: Per FCC regulations, this program cannot be used behind a proxy.

P3 Firewall Configuration Requirements

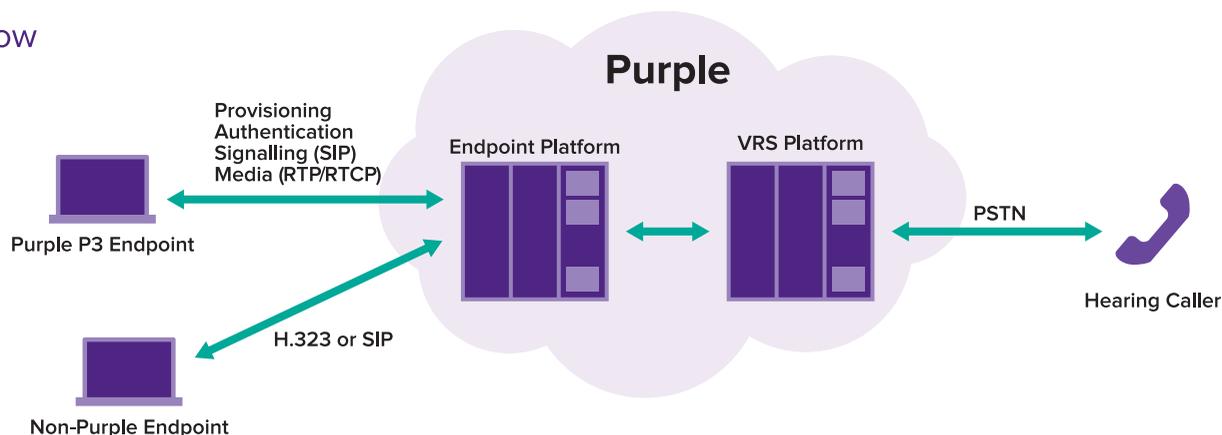
Protocol	Source Ports	Destination DNS	Destination IP Address ¹	Destination Ports	Purpose	Notes
HTTP	Any	vmailer.hovrs.com	208.17.91.240	80 and 8080	PurpleMail	
HTTPS	Any	websvc.prod.purple.us	208.17.91.76	443	Web Services	
TCP	Any	lb.orion.prod.purple.us	174.137.37.191 174.137.37.192 174.137.37.193 174.137.37.194	14004	WebSocket	/24: may expand up to 16 IP addresses
SIP (TCP)	Any	psip-lb.prod.purple.us	174.137.37.50	5060 and 35060	SIP Signaling	/24: may expand up to 16 IP addresses
RTP/RTCP	43000-43050 (See Note)	(No external DNS available)	174.137.37.52 174.137.37.53	10000-20000	RTP/RTCP media – 6 random ports per call (Audio, Video, and Text)	/24: may expand up to 16 IP addresses

¹DNS names verified in October 2015; subject to change by Purple.

²Note on RTP/RTCP: Depending on port usage patterns at a particular site, source ports can range up to 43000-43999. 43050 as the upper end of the range is suggested as a starting point to be confirmed by operational testing, but firewall administrators should be prepared to allow the full range of 43000-43999 if necessary.

Web Filter Requirements: Web Filter Requirements: HTTP/HTTPS lookups on *.purple.us and *.amazonaws.com including subdomains that can be more than one level deep. It is highly recommended that IP filters be set to a /24 range to allow for future expansion or changes by Purple.
Current as of October 2015.

Call Flow



Support

Analyzing your network and provide recommendation for optimal experience.

Provide firewall instructions and support for deployment of our software.

Assist with mass deployment and provide training for IT staff for future upgrades.

Advise on how to integrate our systems with your existing ACD/Call Manager.

Provide support to transition from other VRS software to P3.

Excellent Purple Premier Support team available to answer your questions and provide support.

Visit www.purplevrs.com/usernotice for important information concerning 10-digit numbering and E911 services for VRS.
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541-201606

2 / 2



THE WORLDWIDE LEADER IN TEXT TELECOMMUNICATIONS

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Minicom IV



This basic TTY is affordable and easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer. Turbo Code lets you enjoy "real-time" conversations with other Turbo Code TTYs. Auto ID lets everyone you call know you are using a TTY. Available options include an extended warranty, a dust cover and a soft carrying case. For basic communication features in a reliable TTY, Minicom IV is right for you.

- [BUY ONLINE](#)
- [Download User Guide](#)

Minicom IV

- Turbo Code® and Auto ID™
- Convenient GA/SK keys
- Printer port to connect to your external printer
- 20-character display
- 43-key, 4-row keyboard
- Rechargeable batteries and AC adapter included
- Baudot code (45.5/50 baud rate)

Products

CapTel
Text Telephones
Simplicity Signalers
Amplified Phones

Company

Company Information
Headlines
Technology

Customer Support

Product Support
Repairs
FAQs
Dealer Locator
Request a Catalog
Contact Us

Contact

(800) 482-2424 (V/TTY)
(608) 238-3008 (FAX)
Email Us

Ultratec, Inc.
450 Science Drive
Madison, WI 53711

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Overview of the Minicom IV™

Top view

Acoustic cups

On/Off switch

Display

Signal light

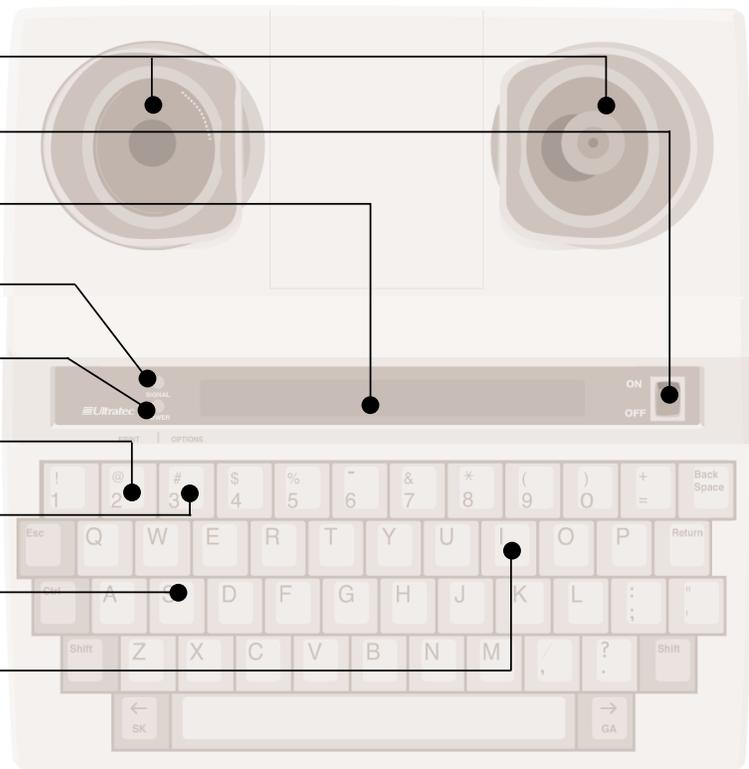
Power light

Printer on/off

Options key

Sensitivity key

Interrupt key

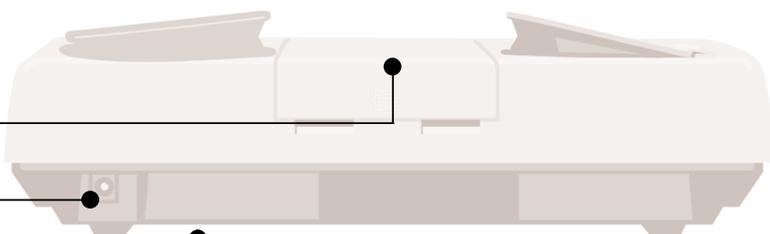


Back view

External printer port
(inside)

AC adapter jack

Battery compartment
(underneath)



SPECIFICATIONS

Physical Dimensions

Size—10" x 9.5" x 3" (25.4 cm x 24.1 cm x 7.6 cm)

Weight—3.75 lbs (1.7 Kg) with batteries

Power

AC adapter-9VDC, 650 mA
(barrel is positive)

AC adapter is UL/CSA listed

The six AA NiCad rechargeable batteries are user replaceable. They power the unit for 45 to 60 minutes of normal use.

Keyboard

50 ergonomic keys in 5 rows
Control key plus 4 function keys
Sticky Keys for single-handed typists
Character set: A-Z, 0-9, Backspace,
Return/LF, Space, +=-\$'O"/:;?.,*# GA, SK.

Display

Blue/green vacuum-fluorescent
20 characters
0.25" (6mm) character height

Acoustic Coupler

Accepts both circular and square telephone handsets

Communication Codes

Automatic code detection on incoming and outgoing calls (Turbo Code or Baudot)

Baudot Code:

45.5 and 50 baud

Sensitivity = -45 dbm, 67 dBSPL (min)

Output = -10 dbm

Turbo Code:

Enhanced communication protocol with interrupt capability.

100 baud (average)

7 data bits

Approvals

FCC approved. FCC Registration No. (Part 68): D8KUSA-18408-DT-N

Total Access

900E Series

Market Leading IP Business Gateways



Benefits

- Seamless voice and data integration over VoIP-based network architectures
- Designed for Ethernet and Multi-T1 applications
- Optional eSBC functionality
- Up to 24 analog POTS interfaces
- Optional outbound lifeline via FXO
- Compatible with industry-leading softswitches and call agents
- Dynamic bandwidth allocation affords more efficient utilization
- Integral full-featured business-class IP router
- Stateful inspection firewall for network security
- Quality of Service (QoS) for delay and jitter sensitive traffic like VoIP
- Supports 802.1q Virtual LAN (VLAN) Trunking
- Voice Quality Monitoring (VQM)
- Network Address Translation (NAT) for IP address concealment
- Feature-rich ADTRAN Operating System (AOS)
- Optional battery backup
- Industry-leading five-year warranty
- Supports transcoding and DTMF interworking (30 calls)
- Full featured SBC for robust network security and voice interoperability

Overview

The Total Access® 900e Series of market leading IP Business Gateways for Ethernet and multi-T1 applications from ADTRAN® are designed for carrier Ethernet and SIP/MGCP Voice over IP (VoIP) networks. These products feature all the same robust routing and voice features of the previous generation IPBGs, along with a host of new features and functions that enable cost effective, reliable IP service delivery. These devices use the ADTRAN Operating System (AOS) to simplify management and administration. Multiple models offer flexibility for varied applications from PRI delivery and SIP trunking services to Hosted IP PBX offerings.

The Total Access 900e Series offers up to 24 FXS ports for analog voice delivery, and three Ethernet interfaces (one Gigabit and two Fast) for access to the Total Access 900e's router or WAN/LAN access. The Total Access 900e Series can be coupled with a NetVanta® Power over Ethernet (PoE) switch to provide connectivity to a variety of network devices and personal computers, as well as to power IP phones and Wireless Access Points (WAPs).

VoIP Gateway

The Total Access 900e Series utilizes SIP or MGCP For VoIP applications, providing interoperability with industry-leading soft switches, feature servers, and gateways. Acting as a gateway, the Total Access 900e converts IP signaling from the carrier into traditional TDM analog and digital voice services. This functionality allows the Total Access 900e Series to deliver voice services to both IP phones and traditional

telephony equipment simultaneously. For customers implementing a hosted PBX or IP Centrex service, the Total Access 900e Series is ideal for providing customers additional analog ports necessary to support their remaining analog phones, fax machines, or modems. The Total Access 900e Series supports many popular calling features such as caller ID, call hold, forward, transfer, and call waiting. Voice Activity Detection (VAD) and silence suppression are supported to ensure reliable VoIP call quality.

Enterprise Session Border Control (eSBC)

The Total Access 900e also can provide eSBC functionality delivering a truly converged application platform at the customer premises. This feature is becoming mandatory in today's service deployment to normalize, secure and troubleshoot the SIP to SIP communication between a carrier network and the customers SIP compliant equipment.

Remote Survivability

In addition, the Total Access 900e Series can act as a registrar and Back-to-Back User Agent (B2BUA) or as a SIP-transparent proxy to facilitate remote survivability and NAT traversal. In the event of a service interruption on the wide area network or if the carrier's call agent were to become unavailable, calls may continue locally at the customer premises between IP-based or analog phones. In addition, the embedded FXO port can be used as a survivable interface for outbound calls to the PSTN.



TA 900E SERIES

QoS, Security, Routing, and VQM

The Total Access 900e Series uses the AOS to provide a stateful inspection firewall; NAT; DHCP server/client; and feature-rich, standards-based, IP routing functionality supporting BGP, OSPF, and RIP routing protocols. Inherent QoS methods ensure appropriate classification and prioritization of VoIP traffic. These methods include Low Latency Weighted Fair Queuing, class based weighted fair queuing, support for Differentiated Services (DiffServ) protocol, Frame Relay Fragmentation (FRF.12), and Frame Relay traffic shaping. Voice Quality Monitoring (VQM) captures Mean Opinion Score (MOS), jitter, delay, and packet loss statistics necessary to troubleshoot VoIP calls over the WAN to help ensure superior call quality.

Management

The Total Access 900e Series can be remotely managed by ADTRAN's n-Command® MSP platform. ADTRAN n-Command MSP offers the ability to discover devices, make mass configuration changes or firmware upgrades, backup/restore configuration, and generate inventory reports for asset management. ADTRAN's n-Command MSP also offers VoIP VQM and reporting, SIP ladder diagram, as well as an industry leading, easy-to-use, Graphical User Interface (GUI). Total Access 900e products are housed in a rugged metal enclosure; available in wallmount, rackmount, and desktop mountings; and offer a battery backup system for up to eight hours of uninterrupted service upon a customer-site power outage. Total Access 900e products are backed by an industry-leading warranty.

Product Specifications

Physical Interfaces

T1

- Quad T1/FT1
- RJ-48C

Ethernet

- Three Ethernet Interfaces (WAN/LAN Support):
 - One Gigabit
 - Two Fast
- Full Duplex
- RJ-45
- Supports 802.1q VLAN Trunking

USB 2.0

- One Interface

Digital Voice

- PRI
- Feature Group D
- Signaling Methods:
 - E&M Wink
 - E&M Immediate
- T1 CAS Support
- RJ-48C

Analog Voice

- 8, 16, and 24 FXS POTS via 50-pin Amphenol
- 68.5 Vrms with 20VDC Offset Maximum Ring Voltage
- Sinusoidal Ringer Waveform
- 48 V, Nominal On-hook Battery Voltage
- 30 mA, Nominal Loop Current
- FXS 2-wire Impedances:
 - 600Ω
 - 600Ω +2.16μF
 - 900Ω
 - 900Ω +2.16μF
- FXO 2-wire Impedances (Lifeline FXO):
 - 600Ω
 - 600Ω+2.16μF
 - 900Ω
 - 900Ω+2.16μF
- Signaling Methods:
 - Loop Start

■ FXO 2-wire impedances (Standard FXOs):

- 600Ω
- 600Ω+2.16μF
- 900Ω
- 900Ω+2.16μF

■ Integral FXO (900e Series)

■ Signaling Methods:

- Loop Start
- Ground Start

■ FXO 2-wire Impedances:

- 600Ω+2.16μF
- 900Ω+2.16μF
- Rs 220 ohms, Rp 820 ohms, Cp 115nF
- Rs 270 ohms, Rp 750 ohms, Cp 150nF
- Rs 270 ohms, Rp 750 ohms, Cp 150nF, Zin 600r
- Rs 320 ohms, Rp 1,050 ohms, Cp 230nF
- Rs 350 ohms, Rp 1,000 ohms, Cp 210nF, Zin 600r
- Rs 370 ohms, Rp 620 ohms, Cp 310nF
- Rs 800 ohms, Rp 100 ohms, Cp 50nF

■ Signaling Methods:

- Loop Start
- DPT
- Ground Start

Craft

- DB-9

Memory

- RAM: 512 MB RAM
- Flash: 128 MB Flash

VoIP

- SIP
- MGCP (FXS Interfaces Only)

Packet-based Voice Resources

- CODECs
 - G.711-64k PCM
 - G.729a-8k CS-ACELP
- G.168 Echo Cancellation
- Up to 64ms Echo-tail length

Market Leading IP Business Gateways

- Supports up to 60 Channels DSP
- Supports 30 T.38 Sessions
- Supports 30 transcoding calls

Media Stream

- RTP/UDP/IP (RFC 3550)
- RTP Payload for DTMF Digits (RFC 2833)
- Supports Port-to-port Hairpin Call
- SDP (RFC 2327)
- Supports 30 DTMF interworking calls

NAT Traversal and Remote Survivability

- B2BUA
- SIP Registrar for IP Phones
- SIP proxy with Survivability
- Transparent/Stateful/Outbound

Tone Services

- Local DTMF Detection
- Local Tone Generation:
 - Dialtone
 - Busy
 - Call Waiting
 - Alternate Call Waiting
 - Receiver Off Hook
- Ringing:
 - Distinctive Ring

Calling Feature Support

(Varies with feature server/gateway)

- Caller ID:
 - Name and Number (MDMF, SDMF)
 - Call Waiting Caller ID
- Voice Mail:
 - Stutter dialtone
 - Visual Message Waiting Indicator (VMWI)
- Call Hold
- Call Forward:
 - Busy Line
 - No Answer
- Call Transfer:
 - Blind, Attended
- Call Waiting
- Do Not Disturb
- Call Return
- 3-way Conferencing (3WC)
- Distinctive Ring
- Three-way Calling
- Speed Dial

Security

Firewall

- Stateful Inspection Firewall
- Denial of Service (DOS) Protection
- Access Control Lists
- Application Level Gateways
- Packet Filtering

NAT

- Basic NAT (1:1) and NAT (Many:1)

QoS

- Low Latency and WFQ
- Hierarchical QoS
- DiffServ packet marking and recognition
- Frame Relay Fragmentation
- Traffic Monitoring (NetFlow 9)

VQM

- Packet Capture (PCAP)
- MOS prediction
- Jitter, Delay and Packet Loss
- Past and Active Calls

VPN

- IPsec Tunnel Mode: 100 Tunnels
- Encryption: DES, 3DES, and AES
- Authentication Mechanisms: XAUTH, Digital certifications, Pre-Shared Keys, and Secure ID

Protocols

- BGP
- OSPF
- RIP (v1 and v2)
- GRE
- IGMP V2
- Frame Relay
- Multilink Frame Relay
- PPP
- Multilink PPP
- HDLC
- PAP and CHAP
- Multi-VRF

Routed Protocols

- IP

DHCP

- Client
- Server
- Relay

Management and Utilities

- Familiar CLI
- n-Command Support
- SYSLOG Logging
- Telnet, Craft/Console Port, SSH, Ping, Trace route, NTP
- Web-based GUI
- SNMP v2 and v3
- TCL Scripting

Firmware Upgrade

- FTP
- TFTP
- X-Modem
- HTTP

Environment

- Operating Temperature: 32° to 122 °F (0° to 50 °C)
- Storage Temperature: -40° to 158 °F (-40° to 70 °C)
- Relative Humidity: Up to 95%, Non-condensing
- Maximum Altitude: 10,000 Feet

Product Specifications

Physical and Power

Chassis

- Wallmount
- 1U Rackmount
- Desktop Metal Enclosure

Dimensions

- **Total Access 908e:**
1.75 in. x 17 in. x 8 in. (H x W x D)
- **Total Access 916e/924e:**
1.75 in. x 17 in. x 10 in. (H x W x D)

Weight

- **Total Access 908e:** 5.5 lbs.
- **Total Access 916e/924e:** 7 lbs.

Power

- **Total Access 908e:** 120 VAC, 60 Hz, 75W
- **Total Access 916e and 924e:** 120 VAC, 60 Hz, 110W
- **Battery Backup:** Optional eight-hour system
- **LEDs Total Access 900e**
 - Voice
 - Status
 - Gig 1
 - USB
 - T1 1 - 4
 - Ethernet 1 - 2

Agency Approvals

- FCC Part 15, Class A
- FCC Part 68
- Industry Canada CS03
- ETL and Canadian ETL (C-ETL)

Battery Backup Options

- Rackmount or Wallmount

Warranty

- Five Years (North America)

Ordering Information

Hardware Options	Part No.
Total Access 908e	4243908F1
Total Access 908e with Lifeline FXO	4243908F2
Total Access 908e with SBC, 5 Calls with Lifeline FXO	4243908F2#5
Total Access 908e with SBC, 25 Calls with Lifeline FXO	4243908F2#25
Total Access 908e with SBC, 50 Calls with Lifeline FXO	4243908F2#50
Total Access 908e with SBC, 100 Calls with Lifeline FXO	4243908F2#100
Total Access 916e	4243916F1
Total Access 916e with Lifeline FXO	4243916F2
Total Access 924e	4243924F1
Total Access 924e with Lifeline FXO	4243924F2
Total Access 924e, 16 FXS, 9 FXO (1 Lifeline)	4243924F3
Total Access 900e, SBC Feature Pack Upgrade	1950900G3
Battery Backup Systems	
Total Access 908e, Eight-hour, Wallmount	1200641L1
Total Access 916e/924e, Eight-hour, Wallmount/Rackmount	1175044L1
Total Access 916e/924e, Eight-hour, Wallmount	1175044L2
Software Upgrade Options	
IPBG SBC Upgrade, 5 Calls	1962SBCF5
IPBG SBC Upgrade, 10 Calls	1962SBCF10
IPBG SBC Upgrade, 25 Calls	1962SBCF25
IPBG SBC Upgrade, 50 Calls	1962SBCF50
IPBG SBC Upgrade, 100 Calls	1962SBCF100
IPBG SBC Upgrade, 200 Calls	1962SBCF200



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Supplier



NetVanta 1531

Layer 3 Lite Gigabit Ethernet Switch



Product Features

- 12-port multi-layer Gigabit Ethernet switch
- Ten 10/100/1000Base-T Ethernet ports and two 1 Gbps Small Form-factor Pluggable (SFP) optical ports
- Fanless design for quiet operation
- Non-blocking, up to 24 Gbps switching capacity
- Line rate Layer 2 and Layer 3 Lite capabilities
- 16 static routes
- 802.1Q VLANs, Private VLANs and VLAN assignment via 802.1x
- VoIP Setup Wizard
- Advanced Quality of Service (QoS) with support for 802.1p and DiffServ prioritization with four queues per egress port
- Automate actions with Port Scheduler and TCL scripting
- VoIP ready with LLDP/LLDP-MED and voice VLANs
- Business-class security with RADIUS, TACACS+, 802.1x and port security
- Optimized for iSCSI Storage Area Networks (SANs) solutions
- Wi-Fi® access controller for centralized management of NetVanta Wireless Access Points (WAPs)
- Cable and SFP diagnostics provides easy to use troubleshooting tools for copper and fiber cable
- Familiar CLI and Web GUI
- Limited lifetime warranty
- Next business day advance replacement

NetVanta® 1531 is a managed, 12-port, Layer 3 Lite, Gigabit Ethernet switch designed as an access layer switch for small businesses and branch office deployments. With the combination of the advanced multi-layer switching fabric, high-bandwidth capabilities, and enhanced QoS features, the NetVanta 1531 is ideal for Voice over IP (VoIP), Gigabit-to-the-desktop and converged voice and data deployments. Experience ease of management with Web-based Graphical User Interface (GUI) and familiar Command Line Interface (CLI).

Hardware

The NetVanta 1531 is a desktop, wall mountable or rack mountable switch with a fanless design ensuring quiet operation. It provides 12 Gigabit Ethernet ports, consisting of 10 fixed 10/100/1000Base-T Ethernet ports and two 1.0 Gbps SFP ports. With two interconnected NetVanta 1531 switches mounted in a 19-inch rack (using the optional dual mounting tray), you can scale to twenty GigE ports, and up to four Gbps of backplane capacity, when using the SFP ports.

Multi-layer Switching

The NetVanta 1531 supports advanced multi-layer (Layer 2 and Layer 3 Lite) switching with up to 16 static routes allowing it to easily scale from SMBs to enterprise-size networks.

VoIP Ready

The NetVanta 1531 is VoIP-ready with the ability to automatically configure IP phones using LLDP-MED, and the ability to separate voice traffic onto voice VLANs, to simplify the deployment of VoIP. In addition, the switch includes a VoIP Setup Wizard (available via a web-based GUI or CLI), which automates the complete VoIP setup process reducing deployment time and eliminating errors. An on-demand VoIP report provides a printable summary of the switch VoIP configuration, as well as providing alerts and recommendations to improve performance. All NetVanta switches support QoS to prioritize VoIP traffic, 802.1p and DiffServ Class of Service (CoS).

Security

The NetVanta 1531 offers a variety of data security features including DoS protection, MAC-based port security, multilevel user passwords, Secure Shell (SSH) and Secure Socket Layer (SSL) for encrypted user login, and Access Authentication and Authorization (AAA) for authentication with RADIUS and TACACS+. With features such as 802.1x and port security, administrators can assure that only authorized users are allowed access to the network.

The ADTRAN® Operating System (AOS) also features desktop auditing using DHCP in conjunction with Microsoft Network Access Protection (NAP) protocol to monitor the health of client computers. The two protocols work together to ensure that systems connected to the network are using appropriate corporate policies, such as firewall settings, antivirus settings and other client health information.

Port Scheduler

NetVanta 1531 allows ports to be enabled or disabled based on time of day. This ability to schedule available ports allows for added security and can provide less power consumption during off hours, saving on utility cost.

iSCSI Optimized

All ADTRAN NetVanta Gigabit Ethernet switches are optimized for iSCSI SAN deployments. Network administrators can take advantage of features such as Jumbo frame support (up to 9K), separation of iSCSI network traffic utilizing VLANs, and 802.3x flow control to seamlessly integrate ADTRAN switches with iSCSI SANs devices.

Administration

AOS offers both a CLI and an intuitive Web-based GUI with step-by-step configuration wizards. For automating setup and configuration, NetVanta 1531 supports Auto-Config which provides the ability to automatically obtain the switch configuration via DHCP.

AOS also offers network forensics to aid in troubleshooting network problems by allowing network administrators to easily locate devices on the network by MAC or IP address.





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NetVanta 1531

Layer 3 Lite Gigabit Ethernet Switch

Product Specifications

Physical Interface

Ethernet Ports

- 10 –10/100/1000Base-T
- 2–Standard 1 Gbps SFP ports
- Auto rate/duplex/MDI/MDI-X

Console Port

- DB-9, RS-232

Switching Performance

- Non-blocking Layer 2/3 Switching

Maximum Forwarding Bandwidth

- 24 Gbps

Layer 2 Support

- 802.1D Spanning Tree
- 802.1w Rapid STP
- 802.3ad Link Aggregation
- 8,000 MAC Addresses
- Jumbo Frames (9K)
- IGMP Snooping/Querier
- 802.3x Flow Control

Layer 3 Support

- 16 Static Routes
- 8 Layer 3 Interfaces
- UDP Relay
- 232 ARP Entries
- IPv6 Management

Diagnostics

- Port Mirroring
- LLDP (802.1AB)
- LLDP-MED
- Cable Diagnostics
- SFP Diagnostics
- Troubleshooting Page

Front Panel Status LEDs

- Power Status
- LAN: Link, Activity

Port Statistics

- Number of TX/RX Frames, Collisions, Errors

Quality of Service

- 802.1p and DiffServ
- Four Output Queues per Egress Port
- Weighted Round Robin (WRR)
- Strict Priority Scheduling

VLAN

- Port-based VLANs
- 802.1Q Tagged Trunked VLANs
- Voice VLANs
- Private VLAN Edge
- Dynamic 802.1x Assigned VLANs
- Support for up to 255 Active VLANs

Administration

- CLI (Console/Telnet/SSH)
- SNMP v3
- Web-based GUI (HTTP/SSL)
- SYSLOG
- n-Command® support
- Email Alerts
- RADIUS
- TACACS+
- TCL Scripting
- Auto Config
- Port Scheduler
- DHCP Network Forensics

Security

- Port authentication (802.1x)
- Port Security
- DoS Protection
- Hardware ACLs
- Microsoft Desktop Auditing

Wi-Fi Controller

- Controls up to 8 NetVanta WAPs

Environment

- **Operating Temperature:** 32° F to 122° F (0° C to 50° C)
- **Storage Temperature:** -4° F to 158° F (-20° C to 70° C)
- **Relative Humidity:** Up to 95%, Non-condensing

Physical

- **Chassis:** 1U, 1/2 Rack Width—Desktop, Wall Mountable or Rack Mountable (with Optional Rack Mount or Wall Mount Brackets or Dual Mount Tray)
- **Dimensions:** 1.7 in. x 8.4 in. x 11.1 in. (4.3 cm x 21.3 cm x 28.3 cm) (H x W x D)
- **Weight:** 3.5 lbs. (1.6 kg.)
- **AC Power:** 100–240 VAC, 50/60 Hz
- **Power:** 30 Watts, Max 2.5A

Agency Approvals

- FCC Part 15 Class A, UL/CUL 60950-1

Ordering Information

Equipment	Part No.
NetVanta 1531	1700570F1
NetVanta 1000BaseSX SFP Transceiver	1200480E1
NetVanta 1000BaseLX SFP Transceiver	1200481E1
NetVanta 1 Meter SFP Interconnect Cable	1200484G1
NetVanta 3 Meter SFP Interconnect Cable	1200484G3
Dual Mounting Tray	1700508F1
Wall Mount Brackets	1200884G1
19 in. Rack Mount Brackets	1700511F1

Smart-UPS 120 V

Advanced line interactive power protection
for servers and network equipment



The world's most popular network and server UPS

The award-winning Smart-UPS™ unit from APC™ by Schneider Electric™ is the most popular UPS in the world for servers, storage, and networks. Trusted to protect critical data and equipment from power problems, the UPS supplies clean and reliable network-grade power. In addition to Legendary Reliability and manageability, Smart-UPS units have extremely high efficiency at low, medium, and high load levels, making them ideal for today's multi-core or virtualized servers that have varying load consumption. Available in a variety of form factors (tower, rack-mount, rack/tower convertible), there is a model for every application and budget.

Intelligent and efficient network power protection from entry level to scaleable runtime. Ideal for servers, point-of-sale, routers, switches, hubs, and other network devices.

- Reliable
- Intelligent
- Efficient
- Manageable



Smart-UPS Tower and Rack-mount 750 – 3,000 VA

Application-optimized standard models, ideal for servers, storage, point-of-sale, and other network devices



[SMT1500RM1U]



[SMT1500RM2U]



[SMT1500RM2U]



[SMT750]

Standard Features

High-efficiency Green Mode:

Optimum efficiency which saves utility and cooling costs

Emergency Power Off (EPO):

Provides for remote UPS shut-off in the event of a fire or other emergency (2,200 VA and above)

Alphanumeric LCD Display:

Intuitive interface provides detailed and accurate information with ability to configure locally

Battery Disconnect:

Convenient way to disconnect battery for transport

Network-grade Power:

Provides most stable power conditions by filtering noise, automatic voltage regulation (AVR), and surge protection

Communication Ports:

Serial, USB, and SmartSlot™ for accessory cards

Advanced Battery Management:

Temperature-compensated charging extends life and advanced algorithms recommend replacement date



[SMT750]

Smart-UPS Extended Run 750 – 3,000 VA

Convertible extended run models ideal for critical servers and voice/data switches



[SMX3000LV]



[SMX1500RM2U]



[SMX1500RM2UNC]



[SMX3000RMLV2U]

Additional Features

Slim 2U Rack/Tower and 4U Short Depth Convertible Forms:

Display rotates easily for use in or out of a rack

High-frequency Design:

Reduces size of (or eliminates) bulky transformers making installation even easier

Low-voltage Models:

(2 – 3 kVA)

Configurable output from 100 V – 127 V on low-voltage models

Models Available with Pre-installed Network Cards:

Models with “NC” suffix have pre-installed AP9631 network cards with environmental monitoring

Smart External Battery Connector:

Accepts external batteries and increases runtime automatically to increase availability

Switched Outlet Groups:

Reboot hung devices, shed non-critical loads to conserve runtime, and sequence start-up/turn off

Smart-UPS Display

Intuitive, easy-to-use LCD interface

Standard Features

LCD Display Screen

Clear, consistent, and detailed information in your choice of basic or advanced menus

Power Status:

- Operating mode and efficiency
- Load VA/Watts/Amps
- Input/Output voltage and frequency
- Battery capacity and runtime
- Energy meter and more

Control:

UPS and outlet group settings

Configuration:

- Language
- Power quality settings
- Alarm, delay, and threshold settings

Test and Diagnostics:

Initiate battery and runtime calibration tests

Logs:

See explanation of last 10 transfers and faults

About:

UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

About:

UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

Quick Status Indicators

Online, on battery, fault, and replace battery LEDs for quick status identification

Escape:

Exits to the previous menu or screen

Return:

Used to enter or confirm settings

Navigation Arrows:

Allow for quick adjustment of settings



Product Services and Accessories

Schneider Electric Critical Power & Cooling Services (CPCS) provides the highest quality services and solutions by trained and trusted professionals. Our world-class services offer a smart way to build, operate, and maintain your critical applications, ensuring the right people, in the right place, at the right time.

Management Cards

AP9630: UPS Network Management Card

AP9631: UPS Network Management Card with Environmental Monitoring

AP9620: Legacy Communications SmartSlot Card

Battery Packs

SMX48RMBP2U: APC Smart-UPS 48 V External Battery Pack Rack/Tower

SMX120RMBP2U: APC Smart-UPS 120 V External Battery Pack Rack/Tower

Additional Accessories

AP9625: APC Smart-UPS Two-post Rail Kit

SMX039-2: APC Smart-UPS 48V Battery Extension Cable

SMX040: APC Smart-UPS 120V Battery Extension Cable

Service Bypass Panels

SBP1500RM: APC Service Bypass PDU, 120 V; 15 AMP W/ (8) NEMA 5-15R

SBP3000RM: APC Service Bypass PDU, 120 V; 30 AMP W/ (4) NEMA 5-20R and (1) L5-30R

SBP3000: APC Service Bypass Panel-100 – 240 V; 30 A; BBM; Hard-wire Input/Output

SBP3000RMHW: APC Service Bypass Panel-100 – 240 V; 30 A; BBM; Hard-wire Input/Output



AP9631



SBP3000RM

Standard Tower models

Product feature	SMT750	SMT1000	SMT1500	SMT2200	SMT3000
Output					
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V				
Output frequency	57 – 63 Hz				
Waveform type	Sine wave				
Output connections (NEMA)	(6) 5-15R	(8) 5-15R		(8) 5-15R (2) 5-20R	
Switched outlet groups	-	1			
Input					
Nominal input voltage	120 V				
Input voltage range for main operations (Max adjustable range)	82 – 144 V (75 – 154 V)				
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)				
Input connection	5-15P, 6 ft. cord			5-20P	L5-30P
Batteries and runtime					
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof				
Replacement battery	RBC48	RBC6	RBC7	RBC55	
Runtime estimates					
200 W	:22	:45	1:24	2:17	2:29
500 W	:05	:10	:23	:51	:55
700 W		:06	:12	:34	:37
1,000 W			:07	:21	:23
1,400 W				:13	:14
1,600 W				:10	:12
Full load	:05	:06	:07	:07	:06
Communication and management					
Interface ports	Serial (RJ45), USB, and SmartSlot				
Control panel and audible alarms	Alpha-numeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm and configurable delays				
Emergency power off (EPO)	Optional			Yes	
Surge protection and filtering					
Surge energy rating	459 J	480 J			
Filtering meets	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449				
Physical					
Maximum height (inches)	6.2	8.5	8.5	17.0	17.0
Maximum width (inches)	5.4	6.7	6.7	7.7	7.7
Maximum depth (inches)	14.1	17.3	17.3	21.5	21.5
Net weight (pounds)	29	42	53	112	116
Conformance					
Regulatory	UL 1778, CSA				
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP				

Standard Rack-mount models

Product feature	SMT750RM2U	SMT1000RM2U	SMT1500RM1U	SMT1500RM2U	SMT2200RM2U	SMT3000RM2U
Output						
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V					
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(6) 5-15R	(6) 5-15R	(4) 5-15R	(6) 5-15R	(6) 5-15R (2) 5-20R	
Switched outlet groups	1					
Input						
Nominal input voltage	120 V					
Input voltage range for main operations (Max adjustable range)	82 – 144 V (75 – 154 V)					
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA, 8 ft. cord)	5-15P				5-20P	L5-30P
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery	APCRBC123	APCRBC132	APCRBC88	APCRBC133	RBC43	
Runtime estimates						
200 W	:24	1:10	1:32	:27	1:24	1:26
500 W	:05	:17	:26	:12	:35	:38
600 W		:12	:19	:09	:28	:31
700 W		:09	:14	:07	:24	:26
1,000 W			:07	:04	:15	:17
1,400 W					:09	:11
1,600 W					:07	:09
Full load	:06	:09	:07	:04	:05	:03
Communication and management						
Interface ports	Serial (RJ45), USB, and SmartSlot					
Control panel and audible alarms	Alpha-numeric LCD display with LED status indicators; alarm on battery, distinctive low-battery alarm and configurable delays					
Emergency power off (EPO)	Optional				Yes	
Surge protection and filtering						
Surge energy rating	459 J	540 J	459 J	480 J		
Filtering meets	Full-time multi-pole noise filtering; 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5	3.5	1.75 (1U)	3.5	3.5	3.5
Maximum width (inches)	17.0	17.0	17.0	17.0	19.0	19.0
Maximum depth (inches)	16.0	18.0	26.0	18.0	26.0	26.0
Net weight (pounds)	38.0	62.0	53	63.0	96.0	96.0
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP					

Extended Run Rack/Tower Convertible 2U models

Product feature	SMX750	SMX1000	SMX1500RM2U*	SMX2000RMLV2U*	SMX2200RMLV2U	SMX3000RMLV2U*
Output						
Power capacity	600 W/750 VA	800 W/1,000 VA	1,200 W/1,440 VA	1,800 W/2,000 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V			100/110/120/127 V		
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(8) 5-15R			(3) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (2) 5-20R	(3) 5-15R (3) 5-20R (1) L5-30R
Switched outlet groups	1	2	3			
Input						
Nominal input voltage	120 V			100 – 127 V		
Input voltage range for main operations (Max adjustable range)	82 – 143 V (75 – 153 V)			70 – 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA)	5 - 15P 8 ft. cord			5-20P	L5-30P	
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery (UPS)	APCRBC116	APCRBC115		APCRBC117		
External Battery Pack	SMX48RMBP2U			SMX120RMBP2U		
Replacement battery (XBP)	APCRBC115			APCRBC118		
Typical back up time at other load conditions, and with external battery packs	Please refer to www.apc.com for runtime charts					
Communication and management						
Interface ports	Serial (RJ45), USB and Smartslot (Note: models denoted with asterisk * are also available in "NC" version with pre-installed AP9631 network management card.)					
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays					
Emergency power off (EPO)	Yes					
Surge protection						
Surge energy rating	540 J					
Filtering	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5 (2U)					
Maximum width (inches)	17					
Maximum depth (inches)	19			6		
Net weight (pounds)	49	50	55	85		
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-years electronics, 2-years battery, and \$150,000 lifetime EPP					

Extended Run Rack/Tower Convertible 4U Short Depth models

Product feature	SMX2000LV*	SMX3000LV*	SMX3000HVT
Output			
Power capacity	1,800 W/2,000 VA	2,700 W/3,000 VA	2,700 W/3,000 VA
Nominal output voltage	120 V (user selectable 100 – 127 V)		208 V
Output frequency	57 – 63 Hz		
Waveform type	Sine wave		
Output connections (NEMA)	(6) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (3) 5-20R (1) L5-30R	(2) L6-20R (4) IEC 320 C13 (2) IEC 320 C19
Switched outlet groups	3		
Input			
Nominal input voltage	120 V (user selectable 100 – 127 V)		208 V
Input voltage range for main operations (Max adjustable range)	70 – 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)		
Input connection (NEMA)	5-20P, 8 ft. cord	L5-30P, 8 ft. cord	L6-20P, 8 ft. cord
Batteries and runtime			
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof		
Replacement battery (UPS)	APCRBC143		
External Battery Pack	SMX120BP		
Replacement battery (XBP)	APCRBC143		
Typical back up time at other load conditions, and with external battery packs	Please refer to www.apc.com for runtime charts		
Communication and management			
Interface ports	Serial (RJ45), USB and SmartSlot (Note: models denoted with asterisk * are also available in “NC” version with pre-installed AP9631 network management card.)		
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays		
Emergency power off (EPO)	Yes		
Surge protection			
Surge energy rating	540 J		
Filtering	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449		
Physical			
Maximum height (inches)	17		
Maximum width (inches)	7.0 (4U)		
Maximum depth (inches)	19		
Net weight (pounds)	85		
Conformance			
Regulatory	UL 1778, CSA		
Warranty and equipment protection policy	3-years electronics, 2-years battery, and \$150,000 lifetime EPP		

The ENFORCER® System Report Samples

Admin Setup Only Report

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INMATE CALLING
ICSolutions

Admin Setup Only Numbers
Site: Newport DOC
Start_Time = 01/28/2011 00:00 End_Time = 02/02/2011 23:59

Inmate Id	Inmate Name	Facility	Number	Call Start Time
	ALLARD, JOHN		16038328467	01/31/11 20:42
	ALLARD, JOHN		16037381462	01/31/11 21:23
	AMBROSE, GREGORY		16037757194	01/29/11 16:16
	AMELL, JOSHUA		16039881260	01/31/11 15:05
	ARCHULETA, CROSDEN		16033186124	01/28/11 14:37
	BEACH, JAMES		16033934872	01/30/11 18:39
	BENOIT, CHRISTOPHER		16033482558	02/01/11 18:23
	BERWICK, DANIEL		16033483211	02/01/11 13:24
	CASANOVA, JUAN		17872563506	01/28/11 17:51
	COLE, SEAN		16035228470	01/28/11 10:13
	COSTA, MICHAEL		16038417194	02/01/11 08:48
	CULLEN, ALLAN		17819019406	01/30/11 08:42
	DANFORTH, MATTHEW		16039698862	01/28/11 18:42
	DANFORTH, MATTHEW		16032053495	01/31/11 15:32
	DANFORTH, MATTHEW		16037171878	02/01/11 17:34
	DEJESUS, MIGUEL		19783198359	01/28/11 14:20
	DEJESUS, MIGUEL		19783050404	02/01/11 09:44
	DUNCAN, RICHARD		18023452091	01/29/11 21:28
	DUVAL, RYAN		16038335384	02/02/11 11:37
	FERNANDES, ROBERT		16173863370	01/31/11 10:57
	FRENCH JR., ROY		16032383067	01/28/11 13:32
	GARCIA, MATTHEW		16037182039	01/29/11 19:18

Attorney Registration Status Report

02/03/2011 08:27 - Page 1

INMATE CALLING
ICSolutions

Attorney Registration Report
Site: Newport DOC
Start_time = 11/29/2010 08:27 End_time = 02/03/2011 08:27

Description	Num	Total	PCT
Approved	29	235	12
Pending Approval	34	235	14
Rejected	172	235	73
Total			99

Attorney Registration Rejects Report

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INMATE CALLING
ICSolutions

Attorney Registration Rejects
Site: Newport DOC
Start_Time = 11/29/2010 00:00 End_Time = 02/03/2011 23:59

Inmate ID	Name	Site	Number	Req Date	User
	LEE, DANIEL	NVESP01	17027718592	2010-11-29	ghill
	LOPEZ, ISAIAS	NVSDC01	17024201551	2010-11-30	ghill
	SCHAVEY, RAYMOND	NVHDP01	17028795038	2010-11-30	ghill
	SCHAVEY, RAYMOND	NVHDP01	17024555697	2010-11-30	ghill
	TABILE, BRANDEN	NVESP01	17024554099	2010-11-30	ghill
	TABILE, BRANDEN	NVESP01	17026713478	2010-11-30	ghill
	HUNTLEY, JOHNATHAN	NVLCC01	17752198342	2010-11-30	ghill
	WALTERS, BREJONIQUE	NVFMW01	17026460625	2010-11-30	ghill
	DEGAETANO, GABRIELLE	NVFMW01	17023490407	2010-11-30	ghill
	PATTERSON, JAVOHN	NVHDP01	17022925294	2010-12-01	dshell
	NEWLON, BONITA	NVFMW01	17758277200	2010-12-01	ghill
	TORRES, JOSE	NVHDP01	17753040314	2010-12-01	ghill
	DELEON, CYNTHIA	NVFMW01	18006971234	2010-12-02	ghill
	DELEON, CYNTHIA	NVFMW01	17752478868	2010-12-02	dshell
	GONZALEZ, RAUL	NVHDP01	18885060466	2010-12-02	ghill
	LOPEZ, RICARDO	NVESP01	17028799126	2010-12-03	ghill
	AGUILAR, JACOB	NVHDP01	15596842850	2010-12-04	ghill

Call Detail Report

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INMATE CALLING
ICSolutions

Call Detail Report
Site: Newport DOC
1296680502

Report Parameters

Phone_Number	ALL
Inmate_ID	ALL
Choose_Call_Connected	Connected Only
Choose_Completion_Code	All
Choose_Tariff_Type	All
Choose_3Way_Events	No Filter
Choose_Call_Type	All
Choose_Alerts	No Filter
Start_Time	01/17/2011 00:00
End_Time	02/02/2011 23:59

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INMATE CALLING
ICSolutions

Call Detail Report
Site: Newport DOC
1296680502

Call Start	Dialed Number	Completion Code	Rec	Alert	Call Type	Tariff Type	Talk Seconds	Billed Time	Cost	Inmate ID	Last Name
2011-02-02 16:00:11-05	1-603-504-8309	Normal	YES	NO	Debit	Intra LATA	47	1	0.15		
2011-02-02 15:56:28-05	1-978-663-2333	Normal	YES	NO	Debit	Interstate	95	2	0.30		
2011-02-02 15:56:02-05	1-603-866-9940	Normal	YES	NO	Prepaid collect	Intra LATA	139	3	0.45		
2011-02-02 15:56:01-05	1-603-225-6141	Normal	YES	NO	Prepaid collect	Local	46	1	0.50		
2011-02-02 15:55:25-05	1-603-542-1430	Normal	YES	NO	Debit	Intra LATA	268	5	0.75		
2011-02-02 15:54:59-05	1-603-631-5090	Normal	YES	NO	Debit	Intra LATA	270	5	0.75		
2011-02-02 15:54:21-05	1-603-860-7899	Normal	YES	NO	Debit	Intra LATA	417	7	1.05		
2011-02-02 15:53:19-05	1-918-269-1417	Normal	YES	NO	Prepaid collect	Interstate	231	4	0.60		
2011-02-02 15:52:45-05	1-802-674-4073	Normal	YES	NO	Debit	Interstate	62	2	0.30		
2011-02-02 15:52:02-05	1-603-942-0023	Normal	YES	NO	Debit	Intra Cell	382	7	0.70		
2011-02-02 15:51:31-05	1-603-988-9193	Normal	YES	NO	Debit	Intra LATA	74	2	0.30		

Call Record Statistics Report

02/02/2011 20:04 - Page 1

INMATE CALLING
IcSolutions

Call Record Statistics
Site: Newport DOC
Start_Time = 01/31/2011 00:00 End_Time = 02/02/2011 23:59

Site Name	Call Type	Completion Code	Call Count
	Admin Low Bal	All Trunks Busy	29
	Admin Low Bal	CP to Cust Service	70
	Admin Low Bal	Hangup	152
	Admin Low Bal	Max ring time	2
	Admin Low Bal	Preanswer Hangup	51
	Admin Low Bal	Refused	6
	Admin Setup	All Trunks Busy	13
	Admin Setup	Hangup	79
	Admin Setup	Max Accept Time	2
	Admin Setup	Max ring time	3
	Admin Setup	Normal	6
	Admin Setup	Preanswer Hangup	49
	Admin Setup	Refused	8
	Admin Setup	Time limit	18
	Admin Zero Bal	All Trunks Busy	28
	Admin Zero Bal	CP to Cust Service	100
	Admin Zero Bal	Hangup	159
	Admin Zero Bal	Max Accept Time	3
	Admin Zero Bal	Max ring time	5
	Admin Zero Bal	Preanswer Hangup	99
	Admin Zero Bal	Refused	11
	Balance Check	Digit Timeout	1

Debit Balance Report

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INMATE CALLING
IcSolutions

Debit Balance
Site: Newport DOC
Choose_Status = All Inmates Choose_Balances = All Choose_Account_Sort = Inmate ID

Site Name	Inmate ID	Name	Acct Num	Call Number	Status	Balance
		Internal, Do Not Delete	14772	Open	Active	0.00
		Barrett, James	15251	Open	Inactive	0.00
		Wendell, Mark	15100	Open	Inactive	0.00
		Newton, Jason	18805	Open	Inactive	0.00
		Randall, William	22304	Open	Inactive	0.00
		Parent, Michael	21772	Open	Inactive	0.00
		Gray, Richard	17302	Open	Inactive	0.00
		Ishida, David	19916	Open	Inactive	0.00
		Hodges, Joyce	20772	Open	Inactive	0.00
		Martina, Anthony	22174	Open	Inactive	0.00
		Simonds, Steven	20400	Open	Inactive	0.00
		Pinard, George	14973	Open	Inactive	0.00
		Mayotte, Darryl	21927	Open	Inactive	0.00
		Goto, Koji	20563	Open	Inactive	0.00
		Sauve, Michael	22386	Open	Inactive	0.00
		Morse, Jason	19894	Open	Inactive	0.00
		Every, Randall	20821	Open	Inactive	0.00
		Kabogo, Victor	16461	Open	Inactive	0.00
		Hamel, Robert	20589	Open	Inactive	0.00
		Call, Dominic	21102	Open	Inactive	0.00
		Washington, Jason	22417	Open	Inactive	0.00
		Steinbach, Nathan	19958	Open	Inactive	0.00
		Warriner, Paul	19821	Open	Inactive	0.00
		Daniels, Michael	15243	Open	Inactive	0.00
		Patten, John Henry	18063	Open	Active	0.00

Debit Statement Report

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INMATE CALLING
IC Solutions

Debit Statement
Site: Newport DOC
Start_Time = 12/27/2010 00:00 End_Time = 02/02/2011 23:59 Inmate_ID = [REDACTED] Called_Number = ALL

Debit Account Number	Transaction Type	Description	Date/Time	Duration	Billed Duration	Previous Balance	Deposits	Debits	New Balance
Unrestricted	Call	Center	2011-01-01 22:00:24			\$0.00	\$25.00		\$25.00
	Debit		2011-01-01 22:39:20	00:00:00	00:00:00	\$25.00		\$0.00	\$25.00
	Debit	1-301-442-2882	2011-01-02 18:13:52	00:29:36	00:29:36	\$25.00		\$4.50	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:37:34	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:38:23	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:39:34	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Call	Center	PMT 3183225;						
	Debit	agent: credit_card	2011-01-03 18:59:35			\$20.50	\$15.00		\$35.50
	Debit	1-603-369-4068	2011-01-03 18:41:25	00:59:37	00:59:32	\$35.50		\$9.00	\$26.50
	Debit	1-603-369-4068	2011-01-03 19:49:16	00:41:00	00:41:00	\$26.50		\$6.15	\$20.35
	Debit	1-603-369-4068	2011-01-03 20:33:17	00:09:48	00:09:48	\$20.35		\$1.50	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:44:12	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:45:06	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:46:52	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:47:43	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:48:46	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 22:13:34	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 22:15:05	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 11:05:04	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 11:06:40	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 13:41:43	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 17:22:36	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 17:23:56	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85

Debit Activity Report

02/03/2011 09:23 - Page 1

INMATE CALLING
IC Solutions 23:59

Debit Activity
Site: Newport DOC
Inmate_ID = ALL First_Name = ALL Middle_Name = ALL Last_Name = ALL Start_Time = 01/25/2011 00:00 End_Time = 02/03/2011

Inmate ID	Last Name	First Name	Middle Name	Debit Account Number	Number Called	Total Duration	Total Debits	Number of Calls
[REDACTED]	SUMMA	GINA	STEPHANY	5359	1-603-273-5055	00:00:00	0.00	6
					1-603-296-5024	01:07:21	8.20	9
					1-617-466-0337	00:21:50	3.45	4
					1-617-523-6041	00:02:06	0.45	1
					1-781-816-0229	00:00:00	0.00	1
Subtotal							12.10	21
[REDACTED]	STEPHENSON	JASON	JOSHUA	9440	1-603-623-7145	00:00:00	0.00	1
Subtotal							0.00	1
[REDACTED]	POLOSKI	JASON	JON	9387	1-603-508-8481	01:37:04	16.05	22
					1-603-635-1095	00:24:52	3.90	4
Subtotal							19.95	26
[REDACTED]	GUIDI	ROBERT	W	100330	1-603-279-0519	00:47:20	7.95	17
					1-603-393-3855	00:04:24	0.75	2
					1-603-455-6075	00:04:16	0.75	2
					1-603-707-0677	00:00:00	0.00	2
Subtotal							9.45	23
[REDACTED]	PERKINS	LONNIE	ALLEN	968352	1-603-342-9046	00:00:00	0.00	1
					1-603-371-7057	01:05:13	10.65	10
					1-603-474-7392	00:57:13	9.00	8
					1-603-858-2698	00:20:37	3.30	4
Subtotal							22.95	23
[REDACTED]	WATSON	TAHRON	A	968757	1-561-951-4603	00:00:00	0.00	1
					1-603-289-7767	01:50:09	17.55	25
					1-603-554-7333	00:00:00	0.00	1
					1-603-674-7753	00:19:13	3.00	1
Subtotal							17.55	27

Debit Transaction Report

02/03/2011 09:30 - Page 1

INMATE CALLING IC Solutions		Debit Transaction Report Site: Newport DOC Start_Time = 02/02/2011 00:00 End_Time = 02/03/2011 23:59 Inmate_ID = ALL				
Inmate	Name	Date/Time	Amount	Trans. Type	User	Description
	KNIGHT, ROBIN	2011-02-03 07:10	50.00	Call Center Debit	hqdata	PMT 3382811; online(TERM=72.71.240.143); credit_card
	LABOMBARD, JAMES	2011-02-02 17:33	70.00	Call Center Debit	hqdata	PMT 3379805; agent: credit_card
	AMBROSE, SHAWN	2011-02-02 15:18	20.00	Call Center Debit	hqdata	PMT 3378837; online(TERM=72.70.125.87); credit_card
		2011-02-02 16:48	25.00	Call Center Debit	hqdata	PMT 3379570; online(TERM=72.70.125.87); credit_card
	LOPEZ, LUIS	2011-02-02 20:59	3.80	Call Center Debit	hqdata	PMT 3381535; online(TERM=75.69.212.58); credit_card
	POND, ROBERT	2011-02-03 09:08	5.00	Call Center Debit	hqdata	PMT 3383085; online(TERM=98.229.239.119); credit_card
	MARSH, JEFFREY	2011-02-02 19:52	7.00	Call Center Debit	hqdata	PMT 3380939; online(TERM=75.68.120.115); credit_card
	MARTIN, LEO	2011-02-03 08:09	50.00	Call Center Debit	hqdata	PMT 3382857; agent: credit_card
	DAY, MICHAEL	2011-02-02 14:57	100.00	Call Center Debit	hqdata	PMT 3378719; agent: credit_card
	SORRENTINO, FRANCISCO	2011-02-02 20:17	10.00	Call Center Debit	hqdata	PMT 3381070; online(TERM=96.61.88.138); credit_card
	MURRAY, BEAU	2011-02-02 14:46	15.00	Call Center Debit	hqdata	PMT 3378646; online(TERM=69.147.174.2); credit_card
	DEMERS, RYAN	2011-02-02 17:17	15.00	Call Center Debit	hqdata	PMT 3379713; online(TERM=71.232.225.124); credit_card
	JOBIN, DAVID	2011-02-02 19:53	15.00	Call Center Debit	hqdata	PMT 3380942; agent: credit_card
	PERKINS, DENNIS	2011-02-02 16:42	5.00	Call Center Debit	hqdata	PMT 3379524; online(TERM=71.181.30.162); credit_card
	NASON, DEREK	2011-02-03 07:52	3.00	Call Center Debit	hqdata	PMT 3382842; online(TERM=24.91.79.127); credit_card
	DONOVAN, DAVID	2011-02-02 17:37	50.00	Call Center Debit	hqdata	PMT 3379827; agent: credit_card
	KEVORKIAN, WILLIAM	2011-02-02 23:34	4.00	Call Center Debit	hqdata	PMT 3382450; online(TERM=75.194.12.156); credit_card
	LEFEBVRE, MATTHEW	2011-02-03 08:10	50.00	Call Center Debit	hqdata	PMT 3382858; agent: credit_card
	JALBERT, SCOT	2011-02-02 16:09	50.00	Call Center Debit	hqdata	PMT 3379103; online(TERM=75.194.98.98); credit_card
	DIMMICK, JONATHAN	2011-02-02 20:29	30.00	Call Center Debit	hqdata	PMT 3381322; online(TERM=98.217.214.172); credit_card
	FREDIANI, DAVID	2011-02-02 15:50	60.00	Call Center Debit	hqdata	PMT 3379003; agent: credit_card
	ELLIS, JASON	2011-02-02 12:43	50.00	Call Center Debit	hqdata	PMT 3377782; agent: credit_card
	MAGGIO, NICHOLAS	2011-02-02 14:27	20.00	Call Center Debit	hqdata	PMT 3378571; online(TERM=75.68.3.72); credit_card

Frequently Used PANs Summary Report

02/02/2011 20:10 - Page 1

INMATE CALLING IC Solutions		Frequently Used Pans Summary Site: Newport DOC Min_PAN_Count = ALL	
Phone Num	Called Party	Num Instances	Num Sites
603-224-1236		911	5
603-669-7888		450	4
603-357-4891		383	5
603-778-0526		362	3
603-524-1831		263	4
603-224-1236		252	5
603-598-4986		251	4
603-224-4220		235	5
603-749-5540		201	3
603-228-9218		169	3
603-353-4440		142	3
603-669-7888		138	4
207-775-4321		131	3
603-444-1185		121	3
603-225-5240		103	3
603-225-7700		99	3
603-778-0526		94	4
603-644-4607		92	3
603-436-8242		77	3
603-224-3500		76	3
603-357-4891		74	5
603-598-4986		67	4
603-644-5813		66	4
603-524-1831		64	4

Frequently Used PANs Detail Report

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INMATE CALLING
ICSolutions

Frequently Used Pans
Site: Newport DOC
Min_PAN_Count = 10

Phone Num	Called Party	Inmate	Name	Site	
207-651-5965			WATSON, TAHRON		
			BILODEAU, BRIAN		
			VALLEY, TED		
			KYER, JOSEPH		
			BROWN, RAYMOND		
			GILPATRICK, KELLY		
			WATSON, ANDRE		
			MOCCIA, ANTHONY		
			VENEY, BRUCE		
			PEREZ, MIGUEL		
			SMITH, TORREY		
			SILVENT, JOHN		
	207-775-4321			BREHM, ROBERT	
				RICHARDSON, ANTHONY	
			SENER, SEAN		
			SMITH, DENNIS		
			RENAUD, KEITH		
			JONES, TREVIS		
			CONVERSE, TIMOTHY		
			RABIDOU, KEVIN		
			MONTALBAN, JUAN		
			BASSETT, GREGORY		
		DANSEREAU, MICHAEL			
		MILLER, DONALD			

Frequently Called Numbers Report

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INMATE CALLING
ICSolutions ALL

Frequently Called Numbers Report
Site: Newport DOC
Start_Time = 01/02/2011 00:00 End_Time = 02/02/2011 23:59 Choose_Threshold_Basis = Calls Threshold =

Site Name	Phone Number	Name	Number of Calls	Minutes
	1-603-216-4086		843	
	1-802-281-2447		696	
	1-978-995-1925		692	
	1-603-262-0096		570	
	1-207-899-5632		556	
	1-603-300-1284		511	
	1-603-393-4660		476	
	1-603-558-1688		474	
	1-603-219-8273		464	
	1-603-321-7042		399	
	1-603-717-8584		394	
	1-603-235-4855		393	
	1-603-232-0553		391	
	1-207-699-8195		386	
	1-978-328-2207		383	
	1-603-275-5210		381	
	1-603-892-0831		379	
	1-603-581-6706		377	
	1-603-677-6755		371	
	1-603-831-6062		363	
	1-603-447-4347		361	
	1-603-491-2405		358	

Global Number Report

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Global Number
Site: Newport DOC

Choose_Privileged = All Choose_Free_Call = All Choose_Passive_Accept = All Choose_Ignore_Silence = All Choose_Ignore_DTMF = All Choose_Any_Alert = All Choose_Email_Alert = All Choose_Pager_Alert = All Choose_Monitor_Alert = All

Phone Number	Spd	Name	Blk	Dnr	Prv	Call Types	Psv	Alrt	Max Dur	Ign Dig	Ign Sil	Notes	Updated	By
011-497-247-5121						All			60				09-07-28 12:29	hbouston
0117-701-280-8888						All			60				10-08-11 05:23	lcoleman
02-272-4604		GOULD, ELLEN				All			60				09-06-04 11:25	enf
02-824-5352		MURPY, LORETTA				All			60				09-06-04 11:25	enf
03-115-228-991-0802		ROCAMORA, TONI				All			60				09-06-04 11:25	enf
03-286-7602		COMEAU, ANN				All			60				09-06-04 11:25	enf
03-305-4152		NASH, SUE				All			60				09-06-04 11:25	enf
03-320-2302		HEWITT, JESSIE				All			60				09-06-04 11:25	enf
03-336-7579		WEBSTER, STEVEN				All			60				09-06-04 11:25	enf
03-336-7579		BISHOP, CLAY				All			60				09-06-04 11:25	enf
03-353-4440		BROOKS, JAMES				All			60				09-06-04 11:25	enf
03-356-5819		SMITH, BRIAN				All			60				09-06-04 11:25	enf
03-435-7247		COTE, SEAN				All			60				09-06-04 11:25	enf
03-437-6127		DARLING, CHARLENE				All			60				09-06-04 11:25	enf
03-464-3290		HUNTINGTON, ROBERT				All			60				09-06-04 11:25	enf
03-470-3939		BAKER, DORA-LYNN				All			60				09-06-04 11:25	enf
03-512-5848		MCMAHON, DOROTHY				All			60				09-06-04 11:25	enf
03-522-6856		THURSTON, JOHN				All			60				09-06-04 11:25	enf
03-528-6087		ALBELO, MONIQUE				All			60				09-06-04 11:25	enf
03-528-8014		GRIFFITHS, SETH				All			60				09-06-04 11:25	enf
03-536-9752		MCWILLIAMS, BARBARA				All			60				09-06-04 11:25	enf
03-556-7882		MILTON, JOAN				All			60				09-06-04 11:25	enf
03-598-4986		RUSSELL, TODD				All			60				09-06-04 11:25	enf
03-623-1916		BENSON, ELAINE				All			60				09-06-04 11:25	enf
03-624-0759		PULEO, RICHARD				All			60				09-06-04 11:25	enf
03-624-1812		CABREN, MARINA				All			60				09-06-04 11:25	enf
03-627-2378		BLODGETT, TAMMY				All			60				09-06-04 11:25	enf
03-627-2782		DELISLE, BONNIE				All			60				09-06-04 11:25	enf
03-629-6105		PEPPER, MICHAELL				All			60				09-06-04 11:25	enf
03-635-2450		KOKOLLADIS, MARTHA				All			60				09-06-04 11:25	enf

Global Number History Report

02/02/2011 16:33 - Page 1

Number History Report
Site: Newport DOC

Phone_Number = ALL Start_Time = 01/17/2011 00:00 End_Time = 02/02/2011 23:59

Phone Number	Spd Dial	Name	Blk	DNR	Prv	Call Types	Pass Acpt	Alert	Max Dur	Ign Dtmf	Ign Sil	Greet Off	Act.	TmStmp Updt	User Updt
1-530-669-7999		MARC NORTON LAW OFFICE	NO	YES	YES	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:08	mhas
1-603-219-3115			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110128 12:44	cp
1-603-232-4294			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110122 19:10	cp
1-603-261-1073			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110126 21:10	cp
1-603-326-3192			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110128 14:04	srichards
1-603-348-1187			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110202 14:07	cp
1-603-377-0106		TRIPPETT, NICOLE	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110121 21:31	cp
1-603-528-4968		MOSS, LARRY	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110124 10:13	mglove
1-603-540-9095			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110121 18:14	cp
1-603-543-7415			NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110120 17:46	srichards
1-603-636-1980		DAWN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:51	mhas
1-603-674-5183			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110125 15:02	cp
1-603-783-6555		SMITH, SABRINA	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110117 09:54	srichards
1-603-809-3463			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110122 20:08	cp
1-603-820-1286		MEAGAN SHERWIN	NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110201 07:34	mhas
1-603-820-1286		MEAGAN SHERWIN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110125 08:57	mhas
1-603-826-0218		Carol Daignault & Thomas	NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110125 11:17	pelask
1-603-991-0442		DAWN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:50	mhas
1-603-998-0361			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110120 21:41	cp

Inmate Alerts Report

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INMATE CALLING IC Solutions		Inmate Alerts Site: Newport DOC			Alert	Monitor	Pager	E-Mail
Site Name	Inmate ID	Last	First	Middle	Alert	Monitor	Pager	E-Mail
		TREBIAN	JEROD		YES			
		STUTES	KIRK	M	YES			
		BOUDLE	BREXTON	E	YES			
		LABARGE	ERIC	JOSEPH	YES			
		ACHESON	MICHAEL	LANE	YES			
		GRANT	CHRISTOPHER	MICHAEL	YES			
		WARREN	COREY	JOSEPH	YES			
		james	james		YES	603-419-0161		
		LEVESQUE	LUKE	CLAUDE	YES			
		WEBSTER	MATTHEW	R.	YES			
		SENTER	JASON	C.	YES			
		OROURKE	JOSEPH	WILLIAM HENR	YES			dhamm@mm.state.mm
						603-225-5240 not allowed to call attn. mi-ke -she-chan		
		SCHILLINGER	GREG	CARL	YES			
		GUERRERO	RAMON		YES			
		LEONARD	JEFF		YES			
		CATTEAU	DALE	JOSEPH	YES			
		DOUGLAS	CHRISTOPHER	WILLIAM	YES	603-419-0562		
		SHULTZ	ASHLEY	M	YES			
		ALICEA	SANDRA	LEIGH	YES			
		HOSKINS	KENDRICK	C	YES			
		MARTINSON	STEVEN	THOMAS	YES			
		DALEY	CHRISTOPHER	STEPHEN	YES			
		LEE	WILLIAM	WARNER JR	YES			
		SCOLTCH	MICHAEL	ANTHONY	YES			
		PARKINSON	ROSE	MARIE	YES			
		GAGNE	SETH	MICHAEL	YES			

Inmate PANs Report

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INMATE CALLING IC Solutions		Inmate Calling List Site: Newport DOC					
		Inmate_ID = ALL, Choose_Status = Active Inmates First_Name = ALL, Middle_Name = ALL, Last_Name = ALL, CP_Name = ALL, CP_Phone = ALL, Choose_Block = All					
Inmate ID	Inmate Name	Phone Number	CP Name	Relationship	Bick	Description	Site
	HARRIN, DEAN	1-423-368-7155	LYNETTE RUMMEL	GIRLFRIEND	NO		
		1-423-253-2613	DENNIS MURPHY	FRIEND	NO		
		1-423-253-3827	CHER HOPKEY	MOM	NO		
		1-802-485-6712	NANCEY HARRINGTON		NO		
	TURGE, PAUL	1-978-563-1784	RONALS TURGEON	SON	NO		
		1-603-772-2330	JOHN FULLER	BROTHER	NO		
		1-207-704-0140	KAREN CHAVEZ	FIANCE	NO		
		1-603-387-3852	CINDY SULDESKI		NO		
	KENON, JAMES	1-802-295-3570	IRIS	GRANDMA	NO		
		1-802-295-9683	BILL	FRIEND	NO		
		1-802-295-5569	BEVERLY	MOM	NO		
		1-603-875-4571	CAROL	FRIEND	NO		
		1-978-420-8627			NO		
		1-802-356-2776			NO		
		1-802-763-8218	PHIL	FRIEND	NO		
		1-802-436-1188	JOAN	AUNT	NO		
		1-802-296-7407	FRAN	FRIEND	NO		
		1-802-457-2360	RODNEY	DAD	NO		
		1-802-356-0682	RODNEY	FRIEND	NO		
		1-802-296-2192	PAT	FRIEND	NO		
		1-978-388-1957			NO		

Inmate Status Report

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INMATE CALLING
IC Solutions ID

Inmate Status Listing
Site: Newport DOC

Inmate_ID = ALL First_Name = ALL Middle_Name = ALL Last_Name = ALL Choose_Status = All Inmates Choose_Inmate_Sort = Inmate

Inmate ID	Passcode	Name	Site	Location	Status	No. PANS	Notes
	6971	INTERNAL, DO NOT DELETE			Allow	0	
	3115	BARRETT, JAMES			Inactive	1	
	3866	WENDELL, MARK		R and D 1 WEST 07 07B	Inactive	2	
	4008	NEWTON, JASON			Inactive	1	
	2849	RANDALL, WILLIAM			Inactive	1	
	9995	PARENT, MICHAEL			Inactive	10	
	5883	GRAY, RICHARD			Inactive	4	
	1757	ISHIDA, DAVID			Inactive	2	
	2287	HODGES, JOYCE			Inactive	2	
	1166	MARTINA, ANTHONY			Inactive	4	
	6152	SIMONDS, STEVEN			Inactive	4	
	5156	PINARD, GEORGE			Inactive	2	
	9787	MAYOTTE, DARRYL			Inactive	6	
	2674	GOTO, KOJI			Inactive	7	
	9784	SAUVE, MICHAEL			Inactive	1	
	4422	MORSE, JASON			Inactive	3	
	6553	EVERY, RANDALL			Inactive	9	
	1088	KABOGO, VICTOR			Inactive	5	
	2182	HAMEL, ROBERT			Inactive	4	
	6586	CALL, DOMINIE			Inactive	3	
	8738	WASHINGTON, JASON			Inactive	4	
	3282	STEINBACH, NATHAN			Inactive	5	
	8724	WARRINER, PAUL			Inactive	4	
	5461	DANIELS, MICHAEL			Inactive	6	
	9910	PATTEN, JOHN HENRY		DORMS (AB) A DORM 17 17B	Allow	4	

Number Alerts Report

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INMATE CALLING
IC Solutions

Phone Number Alerts
Site: Newport DOC

Site Name	Phone Number	Name	Alert	Monitor	Pager	E-Mail
All Sites	1-603-290-8448	Brent Warren	YES	60-3-2-71-0819		
All Sites	1-603-326-3058	HILARY	YES	60-3-3-26-3058		
All Sites	1-603-393-2651	PLOURDE	YES			
All Sites	1-603-524-0809	OCONNELL, MEGAN	YES			nnsplwt@nndoc.state.nn.us
All Sites	1-603-581-5861		YES	603-419-0562		
All Sites	1-603-635-7320		YES			nnsplwt@nndoc.state.nn.us
All Sites	1-603-724-9815		YES			nnsplwt@nndoc.state.nn.us
All Sites	1-603-852-9025		YES			
All Sites	1-603-892-6233		YES			nnsplwt@nndoc.state.nn.us
All Sites	1-603-998-3913		YES			

PIN Fraud Report

02/03/2011 09:46 - Page 1

INMATE CALLING
IC Solutions

Pin Fraud
Site: New port DOC
Start_Time = 11/29/2010 00:00 End_Time = 02/03/2011 23:59

Site	CSN	Ph ID	PH Name	Inmate	Inmate ID	Pass Code	CDR Pin	Pin ID	Extra Digits
	24472296	2216	R7D INTAKE	SONTHIKOUMMANE, BOUNTHAM			065961210	06596	1210
	24266814	2313	MCS-LEVEL-1-RIGHT	TOKANEL, SCOTT		5353	55384112	55384	112
	23997581	3321	SPU-F-LEFT	FORTIN, STEVEN		0218	6034525293	60345	25293
	24100293	6418	MSU DORM 1	FORTIN, STEVEN		0218	603455	60345	5
	24226455	6407	MSU DORM 3	AMBROSE, GREGORY		5550	621845550	62184	5550
	24411246	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635555	63555	5
	24412494	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	24411278	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	24411275	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	23942110	2306	R+D-2-EAST	WILBUR, NICHOLAS		1935	661151234	66115	1234
	23961198	4207	A Tier Right	MAREK, MICHELLE		3883	6627438	66274	38
	23996152	3313	CCU-A-LEFT	GLENN, CHARLES		5619	717635619	71763	5619
	24420194	6311	D-TIER-2	GOVE, BRIAN		6110	779086110	77908	6110
	23948644	2311	H-BLDG-E-3	CIPRIANO, AARON		4200	80884220	80884	220

Prepaid Summary Report

Prepaid Summary
A bill-like summary of a prepaid account

Prepaid Summary

Phone Number *Numbers Only*

Start Date

End Date

Output

Show zero values

IC Solutions Inmate PAN List
Advanced Technology ICS Confidential

[First Name] [Last Name]
[Address]
[City], [State] [Zip]
1-260-602-0016

Prepaid Account Statement for the period: 03/01/2008 - 02/08/2011

Date / Time	Type	Duration	Amount	Balance
2010-09-28 16:44	Adjustment		(\$0.55)	\$9.00
2010-09-28 16:42	Adjustment		\$0.05	\$9.55
2010-09-28 16:02	Account Refund		(\$2.50)	\$9.50
2010-09-28 16:01	Adjustment		\$2.00	\$12.00
2010-09-28 15:58	Adjustment		(\$0.50)	\$10.00
2010-09-28 14:51	Adjustment		\$1.50	\$10.50
2010-09-28 14:50	Adjustment		(\$1.00)	\$9.00
2010-09-23 09:16	Adjustment		(\$4.00)	\$10.00
2010-08-30 08:29	Account setup		\$14.00	\$14.00
2009-01-20 15:27	Funds Transfer		(\$21.28)	\$0.00
2009-01-20 15:26	Adjustment		\$6.28	\$21.28
2009-01-14 17:15	Cash		\$15.00	\$15.00
2008-12-02 17:13	Admin Fee		(\$6.28)	\$0.00
2008-03-26 20:19	Call	00:14:47	(\$4.72)	\$6.28
2008-03-25 20:52	Call	00:14:39	(\$4.72)	\$11.00
2008-03-18 20:36	Call	00:15:02	(\$4.72)	\$15.72

Recording Access Report

02/02/2011 16:58 - Page 1



Recording Access
 Site: Newport DOC
 Pick_User = All Start_Time = 12/09/2010 00:00 End_Time = 02/02/2011 23:59 Inmate_ID = ALL Phone_Number = ALL csn = ALL

User Name	CSN	Inmate ID	Inmate Name	Called Number	Listen Date
bphilbin	24402404		MARCEAU, MARK	1-603-455-2156	2011-01-26 17:09
cwilliams	23940738				2010-12-17 13:36
cwilliams	23940767		WOODARD, THOMAS	1-802-342-9817	2010-12-17 13:39
cwilliams	24012325				2010-12-23 16:57
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:01
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:02
cwilliams	24091061		ARABIA, MARK	1-603-509-7175	2010-12-29 16:53
dhammer	23932119		GILPATRICK, KELLY	1-603-860-7486	2010-12-16 16:57
dhammer	23932215		MATHESON, STEPHANIE	1-617-849-0014	2010-12-16 16:57
dhammer	24193518		DECKER, MATTHEW	1-603-466-7839	2011-01-07 11:53
dhammer	24391362		BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:13
dhammer	24391362		BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:27
jcarradine	23890030		COOPER, SHAUN	1-603-432-5840	2010-12-13 09:34
lcoleman	24076544		EDGERLY, STEPHEN	1-207-477-4007	2010-12-28 16:43
lsteger	23895458		CRAWFORD, BRIAN	1-603-818-2831	2010-12-13 12:14
lsteger	23928969		JOHNSON, JERAMIE	1-603-581-8286	2010-12-16 12:45
lsteger	23928976		ANDERSON, ANGUS	1-603-419-9375	2010-12-16 12:45
lsteger	23928999		VANDERHORST, LINC		2010-12-16 12:47
mhashem	23924108		SLOCUM, WILLIAM	1-706-647-9464	2010-12-16 09:40
mhashem	23961184		THIBEAULT, JOHN	1-207-273-2479	2010-12-21 09:55
mhashem	24159435		CORREAU, KAYLA	1-603-723-2654	2011-01-04 13:59
mhashem	24169711		DIONNE, JOSHUA	1-603-617-0840	2011-01-05 11:04
mhashem	24169740		GEEHAN, RANDALL	1-352-464-5692	2011-01-05 11:06
mhashem	24169741		DIONNE, JOSHUA	1-603-380-6976	2011-01-05 11:05
mhashem	24333744		CARRIER, THOMAS	1-603-332-6489	2011-01-20 10:05
mhashem	24333744		CARRIER, THOMAS	1-603-332-6489	2011-01-20 10:11
pzelaskows	23978976		HAVENS, DALE	1-207-273-2479	2010-12-21 10:13
pzelaskows	23978976		HAVENS, DALE	1-207-273-2479	2010-12-21 10:16
pzelaskows	23979002		HAVENS, DALE	1-207-273-2479	2010-12-21 10:12
rzaragoza	24385141		FLAGG, ROBERT	1-603-361-5293	2011-01-24 22:12

Revenue Report

Month	MTD	NHSEA01	NNBEN01	NNGON01	NNLAN01	NNNON01
201102	PDF CSV					
201101	PDF CSV					
201012	PDF CSV					
201011	PDF CSV					
201010	PDF CSV					
201009	PDF CSV					

03/01/2018 05:44 - Page 1

INMATE CALLING
ICSolutions

Revenue by Account Type
Facility: ICS Enforcer Demo
 Site = ICS Enforcer Demo; Start = 2018-02-01; End = 2018-03-01 00:00:00

Call Type	Tariff Band	Calls	Talk Secs	Billed Mins	Rated Cost	Fee Amt	Tax Amt	Final Cost	Percent
Prepaid	Local	614	216339	3905	820.05	0.00	49.80	869.85	
	IntraCell	100	51215	901	189.21	0.00	11.44	200.65	
	IntraLata	197	76133	1354	284.34	0.00	17.19	301.53	
	IntraState	446	200962	3550	745.50	0.00	45.08	790.58	
	InterState	113	41290	746	156.78	0.00	41.10	197.88	
Subtotal		1,470	585,939	10,456	2,195.88	0.00	164.61	2,360.49	44.0
Debit	Local	774	236074	4296	902.16	0.00	54.83	956.99	
	IntraCell	102	23961	446	93.66	0.00	5.72	99.38	
	IntraLata	196	57291	1053	221.13	0.00	13.52	234.65	
	IntraState	810	318323	5695	1195.95	0.00	72.45	1268.40	
	InterState	188	73884	1317	269.37	0.00	62.09	331.46	
International	19	7034	127	85.09	0.00	22.95	108.04		
Subtotal		2,089	716,567	12,934	2,767.36	0.00	231.56	2,998.92	56.0
Grand Total		3,559	1,302,506	23,390	4,963.24	0.00	396.17	5,359.41	100.0

Revenue Summary Report

INMATE CALLING IC Solutions		Revenue Summary Site: Newport DOC				02/02/2011 18:09 - Page 1				
		Start_Time = 01/28/2011 00:00 End_Time = 02/02/2011 23:59								
Facility Name	Attempts	Completed	Min	Percent	Revenue	MTD Att	MTD Comp	MTD Min	MTD Pet	MTD Rev
	11521	4974	51759	43.17	4514.24	67960	29018	308248	42.70	26942.31
	17618	8394	94764	47.64	7594.96	100828	48940	535321	48.54	43354.65
	2133	952	9651	44.63	985.60	11549	5037	53222	43.61	5566.00
	233	83	664	35.62	117.50	1492	592	4242	39.68	707.90
Total	31505	14403	156838		13212.30	181829	83587	901033	175	76570.86

Station Activity Report

INMATE CALLING IC Solutions		Station Activity Site: Newport DOC				02/02/2011 17:38 - Page 1		
		Start_Time = 01/17/2011 00:00 End_Time = 02/02/2011 23:59						
Site Name	Station Port	Station Name	Attempt Calls	Accept Calls	Accept Rev Calls	Rev Mins	Rev Amnt	
	6213	F-TIER-3	995	231	211	2235	371.45	
	6214	G-TIER-3	722	207	201	1174	211.45	
	6215	H-TIER-4	796	207	168	1576	264.90	
	6216	MSU-3	524	150	143	1703	285.85	
	6217	MSU-4	634	163	149	1387	240.00	
	6218	INFIRMARY	51	14	11	192	28.95	
	6219	G-TIER-1	476	167	161	1862	302.85	
	6220	B-TIER-3	2424	685	627	5617	960.30	
	6221	C-TIER-1	195	81	77	1122	183.30	
	6222	C-TIER-2	228	42	42	672	110.60	
	6223	G-TIER-5	180	23	23	397	63.55	
	6224	RECEPTION	446	121	93	810	140.30	
	6301	A-TIER-3	1866	523	471	4416	752.22	
	6302	A-TIER-2	0	0	0	0	0.00	
	6303	A-TIER-1	1586	453	406	4120	684.30	
	6304	B-TIER-4	1979	575	532	5330	895.40	
	6305	B-TIER-5	156	0	0	0	0.00	
	6306	B-TIER-6	2229	649	600	6273	1049.70	
	6307	C-TIER-4	535	177	166	1439	250.20	
	6308	C-TIER-5	494	138	129	1711	282.55	
	6309	C-TIER-6	994	350	318	3832	625.15	
	6310	D-TIER-3	1411	412	371	3368	575.75	
	6311	D-TIER-2	1827	478	429	4188	716.60	
	6312	D-TIER-1	918	243	233	2763	457.51	
	6313	E-TIER-3	164	14	12	112	18.85	

Station Group Report

02/03/2011 10:12 - Page 1

INMATE CALLING IC Solutions		Inmate Station Group Privileges Site: Newport DOC			
Site Name	Inmate ID	Last	First	Middle	Group Name
LCC, Level		PATTERSON	JACK	A	LCC 1 A East
LCC, Level		PATTERSON	JACK	A	LCC 1 A West
LCC, Level		PATTERSON	JACK	A	LCC 1 B East
LCC, Level		PATTERSON	JACK	A	LCC 1 B West
LCC, Level		PATTERSON	JACK	A	LCC 2 A East
LCC, Level		PATTERSON	JACK	A	LCC 2 A West
LCC, Level		PATTERSON	JACK	A	LCC 2 B East
LCC, Level		PATTERSON	JACK	A	LCC 2 B West
LCC, Level		PATTERSON	JACK	A	LCC 3 A East
LCC, Level		PATTERSON	JACK	A	LCC 3 A West
LCC, Level		PATTERSON	JACK	A	LCC 3 B East
LCC, Level		PATTERSON	JACK	A	LCC 3 B West
LCC, Level		PATTERSON	JACK	A	LCC 5 East
LCC, Level		PATTERSON	JACK	A	LCC 5 West
LCC, Level		PATTERSON	JACK	A	LCC 6 East
LCC, Level		PATTERSON	JACK	A	LCC 6 West
LCC, Level		PATTERSON	JACK	A	LCC Phase 1 Yard
LCC, Level		GRIM	CINQUE	Z	LCC 1 A East
LCC, Level		GRIM	CINQUE	Z	LCC 1 A West
LCC, Level		GRIM	CINQUE	Z	LCC 1 B East
LCC, Level		GRIM	CINQUE	Z	LCC 1 B West

Inmate Suspensions Report

02/02/2011 18:23 - Page 1

INMATE CALLING IC Solutions		Inmate Suspensions Site: Newport DOC						
Site Name	Inmate ID	Last	First	Middle	Full	Start Time	End Time	Notes
		NICHOLS	BRADLEY	S	NO	2009-07-13 11:05	2009-08-21 11:05	LOSS OF PHONES PER HEARINGS
		BENNETT	DENNIS	ALEX	NO	2010-10-05 10:23	2010-10-24 10:23	PER HEARINGS
		LADD	GARY	JOSEPH	NO	2007-12-05 09:03	2007-12-21 09:03	loss of phones per hearing
		RIVARD	JACK	D.	NO	2010-07-19 15:43	2010-09-07 15:43	
		NOEL	ROLAND	REAL	NO	2009-09-16 08:27	2009-10-12 08:27	LOSS OF PHONES PER HEARINGS
		NOEL	ROLAND	REAL	NO	2009-08-03 11:42	2009-08-18 11:42	LOSS OF PHONES PER HEARINGS
		BATCHELDER	NORMAN	R	NO	2010-06-28 14:50	2010-09-11 14:50	
		CORDANO	ANTHONY	THOMAS	NO	2010-03-19 07:21	2010-06-09 07:20	LOSS OF PHONES PER HEARINGS
		HART	JASON	PHILLIP	NO	2010-04-29 07:33	2010-06-21 07:33	LOSS OF PHONES PER HEARINGS
		BRUE	RICHARD	J	NO	2011-01-10 11:52	2011-01-30 11:52	
		MADER	JAMES	PATRICK	NO	2010-11-05 09:52	2010-11-22 09:52	LOSS OF PHONES PER HEARINGS
		MEUCCI	MICHAEL	JOE	NO	2009-07-24 08:34	2009-08-17 08:33	LOSS OF PHONES PER HEARINGS
		GIFFORD	KEVIN	J	NO	2010-01-27 08:24	2010-03-27 08:23	LOSS OF PHONES PER HEARINGS
		FROST	ALBERT	W	NO	2010-12-21 14:59	2011-01-14 14:59	LOSS OF PHONES PER HEARINGS
		FROST	ALBERT	W	NO	2010-11-02 09:33	2010-12-14 09:33	LOSS OF PHONES PER HEARINGS
		BUSH	FRED	W	NO	2011-01-18 15:40	2011-01-23 15:40	PER HEARINGS OFFICER PAUL FORTIER
		LUNDERVILLE	JAMIE		NO	2007-09-21 10:01	2007-11-06 09:01	LOP per Sgt. Barton 09/19/07 through 11/05/07 - jah
		LUNDERVILLE	JAMIE		NO	2007-09-21 10:00	2007-09-20 10:02	LOP per Sgt. Barton 09/19/07 through 11/05/07 - jah
		THIBODEAU	JOSHUA	JOSEPH	NO	2010-03-24 14:01	2010-05-03 14:01	
		THIBODEAU	JOSHUA	JOSEPH	NO	2010-02-11 15:06	2010-02-23 15:06	
		CHAMBERLIN	RICHARD	N	NO	2010-02-26 09:03	2010-05-19 09:03	LOSS OF PHONES PER HEARINGS
		WOODWORTH	MATTHEW	BRETT	NO	2009-03-27 09:20	2009-04-08 09:20	loss of phones per hearings
		BUSH	JONATHAN	W	NO	2010-06-14 13:45	2010-09-22 13:45	
		BEACH	JAMES	M	NO	2010-09-07 09:28	2010-10-25 09:28	
		BEACH	JAMES	M	NO	2010-07-22 10:06	2010-08-11 00:06	
		SIMONEAU	MICHAEL		NO	2010-08-27 08:00	2010-11-22 00:00	LOSS OF PHONES PER HEARINGS
		WHITE	TIMOTHY	D	NO	2010-08-27 08:01	2010-11-22 00:00	LOSS OF PHONES PER HEARINGS
		HALL	JEREMY	SCOTT	NO	2010-05-18 10:49	2010-05-31 00:00	
		TONEY	WILLIE	JAMES	NO	2010-03-03 08:28	2010-03-14 08:28	LOSS OF PHONES PER HEARINGS
		TONEY	WILLIE	JAMES	YES	2009-06-25 11:36	2009-06-29 12:38	Temp. suspend per NHSP-M Investigations

Trunk Usage Report

02/02/2011 17:59 - Page 1

INMATE CALLING
IC Solutions

Trunk Usage
Site: Newport DOC
Start_Time = 01/26/2011 00:00 End_Time = 02/02/2011 23:59

Site Name	Trunk	Out-dialed Calls	Accepted Calls	Percent Accepted
	6101	210	100	47.62
	6102	646	292	45.20
	6103	580	261	45.00
	6104	677	353	52.14
	6105	599	294	49.08
	6106	548	260	47.45
	6107	685	320	46.72
	6108	659	311	47.19
	6109	660	314	47.58
	6110	645	305	47.29
	6111	674	316	46.88
	6112	567	284	50.09
	6113	676	276	40.83
	6114	641	313	48.83
	6115	630	297	47.14
	6116	670	297	44.33
	6117	1422	632	44.44
	6118	639	292	45.70
	6119	557	273	49.01
	6120	635	295	46.46
	6121	622	302	48.55
	6122	666	280	42.04
	6123	686	324	47.23
	6124	658	319	48.48
	6201	0	0	0.00

Volume Users Report

02/02/2011 18:05 - Page 1

INMATE CALLING
IC Solutions ALL

High Volume Users
Site: Newport DOC
Start_Time = 02/02/2011 00:00 End_Time = 02/02/2011 23:59 Choose_Threshold_Basis = Calls Threshold =

Site Name	Inmate ID	Last Name	First Name	Middle Name	Number of Calls	Minutes Count
		LAPLACA	LOUIS	COREY	105	47
		BENSON	CHRISTY	HELEN	59	0
		DAYLOR	GREG	ANTHONY	58	204
		TRUE	CLAY	BRUCE	50	4
		COLLINS	LEE	BRIAN	48	35
		SNOW	HARRY	MATTHEW	44	97
		JOHNSON	MICHAEL	JERAMIE	40	8
		SCHILLINGER	CARL	GREG	34	23
		BROUSSEAU	MICHAEL	DANIEN	33	258
		FREDERICKSEN	MICHAEL	ERIC	33	52
		DESROCHERS	MARIE	TINA	31	86
		ROUNDY	RICHARD	SHANE	31	58
		DEAGLE	FRANCIS	STEPHEN	30	31
		BUNTEN	MATT	JOANNE	29	62
		NEALE	PAUL	RYAN	27	0
		HARRIS	THOMAS	JASON	26	4
		CHAMBERLIN	N.	RICHARD	26	32
		DESROCHERS	PAUL	DANIEL	26	14
		WHITTEN	RYAN	CLAYTON	26	36
		BRADFORD	ROBERT	KENNETH	26	0
		DELDOTTO	JOHN	RONALD	25	10
		STOW	JAMES	WESTON	24	36
		DAVIS	ALLEN	RICKY	23	58

Payphone *Sample Reports*

Payphone Call Detail Reports

Ani	Destination	Call Date	Duration	Price	Call Type
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	3200728	12/1/2013	-	0.00	1
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	3200728	12/1/2013	-	0.00	1
6032242248	3200728	12/1/2013	-	0.00	1
6032242248	3200728	12/1/2013	-	0.25	1
6032242248	18004199434	12/1/2013	11	0.00	104
6032242346	3697031	12/1/2013	-	0.00	0
6032242346	3697031	12/1/2013	-	0.00	0
6032242346	9987416	12/1/2013	282	0.25	1
6032242346	8481868	12/1/2013	188	0.25	0
6032242346	7983208	12/1/2013	76	0.25	0
6032242346	8282545	12/1/2013	5	0.25	1
6032242346	4284400	12/1/2013	4	0.25	1

Payphone Telephone Commission Summary

Client County Client Address Client City, State Pay Telephone Commissions December 22, 2013 through January 21, 2014	
ANI	Amount
6039299936	\$2.75
6039641440	\$6.20
6039299936	\$2.75
6039641371	\$6.20
Phone Usage	\$17.90
Commission Due @ 20%	\$3.58

Payphone Telephone Revenue Detail

Client County Client Address Client City, State Pay Telephone Commissions December 22, 2013 through January 21, 2014				
Facility Name	Ani	Destination	Call Date	Price
Facility1	6039299936	19146101812	12/29/2013	\$0.25
Facility1	6039299936	18005696972	12/30/2013	\$0.00
Facility1	6039299936	4220858	12/31/2013	\$0.00
Facility1	6039299936	4220858	12/31/2013	\$0.25
Facility1	6039299936	15185229940	1/4/2014	\$0.25
Facility1	6039299936	12075966346	1/5/2014	\$0.25
Facility1	6039299936	16036178260	1/8/2014	\$0.25
Facility1	6039299936	16033568282	1/15/2014	\$0.25
Facility1	6039299936	16033568282	1/15/2014	\$0.00
Facility1	6039299936	18888638768	1/17/2014	\$0.00
SubTotal				\$1.50
Facility1	6039641447	16173256282	12/24/2013	\$0.45
Facility1	6039641447	19782581816	12/25/2013	\$0.00
Facility1	6039641447	19788071998	12/31/2013	\$0.25
Facility1	6039641447	19788071998	1/7/2014	\$0.25
Facility1	6039641447	19788071998	1/8/2014	\$0.25
Facility1	6039641447	19788071998	1/8/2014	\$0.00
Facility1	6039641447	19788071998	1/8/2014	\$0.25
Facility1	6039641447	0	1/11/2014	\$0.00
Facility1	6039641447	16178077021	1/11/2014	\$0.00
Facility1	6039641447	12072510066	1/13/2014	\$0.25
Facility1	6039641447	12072510066	1/13/2014	\$0.00
Facility1	6039641447	19788071998	1/14/2014	\$0.00
Facility1	6039641447	16036524522	1/14/2014	\$0.00
Facility1	6039641447	18662284031	1/14/2014	\$0.00
Facility1	6039641447	18662284031	1/14/2014	\$0.00
Facility1	6039641447	0	1/14/2014	\$0.00
Facility1	6039641447	16524522	1/14/2014	\$0.00
Facility1	6039641447	6524522	1/14/2014	\$0.00
Facility1	6039641447	9446755	1/16/2014	\$0.25
Facility1	6039641447	9446755	1/16/2014	\$0.25
Facility1	6039641447	9446755	1/16/2014	\$0.25
SubTotal				\$2.45
Grand Total				\$3.95

ICSolutions® Sample Commission Report



Monthly Commission Report
January 2018
Settlement Date: 2/25/2018

Client ID: 9999 - XYZ Department of Corrections
Facility: XYZ Main Jail
123 Any Street
Anytown, FL 99999
Attn: Accounting Department

Tariff Type	Call Type	# of Calls	# of Minutes	Gross Revenue	%	Commission Earned
Local	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	2,825	17,163	\$ 3,604.23	55.1%	\$ 1,985.93
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	3,958	21,453	\$ 4,505.13	55.1%	\$ 2,482.33
	Total Local		6,783	38,616	\$ 8,109.36	
Intra Cell	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	387	3,301	\$ 693.21	55.1%	\$ 381.96
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	386	2,061	\$ 432.81	55.1%	\$ 238.48
	Total Local		773	5,362	\$ 1,126.02	
IntraLATA	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	867	6,223	\$ 1,306.83	55.1%	\$ 720.06
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	1,265	9,216	\$ 1,935.36	55.1%	\$ 1,066.38
	Total IntraLATA		2,132	15,439	\$ 3,242.19	
Intrastate	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	1,922	17,353	\$ 3,644.13	55.1%	\$ 2,007.92
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	2,797	22,238	\$ 4,669.98	55.1%	\$ 2,573.16
	Total Intrastate		4,719	39,591	\$ 8,314.11	
Interstate	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	377	2,280	\$ 478.80	55.1%	\$ 263.82
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	470	3,218	\$ 675.78	55.1%	\$ 372.35
	Total Interstate		847	5,498	\$ 1,154.58	
International	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	75	532	\$ 356.44	55.1%	\$ 196.40
	Total International		75	532	\$ 356.44	
Canadian	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	-	-	\$ -	55.1%	\$ -
	Total Canadian		-	-	\$ -	
Caribbean	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	-	-	\$ -	55.1%	\$ -
	Total Caribbean		-	-	\$ -	
Total Collect			\$ -	55.1%	\$ -	
Total PrePaid		6,378	46,320	\$ 9,727.20	55.1%	\$ 5,359.69
Total Debit Card		-	-	\$ -	55.1%	\$ -
Total Debit		8,951	58,718	\$ 12,575.50	55.1%	\$ 6,929.10
Commission Earned		15,329	105,038	\$ 22,302.70		\$ 12,288.79
Shortfall						\$ -
Guaranteed Monthly Commission						\$ 10,000.00
Voicemail Commission		50		\$ 50.00	55.1%	\$ 27.55
Video Commission				\$ 1,833.00	50.0%	\$ 916.50
Net Commission Due						\$ 13,232.84

Easy and Cost Effective Cell Phone Detection

“ The CellSense detectors worked very well for clearing lots of inmates in a short time with a minimal amount of staff. Previously it would take 10 staff almost an hour to clear a building with 200 inmates using hand wands. With 5 staff we were able to clear a building with 200 inmates in about 40 minutes. ”

Californian Prison Officer

Detects All Cell Phones

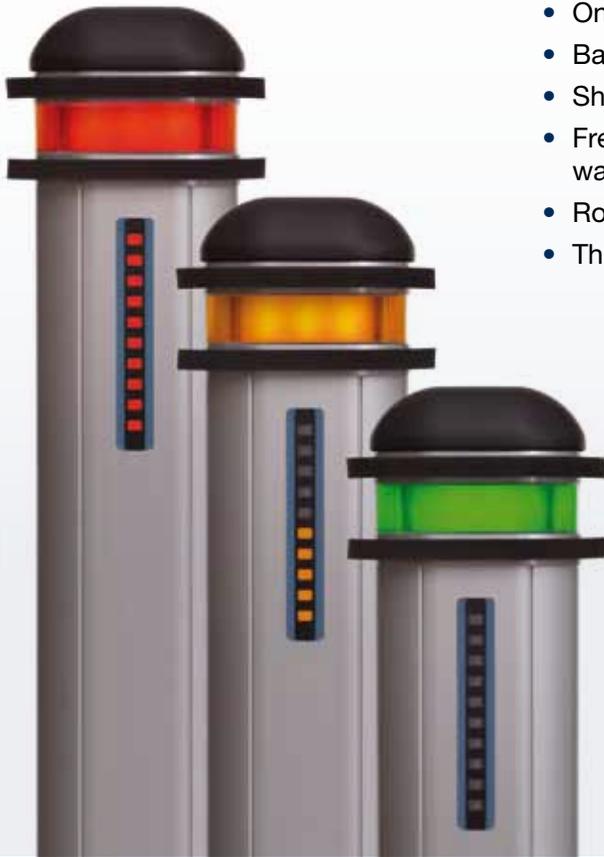
- Even if switched off
- Even if concealed in a body cavity

Key Features

- High portability
- Immediate deployment
- Simple to operate
- Intuitive display
- One person set up
- Battery or mains
- Shower proof
- Freestanding or wall-mounted
- Robust design
- Three year warranty

Operational Benefits

- Full body scan with single walk by
- Large numbers of prisoners scanned quickly
- Body cavity detection
- Bedding and personal effects scanning
- Goods screening
- Covert screening option
- Surprise element (unannounced deployment)
- Psychological effect (unknown technology)
- Suitable for all types of correctional facility





“The strengths of CellSense are its capability to find metals/magnetic materials that traditional metal detectors do not detect and portability.”

Texas DOC
Operations Manager



Unique

CellSense detects moving ferromagnetic objects and is ideal for cell phone detection. Cell phones are increasingly manufactured with reduced metal content, making detection using conventional metal detectors less certain. Cell phones do however contain essential ferromagnetic components that are readily detected by **CellSense**.



Safe

Unlike conventional metal detectors, **CellSense** is entirely passive and so there are no health and safety concerns when scanning subjects overtly or covertly. **CellSense** has no effect on electronic devices such as pacemakers and is harmless to pregnant women. No one can object to being scanned on health grounds.



Flexible

Its award winning design means that it is ready quickly and easily as a freestanding portable unit or as a wall mounted unit. It takes under 60 seconds to set-up and is deployed immediately by one person.



Easy

CellSense is typically deployed without warning at any area of inmate association, e.g. exercise, workshop, worship etc. Since it detects moving ferromagnetic material, stationary metal objects do not cause false alarms, no matter how close. Because it will screen through concrete, brick, wooden or plasterboard walls it is ideal for covert use.

CellSense is also adept at detecting a wide range of other items of interest such as knives, small blades and firearms.

CellSense has the portability of a wand and the full body scanning convenience of an archway metal detector.



Cost Saving

Up to 40 individuals per minute can be scanned without contact or intrusion, far quicker and easier than using a hand wand or chair type device.

Specifications

Electrical

- Battery; 12V 4.5Ah consisting of 6 x Cyclon DT sealed lead-acid.
- Battery charger; Mascot Type 9940 3-stage lead-acid battery charger.
- In normal use power consumption is 20W continuous and ~50W when charging the internal batteries. Absolute maximum mains current draw is 0.9A rms when charging batteries from flat.



Weights and Dimensions

Item	Weight	Height	Width	Depth
CellSense sensor unit	19.8lb (9kg)	74" (188cm)	5" (13cm)	3.3" (8cm)
CellSense base unit	19.8lb (9kg)	14.2" (36cm)	13.4" (34cm)	13.4" (34cm)
Assembled sensor & base unit operating configuration	39.7lb (18kg)	76" (193cm)	13.4" (34cm)	13.4" (34cm)
Battery charger	0.7lb (0.3kg)	4.3" (11cm)	2.8" (7cm)	1.6" (4cm)



For further information about our products and to arrange your **CellSense demonstration** please contact:



North America

Metrasens
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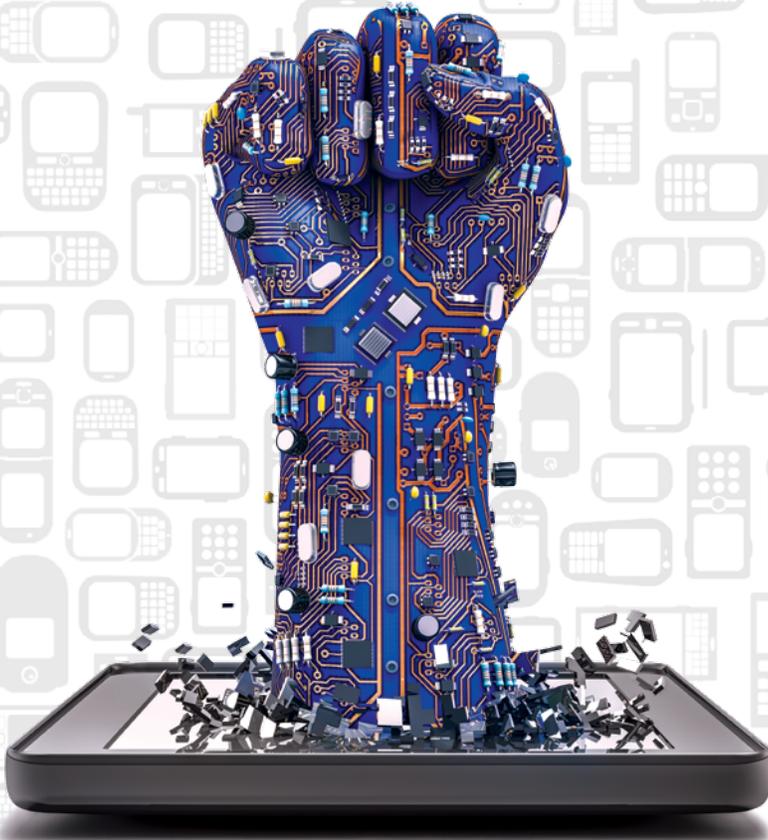
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Empower your investigations with an entirely different approach to mobile device forensics.



MPE+
Mobile Phone Examiner *Plus*



An integrated solution that addresses BYOD Risk, Big Data and Mobile Device Evidence...all in one.

Expand Your Investigation Capabilities

Mobile Phone Examiner *Plus*® (MPE+®) delivers an intuitive interface, data visualization and smart device support, including app analysis, in a single mobile forensics solution. MPE+ supports even the most challenging mobile device profiles and offers the broad capabilities of high-priced tools at a fraction of the cost. Featuring advanced carving, deleted data recovery, SQLite database browsing and filtering options; MPE+ is the perfect choice for mobile forensics examiners looking to upgrade their capabilities.



MPE+ VELOCITOR Add-on Support 95% of Chinese Devices

In many cases, a mobile device may look like a mainstream smart device, but it is actually a cloned or counterfeit phone containing Chinese components. In those instances, most mobile forensics solutions fall short, making it impossible to process critical data. MPE+ VELOCITOR is an add-on hardware that enables the full flash data extraction from these devices, exposing critical evidence quickly without the need for a third-party tool or software.

MPE+ Feature Highlights

- + Supports 10,000+ mobile devices (w/ VELOCITOR Chinese chipset device collection add-on)
- + Physical imaging of Android™ devices, with password bypass capabilities
- + dSOLO allows the acquisition of any Android™ device via a pre-configured Micro SD card
- + Physical extraction of iOS® devices without the need of iTunes®
- + 30% faster than leading competitors in logical extraction of iOS® and Android™ devices utilizing the iLogical and dLogical enhancement capabilities
- + SQL Builder delivers data from 100% of applications available
- + pythonScripter provides users with the ability to parse anything from a mobile device with an easy to use interface; allowing limitless support for any device.
- + Advanced Analytics with Graphical Data Visualization
- + Customizable reports
- + Advanced Alert Manager

MPE+ INTEROPERATES
with FTK®, AD Triage, Summation® and AD eDiscovery® platforms.



Furthermore, MPE+ is the first mobile device tool that delivers expertise and solutions to anticipate and solve the big security, incident resolution and big data E-Discovery challenges in the enterprise.



A firsthand account from the field

MPE+ uncovers the piece of evidence needed to crack the case...

"After obtaining MPE+, I decided to do an extraction of an iPhone that I had previously done with another mobile forensic system. MPE managed to carve out many more images than the other system we originally used. One image in particular was proven to be vital to the prosecution of a suspect. It was an image the suspect had taken of the victim in which the suspect could be seen in the reflection of a mirror. *Had it not been for MPE+, we would not have been able to recover that key piece of evidence.*"

Sgt. Terry Sneary
Allen County Sheriff's Office
Northwest Ohio Technology Crimes Unit

Empower your investigations with MPE+, the stand-alone mobile device forensic solution that provides the tools necessary to quickly collect, easily identify and effectively uncover the key data other solutions miss.

Stay on top of Mobile Forensic Technology

MPE+ provides you with the tools necessary to keep up with the rapidly advancing mobile technology. With MPE+, you can easily create, upload and use python scripts to assist you in performing specific tasks needed to solve any challenge during data analysis. **No python scripting experience required!**

Uncover the Hidden Application Data

MPE+ is the only tool on the market that allows you to build simple SQL queries to extract the hidden application data from any mobile device application available. Because of this capability, MPE+ can support any application available, even the ones that are yet to come.

Advanced Recovery of Android™ and iOS® Devices

MPE+ not only acquires Android and iOS® devices 30% faster than market leading tools but also uncovers more critical user data from these devices than any other tool on the market. It bypasses select Android and iOS® device "locks" and performs advanced iOS® acquisitions even when the iTunes® password is not known.

Identify Smart Device Malware

The increase in the number of apps on the device increases the likelihood that some may contain malicious code or security holes. MPE+ allows you to identify, analyze and extract these threats without the need of built-in signature-based tools. **With MPE+, you can mount any collected image and use any malware tool to scan for threats.**

Visualize Big Data and Address BYOD Risk

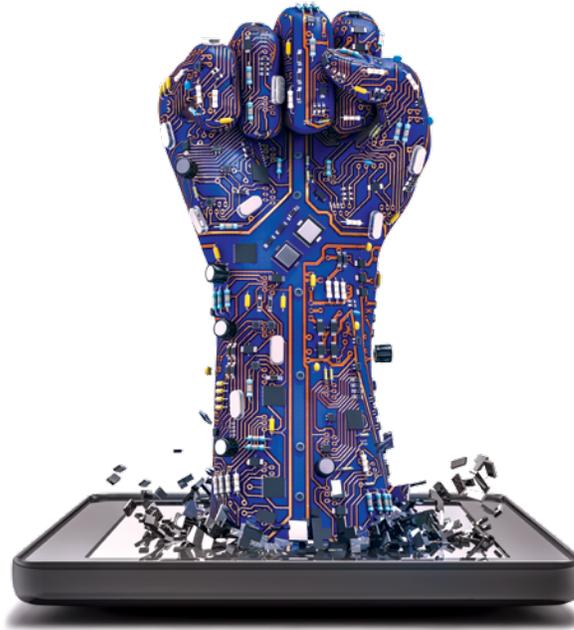
MPE+ helps you address BYOD (Bring Your Own Device) risks, by allowing you to collect data from employees' mobile devices when a threat is identified. Visualize and analyze data not only where it resides (mobile devices) but also while in transit (IP addresses accessed, data breaches). MPE+ transforms this big data into data intelligence, helping you pinpoint the meaningful info needed for data interpretation and incident remediation.



Remote Android™ Device Collections

MPE+ allows you to perform remote Android™ device collections by utilizing just a pre-configured Micro SD card. You can pre-select specific artifacts to be collected from a particular Android™ device, which is particularly useful when by law or company policy; only certain information is permitted during the data acquisition process.





Learn more at
<http://accessdata.com/MPE>

AccessData Group makes the world's most advanced and intuitive incident resolution solutions. AccessData technology delivers real-time insight, analysis, response and resolution of data incidents, including cyber threats, insider threats, mobile and BYOD risk, GRC (Governance Risk & Compliance) and eDiscovery events. Over 130,000 users in law enforcement, government agencies, corporations and law firms around the world rely on AccessData software to protect them against the risks present in today's environment of continuous compromise.

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OVERVIEW

Nexidia AudioFinder

Mobilizing the power of phonetic search



NEXIDIA AUDIOFINDER

The need to analyze data gathered from low-quality telephony audio sources, in multiple languages, is mission critical for many organizations. Nexidia's technology is specifically designed to search the actual content with a high degree of accuracy, providing the ability to immediately playback the most crucial aspects of the audio files.

Nexidia AudioFinder is a flexible, stand-alone application that enables users to index and search audio-video content. It has been architected especially for remote locations without network access. AudioFinder brings the full power of Nexidia's technology into a

simple application that users can install and use on a single machine. No other software can help with the daunting problem of processing large volumes of audio in challenging conditions.

AudioFinder works in over 30 languages across a broad range of acoustic qualities, including almost any collection of low quality audio, voicemails and video files, providing a fast and efficient means of collecting information and analysis. It also provides flexibility in including and excluding topics based on relevance. And with sophisticated review tools, the user is able to start audio playback at the exact point the hit occurred or prior to that point to fully understand the context of the discussion.

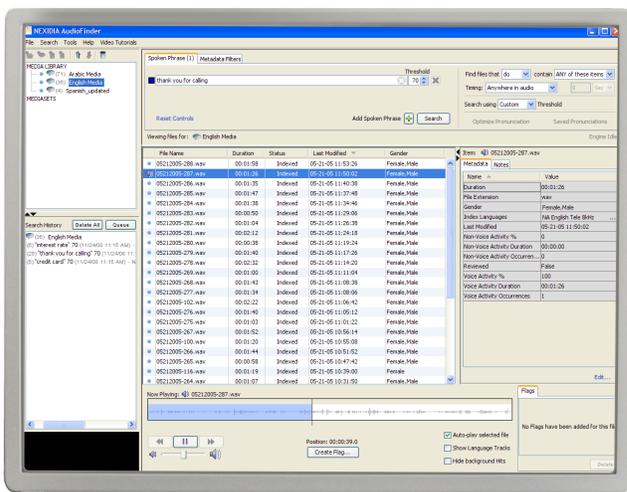
HOW IT WORKS

Nexidia's award-winning, patented Phonetic Search Engine (PSE) technology enables audio-video search using phonemes—the smallest unit of human speech. As media files are added into AudioFinder, they are phonetically indexed—broken down into phonemes—which can be searched for the most accurate, relevant results. This phonetic approach supports almost all generally available audio qualities and audio variances such as a speaker's language, accent, dialect, gender and age.

Nexidia's phonetic solution can vastly accelerate the audio mining process through "automated listening," which systematically ingests and identifies content within voice recordings. AudioFinder delivers timely identification of threats and trends contained within these recordings.

AudioFinder is quickly and easily installed on a standard desktop machine or laptop; users can immediately begin to create and import new media for search and analysis. Minimum system requirements include a computer running Windows XP with a 1.8Ghz processor and 2Gbyte of RAM. AudioFinder also supports the Windows 7 operating system.

Nexidia's phonetic indexing technology searches on the spoken word content contained within the media



FEATURES

Phonetic Search: At the core of Nexidia's strength is the ability to execute search criteria against the phonetic indexes that Nexidia creates. This method allows users to enter simple words or phrases and find them wherever they exist in the recordings. The Search function includes the ability to specify multiple search terms in a single query, to nest searches at different levels, and to apply BOOLEAN logic (e.g. AND, OR, NOT) and even time-based proximity logic to a query.

Smart MediaSets: Users can establish standing queries, which are designed to run against any combination of recordings in the application. These Smart MediaSets execute their search criteria and collect all the results in a single place, allowing for rapid retrieval and review. Any newly added audio will be automatically analyzed and those that match the specified search criteria will be added to the existing Smart MediaSets. Additionally, users can "subscribe" to a Smart Media set and receive email alerts when new audio matching the Smart Media Set criteria is added to the system.

Pronunciation Optimizer: Pronunciation Optimizer allows the user to do test searches and identify those results which are most relevant. This feature is essential for words that may be obscure or hard to pronounce. Based on the results of the test search, the system generates a new search term in Nexidia's unique phonetic notation that most closely represents the best hits. This

query can then be used to re-run the current search, or saved and later used in any other search function, dramatically improving the overall results. Additionally, AudioFinder can search by example when users identify a specific segment of audio that contains the desired term.

Language ID: AudioFinder automates the process of identifying languages, and even dialects, spoken in media files. Files can be grouped by primary language spoken, and therefore can be routed to the appropriate specialists for further processing and searching.

Import and Direct Export of Media: AudioFinder supports collaboration and information sharing via easy import of selected media files (optionally including metadata) as well as optimized phonetic pronunciations from the Pronunciation Optimizer. Direct export of media files (optionally including Phonetic Audio Tracks and metadata) is also available.

Portability: AudioFinder is designed to integrate with other applications and not place a large strain on the CPU. If another application requires system resources, AudioFinder will automatically drop into the background, utilizing only whatever resources are "left over." As other applications unload system resources, it will utilize them as needed to most efficiently perform its tasks.

Collaboration: AudioFinder helps users annotate and share the results of their investigation. Files can be easily organized into multiple sets, and flexible

export options allow sending both the audio files and their meta data in different formats. AudioFinder has the ability to select, save and export specific segments of an audio file, to facilitate review and playback outside the application.

FLEXIBLE, OPEN ARCHITECTURE

Multiple File Types: Users can import media into the application in a wide variety of audio and video formats, including: .aif, .avi, .mp2, .mp3, mp4, mpeg, .mov, .wav, .wmv, and many more.

Language Support: AudioFinder supports the full range of languages that are available across the Nexidia product suite. These language packs are produced by collecting many audio samples from native speakers of the language with different backgrounds, from various regions, collected in-country. Because the language packs are phoneme-based and do not require a dictionary, new language capabilities can be developed relatively quickly.

Nexidia currently supports over 30 different languages, with many more planned for development.

Metadata Support: The system allows importing of metadata from various sources which can be used to view, categorize and sort recordings. In addition, users can create new categories for their media and easily assign values for any recording.

Searchable Help: AudioFinder contains a searchable Help system to allow users to easily search its contents.

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