



# **JAIL INMATE TELEPHONE SERVICES AGREEMENT**

**BETWEEN**

**COUNTY OF LIVINGSTON**

**AND**

**INMATE CALLING SOLUTIONS, LLC**

**FOR PERIOD COVERING:**

**SEPTEMBER 1, 2020 TO AUGUST 31, 2025**

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# JAIL INMATE TELEPHONE SERVICES AGREEMENT

**THIS AGREEMENT**, which is effective commencing September 1, 2020, is made and entered into by and between the **COUNTY OF LIVINGSTON**, a municipal corporation and political subdivision of the State of Michigan (hereinafter referred to as the "County") acting on behalf of the **LIVINGSTON COUNTY SHERIFF** (hereinafter referred to as the "Sheriff"), and **INMATE CALLING SOLUTIONS, LLC, A/K/A ICSOLUTIONS**, having its principal offices at 2200 Danbury St., San Antonio, TX 78217 (hereinafter referred to as the "Vendor").

## RECITALS:

**WHEREAS**, the County, in Request for Proposals, RFP-LC-20-10, Inmate Telephone Service (hereinafter referred to as the "RFP"), has requested proposals from vendors having experience with providing inmate telephone service in correctional facilities to provide telephone services for the inmates at the Livingston County Jail at 150 South Highlander Way, Howell, MI 48843 (hereinafter referred to as the "Jail"); and

**WHEREAS**, the Vendor, who is in the business of providing telephone services for inmates in correctional facilities, has submitted a proposal to the County in response to the RFP to provide the Jail inmate telephone services the County requires (hereinafter referred to as the "Proposal"); and

**WHEREAS**, the County accepts the Vendor's proposal subject to the terms and conditions of this Agreement.

**NOW, THEREFORE**, for and in consideration of the mutual covenants hereinafter contained, **IT IS HEREBY AGREED** as follows:

**SECTION I. AGREEMENT TERM AND TERMINATION.** This Agreement shall become effective and performance thereon shall commence on the 1<sup>st</sup> day of **September, 2020**, and unless terminated as authorized in this Agreement shall continue through the 31<sup>st</sup> day of **August, 2025**, at which time this Agreement shall terminate.

Notwithstanding any other provision in this Agreement to the contrary, this Agreement may be terminated by the County, with or without cause, upon ninety (90) days prior written notice to the Vendor.

In the event either party breaches the terms of this Agreement the other party may terminate this Agreement by providing written notice thereof to the breaching party. The breaching party shall have thirty (30) days from its receipt of such notice in which to cure the breach. If the breach is not cured within such thirty (30) day period, this Agreement shall automatically terminate unless a longer cure period is mutually agreed upon in writing and signed by the authorized representatives of both parties.

**SECTION II. PURPOSE.** The purpose of this Agreement is to set forth the terms and conditions under which Vendor shall provide telephone services to the Jail's inmates.

**SECTION III. SERVICES TO BE PROVIDED BY VENDOR.** Vendor shall provide, comply with, undertake, perform and complete the requirements set forth in the RFP's Section 1.2 Minimum Mandatory Requirements and Section 1.3 Scope of Services, pages 3-6. A copy of the RFP's Sections 1.2 and 1.3 and list of current phone and kiosk locations are attached to this Agreement labeled Exhibit A.

The Vendor's responsibilities and services under this Agreement shall further be as described in Vendor's Proposal response to the RFP's Section 1.2 Minimum Mandatory Requirements and Section 1.3 Scope of Services that appear on the Proposal's Section 3. Operational Requirements, pages 1 – 99, which is attached to this Agreement labeled Exhibit B.

The attached Exhibits A and B are incorporated by reference into this Agreement and made a part thereof. In the event there is a conflict between the terms and conditions set forth in this Agreement document and the sections of the RFP and the Vendor's Proposal attached to this Agreement as Exhibits A and B, the County's representatives in their sole and absolute discretion shall determine which of the conflicting provisions shall take precedence and prevail.

**SECTION IV. SECURITY.** At least forty-eight (48) hours prior to starting work at the Jail, the Vendor shall supply the full name, date of birth, and a scanned picture identification for all its employees and/or subcontractors' employees who will work on site. Vendor's personnel (i.e. employees and/or subcontractors' employees) must meet the security standards required by the Sheriff's Department. The Sheriff's Department may summarily reject any of Vendor's personnel which it believes does not meet its requirements, or who violates any of the Jail's security rules, regulations, or policies.

**SECTION V. INMATE CALL RATES.** The call rates the Vendor shall collect from recipients of collect telephone calls made by inmates for the following service areas: Local, Intra-LATA, and Inter-LATA, shall be TWENTY-ONE CENTS (\$0.21) per minute. There shall not be any Surcharge or Recovery Fees.

Fees for other services to be provided shall include the following:

- A. Fee for remote video visitation shall be FIVE AND NO/100 DOLLARS (\$5.00) per twenty (20) minute session or TWENTY-FIVE CENTS (\$0.25) per minute.
- B. Fee for inmate voicemail shall be ONE AND NO/100 DOLLAR (\$1.00) per message.
- C. If County at any time, during the term of this Agreement, elects to authorize Vendor to provide an inmate e-mail messaging solution, the public could send e-mails to inmate at no cost and inmate could reply at TWENTY-FIVE CENTS (\$0.25) per message.

**SECTION VI. COMMISSIONS AND SIGNING BONUS.** The Vendor shall pay the County a FORTY-SIX PERCENT (46%) commission rate of gross sales on all inmate phone calls and FIFTY PERCENT (50%) commissions on gross sales of remote video visitations and on inmate voicemails.

In addition to the payment of commissions, the Vendor shall also pay the County an annual signing bonus of ONE HUNDRED FIFTEEN THOUSAND AND NO/100 DOLLARS (\$115,000.00), with the first three (3) years paid up front for a total of THREE HUNDRED FORTY-FIVE THOUSAND AND NO/100 DOLLARS (\$345,000.00) during the first year of signing. An additional

ONE HUNDRED FIFTEEN THOUSAND AND NO/100 DOLLARS (\$115,000.00) shall be paid to the County in each of the final two (2) years of this Agreement. Over the course of the entire five (5) year term, the signing bonus to be paid to the County shall be FIVE HUNDRED SEVENTY-FIVE THOUSAND AND NO/100 DOLLARS (\$575,000.00).

In the event the County terminates this Agreement without cause as authorized in Section I of this Agreement, any signing bonus received or to be paid for the year the Agreement is terminated shall be prorated so the sum to be paid to or retained by the County for the year shall equal the sum of NINE THOUSAND FIVE HUNDRED EIGHTY-THREE AND 33/100 DOLLARS (\$9,583.33.) per month multiplied by the number of months of that year the Agreement had been in effect prior to the effective date of termination. Any excess amount paid to the County for the year in which the Agreement is terminated or that had been paid in advance for future years as part of the signing bonus shall be refunded to the Vendor.

**SECTION VII. CHANGES IN SERVICE/CALL RATES, COMMISSIONS AND SIGNING BONUS PAYMENTS.** The inmate service/call rates, commissions and annual bonus required by this Agreement shall remain in effect without charge during the entire five (5) year term of this Agreement.

**SECTION VIII. TAXES AND PAYMENT TERMS.** The County is exempt from Federal Excise and State Sales Tax. The Vendor is required to pay all applicable taxes lawfully assessed in connection with its performance of this Agreement.

**SECTION IX. ACCOUNTING PROCEDURES.** The accounting procedures and internal financial controls of Vendor shall conform to generally accepted accounting practices (GAAP) in order that the costs allowed by this Agreement in Sections V and VI can be readily ascertained and expenditures verified therefrom.

**SECTION X. REPORTS, RECORDS MAINTENANCE, AND INSPECTION OF RECORDS.** The Vendor shall collect, maintain and make available to the County such information and reports as required in the RFP's Section 1.3 Scope of Services, Subsection Revenues – Reports and Supporting Documentation, pages 5-6, which are set forth in the attached Exhibit A. The manner in which the Vendor shall meet the information and reporting requirements shall be as set forth in Section 3, pages 59-71 of Vendor's Proposal which are set forth in the attached Exhibit B. The Vendor shall also provide the County such additional information and/or reports regarding the products, services provided, and revenue raised under this Agreement, that the County may request.

Vendor shall retain all records related to the services provided, revenue raised, commission and bonus payments paid under this Agreement for six (6) years after the termination of this Agreement. All records related to the services provided under this Agreement shall be available for auditing by the County through its designated representatives or independent contractor retained by the County for said purpose at any time during regular working hours. In the event an audit or legal proceedings are commenced during the record retention period but have not been completed at the end of said period the Vendor shall continue to retain the records until the audit and/or legal proceedings have been concluded including all appeals.

**SECTION XI. INDEMNIFICATION AND HOLD HARMLESS.** Vendor shall, at its own expense, protect, defend, indemnify and hold harmless the County, the Sheriff, the County's and Sheriff's elected and appointed officers, employees, and agents from all claims, damages

(including but not limited to direct, indirect, incidental, consequential, special and punitive damages), lawsuits, costs, and expenses, including, but not limited to, all costs from administrative proceedings, court costs and attorney fees they may incur as a result of any acts, omissions or negligence of Vendor, its employees, or agents, or that of the Vendor's subcontractors, or sub-subcontractors, or any of their officers, employees or agents, that may arise out of this Agreement.

In addition to the foregoing indemnification requirements, the Vendor shall indemnify and hold the County, the Sheriff and County's and Sheriff's officers, agents and employees, harmless from all liability of any nature or kind, including cost and expenses, for infringement or use of any patent, copyright or other propriety right, secret process, patented or unpatented invention, article or appliance furnished or used in connection with this Agreement.

The Contractor's indemnification responsibilities shall include the sum of damages, costs and expenses which are in excess of the sum paid out on behalf of or reimbursed to the County, the Sheriff or their elected and appointed officers, employees, or agents by the insurance coverage obtained and/or maintained by the Vendor pursuant to the requirements of this Agreement.

#### **SECTION XII. EQUAL EMPLOYMENT OPPORTUNITY/ NONDISCRIMINATION.**

Vendor and its subcontractors, as required by law, shall not discriminate against a person to be served or an employee or applicant for employment with respect to hire, tenure, terms, conditions or privileges of employment, or a matter directly or indirectly related to employment because of race, color, religion, national origin, age, sex, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, or marital status. Vendor shall adhere to all applicable Federal, State and local laws, ordinances, rules and regulations prohibiting discrimination, including, but not limited to, the following:

- A. The Elliott-Larsen Civil Rights Act, 1976 PA 453, as amended.
- B. Persons with Disabilities Civil Rights Act, 1976 PA 220, as amended.
- C. Section 504 of the Federal Rehabilitation Act of 1973, P.L. 93-112, 87 Stat 355, and regulations promulgated thereunder.
- D. The Americans with Disabilities Act of 1990, P.L. 101-336, 104 Stat 327 (42 USC §12101 et seq), as amended, and regulations promulgated thereunder.

The Vendor shall post notices containing the above-stated nondiscrimination requirements in conspicuous places available to applicants for employment and employees. All solicitations or advertisements for employees, placed by or on behalf of the Vendor, shall state that all qualified applicants shall receive consideration for employment without regard to race, color, sex, national origin, disability, age, height, weight, marital status and religion.

Breach of this Section XII shall be regarded as a material breach of this Agreement.

**SECTION XIII. COMPLIANCE WITH THE LAW AND REGULATIONS.** The Vendor shall comply with all applicable federal, state and local laws, rules and regulations including, but not limited to, all applicable OSHA/MIOSHA requirements, and Michigan Department of Corrections rules and regulations, Federal and/or state licensing and/or certification requirements of persons providing services under this Agreement, and the rules, regulations and policies of the Livingston County Sheriff Department pertaining to security and care of inmates at the Jail.

**SECTION XIV. INDEPENDENT CONTRACTOR.** It is expressly understood and agreed that Vendor and its employees, contractors, subcontractors, agents and representatives are, for all purposes arising out of this Agreement, independent contractors and not employees of the County. The employees, contractors, subcontractors, agents and representatives of Vendor shall in no way be deemed to be and shall not hold themselves out as the employees, servants or agents of the County or the Sheriff. Vendor's employees, contractors, subcontractors, agents and representatives shall not be entitled to any fringe benefits of the County, such as, but not limited to, health and accident insurance, life insurance, paid vacation leave, paid sick leave or longevity. Vendor shall be responsible for paying any salaries, wages or other compensation due its employees, contractors, subcontractors, agents and representatives for services performed pursuant to this Agreement and for the withholding and payment of all applicable taxes, including, but not limited to, income and social security taxes to the proper Federal, State and local governments.

**SECTION XV. ASSIGNMENT OR SUBCONTRACTING.** This Agreement shall not be subcontracted or any part thereof assigned without the prior express written approval of the County's Procurement Coordinator. In no case; however, shall such approval relieve the Vendor from its obligations or change the terms of this Agreement. The Vendor shall not transfer or assign any Agreement funds or claims due or to become due without the advance written approval of the County's Procurement Coordinator. The unauthorized subcontracting or assignment of this Agreement, in whole or in part, or the unauthorized transfer or assignment of any Agreement funds, either in whole or in part, or any interest therein, which shall be due or are to become due the Vendor or County shall have no effect on the County and are null and void.

The Vendor shall identify any and all contractors and subcontractors it intends to use in the performance of this Agreement. All such persons shall be subject to the prior approval of the County.

**SECTION XVI. INSURANCE REQUIREMENTS.** The Vendor, and any subcontractors it may use for this Agreement, shall not commence work under this Agreement until they have obtained the insurance required in this Section XVI, and shall keep such insurance in force during the entire term of this Agreement. All coverage shall be with insurance companies licensed and admitted to do business in the State of Michigan and acceptable to Livingston County. The requirements below should not be interpreted to limit the liability of the Vendor. All deductibles and SIR's are the responsibility of the Vendor. The Vendor shall procure and maintain the following insurance coverage:

- A. Workers' Compensation Insurance. Workers' Compensation Insurance including Employers' Liability Coverage in accordance with all applicable statutes of the State of Michigan. In the event Vendor uses subcontractors and sub-subcontractors for the performance of services required under this Agreement, the Vendor shall ensure that said subcontractors and sub-subcontractors carry Worker's Compensation Insurance and Employer's Liability Insurance as required by law.
- B. Commercial General Liability Insurance. Commercial General Liability Insurance on an "Occurrence" basis with limits of liability of not less than ONE MILLION AND NO/100 DOLLARS (\$1,000,000.00) per occurrence and aggregate. This insurance shall include the following extensions: (1) Contractual Liability; (2) Products and Completed Operations Coverage; (3) Independent Contractors Coverage; (4) Broad Form General Liability Extensions or equivalent if not in policy proper; and (5) Deletion of all Explosion, Collapse, and Underground (XCU) exclusion, if applicable.
- C. Motor Vehicle Liability. Vendor and/or persons Vendor has perform services in the State of Michigan under this Agreement shall procure and maintain Motor Vehicle Liability

Insurance, including Michigan No-Fault Coverage, with limits of liability not less than ONE MILLION AND NO/100 DOLLARS (\$1,000,000.00) per occurrence combined single limit for Bodily Injury, and Property Damage. Coverage shall include all owned, non-owned and hired vehicles.

- D. Additional Insured. The Commercial General Liability Insurance and Motor Vehicle Liability Insurance, as described above, shall include the following as "Additional Insured": the County of Livingston, all elected and appointed officials, all employees and volunteers, all boards, commissions, and/or authorities and board members, including employees and volunteers thereof. It is expressly understood and agreed that the Vendor's Commercial General Liability and Motor Vehicle Liability Insurance coverages shall be considered to be primary to the Additional Insureds, and any other insurance coverages the Additional Insureds may have shall be considered to be secondary and/or excess.
- E. Cancellation Notice. All insurance policies, as described above, shall include an endorsement stating that it is understood and agreed that thirty (30) days, ten (10) days for non-payment of premium, Advance Written Notice of Cancellation, Non –Renewal, Reduction, and/or Material Change shall be sent to Livingston County, ATTN: Fiscal Services Department, 304 E. Grand River Ave., Suite 204, Howell, MI 48843.
- F. Proof of Insurance. Vendor shall provide Livingston County at the time this Agreement is returned by it for execution, a Certificate of Insurance as well as the required endorsements. In lieu of required endorsements, if applicable, a copy of the policy sections where coverage is provided for additional insured and cancellation notice shall be acceptable. Copies or certified copies of all policies required above shall be furnished to the County if so requested. The required Certificates of Insurance and endorsements must be submitted to the Livingston County Fiscal Services Department upon the full execution of this Agreement. The Insurance Certificates and endorsements may be faxed or e-mailed to 517-546-7266 or [fs-procurement@livgov.com](mailto:fs-procurement@livgov.com).
- G. Continuation of Coverage. If any of the above coverages expire during the term of this Agreement, Vendor shall deliver renewal certificates and/or policies to Livingston County at least thirty (30) days prior to the expiration date.
- H. Insuring Vendor's Tools and Materials. The Vendor shall be responsible for insuring all its tools and equipment and all materials which it may use and/or leave at the Jail. The County shall not be responsible for any loss or damage to the Vendor's tools and materials.

OTHER: Sole proprietors or partnerships shall provide proof of Worker's Compensation Insurance or Notice of Exclusion from Workers' Compensation as required by law.

Any company who claims Workers' Compensation Exclusion is required to have a Notice of Exclusion from the Michigan Department of Licensing and Regulatory Affairs, and Workers' Compensation Agency on file.

Below is the contact information necessary to request a Notice of Exclusion form (WC-337):

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS**  
**WORKERS' COMPENSATION AGENCY**  
PO Box 30016  
Lansing, MI 48909  
(888) 396-5041

Once a WC-337 form is on file with the State of Michigan, a copy may be faxed or emailed to: 517.546.7266 or [fs-procurement@livgov.com](mailto:fs-procurement@livgov.com).



**SECTION XVII. APPLICABLE LAW AND VENUE.** This Agreement shall be subject to and construed according to the laws of the State of Michigan, without regard to any Michigan choice of law rules that would apply the law of any other jurisdiction to the extent not inconsistent with or pre-empted by federal law.

In the event any disputes arise from, under or regarding this Agreement, it is understood and agreed that any legal or equitable action resulting from such disputes shall be in Michigan Courts whose jurisdiction and venue shall be established in accordance with the statutes of the State of Michigan and/or Michigan Court Rules. In the event an action is brought in or moved to a Federal Court, the venue for such action shall be the Federal Judicial District of Michigan, Eastern District, Southern Division.

**SECTION XVIII. LICENSING.** Vendor, its employees, subcontractors, and agents performing services under this Agreement shall meet and pay all applicable Federal, State and local licensing, certifications, permits, and fees required for the services to be performed under this Agreement. Failure to obtain or maintain such licenses, certifications and/or other required authorizations shall constitute a material breach of this Agreement.

**SECTION XIX. INTEREST OF VENDOR AND COUNTY.** The Vendor certifies by its representative's execution of this Agreement that Vendor has no interests which would conflict with the performance of services required by this Agreement. The Vendor also certifies that, in the performance of this Agreement, no officer, agents, employee of the County of Livingston, or member of its governing bodies, may participate in any decision relating to this Agreement which effects his/her personal interest or the interest of any corporation, partnership or association in which he/she is directly or indirectly interested or has any personal or pecuniary interest. However, this Section does not apply where specifically exempt under Michigan Law.

**SECTION XX. WAIVERS.** No failure or delay on the part of the County or Vendor in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall a single or partial exercise of any right, power or privilege preclude any other or further exercise of any other right, power or privilege.

**SECTION XXI. MODIFICATIONS, AMENDMENTS OR WAIVER OF PROVISIONS OF THE AGREEMENT.** All modifications, amendments or waivers of any provision of this Agreement shall be made only by the written mutual consent of the parties hereto.

**SECTION XXII. GIFTS/GRATUITIES.** Elected County officials, department heads, and/or employees shall not be offered or entitled to earn or receive personal gifts, gratuities, credits or other benefits of economic value by reason of their official business.

**SECTION XXIII. ADVERTISING.** The Vendor shall not advertise, issue a press release, or otherwise publish information concerning this Agreement without the County's prior written consent. The County shall not unreasonably withhold permission.

**SECTION XXIV. CERTIFICATION OF COMPLIANCE WITH PUBLIC ACT 517 OF 2012.** The Vendor by its entry into this Agreement certifies that neither the Vendor, nor any of its successors, parent companies, subsidiaries, or companies under common control, are an "Iran Linked Business" engaged in investment activities of TWENTY MILLION AND NO/100 DOLLARS (\$20,000,000.00) or more with the energy sector of Iran, within the meaning of Michigan Public

Act 517 of 2012. The Vendor agrees that it shall not become an "Iran Linked Business" during the course of performing the work under this Agreement.

**NOTE: IF A PERSON OR ENTITY FALSELY CERTIFIES THAT IT IS NOT AN IRAN LINKED BUSINESS AS DEFINED BY PUBLIC ACT 517 OF 2012, IT WILL BE RESPONSIBLE FOR CIVIL PENALTIES OF NOT MORE THAN TWO HUNDRED FIFTY THOUSAND AND NO/100 DOLLARS (\$250,000.00) OR TWO TIMES THE AMOUNT OF THE CONTRACT FOR WHICH THE FALSE CERTIFICATION WAS MADE, WHICHEVER IS GREATER, PLUS COSTS AND REASONABLE ATTORNEY FEES INCURRED, AS MORE FULLY SET FORTH IN SECTION 5 OF ACT NO. 517, PUBLIC ACTS OF 2012.**

**SECTION XXV. PURPOSE OF SECTION TITLES.** The titles of the sections set forth in this Agreement are inserted for the convenience of reference only and shall be disregarded when construing or interpreting any of the provisions of this Agreement.

**SECTION XXVI. COMPLETE AGREEMENT.** This Agreement, the attached Exhibits A and B, and any additional or supplementary documents incorporated herein by specific reference contains all the terms and conditions agreed upon by the parties hereto, and no other agreements, oral or otherwise, regarding the subject matter of this Agreement or any part thereof shall have any validity or bind any of the parties hereto.

**SECTION XXVII. NOTICES.** Notices required under this Agreement shall be sent to each of the other parties by certified mail, return receipt requested. Notice shall be effective upon date received and shall be sent to the following:

<b>Livingston Co. Administrator</b>	<b>-&amp;-</b>	<b>Livingston County Sheriff</b>	<b>-&amp;-</b>	<b>Mike Kennedy, VP of</b>
304 E. Grand River Ave.		150 S. Highlander Way		Sales and Marketing
Suite 202		Howell, Michigan 48843		<b>Inmate Calling Solutions, LLC</b>
Howell, Michigan 48843				2200 Danbury St.
				San Antonio, TX 78217

Either party may change who is to receive notices on their behalf by providing written notices of the change to the other party.

**SECTION XXVIII. PARTICIPATION IN MICHIGAN ASSOCIATION OF COUNTIES' CoPro+ PROGRAM.** The Vendor, by its entry into this Agreement, has agreed that it shall extend this Agreement to the Michigan Association of Counties' CoPro+ Program (hereinafter referred to as "CoPro+"). CoPro+ is a statewide cooperative contract that will extend the contracted services covered by this Agreement to other cities, townships, and counties, to non-profit organizations, and school districts in Michigan, allowing them to "piggyback" and purchase from the Vendor through this competitively awarded Agreement.

It is understood and agreed by the County and the Vendor that all pricing submitted to the County and its participating entities by Vendor shall include a 1.5% administrative fee to be remitted to CoPro+ by the Vendor on a quarterly basis. Administrative fees shall be paid against actual sales volume for each quarter. The Vendor shall be responsible for keeping all pricing up to date and on file with Livingston County/CoPro+.

**SECTION XXIX. THIRD PARTY BENEFICIARIES.** There shall be no third-party beneficiaries to this Agreement.

**SECTION XXX. SURVIVAL.** Rights and obligations under this Agreement which by their nature should survive, including but not limited to those in Sections X and XI, will remain in effect after termination or expiration of this Agreement.

**SECTION XXXI. INVALID/UNENFORCEABLE PROVISIONS.** If any section, clause or provision of this Agreement is rendered invalid or unenforceable because of any state or federal statute or regulation or ruling by any tribunal of competent jurisdiction, that section, clause or provision shall be null and void and shall be considered to be deleted and the remainder of the Agreement shall not be affected thereby. Where the deletion of the invalid or unenforceable section, clause or provision would result in the illegality and/or unenforceability of this Agreement, this Agreement shall be considered to have terminated as of the date in which the provision was rendered invalid or unenforceable.

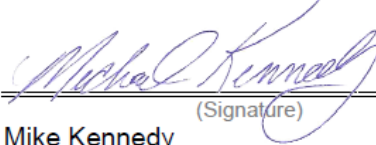
**SECTION XXXII. CERTIFICATION OF AUTHORITY TO SIGN AGREEMENT.** The person signing on behalf of Vendor certifies by his/her signatures that he/she is duly authorized to sign this Agreement on behalf of Vendor and that this Agreement has been authorized by Vendor.


**THE AUTHORIZED REPRESENTATIVES OF THE PARTIES HERETO HAVE FULLY EXECUTED THIS INMATE TELEPHONE SERVICES AGREEMENT ON THE DATES AND IN THE SPACES SET FORTH BELOW.**

**COUNTY OF LIVINGSTON**

**INMATE CALLING SOLUTIONS, LLC**

BY:   
**CAROL S. GRIFFITH - CHAIRWOMAN**  
COUNTY BOARD OF COMMISSIONERS  
Date: 10/28/2020

BY:   
(Signature)  
Name: Mike Kennedy  
(Print or Type)  
Title: Vice President Sales & Marketing  
(Print or Type)

BY:   
**MICHAEL J. MURPHY**  
LIVINGSTON COUNTY SHERIFF  
Date: 10/28/2020

Date: 10/28/2020

APPROVED AS TO FORM FOR  
COUNTY OF LIVINGSTON:  
COHL, STOKER & TOSKEY, P.C.  
By: ROBERT D. TOWNSEND - 10/12/2020

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Liv/Sheriff #20-010

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## **EXHIBIT A**

# **RFP'S SECTION 1.2 MINIMUM MANDATORY REQUIREMENTS AND SECTION 1.3 SCOPE OF SERVICES AND LOCATION OF JAIL PHONES & KIOSKS**

## **Section 1.0: Scope of Work and Bidder Responses**

### **1.1 Introduction**

Livingston County Jail is located at 150 S. Highlander Way, Howell, Michigan. The facility has a potential maximum inmate population of 411. The average daily population ranges from 250 to 275. The jail lies within a semi-rural county of southeastern Michigan, centrally located between several populous counties. The county is estimated to be the 10<sup>th</sup> most populous county in Michigan, with the 2019 estimated population being 191,224. There has been an estimated growth of 5.61% since the 2010 census.

Livingston County is issuing this Request for Proposal (RFP) to obtain sealed proposal responses with a capable vendor to furnish a telephone service program for an inmate population.

It is anticipated that this telephone service will commence September 1, 2020 and end no later than August 31, 2025.

### **1.2 Minimum Mandatory Requirements**

All bids will be reviewed for compliance with the mandatory requirements. Bids deemed non-responsive will be eliminated from further consideration.

- 1) Vendor must be organized for the purpose of providing institutional and/or volume service and must demonstrate a minimum of five (5) years' previous correctional inmate telephone service experience, within the last seven (7) years, with proven effectiveness in administering large scale telephone service programs equivalent or similar to the services being requested by Livingston County.
- 2) Vendor shall provide three (3) references in Section 2.2 that verify the Minimum Mandatory requirement of providing inmate telephone service programs.
- 3) Vendor must have a proven ability to provide supplies, materials, equipment, and labor for an Inmate Telephone Service program beginning September 1, 2020.
- 4) Vendor must have qualified and trained staff with sufficient back-up personnel to successfully complete the contract requirements. Vital information must be submitted for each employee that will be in supervisory capacity at the Livingston County Jail facility.
- 5) Vendor must have the central office capability to supervise and monitor the program ensuring satisfactory provision of services.

### **1.3 Scope of Services**

#### **Telephone Program**

Livingston County currently utilizes computers, wall mounted and pedestal style equipment, video visitation, voice and word recognition to facilitate its inmate telephone service program. The telephone's software must have the capability of interfacing with software from the following systems: Central Square (Jail Management System), Inmate Trust Fund Account (Banking System), Video Visitation, Enforcer Software System, and Law Library (Case Maker). Livingston County Jail currently uses 65 telephones and wishes to increase the number of phones to 66. The phones are located in the following areas:

- Intake - 5
- Inmate Living Areas - 47

- Visitation Areas - 12
- Jail Lobby – 1

The additional phone will be located in the inmate living areas.

General Proposal Information shall include:

- 1) Proposed equipment, local, Inter-state, Intra-LATA, and Inter-LATA services. Proposed package shall include installation, maintenance, collections, replacement of telephones, enclosures, and panels, as needed. Any installation requirements that go above and beyond what is already provided by the facility and are necessary for the operation of any inmate telephone will be supplied at the expense of the Vendor. Written consent by the Livingston County Sheriff is required for the addition or deletion of any phone. Any telephone that may be required to be removed and/or relocated due to Jail renovations or security purposes are at the expense of the Vendor.
- 2) Minimum of five (5) years archival of conversations shall be maintained and immediately available for access by county personnel. Method of storage could be a Cloud or RAID system that is easily accessible for the life of the contract.
- 3) Retention of call data in the event of a power failure.
- 4) Vendor shall supply all phones, any other necessary equipment, and have the ability to provide a web-based monitoring system. All proprietary equipment and software will be provided at no cost to Livingston County Jail.
- 5) Inmates must have ability to use a bar code/pin number and pre-paid credit/debit cards to access and pay for telephone service. Charges must be deducted from inmate's balance as they are made to avoid negative balances. Inmates must be provided their account balance automatically when a debit call is made.

### **Equipment and Features**

The following information should be included in the Vendor's proposal:

- 1) Vendor shall demonstrate ability to provide the services being requested, meet minimum qualifications, and terms and conditions outlined in this RFP.
- 2) Description of inmate telephone features, including additional features that may be of interest to Livingston County, such as:
  - a. "Real-time" call monitoring, recording, storage of stored data, and retrieval.
  - b. Control length of call time.
  - c. Control time of day telephones will be active and available.
  - d. Call must be "collect calls" only or debit calls from inmate accounts.
  - e. Ability to prevent three-way calling and incoming calls.
  - f. Availability of telephones with no removal parts, armored cords, and tamper resistant/proof keypads.
  - g. Mounting options (wall, pedestal, booth, flush, etc.).
  - h. Video visitation and conferencing. Remote and onsite visits.
  - i. Availability of call monitoring on visitation phones and inmate living area phones.
  - j. Automated operator system will announce the name of the facility at the beginning of the call. All inmate calls from the Livingston County Jail facility must be branded with the following message:

**“You have a call from \_\_\_\_\_ (recording of inmate stating name) from Livingston County jail.”**

The system must also be capable of repeating the announcement at selected intervals throughout the duration of the call. Vendors should specify within the proposal response how the system complies with this requirement.

### **Service and Response Time**

Vendor shall identify the ability to respond to service needs, the proximity of local service locations, and possession of applicable licensing etc. Information shall include:

1. Proximity and availability of service technicians.
2. Qualifications and experience of service technicians.
3. Hours of service.
4. Typical response time.
5. Parts and equipment.
6. All service requests, including travel expenses and miscellaneous fees, shall be at no additional cost to the County.

### **Pricing and Commissions**

1. Provide commission percentages to be paid for collect telephone calls made by inmates in the following service areas:
  - a. Intra-LATA
  - b. Inter-LATA
  - c. Inter-state
  - d. Local calls

Define percentages in each case (i.e., percentage of Gross Billable Revenue, Gross Revenue Received, Net, etc.).

2. Dollar amount of contract signing bonuses/incentives, if any.
3. Vendor shall be responsible for all unbillable and/or uncollectable telephone calls relevant to inmate telephone services. Vendor will not deduct said calls from gross receipts on which payment is made to the County by the Vendor.

### **Revenues – Reports and Supporting Documentation**

Vendor shall identify the method, provide samples of reports, and timeframe for remittance of revenue to the County.

1. Provide a rate table for collect telephone calls made by inmates to the following service areas:
  - a. Intra-LATA
  - b. Inter-LATA
  - c. Inter-state
  - d. Local calls

**Any surcharges/recovery fees levied in addition to the established rates must be identified.**

2. Management information reports regarding telephone inventory, gross receipts, and commission on a per telephone basis.
3. Provide options available to the County for administration and investigative reports of inmate telephone system usage, including the level of detail provided by such reports. This level of detail considered should include originating telephone numbers, telephone numbers called, time and date calls are placed, length of calls, frequently called numbers, etc. Include the type of media used to make reports available to the County and the response time reports can be received once a request is made. Include time frames for reports (monthly, quarterly, etc.).

### **Other Information**

The Vendor shall provide information regarding the following items:

1. Diagnostic testing plan of the inmate telephone system and the frequency of testing.
2. Statement from Vendor indicating whether or not the company or its administrators have operated a telephone service under another name in the past seven (7) years. If so, provide names of companies and dates of service.
3. List of available languages for communication with the users of the inmate telephone system (English and Spanish are required).
4. Describe process with other carriers that have no collect call billing arrangements.
5. Telephone system's compliance with the American Disabilities Act (ADA) requirements.
6. Ability to designate and/or to program phone numbers as a free local call.
7. Describe the on-site training program to be provided to the Sheriff Department's Staff in administering and managing the telephone system. At a minimum, the training program must include hands-on instruction on the use, administration, and management of the system and its reports as well as any other topics required for full understanding, administration, and operation of the system.
8. Vendor agrees it will charge only those rates authorized by the State of Michigan and will comply with all current applicable Federal Communications Commission (FCC) and Michigan rules and regulations.
9. Vendor will not bill users for incomplete calls (i.e., network intercept recordings, busy signals, and no answers).
10. Subcontractors used by the Vendor must be disclosed in the proposal. The County has the right to approve subcontractors.

**Vendors are encouraged to be creative with their proposals and to offer any other options that may be of interest to Livingston County.**

#### **1.4 Technical Proposal**

In preparing a technical proposal, vendors must submit a response that includes the following:

- 1) Company Profile  
Date organized to provide inmate telephone services in institutional and correctional facilities.  
Corporate background and depth of equipment service and support, including number of employees and number of years in business.  
Provide this information using Company Profile form found in Section 2.1.
- 2) References



## LCJ phones and kiosks

<b>PHONES</b>	<b>KIOSKS</b>
<b>TOTAL 65 PHONES</b>	<b>TOTAL 28 KIOSKS</b>
301	MOBILE
302	LINE UP ROOM
403	211
224A	212
224B	215
223E	127
INTAKE-A	128
INTAKE-B	VISIT-A
211-A	VISIT-B
211-B	VISIT-C
212-A	VISIT-D
212-B	VISIT-E
215	110
127-A	101/102 CLASSROOM
127-B	101
127-C	102
127-D	103
128-A	104
128-B	H1
128-C	H2
128-D	A POD
VR5-IN	B POD

VR5-OUT	C POD
VR3-IN	D POD
VR3-OUT	E POD
VR2-IN	F POD
VR2-OUT	G POD
VR1-IN A	LOBBY KIOSK
VR1-IN B	
VR1-IN C	
VR1-OUT A	
VR1-OUT B	
VR1-OUT C	
110-A	
110-B	
101-A	
101-B	
102-A	
102-B	
103-A	
103-B	
104-A	
104-B	
A POD-A	
A POD-B	
A POD-C	
A POD-D	
B POD-A	
B POD-B	
C POD-A	

C POD-B	
D POD-A	
D POD-B	
D POD-C	
E POD-A	
E POD-B	
E POD-C	
F POD-A	
F POD-B	
F POD-C	
G POD-A	
G POD-B	
G POD-C	
LOBBY PAY PHONE	

## **EXHIBIT B**

### **VENDOR'S PROPOSAL'S SECTION 3. OPERATIONAL REQUIREMENTS**

# SECTION 3

## Operational Requirements

### Section 1.0: Scope of Work and Bidder Responses

#### 1.1 Introduction

Livingston County Jail is located at 150 S. Highlander Way, Howell, Michigan. The facility has a potential maximum inmate population of 411. The average daily population ranges from 250 to 275. The jail lies within a semi-rural county of southeastern Michigan, centrally located between several populous counties. The county is estimated to be the 10<sup>th</sup> most populous county in Michigan, with the 2019 estimated population being 191,224. There has been an estimated growth of 5.61% since the 2010 census.

Livingston County is issuing this Request for Proposal (RFP) to obtain sealed proposal responses with a capable vendor to furnish a telephone service program for an inmate population.

It is anticipated that this telephone service will commence September 1, 2020 and end no later than August 31, 2025.

#### **ICSolutions Response:**

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

ICSolutions is proud to offer Livingston County continued use of our battle-tested ENFORCER® inmate Telephone system and The Visitor™ video visitation system – both built directly into a single unified platform to provide one comprehensive solution.

Our offer to the County is entirely turnkey, meaning that all aspects of service are provided at no cost to the County. This includes all hardware, software, installation, maintenance, storage, security, training and more.

#### 1.2 Minimum Mandatory Requirements

All bids will be reviewed for compliance with the mandatory requirements. Bids deemed non-responsive will be eliminated from further consideration.

#### **ICSolutions Response:**

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

- 1) Vendor must be organized for the purpose of providing institutional and/or volume service and must demonstrate a minimum of five (5) years' previous correctional inmate telephone service experience, within the last seven (7) years, with proven effectiveness in administering large scale telephone service programs equivalent or similar to the services being requested by Livingston County.

**ICSolutions Response:**

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

ICSolutions has provided inmate telecommunications services in correctional environments since 2002 – and **to Livingston County since 2004**. ICSolutions continually expands and improves our technology to meet the evolving needs of our clients. ICSolutions has established a 99% contract renewal rate, and 100% of our customers have expressly chosen our system over that of our competitors. 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.

ICSolutions 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 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.

In addition, ICSolutions has successfully installed 1,700 video visitation units at approximately 200 facilities serving roughly 50,000 inmates. ICSolutions designed and developed The Visitor™ Visitation Management & Video Visitation System based on our experience providing Video Visitation Systems from other vendors since 2005, as well as feedback and suggestions from our client facilities as to what they wanted in a VVS.

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.**

- 2) Vendor shall provide three (3) references in Section 2.2 that verify the Minimum Mandatory requirement of providing inmate telephone service programs.

**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.

In addition, ICSolutions has successfully installed 1,700 video visitation units at about 200 facilities serving approximately 50,000 inmates. ICSolutions designed and developed The Visitor™ Visitation Management & Video Visitation System based on our experience providing video visitation systems from other vendors since 2005, as well as feedback and suggestions from our client facilities as to what they wanted in a video visitation system.

We have provided references in **SECTION 2: REFERENCES**. 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 several recent Letters of Reference from a few of our clients in **EXHIBIT A: LETTERS OF REFERENCE**.

- 3) Vendor must have a proven ability to provide supplies, materials, equipment, and labor for an Inmate Telephone Service program beginning September 1, 2020.

**ICSolutions Response:**

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

Because our centralized ENFORCER® and Visitor™ are already in place, ICSolutions is the only vendor that can guarantee that transition to the new contract will easily be completed by September 1, 2020, with no delays for a new system installation and with **no disruption to your ongoing inmate communications**. We have provided our Implementation Plan at the end of this **SECTION 3**.

- 4) Vendor must have qualified and trained staff with sufficient back-up personnel to successfully complete the contract requirements. Vital information must be submitted for each employee that will be in supervisory capacity at the Livingston County Jail facility.

**ICSolutions Response:**

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

Livingston County will continue to be served by the same qualified staff that supports your services today – including your Regional Account Manager Mr. Brad Coens and your local technician Mr. Harland Gardner.

ICSolutions has more than 100 employees dedicated to the development, installation, maintenance, and service of The ENFORCER® inmate telephone system and the Visitor™ video visitation system. The professional team involved in the aforementioned duties and ongoing management of service for Livingston County comprises the following experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams, including your Project Manager. Each member of your dedicated support team has at least 10 years of related experience, up to more than 30 years of related experience. Our management team alone has more than 200 years of collective experience. Full résumés for these key personnel have also been included in **EXHIBIT D**.

Additionally, all technicians and subcontractors undergo a **40-hour system training certification** based in San Antonio, TX. The training includes but is not limited to administrative interface, telephone installation and replacement, system software, preventative maintenance, wiring, and installation. ICSolutions provides primary and backup technicians to assist with ongoing service and maintenance throughout the life of the contract.

## Client Services

**Mike Kennedy**  
**Vice President of Sales  
& Marketing**

***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.

***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.



**Brad Coens**  
**Regional Account  
Manager**

***Responsibilities***

As Regional Account Manager, Brad 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 Brad 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***

Brad graduated from the University of Kansas in 1985 with a Degree in Interpersonal and Organizational Communications. While at KU, Brad was a four year letterman on the Swim Team, a Big 8 Swimming Champion, Team Captain, and 1984 Olympic Trial Qualifier. He was also a Left-Handed Pitcher on the 1983-84 KU Baseball Team.

His leadership and pursuit of excellence continues today with nearly 35 years of experience in meeting customers' needs, with 30 of those years focused in the field of telecommunications and information technology. His communications career includes sales, sales management, Branch Management, and Region Management with the majority of his time spent at industry leaders, such as SIEMENS Corporation. His recommendation for success is hands-on involvement, continuous open communication, and providing excellent customer care.

**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 / Training  
Department

***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 / Training  
Department

***Responsibilities***

Don works directly with the facility to provide initial training during installation and ongoing refresher training throughout the life of the contract. Mr. Newsome delivers training on all services 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 more than 30 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.

**Melissa Mitchell**  
Project Manager

***Responsibilities***

Melissa will be responsible for managing the installation, including development of the Facility’s project plan and overall management of the installation. Melissa brings her in-depth knowledge and expertise of project management to carry out smooth and efficient implementations from conception through completion.

***Qualifications***

Ms. Mitchell has held leadership positions in project management and service coordination since 2002. Before joining ICSolutions, Melissa was the Project Manager at GTL, where she coordinated numerous simultaneous projects through to successful completion. Melissa is an integral part of every installation at ICSolutions – big or small. She has coordinated countless complex projects and is proficient at anticipating, identifying and addressing the unique circumstances each facility may have.

**Jamie Klingner**  
Project Manager, PMP

**Responsibilities**

Ms. Klingner is a subject matter expert on The ENFORCER® and The Visitor™ user interface and Video Relay Services. She collaborates with engineers to prioritize and manage product development for improved user experience. As a PMP-certified Project Manager, Ms. Klingner is instrumental in analyzing the contract to determine necessary software development and developing project plans in Microsoft Project Gantt charts.

**Qualifications**

Ms. Klingner is a seasoned professional with more than 20 years of experience in project management, account management, business development, advertising and public relations, with a focus on the corrections industry since 2014. Ms. Klingner has a proven ability to develop and lead teams and execute multi-disciplined projects and programs from initiation to project completion including the managing of project costs, efficiencies, compliance, and timelines. Jamie came to ICSolutions in 2016 from Praeses, LLC, where she managed contracts for correctional facilities to ensure contractual compliance. She has a Bachelor of Arts in communication from Denison University.

**Jim Chapman**  
Regional Field Service  
Manager

**Responsibilities**

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

**Qualifications**

Jim has more than 30 years' experience providing installation, maintenance, and repair of telecommunications equipment. Jim has worked for ICSolutions since 2008 and is highly knowledgeable about the equipment and solutions provided to our customers. Jim's many years of experience and strong analytical and troubleshooting skills enable him to diagnose problems and develop workable solutions.

**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 Shieldes**  
**Director of**  
**Information**  
**Technology**

***Responsibilities***

Mr. Shieldes 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 nearly 30 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 more than 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 more than 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 more than 30 years of telecommunications experience, more than three decades of which have been specialized in the Correctional Communications Market.

- 5) Vendor must have the central office capability to supervise and monitor the program ensuring satisfactory provision of services.

### **ICSolutions Response:**

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

ICSolutions' databases are installed in our redundant, geographically separate data centers in Atlanta (primary) and San Antonio (backup), and ICSolutions has central office capability to supervise and monitor these databases as well as any equipment installed onsite in Livingston County.

The solution provided to the County is a centralized configuration, which means the call processor resides at a secure data center rather than at a County facility. The centralized, primarily offsite configuration benefits the Facility by requiring:

- **Very little onsite space for equipment**
- **Reduced energy consumption**
- **Significantly less onsite maintenance work**

Because critical system components reside at an offsite data center, facility visits are minimized. Facility visits are only necessary in the event that maintenance, repair, or replacement needs to be done on a telephone or connectivity device. All other work can take place remotely. And, even for the few remaining onsite components, a great deal of that performance monitoring and diagnostics can also be performed remotely.

## Remote Monitoring & Diagnostics

The ENFORCER® is designed to constantly and automatically monitor the trunk and station connections and to reallocate resources to avoid “dead” stations at the facilities. Furthermore, the configuration supports extensive remote diagnostic interrogation, thereby providing insight into defective components (such as station ports) at a particular facility.

Whenever service is deployed at a new facility, ICSolutions uses 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.

The ICSolutions’ Technical Support Center (TSC) is staffed 24/7/365 with Level 1 and Level 2 technicians, and is the initial point of contact for remote system support and any issue related to the operation of the inmate telephone system. The TSC is equipped with the Nagios network monitoring application and the Mantis web-based system for trouble ticket issuance and resolution.

TSC personnel can conduct an array of non-intrusive remote diagnostic tests when a problem is detected, quickly pinpointing the cause and thereby expediting resolution. Average response time for a non-emergency service request is benchmarked at 4 hours or less.

### 1.3 Scope of Services

#### Telephone Program

Livingston County currently utilizes computers, wall mounted and pedestal style equipment, video visitation, voice and word recognition to facilitate its inmate telephone service program. The telephone’s software must have the capability of interfacing with software from the following systems: Central Square (Jail Management System), Inmate Trust Fund Account (Banking System), Video Visitation, Enforcer Software System, and Law Library (Case Maker). Livingston County Jail currently uses 65 telephones and wishes to increase the number of phones to 66. The phones are located in the following areas:

- Intake - 5
- Inmate Living Areas - 47
- Visitation Areas - 12
- Jail Lobby – 1

The additional phone will be located in the inmate living areas.

#### **ICSolutions Response:**

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

ICSolutions will maintain existing and provide new equipment as delineated above. Our Visitor™ video visitation is built directly into the ENFORCER calling platform, and we are already integrated with Livingston County’s other systems. ICSolutions will continue to provide these integrated services, with the following benefits for Livingston County:



- Facility staff use **one set of login credentials** to access all inmate calling, voicemail, and video visitation information
- Investigative tools – such as The Analyzer link analysis – apply to all inmate calling, voicemail, and video visitation sessions
- Inmates use a **single inmate ID/PIN** to access inmate calling, voicemail, and video visitation services, as well as self-service kiosk functions such as commissary ordering and visitation management
- Public users fund a **single prepaid account** to pay for any combination of inmate calling, voicemail, and remote video visitation – minimizing funding fees and providing the simplest possible user experience
- Security and efficiency are improved with **DirectLink Trust Cardless Debit** accounts through Keefe inmate Banking/Trust accounts
- Commissary bubble sheets are eliminated by enabling **Commissary Ordering by Phone & Kiosk**
- Inmates can check their Trust Account balances using the automated system
- We can provide automated funding alerts
- Data entry and staff time are reduced by importing PINs and names from JMS to auto-enroll inmates in the phone system
- We Reduce busywork and improve efficiency by importing inmate information from the JMS to provide an IVR for inmates to check court dates and fines etc. through the phones
- **The Visitor™ system is automatically updated with inmate information maintained in the JMS, such as ID, name, race, gender, date of birth, housing location, and moves**
- Inmate and visitor information is imported from the JMS, such as: approved visitors; inmate or visitor restrictions; events that may affect inmate availability, such as medical appointments or court dates; visitation rules or policies
- Visits are automatically canceled if an inmate's visitation privilege status changes or if they are released
- **Visits are automatically rescheduled for moved inmates, so long as there is an available video station at the time scheduled**
- Visitors are automatically notified if a visitation has been cancelled or requires rescheduling, with a link to the web-based scheduling system provided in the email

General Proposal Information shall include:

- 1) Proposed equipment, local, Inter-state, Intra-LATA, and Inter-LATA services. Proposed package shall include installation, maintenance, collections, replacement of telephones, enclosures, and panels, as needed. Any installation requirements that go above and beyond what is already provided by the facility and are necessary for the operation of any inmate telephone will be supplied at the expense of the Vendor. Written consent by the Livingston County Sheriff is required for the addition or deletion of any phone. Any telephone that may be required to be removed and/or relocated due to Jail renovations or security purposes are at the expense of the Vendor.

**ICSolutions Response:**

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

ICSolutions is proposing a completely turnkey inmate telephone system to provide local, interstate, intraLATA and interLATA telephone service, equipment, ancillary hardware, monitoring and recording system, and call control software as well as installation, ongoing maintenance, collections, support and

repair/replacement necessary for the operation of the inmate phone and video visitation systems for Livingston County all at no cost to the County.

- 2) Minimum of five (5) years archival of conversations shall be maintained and immediately available for access by county personnel. Method of storage could be a Cloud or RAID system that is easily accessible for the life of the contract.

**ICSolutions Response:**

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

The ENFORCER® enables immediate, online retrieval of call data and recordings at any time with no change of storage media. The ENFORCER® includes two separate, built-in arrays of mirrored hard disks for redundant long-term data and storage. This eliminates the hassles of loading and unloading tapes or optical disks, because **all recordings and data are stored online for the life of the contract.**

Storing your call recordings – as well as the call data – online for the life of the contract ensures that you will always have quick access to all of your call recordings and data. You will never need to archive calls or data, nor will you have to rummage through archives to find the investigative information you need. And, 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.

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If you select ICSolutions to continue providing your inmate telephone services, ICSolutions will retain all existing call recordings and call data in our centralized platform to ensure ***continued and uninterrupted access to all data and recordings made since 2004!***

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- 3) Retention of call data in the event of a power failure.

**ICSolutions Response:**

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

The ENFORCER® is delivered with a 2.2 KVA-rated uninterruptible power supply (UPS) unit. In the event of a commercial power outage, the inmate phones and The ENFORCER® system will continue to operate for up to 1 hour in the absence of commercial power. ICSolutions also deploys line protection to further shield the system, phones and lines from lightning and power surges.

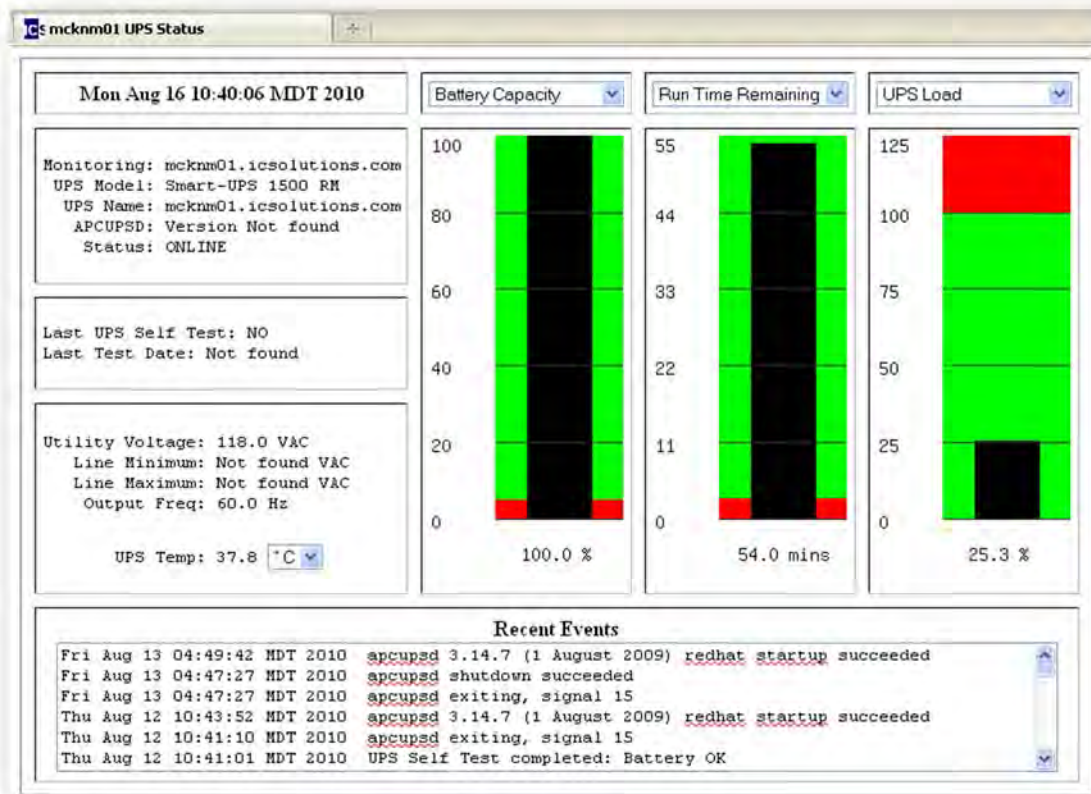
ICSolutions' network monitoring software is in constant communication with each ENFORCER® UPS. Our UPS Monitor (UPSMon) software continually monitors the status, utility voltage, battery capacity, remaining run-time and UPS Load of every ENFORCER® installed nationwide. The software runs 24/7/365 and automatically sends an email alert to ICSolutions' 24-hour technical support team anytime there is a loss of utility power of any duration, to any ENFORCER® unit. Most utility power interruptions are very brief. The UPS controlling software also **performs a data-save and graceful shut-down** of the affected system one minute before primary battery power is exhausted.

In addition to running continuous automated analyses, ICSolutions technicians can view the status of all UPS units in service at any time from our NOC.

APCUPSD UPS Network Monitor								
Mon Aug 16 15:52:39 CDT 2010								
System	Model	Status	Battery Chg	Utility	UPS Load	UPS Temp	Batt. Run Time	Data
<a href="#">ada01</a>	Smart-UPS 2200 RM	ONLINE	100.0 %	118.0 VAC	22.7 %	24.2° C	36.0 min.	<a href="#">All data</a>
<a href="#">admco04</a>	Smart-UPS 2200 RM	ONLINE	100.0 %	115.2 VAC	40.9 %	17.1° C	23.0 min.	<a href="#">All data</a>
<a href="#">anknm91</a>	Smart-UPS 2200 RM	ONLINE	100.0 %	122.4 VAC	46.1 %	36.0° C	19.0 min.	<a href="#">All data</a>

### UPS MON - All Systems Status

They can also pull up details, including histories of all power fluctuations and disturbances, to drill down and diagnose oddities in network usage and performance:



### UPSMon Detail - View System Details

In the unlikely event of a power failure at the primary data center, failover call processing will automatically occur at the secondary data center. Because of this call processing redundancy in geographically separate data centers, ICSolutions can **guarantee 99.999% system uptime** for the County's ENFORCER® calling system.

Critical system data and call recordings are also stored in both the primary and secondary data center – providing an additional layer of redundancy to protect the County from any possibility of data loss. ICSolutions is proud to note that we have **never lost a single call recording or call detail record**.

- 4) Vendor shall supply all phones, any other necessary equipment, and have the ability to provide a web-based monitoring system. All proprietary equipment and software will be provided at no cost to Livingston County Jail.

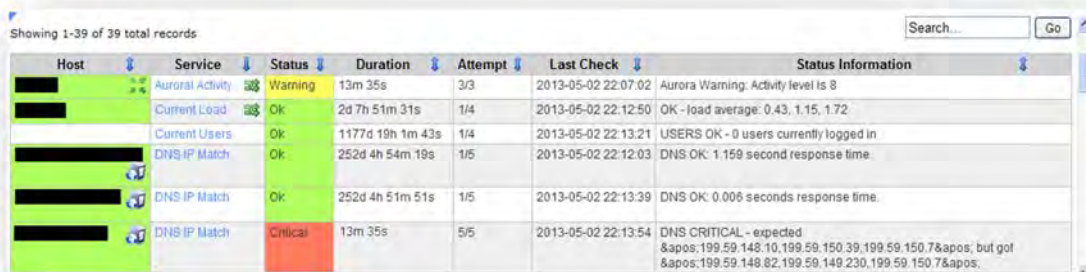
### **ICSolutions Response:**

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

ICSolutions will continue to maintain all phones and other necessary equipment, and our web-based monitoring system, as part of our turnkey solutions at no cost to the Livingston County Jail.

### **Nagios Monitoring**

The web-based Nagios network monitoring application shows different colors, depending on the service event or component status. Green indicates normal operation, while red indicates a critical issue, and yellow indicates that there may be a potential problem.



Host	Service	Status	Duration	Attempt	Last Check	Status Information
[REDACTED]	Aurora Activity	Warning	13m 35s	3/3	2013-05-02 22:07:02	Aurora Warning: Activity level is 8
[REDACTED]	Current Load	Ok	2d 7h 51m 31s	1/4	2013-05-02 22:12:50	OK - load average: 0.43, 1.15, 1.72
[REDACTED]	Current Users	Ok	1177d 19h 1m 43s	1/4	2013-05-02 22:13:21	USERS OK - 0 users currently logged in
[REDACTED]	DNS:IP Match	Ok	252d 4h 54m 19s	1/5	2013-05-02 22:12:03	DNS OK: 1.159 second response time.
[REDACTED]	DNS:IP Match	Ok	252d 4h 51m 51s	1/5	2013-05-02 22:13:39	DNS OK: 0.006 seconds response time.
[REDACTED]	DNS:IP Match	Critical	13m 35s	5/5	2013-05-02 22:13:54	DNS CRITICAL - expected &apos;199.59.148.10,199.59.150.39,199.59.150.7&apos; but got &apos;199.59.148.82,199.59.149.230,199.59.150.7&apos;.

### **Nagios Monitoring**

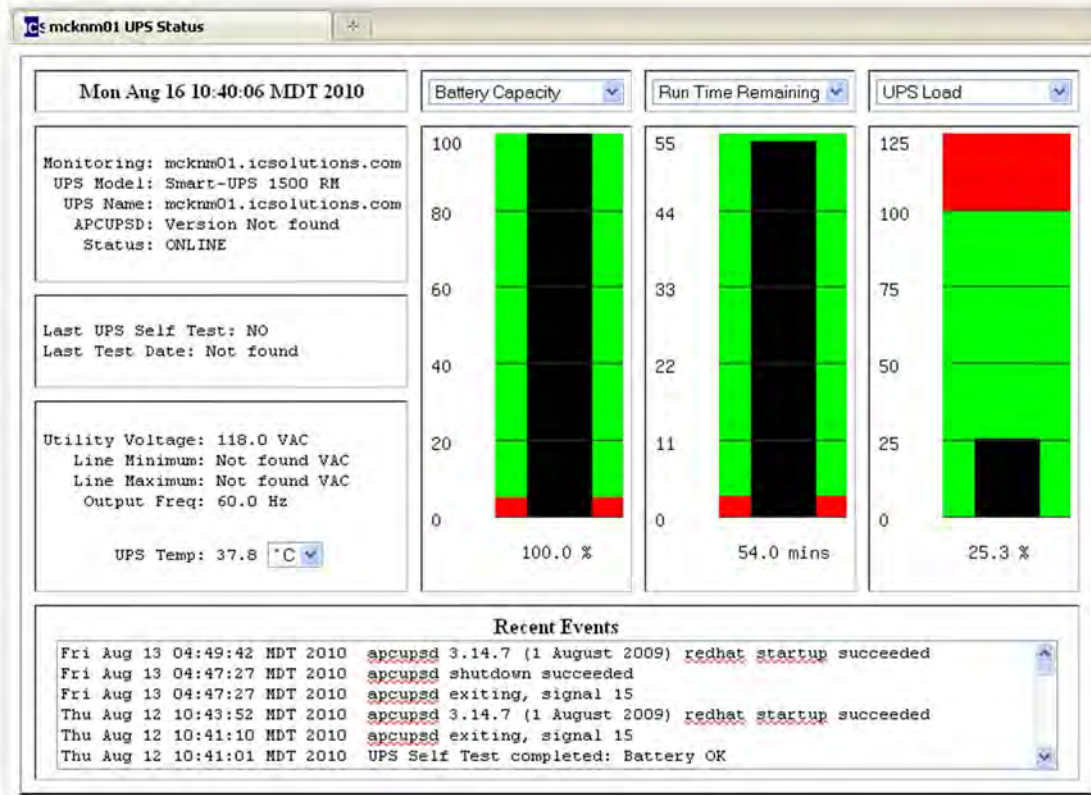
The network monitoring software is in constant communication with each uninterruptible power supply, as well. Our UPS Monitor (UPSMon) software continually monitors the status, utility voltage, battery capacity, remaining runtime and UPS Load of every installed ENFORCER® nationwide.

The software runs 24/7/365 and automatically sends an email alert to our 24-hour technical support team anytime there is a loss of utility power, of any duration, to any ENFORCER® device. Most utility power interruptions are very brief. The UPS controlling software also performs a data-save and graceful shut-down of the affected system one minute before primary battery power is exhausted. In addition to running continuous, automated analyses, technicians can view the status of all UPS units in service at any time from our NOC.

APCUPSD UPS Network Monitor								
Mon Aug 16 15:52:39 CDT 2010								
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ankmm91	Smart-UPS 2200 RM	ONLINE	100.0 %	122.4 VAC	46.1 %	36.0° C	19.0 min.	<a href="#">All data</a>

### UPSMON - All Systems Status

They can also pull up details, including histories of all power fluctuations and disturbances, to drill down and diagnose oddities in network usage and performance:



### UPSMon Detail – View System Details

In the unlikely event of a power failure at the primary data center, failover call processing will automatically occur at the secondary data center. Because of this call processing redundancy in geographically separate data centers, ICSolutions can ensure maximum system uptime for the County's inmate calling system.

## ENFORCER® Real Time Status (ERTS) Monitoring

System monitoring is part of the fundamental design of all components of The ENFORCER® system. All 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 a 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.

All programs generate detailed log files both for troubleshooting and monitoring, with logs being scraped at least twice per hour for anomalous activity, then sent to ERTS for processing.

In addition to this passive monitoring which is ongoing, ICSolutions has created the utility "ADTEST," which 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.

## Mantis Trouble Ticketing

The ICSolutions' Mantis web-based 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.

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 when a trouble ticket was opened, which would include scenarios such as telephone repairs, inmate telephone system trouble tickets system reboots, system upgrades.



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



- Inmates must have ability to use a bar code/pin number and pre-paid credit/debit cards to access and pay for telephone service. Charges must be deducted from inmate's balance as they are made to avoid negative balances. Inmates must be provided their account balance automatically when a debit call is made.

### ICSolutions Response:

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

While ICSolutions is capable of offering physical debit cards, we highly recommend continue use of our DirectLink Trust Cardless Debit calling program – **the same program inmates use today in Livingston County**. DirectLink Trust Cardless Debit is more efficient and easier to manage, as it is automated and allows inmates to place calls using funds in their Trust Accounts.

### DirectLink Trust Cardless Debit – *Already Deployed!*

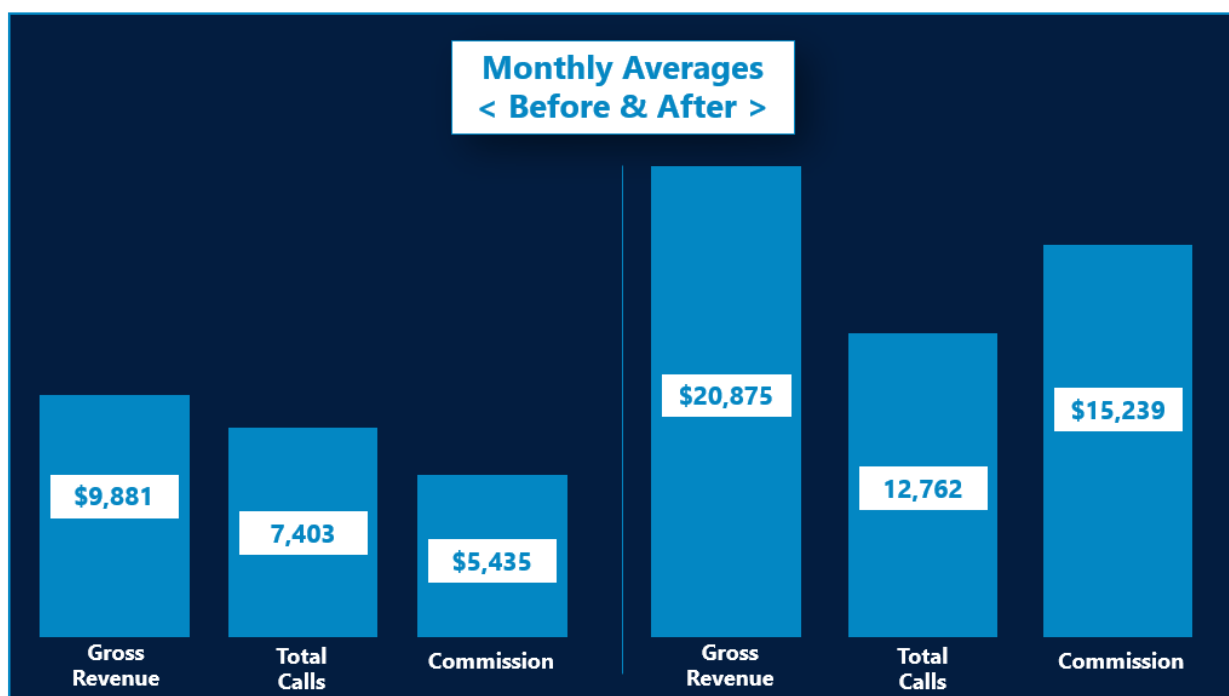
ICSolutions is a Keefe company; therefore, for Livingston County ICSolutions provides a *unique integration between your inmate phones and Keefe commissary and banking systems*. The ENFORCER® is equipped with a web-service interface to the Keefe (KCN) commissary banking systems for real-time secure access to inmate trust funds. This web service interface allows the inmate to directly access funds in their trust account to pay for individual Debit calls.

Once the inmate passes the PIN verification step, The ENFORCER® offers 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.

Our 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.

DirectLink Trust Cardless Debit can be a key factor in maximizing inmate communication and the agency's commission earnings in facilities that use ICSolutions and KCN. In Belmont County, Ohio, for example, after taking over service from Securus, we *reduced the average call price by 68.7%* and *still more than doubled the County's monthly revenue!* **Our KCN-integrated DirectLink Trust Cardless Debit was a key component of our solution** to improve communication opportunities, service, and value for inmates and their loved ones. And DirectLink Trust is available *only from ICSolutions!*

### Case Study: Belmont County, Ohio



**Before & After ICSolutions Took Over Service:  
The Impact of Affordable Prices & DirectLink Trust Cardless Debit Calling**

#### Equipment and Features

The following information should be included in the Vendor's proposal:

- 1) Vendor shall demonstrate ability to provide the services being requested, meet minimum qualifications, and terms and conditions outlined in this RFP.

#### **ICSolutions Response:**

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



ICSolutions currently provides our ENFORCER® calling system and The Visitor™ video visitation to hundreds of individual facilities – including Livingston County. ICSolutions has provided inmate telecommunications services in correctional environments since 2002, continually expanding and improving our technology to meet the evolving needs of our clients. ICSolutions has established a 99% contract renewal rate, and 100% of our customers have expressly chosen our system over that of our competitors. 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.

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.

ICSolutions has demonstrated our ability to provide the services requested and meet the qualifications and terms and conditions outlined through our response to the RFP requirements throughout this proposal.

- 2) Description of inmate telephone features, including additional features that may be of interest to Livingston County, such as:

**ICSolutions Response:**

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

## 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 the County'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	
<b>Remote Access</b>	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.
<b>Easy-to-Use Web Interface</b>	The ENFORCER®’s web interface is intuitive, easy to use and functions like any other website.
<b>Centralized Call Processing</b>	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:

	<ul style="list-style-type: none"> <li>✓ Less equipment at your facilities</li> <li>✓ Reduced energy consumption</li> <li>✓ Less onsite installation and maintenance work</li> </ul> <p>As a result, you will enjoy better performance, more space, cost savings, less onsite disruption, and higher facility security.</p>
<b>Unparalleled Redundancy</b>	<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>
<b>Lifetime Online Storage of Call Data &amp; Recordings</b>	<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>
<b>Unlimited Expansion Capabilities</b>	<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 system downtime.</p>
<b>Onsite Reporting Capabilities</b>	<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 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.</p>
<b>Hardened Corrections-Suitable Equipment</b>	<p>ICSolutions has been providing correctional facilities with inmate telephone systems for more than 18 years. All onsite equipment is hardened and tested for use in correctional facilities.</p>

<p><b>TDD Equipment Compatibility with Transcription Service</b></p>	<p>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.</p>
<p><b>Remote Information Sharing</b></p>	<p>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 ongoing system operations or performance. The County may grant other law enforcement agencies limited access to inmate information for cooperative investigations.</p>
<p><b>Service Features</b></p>	
<p><b>Lifetime Repair and Replacement Warranty on All Equipment</b></p>	<p>ICSolutions' warranty ensures that any and all defective components will be replaced at no cost to the County throughout the life of the contract.</p>
<p><b>24/7/365 Technical Service</b></p>	<p>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, U.S.-based Level 1 TSC technician.</p>
<p><b>24/7/365 Customer Service</b></p>	<p>ICSolutions' live customer service is available 24 hours a day, 365 days a 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.</p>
<p><b>Ongoing Staff Training &amp; Online System Documentation</b></p>	<p>ICSolutions provides a customized hands-on training curriculum for each facility that we serve. Initial classes are conducted onsite 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.</p>
<p><b>Inmate and Called Party Instruction</b></p>	<p>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 also typically provides bilingual (English/Spanish) written instructions in a vandal-resistant</p>

	<p>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><b>Free Software Upgrades</b></p>	<p>Free, regular software updates are provided at no cost throughout the life of the contract. Whenever an upgrade and/or enhancement 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><b>The Communicator<sup>SM</sup> 100% Paperless Inmate Communications Portal</b></p>	<p>The Communicator<sup>SM</sup> 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. 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.</p>
<p><b>The Attendant<sup>SM</sup> Automated Information Line</b></p>	<p>ICSolutions can implement an Interactive Voice Response (IVR) system 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 inmate lookup feature is available if the County's JMS will support the data exchange necessary.</p>
<p><b>Message of the Day<sup>SM</sup></b></p>	<p>Using the same messaging service developed for The Communicator<sup>SM</sup>, 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.</p> <p>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.</p>

	<p>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.</p>
<p><b>Calling Services</b></p>	
<p><b>Collect, Prepaid Collect &amp; Debit Calling Options</b></p>	<p>ICSolutions will offer our Family First Prepaid Collect, 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"> <li>• Family First Prepaid Collect – Family First Prepaid 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 established in 15 minutes, and inmate calling access is immediately allowed.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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 <i>directly</i> from their trust accounts. There is no need to open or fund a</li> </ul>

	<p>separate debit calling account; to transfer funds between two different accounts; or to manage a separate refund process for calling accounts.</p>
<p><b>Funding Announcements</b></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 ENFORCER® system and delivered to a secure voice mailbox that can be accessed only by the designated inmate with the appropriate PIN.</p>
<p><b>Inmate PINs with Optional Automatic Enrollment</b></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><b>Inmate PANs (personal allowed number lists) with Self-Learning Capability and Paper-Free Change Request Options</b></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><b>Self-Learning Mode:</b> 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>
<p><b>Automated Operator Service in Multiple Languages</b></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><b>Custom Call Prompts and Voice Overlays</b></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><b>Inmate Name Recording</b></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><b>Inmate Voice Messaging</b></p>	<p>Using the same messaging service developed for The Communicator<sup>SM</sup>, ICSolutions can provide inbound inmate voicemail. 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.</p>
<p><b>Administrative Controls</b></p>	
<p><b>Multi-Site Networking and Reporting</b></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 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>
<p><b>Report Scheduler</b></p>	<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>
<p><b>Password-Controlled Access</b></p>	<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>
<p><b>User Permissions – Editable Per User or Group</b></p>	<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</p>



	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).
<b>User Access Log</b>	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 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.
<b>Court-Sealed Records</b>	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.
<b>Fraud Controls</b>	
<b>Three-Way Call Detection</b>	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: <ul style="list-style-type: none"> <li>• flag the call for investigation;</li> <li>• flag the call for investigation, and play a warning message to the inmate and called party; OR</li> <li>• flag the call for investigation, play a notification to the inmate and called party, and terminate the call</li> </ul>
<b>Hook Switch and Secondary Dial Tone Prevention</b>	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.
<b>Extra Dialed Digit Prevention</b>	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.
<b>Chain Dialing Prevention</b>	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.
<b>No Incoming Calls</b>	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.
<b>Real-Time Call Validation</b>	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.
<b>Continuous System Monitoring</b>	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.
<b>Custom Call Restrictions</b>	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).
<b>Call Controls</b>	
<b>Blocked Number Tables</b>	<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"> <li>• Block groups of numbers, such as: 800, 888, 866, 911, 1411, 555-1212, 1010XXX, etc.</li> <li>• Block individual numbers – unlimited quantity</li> <li>• Blocks from your existing system will be imported during installation process</li> <li>• Soft Block resulting from multiple refused calls</li> <li>• Real-Time block activation</li> <li>• Simple workstation block entry</li> <li>• Blocked number report</li> </ul>

	<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>
<p><b>Configurable Call Duration and Velocity Limits</b></p>	<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>
<p><b>Inmate Call Suspension and Automatic Reinstatement</b></p>	<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 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><b>Phone Shutdown</b></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><b>Customized Call Branding</b></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><b>Phone Scheduler</b></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"> <li>• By phone or group of phones (booking area, living units, infirmary, recreation, etc. may each have unique operating hours)</li> <li>• For all phones in the facility</li> <li>• Unique hours for defined holidays</li> <li>• Unique hours by day of week</li> <li>• Unique hours for specified called numbers</li> </ul>
<p><b>Positive Acceptance</b></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><b>Answer Detection</b></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><b>Investigative Tools</b></p>	
<p><b>100% Monitoring and Recording of Non-Confidential Calls</b></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"> <li>• Silent, undetectable monitoring</li> <li>• Allows multiple simultaneous monitoring sessions</li> <li>• Search function to isolate calls of interest</li> <li>• Monitoring has no impact to recording function</li> <li>• Ability to monitor from a remote workstation or PC via LAN, WAN or Internet</li> <li>• Protection of privileged calls from monitoring</li> <li>• Ability to disconnect call in progress while monitoring</li> <li>• Ability to "barge in" to calls in progress and speak to both parties</li> </ul>

	<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><b>Verifiable Security Encryption on Call Recordings – Supported by Free Expert Testimony</b></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" 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><b>Crime Tip and PREA Lines</b></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><b>The Analyzer link analysis</b></p>	<p>ICSolutions offers <b>The Analyzer link analysis</b>, 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 facility) interacts with one or more inmates through The ENFORCER® system, or when multiple end users interact with the same inmate(s).</p>
<p><b>Officer Check-In (Optional)</b></p>	<p>ICSolutions is proud to offer the County ICStracking<sup>SM</sup>, 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>ICStracking<sup>SM</sup> 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><b>Call Alerts (Hot numbers, hot PINs)</b></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"> <li>• 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 ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party</li> <li>• 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</li> <li>• Paging Alerts – The ENFORCER® can issue numeric messages to paging services to alert an investigator</li> </ul>

<p><b>Funding Alerts</b></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><b>"Find Me, Follow Me"</b></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 that an investigator will be located and can monitor a call of interest while it is still in progress.</p>
<p><b>Gang Management</b></p>	<p>Reports on numbers dialed by multiple inmates or by multiple inmates out of a predefined 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 calling activity, and provides detail of multiple offenders calling the same number and their gang affiliations.</p>
<p><b>Remote Call Forwarding to Authorized Investigators with Ability to Barge In or Disconnect Call</b></p>	<p>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 an 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.</p>
<p><b>Searchable Call Notes</b></p>	<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 &amp; 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>

<p><b>Unlimited Reverse Directory with Satellite Mapping</b></p>	<p>ICSolutions provides our clients with UNLIMITED REVERSE LOOKUP capability. This provides the facilities with integrated access to the desired reverse directory capability. From within a call record, the user can easily point, click and display the reverse directory info for the specified called number. The database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide the subscription for the entire contract term and any extension terms at no charge to the County.</p>
<p><b>Frequent Calling Reports</b></p>	<p>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.</p>

- a. “Real-time” call monitoring, recording, storage of stored data, and retrieval.

**ICSolutions Response:**

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

**Live Call Monitoring**

The ENFORCER® offers real-time, live call monitoring of calls in progress. Call monitoring with The Observer is accessed through the MONITOR tab of the ENFORCER®. The authorized user selects a station or trunk to monitor with a click of the mouse, and then clicks the LISTEN 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.



**ICSolutions Client Testimonial**

**Intelligence Gathering Through the ENFORCER®**

“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.”

**Captain Yuberke Almonte - Internal Affairs Unit, Osceola County, FL**



Authorized County personnel can monitor live calls in progress with a high level of audio quality **from any location, whether remote or onsite.** The ENFORCER® is operated through an easy-to-use, browser-based GUI (Graphical User Interface). Anyone with a password and login ID granted from County administrators can access the system from any computer with an internet connection, as if they were visiting a website.

Once the operator has gained access to this display with the proper password and privileges, the monitoring operation can be activated. The operator simply clicks on a call in progress, or telephone station port, and the system begins streaming the audio to the workstation and plays through the workstation speakers or attached headset.



### Live Call Monitoring

**The Observer**

Offhook:38 Talking:28 Alert:0 DNR:1

Action	Status	Station	Number	Min	Cost	Inmate	Name	Alert
	Greeting	B-4	1-480-928-4069	0:00	\$3.45	<a href="#">347122</a>	ALVES, CORAN	none
	Talking	E-2	1-775-287-7127	8:24	\$3.15	<a href="#">410655</a>	WILLIAMS, NIKI	none
	Talking	C4	1-316-218-5613	13:41	\$2.38	<a href="#">084183</a>	OSIL, ROBERT	Inmate
	Dialing	F-1	1-230-230-5330	0:00	\$0.00	<a href="#">067122</a>	LANG, MARK	none
	Greeting	G-1	1-928-486-8148	0:00	\$3.45	<a href="#">363912</a>	ESTEFAN, ETHAN	none
	Talking	J-4	1-928-230-5335	4:49	\$1.15	<a href="#">067606</a>	BAILEY, EMILY	none
	Talking	K-4	1-480-348-5401	12:59	\$2.99	<a href="#">393912</a>	DUNCAN, WILL	none
	Talking	L-1	1-210-555-9999	2:30	\$5.00	<a href="#">185575</a>	MCKAY, MARK	none

Call details

Destination:	SANANTONIO TX	Answer Type:	Speech detected
Start:	Wed, 31 Dec 2013 16:00:00 -0800	Answer Delay:	45
Duration:	-2:30	Phone Number:	12105559999
Time Available:	16:30	Tariff Band:	Local
Cost:	\$5.00	Site:	Jason County Jail Facility, TX
Balance:	1023.11	CSN:	8751150
Station:	L-1	Call Type:	Debit
Dialed Digits:	2105559999	Trunk:	400130

**Monitoring Live Calls - Calls in Progress screen with Call Detail displayed**

When the live monitor screen appears, a default set of columns is pre-selected based on the most frequently used call information. To view additional parameters in the Live Monitor screen, the authorized user can click CHANGE COLUMNS to add or delete columns that contain specific parameters in The Observer<sup>SM</sup>.

Critical Call Monitoring Functions include:

- Silent, undetectable monitoring
- 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 “bargue in” to calls in progress and speak to both parties

**The Observer**

**Action Buttons**

**Customization**

Offhook:54 Talking:41 Alert:0 DNR:3

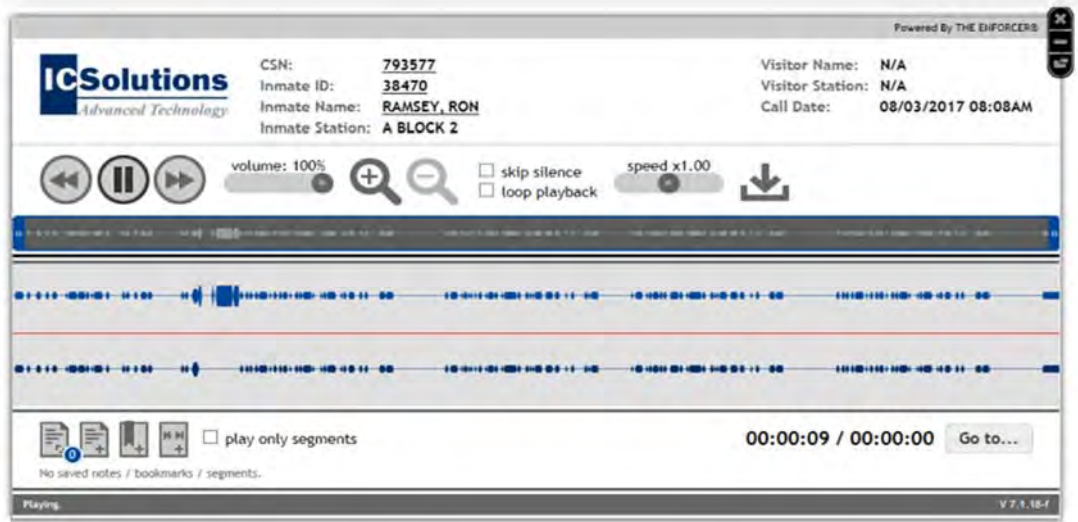
Action	Status	Station	Number	Min	Cost	Inmate	Name	Host	Alert
	Dialing	STATION 7107	1-208-3				H, CLAYTON	ctlatl05	none
	Talking	REC ROOM PH 8	1-417-5				VIN, LYLE	ctlatl01	none
	Talking	LAUNDRY PH 1	1-208-3				EN, MICHAEL	ctlatl06	none
	Talking	J BLOCK TIER 2 CORDLESS PHONE 2	1-208-3				CON, JESUS	ctlatl04	none
	Talking	J BLOCK TIER 2 CORDLESS PHONE 3	1-208-3				LLAH, AZAD	ctlatl02	none
	Talking	A TIER 3 CORDLESS PHONE 2	1-208-7				ER, CASEY	ctlatl01	none
	Talking	A TIER 2 CORDLESS PHONE 1	1-385-6268308	17:29	\$2.52	88583	RODRIGUEZ CORNEJO, RICARDO	ctlatl06	none
	Talking	E BLOCK TIER 2 PHONE 2	1-208-785-5781	28:23	\$4.06	107564	RODRIGUEZ, PATRICK	ctlatl02	none
	Talking	G BLOCK DAYROOM CORDLESS PHONE 1	1-208-571-8275	20:41	\$3.08	103803	TORSTENBO, JOHN	ctlatl02	none
	Talking	STATION 13101	1-208-899-6846	21:30	\$3.22	28515	TRINKAUS, DUSTIN	ctlatl01	none

**Call Station List**

A call in progress may be disconnected by authorized personnel by clicking the *Cutoff* button.

**Display of Calls in Progress**

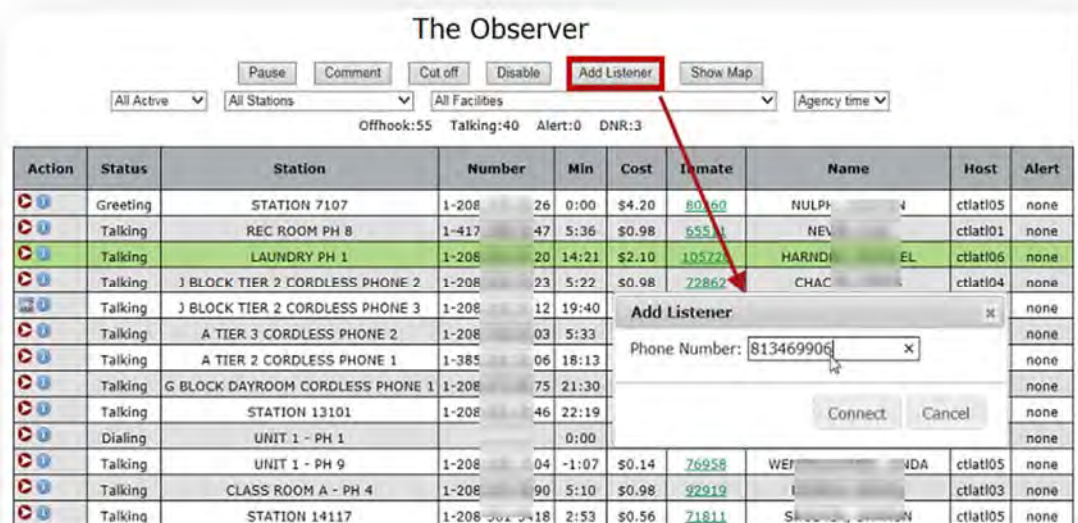
Monitoring sessions occur in true real time with no delay in transmission of the audio, using standard live audio streaming techniques. When a user selects a call in progress to begin monitoring, the audio is streamed to that user live and in real time. All audio is buffered, so even if the call had started before the user started monitoring, the user may scroll back to any point in the call and listen to the audio.



### Web Player

### Add Listener

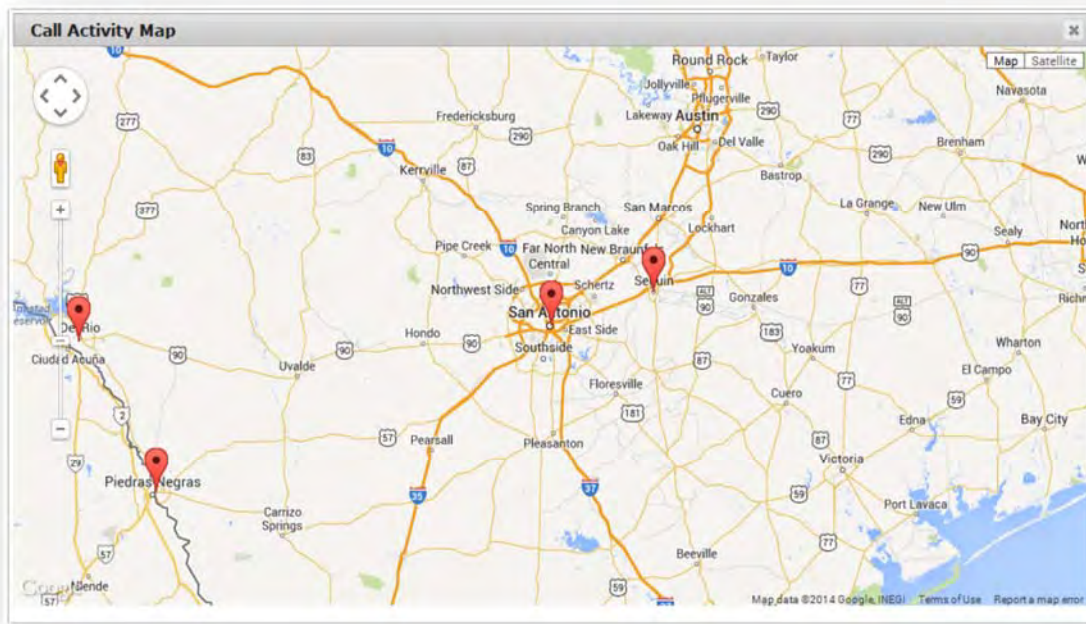
The Observer is equipped with a remote monitoring feature that allows users to add a listener to the call while the call is in progress to allow for true remote call forwarding and monitoring. The user simply types in the phone number to which the call will be forwarded in the ADD LISTENER field, as shown below.



In addition, live calls can be forwarded to other phones using our Alerts feature. 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. Alerts can be sent to any investigator cell phone, land line, email, and/or pager. This alert will be triggered when an alerted number is dialed/connected from any inmate phone regardless of which inmate dialed the number.

### Displaying a Geographical Map

By clicking the SHOW MAP button, The Observer displays a map that shows the location of the site/facility as well as the destination of all calls (both in-progress and completed calls). Users can limit the calls displayed by selecting the call type from the drop-down menu (Active, Inactive, Alerts, Visitation, etc.).



Live Monitoring Call Activity Map

## Call 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. All inmate telephone stations are connected to The ENFORCER® call processor and have full recording and monitoring capability, with the exception of privileged attorney calls as required by the facility. Specific phone numbers can be set as “privileged” or “do not record” so that calls to these phone numbers are never recorded.

Call recordings are digitally stored on an array of secure hard disks and available to the facility for immediate access throughout the contract duration.

Any individual desiring access to the recording playback or call monitoring must have a valid username with sufficient privileges and a valid password. The ENFORCER® streams and copies recordings to system users through its monitoring and playback functions. To maintain absolute integrity of recordings for admission in court, the ENFORCER® allows only WORM (Write Once Read Many) storage. Access to or manipulation of the source recording is never allowed.




**Call Recordings**

The system has extensive search capabilities for Investigators. Call recordings can be retrieved based on the following parameters and more:

- Inmate PIN/ID
- Date Range
- Called Number
- Facility
- Inmate Station
- Living Unit (building, cell block, etc.)
- Call Completion Type
- Call Bill Type

### Playback Recordings

Recordings may be played back directly from the Call Detail screen or downloaded to the investigator's hard drive or other external media for review at a later time. In either case, the investigator may slow down the playback to better understand unclear passages; pause and fast forward as needed; mark significant points within a recording; add text notes that will remain with the recording when it is copied to a CD or other portable medium, and provide the ability to replay a selected segment of a call, once or many times, without having to replay the entire recording.

All this can be accomplished via the ICSPayer. The user simply selects the call from the call detail screen or clicks the **PLAY**  icon to the left of the call detail record and the ICSPayer will appear.

Inmate ID, Last Name, CSN or Phone Number

12/31/2014  01/01/2015

Quick Searches

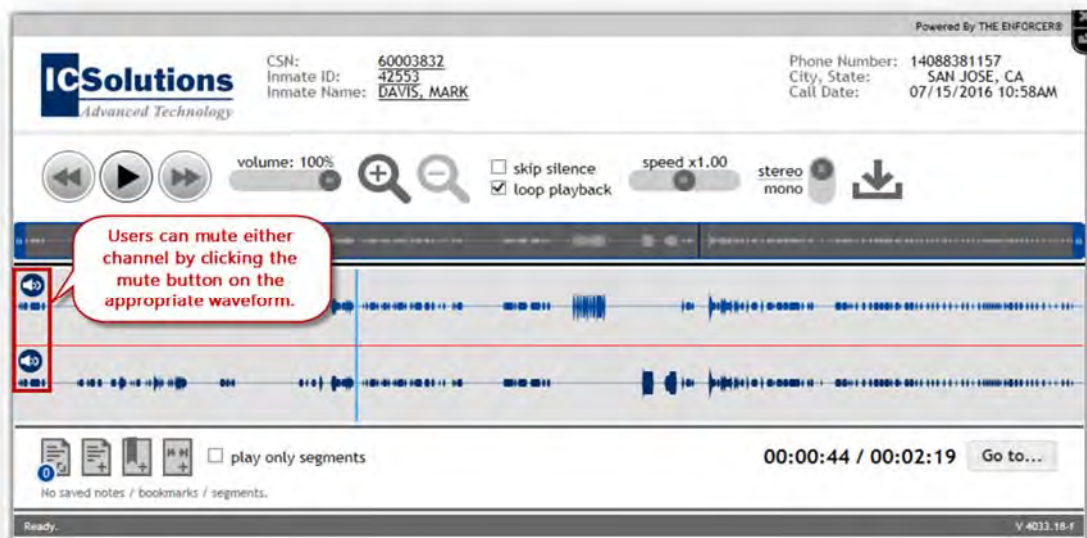
Showing 1 to 132 of 132 entries Previous 1 Next

	Play	Notes	Start Time	CSN	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs
<input checked="" type="checkbox"/>	<input type="button" value="Play"/>		01/01/2015 04:30:07	52751113	39547	PIPER	1-209-562	Collect	IntraLata Intrastate	INTAKE 1 R	210
<input checked="" type="checkbox"/>	<input type="button" value="Play"/>		01/01/2015 08:10:24	52751190	9576	LEFEVRE	1-209-128	Debit	Local	C LL	903
<input checked="" type="checkbox"/>	<input type="button" value="Play"/>		01/01/2015 08:31:21	52751217	9576	LEFEVRE	1-209-111	Debit	IntraLata Intrastate	C LL	323
<input checked="" type="checkbox"/>	<input type="button" value="Play"/>		01/01/2015 08:37:56	52751222	9576	LEFEVRE	1-209-128	Debit	Local	C LL	903
<input type="checkbox"/>	<input type="button" value="Play"/>		01/01/2015 08:46:00	52751230	38746	BALDRIDGE	1-510-36	Prepaid	InterLata IntraState	E LL	889

**Click Play to Listen to a Recording from the Call Detail Results Screen**

The ICS Player, shown below, provides several advanced listening features, including:

- "Bookmarking" a time point in a call recording with a name or comment
- Using bookmarks to define a start and stop point for a selected segment of a recording for loop playback
- Saving bookmarks for future use when you or other users access the call recording
- Adding locally saved recordings to the playlist for playback (for comparison purposes)
- Slowing down or speeding up the playback of a recording
- Muting the playback of either party on the call



### ICS Web Player

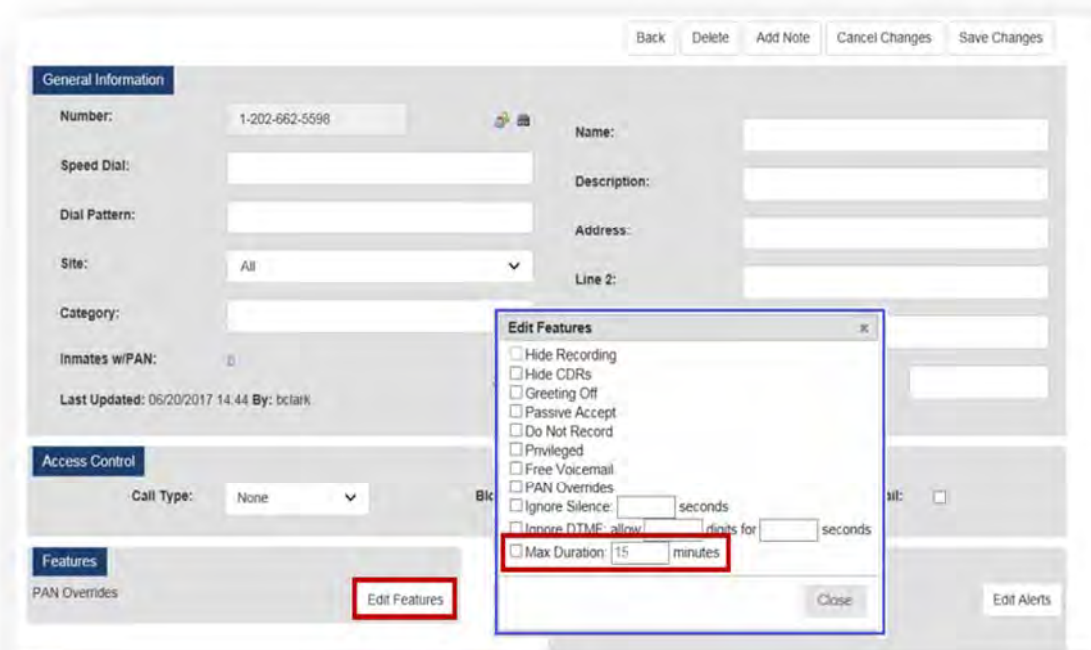
- b. Control length of call time.

**ICSolutions Response:**

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

### Call Duration

The ENFORCER® is configured with a master call duration setting, which can be programmed with each facility's maximum duration time. In addition, the system rate files include call duration override settings for situations that require duration changes for local calls or specific destination numbers. 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.



#### Global Number Edit - Override Global Duration Limit for Specific Number

When a call has reached the "one minute remaining" status on the duration limit, the system will prompt the parties with a voice message that states "You have one minute remaining for this call." At the end of the call duration, the system informs both parties that their time has elapsed and the call is terminated.

The standard one-minute warning prompt can be custom-configured to play additional warning prompts, such as two-minute and thirty-second warning prompts, prior to disconnecting the call.

c. Control time of day telephones will be active and available.

**ICSolutions Response:**

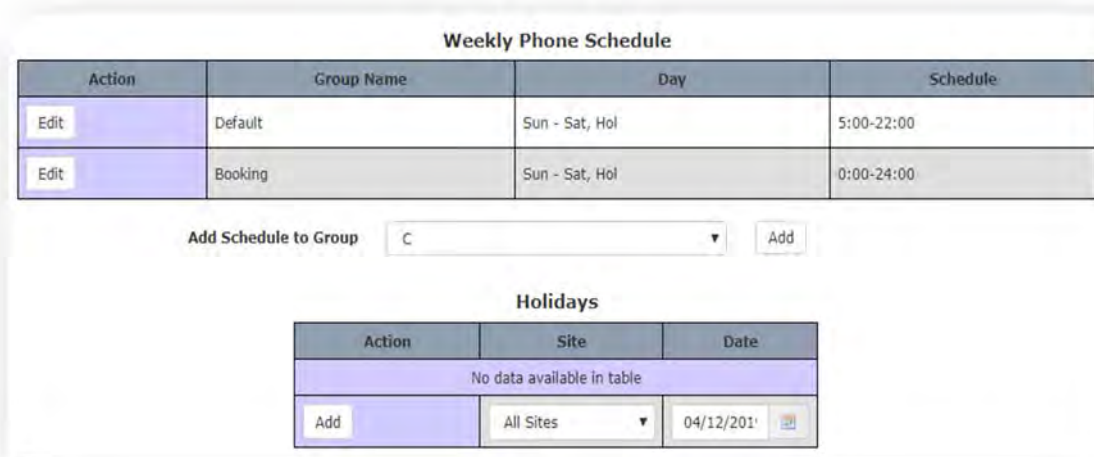
**ICSolutions has read, agrees, and will comply with the requirements as stated.**

**Phone Scheduler**

The ENFORCER®'s Phone Scheduler feature allows authorized users to pre-set specific 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, as well as holidays, etc. Hours can be set as follows:

- 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 the week
- Unique hours for specified called numbers

The PHONE SCHEDULE option is accessed through the SITE ADMIN tab on The ENFORCER's control bar. From the PHONE SCHEDULE menu, authorized System Administrators may add or modify a SCHEDULE GROUP.



**Weekly Phone Schedule**

Action	Group Name	Day	Schedule
Edit	Default	Sun - Sat, Hol	5:00-22:00
Edit	Booking	Sun - Sat, Hol	0:00-24:00

Add Schedule to Group: C [dropdown] Add

**Holidays**

Action	Site	Date
No data available in table		
Add	All Sites [dropdown]	04/12/2011 [calendar icon]

**Weekly Phone Schedule - Add or Edit Groups**



Any authorized user may select the EDIT button next to any of the respective group names they wish to alter. By selecting EDIT, the WEEKLY PHONE SCHEDULE for that specific phone group is displayed. This screen enables users to select what day and time this specific phone group will have service. Users may select ON ALL DAY or OFF ALL DAY to toggle operation on a daily basis, or set specific on/off times for a specific day, or set specific on/off times for a specific day,

**Weekly Phone Schedule**

Action	Group Name	Day	Schedule
On All Day Off All Day	Default	Sun	5:00-22:00
On All Day Off All Day	Default	Mon	5:00-22:00
On All Day Off All Day	Default	Tue	5:00-22:00
On All Day Off All Day	Default	Wed	5:00-22:00
On All Day Off All Day	Default	Thu	5:00-22:00
On All Day Off All Day	Default	Fri	5:00-22:00
On All Day Off All Day	Default	Sat	5:00-22:00
On All Day Off All Day Regular Service	Default	Hol	5:00-22:00

Save Close

**Weekly Phone Schedule screen**

This screen enables users to select what day and time this specific phone group will have service. Users may select ON ALL DAY or OFF ALL DAY to toggle operation on a daily basis, or set specific on/off times for a specific day, as shown in the screen below.

**Weekly Phone Schedule**

Groupname	Day	Schedule	Edit
Default ?	Mon-Sun,Hol	0:00-24:00	Edit..
Trunks	Mon	8:00-18:00	Edit..
Trunks	Tue-Sun	no service	Edit..
Trunks	Hol	regular service	Edit..

Add Schedule to Group Booking Add

**Weekly Phone Schedule – On/Off Times for a Specific Day**

- d. Call must be “collect calls” only or debit calls from inmate accounts.

**ICSolutions Response:**

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

ICSolutions offers fully automated collect, prepaid collect and optional debit calling.

## More Calling Options = More Completed Calls

ICSolutions offers inmates more ways to stay in touch with their friends and family during their incarceration. Our Prepaid Collect and Inmate Debit services provide more ways to pay for inmate calling and simplified account management.

### ICSolutions Calling Options

Calling options provided to Livingston County include Family First Prepaid Collect, Call Center Debit, Integrated Cardless Debit (Inmate Prepaid), QwikCall®, Direct Billing and DirectLink Trust Cardless Debit. More information about these calling options is provided below:

#### ❖ Family First Prepaid Collect

ICSolutions’ Family First Prepaid Collect program targets those customers whose calls are blocked due to carrier billing limitations. As with standard collect calling, the called party pays for these calls. Coupled with a short complimentary call, Family First allows short-term inmates to make calls immediately to facilitate their release and provides a communications avenue to friends and families of long-term inmates.

**Family First Prepaid results in higher call volumes and fewer complaints** by allowing calls to telephone numbers that are most likely blocked by your current vendor.



**Multiple Account Funding Options**

- **Inmate trust account funding**
- **24/7 live, toll-free customer service**
- **Automated called party IVR**
- **Online payment processing & account management**
- **Credit Card, Debit Card, Money Order, Western Union**

The ICSolutions advantage is real-time access. 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 established in 15 minutes, and inmate calling access is immediately allowed. ICSolutions has found that connecting friends and family members to a live agent on the first call attempt is more effective than having them go through the process using an automated system. Since this is the first time many of these individuals are receiving inmate calls, it is beneficial for them to speak with one of our knowledgeable live agents who can inform them of all the options that are available to them and answer any questions they may have.

Only ICSolutions’ Prepaid program includes proactive outreach and account set-up efforts and live Customer Care call center professionals available 24x7x365. This support enables ICSolutions to create more accounts and complete more inmate calls than any other prepaid calling program.

### ❖ **Call Center Debit**

ICSolutions is also proud to offer the County our Call Center Debit program, which 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.

### ❖ **QwikCall®**

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 can offer 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 IVR funding fee. The County will receive a commission percentage on the minute-based revenue, just as you do for all other types of calls.

### ❖ **Direct Billing**

ICSolutions offers a direct billing option for select facilities, law offices and bail bonds companies. In order to set up a direct billing account, the party can contact our customer service representatives at (800) 464-8957 or email us at [icsdirectbilling@icsolutions.com](mailto:icsdirectbilling@icsolutions.com). This service is not available to the general public and is only intended for law offices, bail bonds companies, and other ICSolutions-approved businesses.

### ❖ **DirectLink Trust Cardless Debit**

ICSolutions is a Keefe company; therefore, because your commissary provider is Keefe, ICSolutions provides a *unique integration between your inmate phones and commissary / banking systems*. The ENFORCER® is equipped with a web-service interface to the Keefe (KCN) commissary / 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 pay for individual 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.

Our 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.

- e. Ability to prevent three-way calling and incoming calls.

### **ICSolutions Response:**

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

## Three-Way Call Prevention

The ENFORCER® automatically detects attempts by destination parties to connect, or forward, calls to a 3rd 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

- 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.

The system will be programmed to take whichever action the County prefers from the list above. ICSolutions highly recommends allowing the call to proceed, because **valuable investigative data** can be found by reviewing calls that were flagged as 3-way attempts.

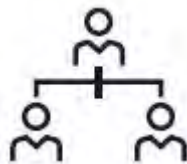
When the system is configured to terminate a call upon detection of fraudulent use, such as three-way call attempts, a voice prompt is played to both parties on the call upon "sensing" a usage violation. This voice prompt typically informs the parties that fraudulent use has been detected and disconnects the call. The resulting call record is then flagged with this detection and termination for future query and reporting purposes. In no case is dial tone ever provided to the inmate caller, either before or after a call.

Detection of fraudulent use can be managed through sensing of call progress, DTMF tones from either party on the call, and extended silence periods during the call. The success of this DTMF or extended silence detection is very reliable. However, it does not always indicate call-forwarding or three-way call set up.

Many correctional facilities with full-channel recording have found that a Three-Way Call Deterrent Policy is much more effective. In such a policy, the deterrent to making three-way calls is the inability for inmates to make future calls. Unlike the old methodology, which only blocked or cut off the called party, the inmate was still able to call back to the called party and try numerous ways to exploit the system until they succeeded. The Three-Way Call Deterrent Policy provides for proactive measures that, over time, dramatically reduces the incidence of three-way calling.

When the inmate places a telephone call, a recording will be transmitted over the connection notifying the inmate of the three-way call deterrence policy, whereby, if a three-way call is detected, all future calls placed by the inmate to the called party will result in blockage of the called party number and phone privileges may be suspended.

Standard three-way activity reports from The ENFORCER® system can facilitate investigations into suspected three-way call attempts. The 3-WAY ATTEMPTS report lists all three-way call attempts detected, along with all associated call detail information. The TOP 25 3-WAY DESTINATION NUMBERS shows the top 25 called numbers that triggered three-way call detection.



**Three-Way Calling  
Activity Reports**

Standard three-way activity reports from The ENFORCER® system can facilitate investigations into suspected three-way call attempts.

## Incoming Calls Prevention

No incoming calls are ever allowed with The ENFORCER® call processing system. The ENFORCER® is hosted at the primary data center in Atlanta. All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the on-premise 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.

- f. Availability of telephones with no removal parts, armored cords, and tamper resistant/proof keypads.

### **ICSolutions Response:**

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

The proposed telephones are designed for the corrections environment and in use at Livingston County Jail and other correctional facilities across the country.

The inmate phones are constructed of heavy-gauge steel, with shockproof keypads that includes a shatterproof Lexan handset and have 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)
- **Armored steel handset cord**
- Optional handset cord lengths (12", 18" or 32" or custom)
- Built-in Confidencer to minimize background noise
- Sealed Housing protects unit from moisture
- Optional external volume control
- **Heavy duty chrome tamper-resistant keypad**

For specifications of the proposed phones, please refer to the Specification Sheets in **EXHIBIT B: EQUIPMENT SPEC SHEETS**.



- g. Mounting options (wall, pedestal, booth, flush, etc.).

**ICSolutions Response:**

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

Typically, inmate phones are mounted flush to the wall; however, ICSolutions can accommodate other mounting options, including pedestal, booth and mobile carts.

- h. Video visitation and conferencing. Remote and onsite visits.

**ICSolutions Response:**

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

ICSolutions is pleased to offer our very own The Visitor™ – which is already in place at the Livingston County Jail – to provide remote and onsite video visitation capabilities. For details of The Visitor™ video visitation, please refer to [SECTION 4: EQUIPMENT & FEATURES](#).

### **Remote Visitor Visitation with Revenue Generation Capability**

The Visitor™ Video Visitation provides an additional revenue generation opportunity with remote video visitation. For details of the proposed financial offer, please refer to [SECTION 5: PRICING / COMMISSION](#).

With The Visitor's remote visitation capability, the visitor is not geographically limited. The visitor may decide to travel to the jail and visit from one of the visitor video stations furnished and installed at the Jail, or they may choose to visit from a home or office computer, from any location.

The visitor can be anywhere as long as they have a computer with an active high speed internet connection (DSL circuit or better), a built-in or USB camera, a microphone, or a smart phone or tablet with The Visitor™ iOS or Android app installed, and have advanced purchased their visitation time when

scheduling the visit via an internet browser. ICSolutions will provide a **free downloadable application** to facilitate the connection between the visitor's computer and the jail.

- i. Availability of call monitoring on visitation phones and inmate living area phones.

**ICSolutions Response:**

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

The call recording system operates and interfaces 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 is accomplished by inmate PIN, as the inmate is prompted to enter their inmate PIN at the beginning of the call. Each phone is identified by pod or visitor location in the system, just as it is for the inmate phone system.

In addition, all visits that take place using visitation phones can be scheduled through The Visitor, our visitation scheduling module that is built into The ENFORCER®. The Visitor™ visitation management system is a multi-functional tool that **streamlines all visitations**, including **traditional visitation needs, such as contact, face-to-face or across-the-glass visits**. 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.

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.

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



**Wintel 7005SS**  
(inmate side)

The phones used are Wintel 7429VST on the visitor side and the Wintel 7005SS on the inmate side, or a functional equivalent. 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)

Please see **EXHIBIT B: EQUIPMENT SPEC SHEETS** of this proposal document.

For details of call monitoring capabilities on calls made from traditional inmate living area phones, please refer to **REQUIREMENT 2A** under the "Equipment and Features" heading earlier in this **SECTION 3**.

- j. Automated operator system will announce the name of the facility at the beginning of the call. All inmate calls from the Livingston County Jail facility must be branded with the following message:

**“You have a call from \_\_\_\_\_ (recording of inmate stating name) from Livingston County jail.”**

The system must also be capable of repeating the announcement at selected intervals throughout the duration of the call. Vendors should specify within the proposal response how the system complies with this requirement.

**ICSolutions Response:**

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

The ENFORCER® will be programmed with a customized call greeting played to the called party upon answer. Upon detecting answer, the system responds with *“Hello, this is a collect call from [inmate name], an inmate at the Livingston County Jail.”*

Additional configuration parameters can be chosen to give the called party the following options:

- *“To accept this call, press or say ‘5’*
- *To refuse this call, hang up now*
- *For a rate quote on this call, press or say ‘2’*
- *To block this call and all future calls from this facility, press or say ‘9’”*

Additionally, The ENFORCER® can play randomly interjected voice prompts, known as overlay messages, identifying that the call is from a correctional facility. The content of these overlay messages, including the frequency of the messages and the announcement volume, is completely programmable.

These voice prompts can be custom recorded as requested by the facility, or a standard voice prompt may be used, such as: *“This call is from a correctional facility, and is subject to monitoring and recording.”* Voice overlay messages limit abuse of the general population and indicate where the call originated so that any inappropriate calls can be easily reported to facility personnel.

**Service and Response Time**

Vendor shall identify the ability to respond to service needs, the proximity of local service locations, and possession of applicable licensing etc. Information shall include:

1. Proximity and availability of service technicians.
2. Qualifications and experience of service technicians.
3. Hours of service.
4. Typical response time.
5. Parts and equipment.
6. All service requests, including travel expenses and miscellaneous fees, shall be at no additional cost to the County.

**ICSolutions Response:**

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



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

ICSolutions has assembled a seasoned team of account management, technical support, repair personnel, and customer support to support all of your facility's and customers' 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 and exceptional support throughout the contract term.

Livingston County will continue to be served Mr. Harland Gardner your current local technician. Additionally, we have several backup technicians stationed throughout Michigan. Backup service and technology will be provided from our data center in San Antonio, Texas. ICSolutions' San Antonio data center houses:

- **Technical Services** – 24 x 7 x 365 live support for facility staff
- **Customer Service** – 24 x 7 x 365 live support for call recipients
- **Engineering & Product Development** – the technical experts who developed, maintain, and continue to enhance our proprietary ENFORCER® calling platform
- **Executive Management** – the leaders who are ultimately responsible for each client's continued satisfaction

## Regional Offices

The closest service center is located in Strongsville, Ohio, just three hours away from Livingston County.

Strongsville Regional Office  
21848 Commerce Parkway, Strongsville, OH 44149

ICSolutions offers 24/7/365 support that facility personnel and customers may contact at any time for assistance with the inmate telephone system and ancillary products.

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 installation.

In the event of a service event, the County may contact our Technical Services Center 24x7x365, who will first begin remote diagnostics to attempt repair. If the repair cannot be fixed remotely, TSC personnel will dispatch the local technician to the facility, regardless of the time of day.

A complete inventory of installed equipment and available spares is maintained at ICSolutions' Operations HQ in San Antonio. We have an inventory tracking system which is separate from the Inmate Telephone System, but allows for web-based reporting and tracking of all parts, orders etc.

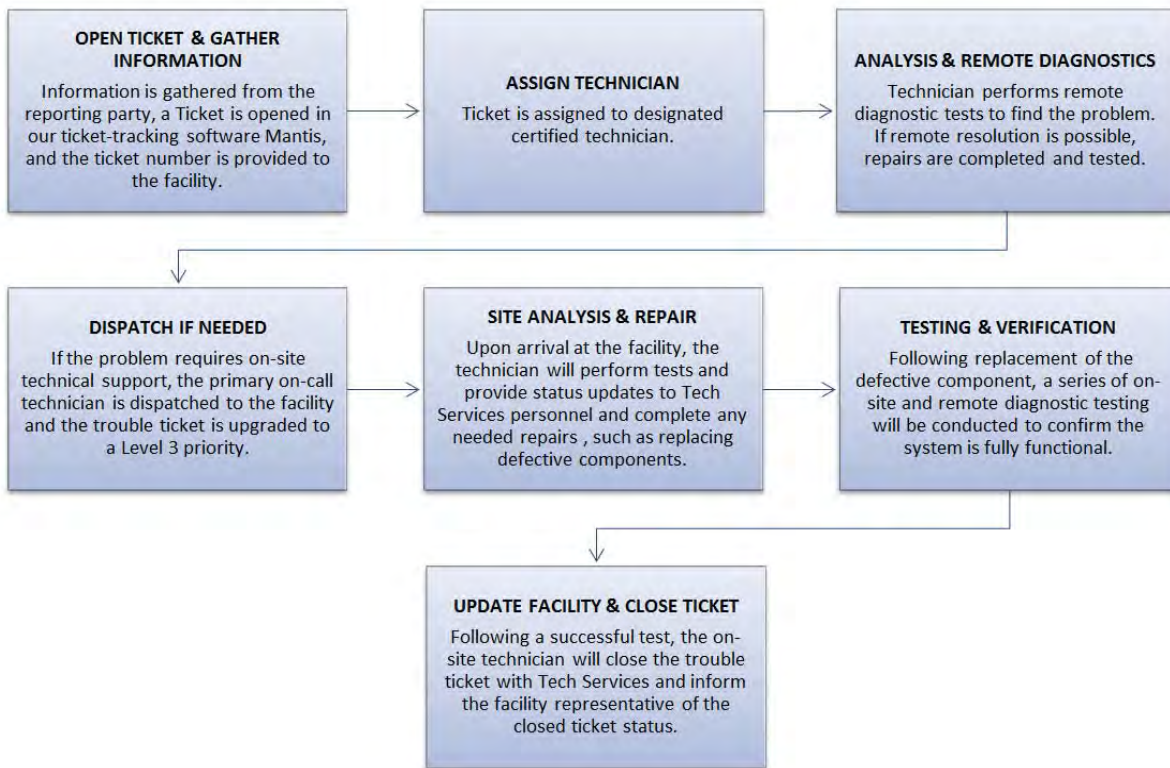
## Technical Services Center (TSC)

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. **Average response time for a non-emergency service request is benchmarked at 4 hours or less.**

## 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.

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.



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

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 when 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 issue tracking interface. At the top, there are navigation links: Main | My View | View Issues | Report Issue | Change Log | Roadmap | My Account | Logout. On the right, there are fields for 'Issue #' and 'Jump'. Below this is a complex filter grid with various criteria like Reporter, Assigned To, Category, Severity, Resolution, Profile, Status, Hide Status, Show, View Status, Show Sticky Issues, Changed (hrs), Use Date Filters, Relationships, Platform, OS, OS Version, Tags, Groups, BTH, Consumer or Person Reporting Problem, Hold Expires, Investigation Number, Target Date, Vendor Ticket, and Note By. At the bottom of the filter grid, there are buttons for 'Search', 'Apply Filter', 'Advanced Filters', 'Create Permalink', 'Reset Filter', and 'Save Current Filter'. Below the filter grid is a table titled 'Viewing Issues (1 - 6 / 6)'. The table has columns for P, ID, #, Category, Severity, Status, Updated, and Summary. The data rows are as follows:

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 (jpoetsch)	2012-06-07	DLT issues on admco91, e: Auth Confirmation was returned blank.
<input type="checkbox"/>	0022510	10	Enforcer	minor	assigned (jpoetsch)	2012-06-05	Adams County: message is "please stand by" and never connects
<input type="checkbox"/>	0019096	12	Network	major	assigned (qlangdin)	2012-05-29	EOC message undelivered to otser
<input type="checkbox"/>	0020129	5	Enforcer	minor	assigned (jpoetsch)	2012-02-28	admco is occasionally losing EOC messages
<input type="checkbox"/>	0009853	6	Enforcer	minor	on hold (thouston)	2011-12-06	Change File destination from FORNAX to Enforcer server. Strange file format

At the bottom of the table, there are buttons for 'Select All', 'Move', and 'OK'.

## 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.

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

### Remote Diagnostics Minimize Onsite Maintenance

Due to the sophisticated nature of The ENFORCER® system, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pinpoint 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
<p><b>Initial Report</b></p>	<p><b>Help Desk Technician</b> Open Ticket &amp; Gather Information Toll-free: 866-228-4031 Email: <a href="mailto:icssupport@icsolutions.com">icssupport@icsolutions.com</a></p>	<p>None</p>
<p><b>Level One</b></p>	<p><b>Latoya Coleman</b> Technical Support Manager Direct 210-572-9547 Cell: 601-212-6128 email: <a href="mailto:lc Coleman@icsolutions.com">lc Coleman@icsolutions.com</a></p>	<p>None</p>

<b>Level Two</b>	<b>Brian Dietert</b> Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: <a href="mailto:bdietert@icsolutions.com">bdietert@icsolutions.com</a>	<b>Brad Coens</b> Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 <a href="mailto:bcoens@icsolutions.com">bcoens@icsolutions.com</a>
<b>Level Three</b>	<b>Brendan Philbin</b> Vice President Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: <a href="mailto:bphilbin@icsolutions.com">bphilbin@icsolutions.com</a>	<b>Brad Coens</b> Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 <a href="mailto:bcoens@icsolutions.com">bcoens@icsolutions.com</a>
<b>Level Four</b>	<b>Tim McAteer</b> President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: <a href="mailto:tmcateer@icsolutions.com">tmcateer@icsolutions.com</a>	<b>Brad Coens</b> Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 <a href="mailto:bcoens@icsolutions.com">bcoens@icsolutions.com</a>

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** – Issues are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.
2. **P2 Issues** – 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** – 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.

## Video Visitation Escalations

ICSolutions’ video visitation technician is added to the above list as the first escalation point to assign tickets to the Video support team. The VVS technician is dedicated solely to supporting our VVS software, VVS clients, and escalated VVS support tickets.

## Regular Account Reviews

Mr. Brad Coens 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 your expectations, demonstrate new applications and more. These regular face-to-face meetings will enable Mr. Coens to continuously improve and adapt ICSolutions’ service to maximize your satisfaction throughout the contract term.

### Pricing and Commissions

1. Provide commission percentages to be paid for collect telephone calls made by inmates in the following service areas:
  - a. Intra-LATA
  - b. Inter-LATA
  - c. Inter-state
  - d. Local calls

Define percentages in each case (i.e., percentage of Gross Billable Revenue, Gross Revenue Received, Net, etc.).

2. Dollar amount of contract signing bonuses/incentives, if any.
3. Vendor shall be responsible for all unbillable and/or uncollectable telephone calls relevant to inmate telephone services. Vendor will not deduct said calls from gross receipts on which payment is made to the County by the Vendor.

### **ICSolutions Response:**

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

ICSolutions calculates the commissions as the stated percentage of Gross Revenue – regardless of whether that revenue is ever collected. To calculate the Gross Revenue generated by each call, we multiply the per-minute rate by the number of minutes used. To this total, we multiply the stated commission rate to calculate your commission dollars – it's that simple. We apply this equation to each and every completed call, and we never make any deductions for unbillable calls, uncollectible revenue, line costs, or any other cost of providing inmate telephone services.

At ICSolutions, we offer honest, competitive commissions **paid on gross revenue for all call types and with real-time accountability**. In addition, ICSolutions always provides its clients with the tools to accurately verify commissions. At any time, Livingston County can print a revenue report that exhibits all call types, and how they are rated. ICSolutions believes in servicing the County to the highest possible standard; this is why we are upfront with our policies and procedures, and avoid using misleading terminology or revenue reporting tactics. Complete transparency in revenue reporting leads to greater client satisfaction.

For details of the proposed financial offer, please refer to **SECTION 5: PRICING / COMMISSION**.

## Revenues – Reports and Supporting Documentation

Vendor shall identify the method, provide samples of reports, and timeframe for remittance of revenue to the County.

### **ICSolutions Response:**

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

ICSolutions calculates commissions by multiplying the stated commission percentage by the **Gross Revenue** generated from all completed calls of every kind. **No deductions** of any kind are made for bad debt, unbillable calls, line charges, or any other costs.

ICSolutions typically sends out commission payments 45 days following the last day of the month during which the revenue was generated. So, for the month of Aug. 1 – 31, the commission check would be sent out Oct. 15. However, we can also accommodate different payment intervals, such as 30 days, upon request.

Each commission check will be accompanied by a Commission Report which summarizes the total collect, prepaid collect and debit call activity for the applicable month. The monthly commission report covers the number of days for that month. For example, August has 31 days, so the commission report for August would cover the 1st through the 31st, whereas September has only 30 days, so the commission report for September would cover the 1st through the 30th. Additional monthly reports can be provided upon request, or authorized facility users may generate reports at any time by logging into The ENFORCER® on the system workstation provided. The following is a sample ICSolutions' 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
<b>Total Local</b>		<b>6,783</b>	<b>38,616</b>	<b>\$ 8,109.36</b>		<b>\$ 4,468.26</b>
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
<b>Total Local</b>		<b>773</b>	<b>5,362</b>	<b>\$ 1,126.02</b>		<b>\$ 620.44</b>
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
<b>Total IntraLATA</b>		<b>2,132</b>	<b>15,439</b>	<b>\$ 3,242.19</b>		<b>\$ 1,786.45</b>
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
<b>Total Intrastate</b>		<b>4,719</b>	<b>39,591</b>	<b>\$ 8,314.11</b>		<b>\$ 4,581.07</b>
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
<b>Total Interstate</b>		<b>847</b>	<b>5,498</b>	<b>\$ 1,154.58</b>		<b>\$ 636.17</b>
International	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	75	532	\$ 356.44	55.1%	\$ 196.40
<b>Total International</b>		<b>75</b>	<b>532</b>	<b>\$ 356.44</b>		<b>\$ 196.40</b>
Canadian	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	-	-	\$ -	55.1%	\$ -
<b>Total Canadian</b>		<b>-</b>	<b>-</b>	<b>\$ -</b>		<b>\$ -</b>
Caribbean	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	-	-	\$ -	55.1%	\$ -
<b>Total Caribbean</b>		<b>-</b>	<b>-</b>	<b>\$ -</b>		<b>\$ -</b>
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
<b>Commission Earned</b>		<b>15,329</b>	<b>105,038</b>	<b>\$ 22,302.70</b>		<b>\$ 12,288.79</b>
Shortfall						\$ -
<b>Guaranteed Monthly Commission</b>						<b>\$ 10,000.00</b>
Voicemail Commission		50		\$ 50.00	55.1%	\$ 27.55
Video Commission				\$ 1,833.00	50.0%	\$ 916.50
<b>Net Commission Due</b>						<b>\$ 13,232.84</b>



1. Provide a rate table for collect telephone calls made by inmates to the following service areas:
  - a. Intra-LATA
  - b. Inter-LATA
  - c. Inter-state
  - d. Local calls

**Any surcharges/recovery fees levied in addition to the established rates must be identified.**

**ICSolutions Response:**

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

For proposed calling rates, please refer to **SECTION 5: PRICING / COMMISSIONS**.

2. Management information reports regarding telephone inventory, gross receipts, and commission on a per telephone basis.

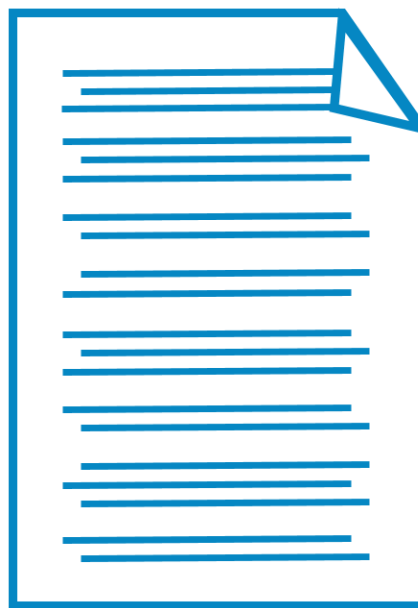
**ICSolutions Response:**

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

The ENFORCER® system provides centralized reporting capabilities that enable facility users to generate custom reports in **real-time, with no intervention necessary** from ICSolutions. Users may access these reports on-demand, or schedule the reports to be automatically generated on a pre-defined schedule.

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. Custom search parameters can then be saved for use again in the future. The search can be saved for just the individual user who set up the parameters, or globally for use by all authorized users.

Call detail records are stored on the system hard disks for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.



**Reporting**

Each call attempt results in the creation of a call detail record. The record includes extensive information about the call that can be queried, including:

- Date of Call
- Start Time of Call
- End Time of Call
- Call Duration
- Called Number (ANI)
- Station & Trunk ID
- PIN (if applicable)
- Disposition of Call (accepted, denied, incomplete, etc.)
- Call Termination Reason
- Call Charges (if accepted)
- Recording indicator
- Three-way call detect indicator

The ENFORCER® has extensive search capabilities which can be used by any user with a valid login and password and the appropriate permissions – whether they log in remotely or from an onsite workstation. Call detail records are stored on the system hard disks for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term.**

The system also comes preconfigured with an extensive list of standard reports. 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.

The following screen details the customization options available for call detail reports. Samples of the most commonly used reports are provided in [EXHIBIT C: ENFORCER® SYSTEM REPORT SAMPLES](#) of this proposal.

The screenshot displays the 'THE ENFORCER®' web application interface. At the top, there is a navigation menu with buttons for 'Inmate', 'Global Numbers', 'Accounts', 'Monitor', 'Call Detail', 'The Visitor™', 'Visitation Detail', 'Reports', 'Site Admin', 'ICS Admin', 'Tools', and 'Logout'. The user is logged in as 'User: apetersen (V 4070.231-F)' with 'Copyright 2005-2016'. The main content area is titled 'Call Records' and features a search bar with the placeholder text 'Inmate ID, Last Name, CSN or Phone Number'. Below the search bar are date range selectors for '09/01/2016' and '09/08/2016', along with a 'More Search Criteria' button. At the bottom of the search area, there are buttons for 'Quick Searches', 'Load', 'Save', 'Delete', and 'Show All'. A secondary row of buttons includes 'Burn', 'Save', 'Share CDR', 'Change Columns', 'Reset columns', 'Export CDR to File', 'Print', and 'Add To Listen Queue'.

### Call Detail – Search Call Records

Numerous additional fields are stored within each call record, and can be used to further customize reports and recording searches.

**Call Details**

Terminal ID, Last Name, CSN or Phone Number

11/26/2014 12/02/2014

Quick Searches

Showing 1 to 300 of 2,512 entries

Play	Notes	Start Time	CSN	Inmate ID	Last	Alert	Type	Alert	
<input type="checkbox"/>		11/26/2014 08:22:12	32580950	24937	MCM		Normal	0	
<input type="checkbox"/>		11/26/2014 08:33:57	32580971	11027	ROCH HUER		Normal	0	
<input type="checkbox"/>		11/26/2014 08:35:54	32580970	14263	MANE		Normal	0	
<input type="checkbox"/>		11/26/2014 08:47:06	32580923	18665	LUNT		Normal	0	
<input type="checkbox"/>		11/26/2014 08:47:29	32580922	5088	KIRKI		Normal	0	
<input type="checkbox"/>		11/26/2014 08:54:13	32580952	24627	MCKE		Time limit	0	
<input type="checkbox"/>		11/26/2014 08:57:44	32580968	2559	FRED		Time limit	0	
<input type="checkbox"/>		11/26/2014 09:01:14	32580988	511	ROBE		Normal	0	
<input type="checkbox"/>		11/26/2014 09:14:46	32581053	8146	MOH	1-26-2014-024	Debit	Intracell	ADSEG LL 161 3:00 \$2.93 OK: call allowed Normal 0
<input type="checkbox"/>		11/26/2014 09:16:19	32581056	24672	MCH	1-31-2014-211	Debit	InterLata IntraState	G LL 903 15:00 \$6.13 OK: call allowed Time limit 0
<input type="checkbox"/>		11/26/2014 09:18:45	32581072	8146	MOH	1-31-2014-025	Debit	InterLata IntraState	ADSEG LL 903 15:00 \$3.89 OK: call allowed Time limit 0
<input type="checkbox"/>		11/26/2014 09:22:13	32581085	22291	LJU LAJ	1-31-2014-723	Debit	IntraLata IntraState	B LL 633 11:00 \$5.06 OK: call allowed Normal 0
<input type="checkbox"/>		11/26/2014 09:28:23	32581116	13734	BRC	1-26-2014-019	Prepaid	IntraLata IntraState	G MAX 190 4:00 \$3.00 OK: call allowed Normal 0
<input type="checkbox"/>		11/26/2014 09:29:14	32581120	24933	MCH	1-31-2014-002	Debit	InterLata IntraState	A LL 324 6:00 \$3.73 OK: call allowed Normal 0

Call Detail – Search Results – Select Change Columns to View More Parameters

The screen above shows the basic search fields **date and time**, **Inmate PIN/ID**, **Called Number**, Inmate Name, etc. By clicking CHANGE COLUMNS in the results screen or MORE SEARCH CRITERIA in the search screen, the user is provided with an extended list of call recording search options as shown below. Selecting MORE SEARCH CRITERIA will display a drop-down list (dialogue box) to define a value or range for the parameter, allowing further customization options of call detail queries.

**Call Details**

Inmate ID, Last Name, CSN or Phone Number [Search] [Clear]

09/01/2015 [calendar] 09/08/2015 [calendar] **More Search Criteria**

Quick Searches [dropdown] [Load] [Save] [Delete] [Show All] [checkbox]

[Burn] [Save] [Email Call Recordings] [Share]

**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

Imposter	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	

Users can add additional parameters to a call detail query under **More Search Criteria** to display a pull-down list or dialog box to define a value or range for the parameter.

**Call Details**

Inmate ID, Last Name, CSN or Phone Number [Search] [Clear]

09/01/2015 [calendar] 09/08/2015 [calendar] More Search Criteria

Quick Searches [dropdown] [Load] [Save] [Delete] [Show All] [checkbox]

Call Type: [dropdown] [x]	CSN Range: [Min] [Max] [x]
Duration: [Min] [Max] [x]	End Type: [dropdown] [x]
Response Digits: [dropdown] [x]	Cost Range: [Min] [Max] [x]

[Burn] [Save] [Email Call Recordings] [Share CDR] [Change Columns] [Reset columns] [Export CDR to File] [Print]

**Call Detail Report – Select Criteria for Custom Query**

From the Call Detail Results screen, users can also add notes, sort results by column, view the inmate profile, lookup the called party name and address, and more. Selected calls may be quickly and easily exported to CDR media in either MP3 or audio format and emailed, saved to CD, USB, etc. Emailed call recordings are forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

Select All Displayed CDRs

[Add Call Note](#)   
 [View Call Notes](#)   
 [Play Call Recording](#)   
 [View Inmate Profile](#)   
 [Sort Column](#)

Showing 1 to 100 of 7,369 entries      Previous 1 2 3 4 5 ... 74 Next

<input type="checkbox"/>	Play	Notes	Inmate LU	Last Name	Phone Number	Call Type	Tarif Band	Station	Talk Secs	Billed Time	Final Cost	Validation	End Type	Alert	DTMF	CSN	Start time
<input type="checkbox"/>			89259	MIRERT	1-978-377-0517	Prepaid	Local	K-2	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	31731	06/23/2014 09:20:12
<input type="checkbox"/>			271141	PERRAULT	1-928-846-6476	Prepaid	IntraLata Intra-state	K-4	0	0:00	\$0.00	OK: call allowed	Station Hangup	0	0	31728	06/23/2014 09:28:43
<input type="checkbox"/>			266244	FARMER	1-928-377-4509	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	31728	06/23/2014 09:27:24
<input type="checkbox"/>			238731	PERRAULT	1-928-846-6476	Prepaid	IntraLata Intra-state	K-4	0	0:00	\$0.00	OK: call allowed	Max Accept Time	0	0	31730	06/23/2014 09:27:13
<input type="checkbox"/>			271141	PERRAULT	1-928-846-6476	Prepaid	IntraLata Intra-state	K-4	0	0:00	\$0.00	OK: call allowed	Refused	0	0	31723	06/23/2014 09:25:27
<input type="checkbox"/>			271141	PERRAULT	1-928-846-6476	Prepaid	IntraLata Intra-state	K-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	31722	06/23/2014 09:23:49
<input type="checkbox"/>			316725	FULKERSON	1-928-377-0561	Prepaid	Intracell	F-4	688	12:00	\$2.76	OK: call allowed	Normal	0	0	31728	06/23/2014 09:23:35
<input type="checkbox"/>			208824	HAKES	1-928-377-0531	Prepaid	IntraLata Intra-state	K-3	491	9:00	\$2.07	OK: call allowed	Normal	0	0	31729	06/23/2014 09:21:46
<input type="checkbox"/>			266722	FARMER	1-928-377-4509	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	31727	06/23/2014 09:19:46
<input type="checkbox"/>			266724	FULKERSON	1-928-377-0561	Prepaid	Intracell	F-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	31721	06/23/2014 09:18:43
<input type="checkbox"/>			10118	FASSLER	1-928-377-1026	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	31728	06/23/2014 09:06:18
<input type="checkbox"/>			10118	FASSLER	1-928-377-1026	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	31722	06/23/2014 09:05:12

[Select Calls for Save, Copy, or Share](#)   
 [View List of Users Who Have Listened to Call](#)   
 [Look Up Called Party Name/Address](#)   
 [View Call Log](#)

**Call Detail – Search Calls – Standard Results**

**Revenue Transparency**

ICSolutions provides the data necessary to verify the accuracy of commission calculations at all times, **allowing complete transparency of collected revenue.** Commission and revenue data can be accessed at any time by authorized County personnel by logging on to the ENFORCER® system via a County workstation or remotely. ICSolutions also provides monthly commission statements with each commission payment that can be verified against the data through The ENFORCER®.

**Inventory Reports**

A complete inventory of installed equipment and available spares is maintained at ICSolutions’ Operations HQ in San Antonio. We have an inventory tracking system which is separate from the Inmate Telephone System, but allows for web-based reporting and tracking of all parts, orders, etc. A sample screen showing the live Report on APC/UPS in transit is provided below.

The screenshot shows the ICSInventory web application interface. At the top, there is a navigation bar with links for Search, Add to Inventory, Lookup Tables, Add To/Modify, Duplicate Serial Numbers, Unlinked Table Entries, Usage History, Create User, Modify User, and Shipments. Below this, a user greeting says "Hello George! (Options? Logout?)". The main search area contains several dropdown menus for filters: APC, SUA3000RM2U (Smart-UPS 3000VA Rack Mount), [Part Type], [Location], [Earmark], [OVERWATCH Location], [Server Tag], [Vendor], [Testing Status], and [Detail]. There are also input fields for Serial Num, Invoice ID, and Asset Tag. At the bottom of the search area, there are dropdowns for Manufacturer, Model, Serial Number, [No Sorting], [No Sorting], and buttons for Search and Reset.

Below the search area, a message states: "Found 1 results in 0.13701987266541 seconds for a total value of \$0." There are buttons for "Page as CSV", "Select All", and "Clear All".

Part	Part Type	Serial Number	Price	Invoice	Vendor	Asset Tag	Location	OVERWATCH Location	Server Tag	Testing Status	Detail
<input type="checkbox"/> <a href="#">Detail</a> APC SUA3000RM2U Smart-UPS 3000VA Rack Mount	UPS	JS0739008581				901	NVDOC-CGTH	NVDOC-CGTH (NV)	NVDOC01	Unknown/Untested	Installed

Below the table, there are buttons for "Select All" and "Clear All". At the bottom, there is a section for updating part history(s) en masse, with dropdown menus for Location (No Change), Server Tag (No Change), Detail (No Change), Testing Status (No Change), Earmark (No Change), and OVERWATCH Location (No Change), along with a "Set!" button.

### Equipment Inventory Tracking on ICS Inventory

3. Provide options available to the County for administration and investigative reports of inmate telephone system usage, including the level of detail provided by such reports. This level of detail considered should include originating telephone numbers, telephone numbers called, time and date calls are placed, length of calls, frequently called numbers, etc. Include the type of media used to make reports available to the County and the response time reports can be received once a request is made. Include time frames for reports (monthly, quarterly, etc.).

### **ICSolutions Response:**

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

The ENFORCER® system provides centralized reporting capabilities that enable facility users to generate custom reports in real-time, with no intervention necessary from ICSolutions. Users may access these reports on-demand, or schedule the reports to be automatically generated on a pre-defined schedule.

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. Call detail records are stored on the system hard disks for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.

## Call Detail Reports

The ENFORCER® offers call detail reports that provide detailed information about each call attempted. Each call attempt results in the creation of a call detail record. The record includes extensive information about the call, including the following:

- Date of Call
- Start Time of Call
- End Time of Call
- Call Duration
- Called Number
- Station & Trunk ID
- PIN (if applicable)
- Disposition of Call (accepted, denied, incomplete, etc.)
- Call Termination Reason
- Call Charges (if accepted)
- Recording indicator
- Three-way call detect indicator

Call detail records are stored on the system hard disks for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.

The following screen details the customization options available for call detail reports. Samples of the most commonly used reports are provided in [EXHIBIT C: ENFORCER® SYSTEM REPORT SAMPLES](#) of this proposal.

The screenshot displays a web-based interface titled "Call Detail Report". It features a series of input fields and dropdown menus for filtering data. The parameters shown are:

- Choose Site: All (dropdown)
- Phone Number: (text input)
- Inmate ID: (text input)
- Choose Call Connected: All (dropdown)
- Date: Fri Feb 11th, 2011 05:34pm
- Choose Completion Code: All (dropdown)
- Choose Tariff Type: All (dropdown)
- Choose 3Way Events: No Filter (dropdown)
- Choose Call Type: All (dropdown)
- Choose Alerts: No Filter (dropdown)
- Start Time: 02/11/2011 00:00 (calendar icon)
- End Time: 02/11/2011 23:59 (calendar icon)

At the bottom left, there are two buttons: "Export" and "Run". Below the form, a text prompt reads: "Enter any parameters and click RUN."

### Call Detail Report Parameters

Extensive Call Detail Reports are available to meet the requirements stated. The following screen details the customization options available for call detail reports. ICSolutions is always available to assist with any reporting need or any customized report requirement. Samples of the most commonly used reports are provided in [EXHIBIT C](#) of this proposal.

At right is a sample of the header for each report that details report criteria. This particular example provides a detailed listing of all 3-way attempts for designated date ranges.

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

**Report Parameters - Detail**

Below is a sample call detail report generated for all call types for a specific date range.

INMATE CALLING		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		

**Sample Call Detail Report**

## Standard Reports

The following is a list of the standard reports available on The ENFORCER®. Samples reports can be found in [EXHIBIT C](#).

Report Name	Description
<b>Admin Setup Only</b>	Provides a listing by inmate name of all "admin setup only" (60-second free) calls made during a user-specified date range. For each call, the report provides the inmate ID, inmate name, facility name, called number, and called start time.
<b>Attorney Registration Status</b>	Provides counts for attorney phone numbers in The ENFORCER® global number list. For attorneys who have been approved, rejected, or are pending approval, the report provides a quantity, percent of total, and total quantity of attorney phone numbers in ENFORCER.
<b>Attorney Registration Rejects</b>	Provides a list of all inmates for which a requested registration of an attorney phone number has been denied by administrative personnel at the site. This assists the site in determining inmates who may be fraudulently attempting to set up a non-recorded call to a number that is actually not to an attorney's office.



Report Name	Description
<b>Call Detail</b>	Provides detailed information pertaining to called numbers, including billed start time, dialed number, site called from, whether the call was recorded, cost of call, call type (payment method), tariff type, duration of call, alerts assigned, cost of call, inmate ID, and inmate last name. Searches can be performed by site location, a particular number, inmate id, connected only, completion code, tariff type, 3-way events, call type, alerts, and date range.
<b>Call Record Statistics</b>	Provides a summary of calls by call type, completion code, and call count. The report can be requested by site name or for all sites for a user-specified date range.
<b>Debit Balance</b>	Shows the balance in the debit account for each inmate who has set up a debit account to pay for phone calls. For each account, the report lists the site name, inmate ID, inmate name, account number, call number, inmate status (active/inactive), and account balance. The report can be requested by site, inmate status, and balance amount (negative, positive, non-zero). Also, the report can be sorted by inmate ID, inmate name, or site.
<b>Debit Statement</b>	Shows all transactions for debit card and PIN-based debit, including a beginning and ending balance, cost and duration of calls, and deposits made to an inmate's account.
<b>Debit Activity</b>	Shows all deposits, transactions, refunds, and closing balance for all debit accounts for inmates .
<b>Debit Transaction</b>	Provides a reconciliation record for all debit transactions for an Inmate ID for a user-specified date range.
<b>Frequently Used PANs Summary</b>	Lists, by called number, all numbers that reside in an inmate Personal Allowed Number (PAN) list that have been called a high number of times. Beginning with the most frequently-called number, the report lists the called number, called party, number of instances (calls), and the number of sites from which the number has been called.
<b>Frequently Used PANs Detail</b>	Provides a list by called number of all inmates who frequently have called a PAN. The report lists the called number, called party, the inmate ID and name of each inmate who called the number, and the site from which the inmate made the call.
<b>Frequently Called Numbers</b>	Provides the total number of calls and total minutes of talk time to a specific called phone number. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by phone number, called party name, number of calls, and minutes.
<b>Global Number</b>	Provides a detailed report for all parameters that are found in the Global Number Table. This report can generate items such as all blocked numbers, all free numbers, all Do Not Record (e.g., attorney) numbers, all notes, random note text searches, and all alerts.
<b>Global Number History</b>	Provides historical records of all changes made to ANI phone number to include an audit trail for users who made the changes.
<b>Inmate Alerts</b>	Lists all alerts that have been activated for each inmate. The report lists site name, inmate ID, inmate name (last, first, middle), phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.

Report Name	Description
<b>Inmate PANs</b>	Provides a PAN (personal allowed number) list for the inmate. The report also includes any restrictions associated with a PAN (blocks, free call, Do Not Record, passive mode). A listing can be printed for an individual inmate as well as for all inmates.
<b>Inmate Status</b>	Provides a listing of inmate IDs, passcodes, inmate account status (active/inactive), site and location, the current number of PANs being used and allowed, and any associated notes. The report can be generated for a specific inmate or all inmates, and can be sorted by inmate active/inactive status.
<b>Number Alerts</b>	Lists all alerts that have been activated for a called phone number. The report lists site name, phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.
<b>PIN Fraud</b>	Provides a listing of each call on which an inmate attempted to use an incorrect PIN. For each call, the report lists the site, CSN, station ID, station name, inmate name, inmate ID, passcode, the PIN number attempted in the CDR, the actual PIN, and extra digits.
<b>Prepaid Balance Summary</b>	Provides account numbers (phone numbers) for all called numbers that have an established Prepaid Account. The report includes the project number, billing ID, account/phone number, balance, and current status of active/non-active.
<b>Recording Access</b>	Provides a listing of all call records that have been listened to during a user-specified date range. The report lists the user ID of the person who listened to the call, the CSN, inmate ID and name of the inmate who made the call, called number, and date the user listened to the call record.
<b>Revenue</b>	Provides call counts, durations, billed minutes, revenue and revenue percentage for each call type, grouped by account (payment) type. The report can be requested by specific site or for all sites for any previous calendar month, either in PDF, Excel, or CSV format.
<b>Revenue Summary</b>	For each site defined to ENFORCER, provides revenue summary information including facility name, number of call attempts, number of completed calls, total minutes, and revenue percentage. For all these categories, the report also provides month-to-date data.
<b>Station Activity</b>	Provides a summary of all calls made for a user-specified date range. The report can be generated by site. Results are listed by site name, station (phone) port, station (phone) name, attempted calls, accepted calls, accepted revenue calls, revenue minutes, and revenue amount.
<b>Station Group Privileges</b>	Provides a listing of station groups (phones) that are assigned to specific inmates (i.e., phones from which inmates are allowed to make calls). The system default is to assign Inmates to use all station groups unless specific assignments were made by the user.
<b>Inmate Suspensions</b>	Provides a listing of all inmate suspensions. The report lists site name, inmate ID, inmate name (first, middle, last), whether the suspension is full or partial, start/end date/time, and user notes (usually a description of the reason for suspension).
<b>Trunk Usage</b>	Provides a summary of all calls that have been dialed and connected to the network by trunk. The summary is defined by site name, trunk, out-dialed calls, accepted calls, and the percentage of accepted calls.

Report Name	Description
<b>Volume Users</b>	Provides a summary of high- volume telephone usage by inmates. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by site name, inmate ID, inmate name (last, first, middle), number of calls, and minutes count (total minutes).

By clicking the Reports tab, users can view standard pre-configured reports which are grouped into multiple categories, such as Accounting, Call Information, Inmate Information, etc.



**Reports – Select the Desired Report to Display**

**Other Information**

The Vendor shall provide information regarding the following items:

1. Diagnostic testing plan of the inmate telephone system and the frequency of testing.

**ICSolutions Response:**

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

Since The ENFORCER is already installed and operating effectively in Livingston County, there is no need for a new installation / testing after contract execution. ICSolutions conducts diagnostic testing continuously throughout the contract. Once deployed, The ENFORCER® is designed to constantly and automatically monitor the trunk and station connections and to reallocate resources to avoid “dead” stations at the facilities. Furthermore, the configuration supports extensive remote diagnostic interrogation, thereby providing insight into defective components (such as station phones) at a particular facility.

## System Performance Monitoring

The ENFORCER® deploys remote monitoring 24 hours a day, 7 days a week, 365 days a year 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. All programs generate detailed log files both for troubleshooting and monitoring, with logs being scraped at least twice per hour for anomalous activity, which is sent to ERTS for processing.

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 appropriate.

2. Statement from Vendor indicating whether or not the company or its administrators have operated a telephone service under another name in the past seven (7) years. If so, provide names of companies and dates of service.

**ICSolutions Response:**

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

No; ICSolutions has operated under Inmate Calling Solutions, LLC d/b/a ICSolutions since our inception in 2002.

3. List of available languages for communication with the users of the inmate telephone system (English and Spanish are required).

**ICSolutions Response:**

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

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 or say 1; for Spanish, press or say 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, Hmong, Cantonese and Vietnamese.

Anytime throughout the contract term, the County can call our Regional Account Manager Brad Coens or contact our 24/7/365 Technical Assistance Hotline to make a request for additional languages. ICSolutions can add one of our currently deployed languages to the County’s system with very little notice. If the County requests a language outside of those currently deployed, ICSolutions will work with our language center in Lubbock, Texas to determine the scope and cost of adding an additional language. The timeframe for deploying a new language will depend upon the complexity of the language itself.

4. Describe process with other carriers that have no collect call billing arrangements.

**ICSolutions Response:**

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

ICSolutions offers multiple calling options to support different payment methods for inmate phone calling. Upon the first attempt to call a number that cannot accept a collect call, the inmate and called party are connected for a free one-minute call to discuss the situation. After this free call, the called party is given the option to be instantly connected to a live ICSolutions billing specialist, who can explain our prepaid calling options and set up a prepaid account, so that future calls will be connected.



**Unique ICSolutions  
Service Feature!**

### Live Customer Service

Many inmate phone companies attempt to save money by foregoing a live operator in favor of an automated, computerized system – forcing the call recipient to navigate the account setup process alone. However, ICSolutions understands that in many cases, this is the first time the customer has received a phone call from a correctional facility. With a loved one recently incarcerated, the call recipient is often under stress and unaware of their options for receiving calls from their loved one. We believe it is *critical* at this step to provide a **live, knowledgeable billing specialist** who can explain calling options and costs, and assist with the account setup process.

Not only do our billing specialists provide outstanding customer care – but this personal and proactive approach to account setup leads to larger numbers of prepaid accounts established – ultimately, generating more inmate calling for the County.

Among our calling options are Prepaid Collect, Call Center Debit and DirectLink Trust Cardless Debit (inmate prepaid). These programs allow payment alternatives, call expense budgeting, and more contact with family and friends.

### Family First Prepaid Collect Calling

Family First Prepaid Collect customers set up a Family First Prepaid account, which allows them to deposit money to fund future calls to their telephone number only. Deposits can be made via the phone or web using a credit or debit card, through Western Union, or by mailing in a check or money order.

Our Family First Prepaid calling option allows short-term inmates to make calls immediately to facilitate their release and provides a communications avenue to friends and families of long-term inmates. **Family First Prepaid results in more inmate communication and fewer complaints** by allowing more funding options and easier account management.

The ICSolutions advantage is real-time access. 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 established in 15 minutes, and inmate calling access is immediately allowed.

Only ICSolutions' prepaid program includes proactive outreach and account set-up efforts and live Customer Care call center professionals. This support enables ICSolutions to create more accounts and complete more inmate calls than any other prepaid calling program.

## Card-free Debit and Call-Center Debit Calling

With card-free Debit calling, calling time is traditionally purchased by the inmate through the commissary. ICSolutions also offers our Call Center Debit program, which allows friends and family to deposit funds into an inmate's Debit calling account. The difference between this program and Prepaid Collect calling is that Debit calling enables inmates to call any facility-approved telephone number. Prepaid Collect, on the other hand, funds calling only to the telephone number associated with the Prepaid account.

5. Telephone system's compliance with the American Disabilities Act (ADA) requirements.

### **ICSolutions Response:**

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

## ADA Compliance

ICSolutions will provide appropriate accommodations that are in full compliance with the ADA, FCC, and PSC rules at no cost to the County and your constituents throughout the term of the agreement. Wheelchair-accessible phones and TDD/TTY phones will be installed in accessible locations and meet ADA and E.I.A. standards RS-504 for compatibility and placement. In addition, all inmate phones include braille on the keypad for visually impaired inmates.

## Hearing-Impaired Inmates

All standard inmate telephones are hearing-aid compatible with multiple levels of volume control. ICSolutions will also provide TDD/TTY phones in locations designated by the County. Additionally, **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.

### **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)

The Ultratec logo consists of three horizontal blue bars of varying lengths to the left of the word "Ultratec" in a bold, black, sans-serif font.



For detail on the proposed TDD/TTY phone, please see the manufacturer's specification sheet provided in **EXHIBIT B: EQUIPMENT SPEC SHEETS**.

## 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.

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. 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.



**Purple Video Phone**

For more detail on the proposed VRS Video Phone, please see the manufacturer's specification sheet provided in **EXHIBIT B**.

## Visually Impaired Inmates

ICSolutions can create custom restrictions in The ENFORCER® to assist visually impaired inmates, such as designating specific phones for the visually impaired by their inmate ID. This will ensure these phones include the appropriate accommodations, such as large print or braille dialing instructions. The best accommodation for visually impaired inmates are the call prompts provided via the inmate phones. Detailed instructions describing calling options, use, and functions of the inmate telephones will be delivered using customizable automated operator prompts. In addition, every call will include the statement "All calls may be monitored and recorded." Call prompts will be reviewed and approved by the County prior to deployment.



Calls made by visually impaired inmates will be monitored, and recorded, in the same manner as any other inmate call that is not a privileged call, such as calls to an attorney; calls made by visually impaired inmates can also be designated as DO NOT RECORD in the system, if preferred by the facility. In addition, all restrictions and reporting capabilities that apply to inmate calling will apply to calls placed by visually impaired inmates.

Inmate Voice Messaging can be used by authorized facility staff to broadcast messages to one, many, or all inmates in a correctional facility. This keeps visually impaired inmates informed of facility updates without the need to read announcements on paper. Authorized Facility staff simply type the message into the ENFORCER®, which then converts the message to synthesized speech and delivers it to the designated inmates' voice mailboxes on the inmate phones. 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.

The ENFORCER® also offers a paperless inmate communications portal, The Communicator, that would allow visually impaired inmates to request medical/dental appointments, submit PREA or crime tip reports, file grievances, or even file complaints about the Inmate Telephone System – all using secure voice mailboxes on any standard inmate telephone – without requiring the inmates to fill out a paper form.

6. Ability to designate and/or to program phone numbers as a free local call.

**ICSolutions Response:**

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

## Free Calls

The ENFORCER® can be configured to accommodate free calls to specific phone numbers, inmates, and phones. Free calls will be entered in the system database during installation or by a System Administrator. Before a call is connected, The ENFORCER® validates all call restrictions and configurations automatically. Free calls can be controlled in one of several ways:

- Configured for a selected phone station, such as allowing free local calls from a phone in the facility's booking area. Additionally, selected phone stations in the incarceration area can be set up to allow free calls (if allowed for the inmate or the called party number)
- Specified for a selected inmate, such as allowing one or more inmates to make a limited number of free calls to an outside number from phones in the incarceration area
- Specified for a selected called party number, such as Public Defenders, by setting a "global" free calling status so that all inmate calls to the number are free

A global free calling status is set by selecting the FREE CALL call type on the GLOBAL NUMBER TABLE entry for

the number in The ENFORCER®. This ensures *all* calls to that phone number are processed at no cost. Once set in the database, the free call function operates automatically with no facility personnel intervention required.

The screenshot displays a web-based form for editing a global number. The form is organized into several sections:

- General Information:** Contains fields for Number (1-210-908-9377), Speed Dial (\*97), Dial Pattern, Site (All), Category (ANONYMOUS - Mask inmate info), Inmates w/PAN (0), Name (Public Defender), Description, Address, Line 2, City, State, and ZIP. A timestamp indicates it was last updated on 07/10/2017 at 12:41 by user bclark.
- Access Control:** Features a 'Call Type' dropdown menu set to 'Free call' (highlighted with a red box), a 'Block Type' dropdown set to 'NOT BLOCKED', and a 'Block Voicemail' checkbox.
- Features:** Includes a 'Do Not Record' checkbox and an 'Edit Features' button.
- Alerts:** Includes a 'General Alert' checkbox (set to 'No Contacts') and an 'Edit Alerts' button.

Global Number Edit screen – “Free call” Call Type

## Free Calls for Individual Inmates

Individual inmates can also be allowed a certain number of free calls upon booking, or per a time period (such as a week or month) that the facility designates. This setting is made on The ENFORCER® INMATE PROFILE. The inmate can make the designated number of calls during the designated time period, and will not be allowed to exceed these parameters unless a manual reset is performed by an authorized ENFORCER® user.

The screenshot displays the 'Inmate Detail' interface for inmate 100206 (SMITH, PAMELA). The 'Calling Rules' section is highlighted with a red box and shows 'Free Calls' set to 'Allowed' with a value of 2. The 'Remaining' count is also 2, and the 'Last Reset' date is 11/23/2018. The 'Activity' section shows a list of call events: an attempt on 11/24/2018 at 07:12:41, a success on 04/11/2019 at 11:31:56, a reject on 04/11/2019 at 11:31:56, and a failure on 11/24/2018 at 07:12:41. Other call events include a 'Bad PIN' on 04/11/2019 at 11:31:56. The 'Last Activation' is 2019-04-04 10:18:19 and the 'Last Release' is 2018-11-24 08:05:45.

**Inmate Account screen – Setting Free Calls**

- Describe the on-site training program to be provided to the Sheriff Department's Staff in administering and managing the telephone system. At a minimum, the training program must include hands-on instruction on the use, administration, and management of the system and its reports as well as any other topics required for full understanding, administration, and operation of the system.

### **ICSolutions Response:**

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

With ICSolutions, staff training will be simplified, as Facility personnel are already familiar with The ENFORCER® system and its The Visitor™ module. ICSolutions will provide refresher training to existing personnel, as well as familiarize any new personnel with daily system functions, such as blocks, reports, investigative tools as well as emergency system shut down. Our goal is to ensure that Facility staff are taking full advantage of the system's investigative and administrative capabilities.

Likewise, inmates and public users will require little to no training. Existing inmate information, calling blocks, PINs, visitation policies, and Prepaid Collect and Debit accounts will continue to exist, and account funds can be accessed just as they always have. Nothing will change about the way inmates or the public use their calling and visitation services or access customer support.

In cases where new rates are implemented, ICSolutions can provide materials or create an instructional message with our Message of the Day feature notifying all inmates of the new rates and transition date. Any and all signage and brochures will be approved by the Facility before distribution.

## Training Curriculum

Below, we have outlined our standard curriculum for staff training, which is customized to fit each facility:

<p><b>Day-to-Day System Administration</b></p>	<ul style="list-style-type: none"> <li>• Logging In, locally, remotely, to one site, multiple sites, etc.</li> <li>• User Access Control Settings: Roles, permissions etc.</li> <li>• Call Process Flow &amp; Control settings</li> <li>• Call Record Search</li> <li>• Blocked Number Administration</li> <li>• Inmate Account Editor             <ul style="list-style-type: none"> <li>○ Search for Inmate Account</li> <li>○ ANI Advanced Privileges and Inmate-specific controls</li> <li>○ Enter PANs, Inmate-specific blocks &amp; exceptions</li> <li>○ Alerts on Inmate Accounts</li> <li>○ Print Account Information</li> <li>○ Account suspension/reinstatement</li> </ul> </li> <li>• Debit Account Administration</li> <li>• Interface functionality (if applicable)</li> </ul>
<p><b>Investigative Functions</b></p>	<ul style="list-style-type: none"> <li>• Live Call Monitoring/Scanning</li> <li>• Call Disrupt Function</li> <li>• Recording</li> <li>• Recording Exempt Numbers</li> <li>• Setting Alerts (email, pager and phone)</li> <li>• Recordings – Search, Retrieval &amp; Reporting</li> <li>• Recordings – Exporting Recordings, records and files to CD/DVD/USB, etc.</li> <li>• Running Ad-Hoc Call/Record/Recording Reports</li> </ul>
<p><b>Automated Calling Process Overview</b></p>	<ul style="list-style-type: none"> <li>• Placing a Call</li> <li>• Debit Call Process</li> <li>• PrePaid Collect Process</li> </ul>
<p><b>Service &amp; Maintenance</b></p>	<ul style="list-style-type: none"> <li>• Initiating Trouble Reports &amp; Scheduling automatic progress notifications</li> <li>• Information Gathering &amp; Preliminary Trouble-shooting</li> <li>• Trouble Reporting and escalation</li> <li>• Viewing and reporting on trouble ticket histories</li> </ul>

## Training and User Reference Tools

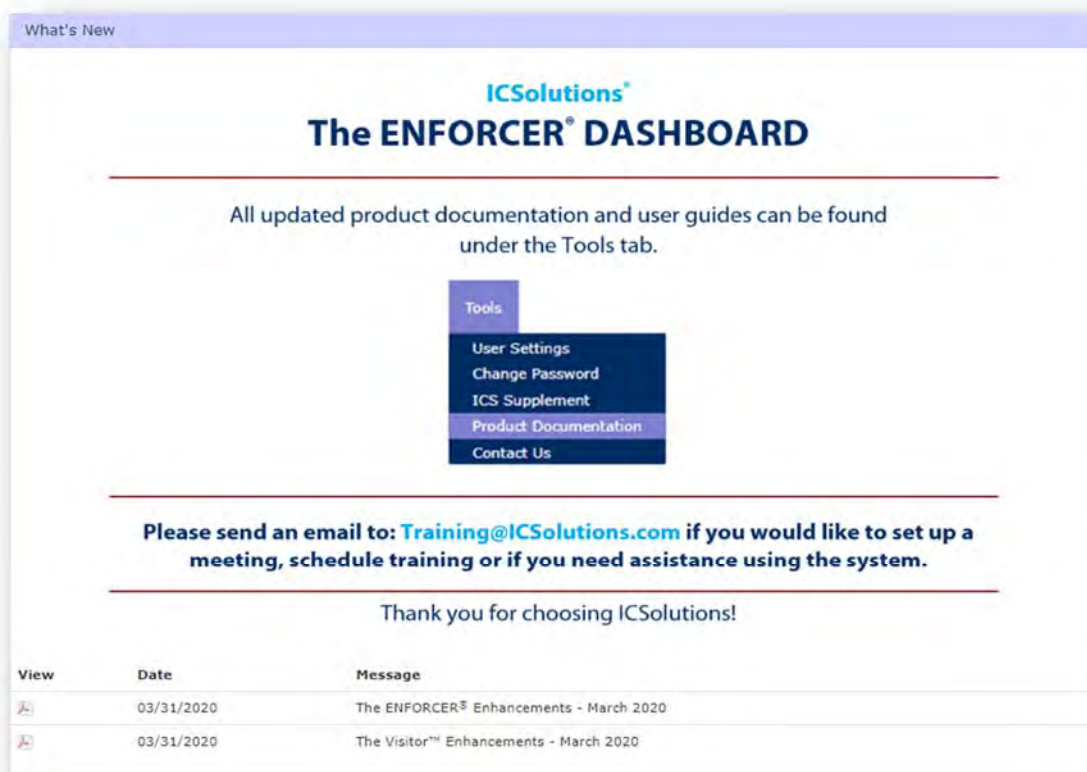
- Quick Reference Guide
- User Guide
- Report Synopsis
- Inmate Information Pamphlet in English & Spanish
- Support Center
- ICSolutions' and Support Team Contact Information

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

The screenshot displays the ENFORCER® web interface. At the top left, it says "INMATE CALLING ICSolutions". In the center, "THE ENFORCER®" is prominently displayed. On the top right, it identifies the user as "Jackson County Correctional Institution" with the username "User: kcaballero" and "Copyright 2005-2020". A dark blue navigation bar contains the following menu items: Inmate, Global Numbers, Accounts, Monitor, Call Detail, Reports, Site Admin, Tools, and Logout. Below the navigation bar, the page is titled "Product Documentation for Inmate Calling Solutions" and includes the text "Feel free to download these manuals". Under "CURRENT DOCUMENTATION", there are links for "ENFORCER® Enhancements - March 2020", "ENFORCER® Quick Reference Guide", "ENFORCER® Investigative Suite Reference", "ENFORCER® Reports Guide", and "ICS Supplement Update Guide". Under "HISTORICAL ENHANCEMENTS AND RESOLVED ISSUES", there are links for "The ENFORCER® Enhancements Summary" and "The ENFORCER® Resolved Issues Summary".

### User Access to Product Documentation

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



### Upgrades Dashboard

8. Vendor agrees it will charge only those rates authorized by the State of Michigan and will comply with all current applicable Federal Communications Commission (FCC) and Michigan rules and regulations.

**ICSolutions Response:**

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

9. Vendor will not bill users for incomplete calls (i.e., network intercept recordings, busy signals, and no answers).

**ICSolutions Response:**

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

Billing begins when the called party answers and positively accepts call charges. No charges are assessed for refused calls, no answer, busy, answering machines, faxes, or pagers.

10. Subcontractors used by the Vendor must be disclosed in the proposal. The County has the right to approve subcontractors.

**ICSolutions Response:**

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

ICSolutions has the necessary personnel and capability to perform all functions of this contract. ICSolutions manufactures the inmate telephone system, designs the software applications, provides the installation, training and support to accommodate all aspects of this contract. Should the use of subcontractors ever become necessary, the County will be informed of this decision in advance. Regardless of whether or not subcontractors are ever used, ICSolutions accepts full responsibility for all functions performed under this contract if awarded whether provided direct or through the use of carefully selected subcontractors.

**Vendors are encouraged to be creative with their proposals and to offer any other options that may be of interest to Livingston County.**

**ICSolutions Response:**

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

Our proposal contains information about our ability to provide several optional, value-adding services. For details, please refer to **SECTION 4: EQUIPMENT & FEATURES**.

#### 1.4 Technical Proposal

In preparing a technical proposal, vendors must submit a response that includes the following:

1) Company Profile

Date organized to provide inmate telephone services in institutional and correctional facilities.

Corporate background and depth of equipment service and support, including number of employees and number of years in business.

Provide this information using Company Profile form found in Section 2.1.

**ICSolutions Response:**

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

Please refer to **SECTION 1: COMPANY PROFILE**.

2) References

Vendor must provide three (3) references that include name of institution, address, contact person, and phone number.

Provide this information using References form found in Section 2.2.

**ICSolutions Response:**

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

Please refer to [SECTION 2: REFERENCES](#).

3) Operational Requirements

Proposal must clearly define an action plan for providing inmate telephone services as outlined in the Scope of Services (Section 1.3) and a preliminary transition plan that includes a timeline with projected dates of completion.

The plan for transition from the current operator must include the hiring and training of staff, security clearances, and other factors deemed relevant to assure that there is no operational or security break in the system during said transition subject to the approval of the Sheriff's Department. The Vendor must agree to fully cooperate with any subsequent contractor to ensure a smooth transition. Vendors shall include a proposed delivery schedule for all equipment associated with this RFP.

**ICSolutions Response:**

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

ICSolutions has responded to the Scope of Services requirements and provided our transition plan in this [SECTION 3](#). Because our centralized ENFORCER® and Visitor™ are already in place, your transition to the new contract will require **no system downtime**.

Livingston County will continue to be served by the same qualified staff that supports your services today – including your Regional Account Manager Mr. Brad Coens and your local technician Mr. Harland Gardner.

4) Equipment and Features

Provide a clear description of inmate telephone equipment and features, including additional features that may be of interest to Livingston County.

**ICSolutions Response:**

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

Please refer to [SECTION 4: EQUIPMENT & FEATURES](#).



5) Pricing/Commissions

Provide proposed rates in Attachment A for telephone calls made by inmates. Vendor shall assume that Livingston County Jail is to receive an expected commission rate of 46% generated from gross revenue of telephone sales. Proposed signing bonuses and incentives will be considered.

**ICSolutions Response:**

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

Please refer to **SECTION 5: PRICING / COMMISSIONS**.

**1.5 Security**

At least 48 hours prior to starting work at the Livingston County Jail facility, the successful Contractor will supply the full name, date of birth, and a scanned picture identification for all of its employees and/or subcontractors' employees who will be working on site. Contractor's personnel must meet the security standards required by the Livingston County Sheriff's Department. The Sheriff's Department may summarily reject any contractor's employee which it believes does not meet its requirements, or who violates any of its security rules, regulations, or policies.

**ICSolutions Response:**

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

## Implementation Plan

Choosing ICSolutions will prove extremely beneficial during system implementation. Transition to the new contract will be smoother and require less time, because our centralized ENFORCER® and Visitor™ are already in place and we are already well acquainted with the County’s needs. Your transition to the new contract will require **no downtime and will be completed by September 1st**. In fact, since our systems are already in place, ICSolutions can implement any new financial terms immediately upon execution of a new contract.

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Since our inmate communications are already in place at Livingston County, ICSolutions is the only vendor that can implement any new rates and County compensation immediately upon contract execution – with no delay for a wholesale system replacement!

---

Please note that we have not included an installation schedule with our proposal because no **new system installation will be necessary**. The primary tasks in the transition to your new contract will be to **refresh and/or replace telephones, kiosks**, and other onsite equipment as needed/required, and to deploy any new services and financial terms.

## Benefits to the County

Choosing ICSolutions will benefit the County’s transition by:

<b>No Downtime</b>	We will ensure minimal impact on facility operations and <u>no ITS or VVS system downtime</u> .
<b>Familiar Project Team</b>	You will continue to work with our Project Team, many of whom have been supporting your current ENFORCER® system or were involved in the initial installation.
<b>Existing Settings &amp; Profiles</b>	We will maintain your current site profiles, facility layout, visitation rules, and structure that are already in place.
<b>No Configuration Time</b>	No configuration time is necessary for call processing or video visitation since the current system settings are already defined, in place, and up to date.
<b>Continuous Access to Investigative Data</b>	Investigators will have continuous access to all the County’s call and visitation data, information, and call recordings since your initial transition to The ENFORCER®.
<b>Familiar ITS System</b>	Your personnel are already familiar with The ENFORCER® system and its The Visitor™ module.
<b>Existing Debit &amp; Prepaid Accounts</b>	Inmates and public users can continue using their existing debit and prepaid accounts.
<b>Same Support Procedures &amp; Personnel</b>	Your service, support, maintenance and escalation procedures remain the same.

<b>No Equipment Removal / Pickup</b>	There is no potential delay from coordinating equipment removal and pickup from another vendor.
<b>System Testing Unnecessary</b>	ITS and VVS system testing is unnecessary since you will use the same ENFORCER® and Visitor™ as you do today.
<b>New Financial Terms Implemented Immediately</b>	We will implement any new rates, fees, and/or facility compensation <i>immediately upon contract execution</i> .
<b>Seamless Transition</b>	We commit to providing a seamless transition to a new contract with uninterrupted service from our centralized ENFORCER® and Visitor™ platform during the deployment of any additional features and continued exceptional support throughout the term of our agreement.

The ICSolutions’ Operations Team will work together with your current ICSolutions Regional Account Manager, Brad Coens, to coordinate every aspect of transition to the new contract, including the training tailored for the Facility to ensure authorized users can make the most use of the robust tools available with The ENFORCER®, as well as implementation of any new features or services.

## Training Plan

With ICSolutions, staff training will be simplified, as Facility personnel are already familiar with The ENFORCER® system and its The Visitor™ module. ICSolutions will provide refresher training to existing personnel, as well as familiarize any new personnel with daily system functions, such as blocks, reports, investigative tools as well as emergency system shut down. Our goal is to ensure that Facility staff are taking full advantage of the system’s investigative and administrative capabilities.

Likewise, inmates and public users will require little to no training. Existing inmate information, calling blocks, PINs, visitation policies, and Prepaid Collect and Debit accounts will continue to exist, and account funds can be accessed just as they always have. Nothing will change about the way inmates or the public use their calling and visitation services or access customer support.

In cases where new rates are implemented, ICSolutions can provide materials or create an instructional message with our Message of the Day feature notifying all inmates of the new rates and transition date. Any and all signage and brochures will be approved by the Facility before distribution.

## Maintenance and Support Plan

ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your 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**

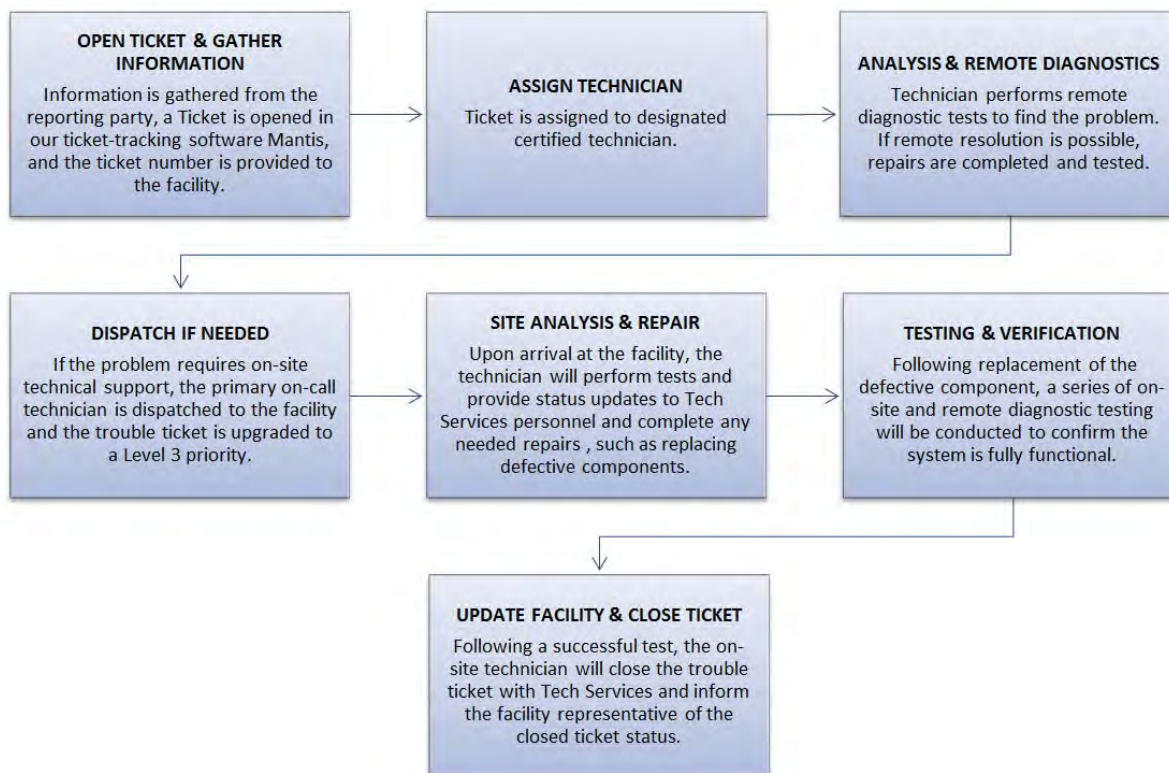
ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of your The ENFORCER® telephone system. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of support is part of our 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.

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.



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

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 when 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 with a navigation bar at the top containing links like 'Main', 'My View', 'View Issues', 'Report Issue', 'Change Log', 'Roadmap', 'My Account', and 'Logout'. Below the navigation bar is a complex filter grid with various criteria such as Reporter, Assigned To, Category, Severity, Resolution, Profile, Status, Priority, Target Version, Show, View Status, Show Sticky Issues, Changed By, Use Date Filters, Relationships, Platform, OS, OS Version, Tags, Grouped, RTH, Consumer of Person Reporting Problem, Hold Expires, Investigation Number, Target Date, Vendor Ticket, and Note By. At the bottom of the filter grid is a search box and an 'Apply Filter' button.

Below the filter grid is a table titled 'Viewing Issues (1 - 6 / 6)'. The table has columns for P, ID, #, Category, Severity, Status, Updated, and Summary. The table contains six rows of data:

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"/>	0002853	6	Enforcer	minor	on hold (hhouston)	2011-12-06	Change File destination from FORNAX to Enforcer server: Strange file format

At the bottom of the table is a 'Select All' button and a 'Move' dropdown menu.

## 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.

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

### Remote Diagnostics Minimize Onsite Maintenance

Due to the sophisticated nature of The ENFORCER® system, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pinpoint 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
<b>Initial Report</b>	<b>Help Desk Technician</b> Open Ticket & Gather Information Toll free: 866-228-4031 Email: <a href="mailto:icssupport@icsolutions.com">icssupport@icsolutions.com</a>	None
<b>Level One</b>	<b>Latoya Coleman</b> Technical Support Manager Direct 210-572-9547 Cell: 601-212-6128 email: <a href="mailto:lcoleman@icsolutions.com">lcoleman@icsolutions.com</a>	None
<b>Level Two</b>	<b>Brian Dietert</b> Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: <a href="mailto:bdietert@icsolutions.com">bdietert@icsolutions.com</a>	<b>Brad Coens</b> Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 <a href="mailto:bcoens@icsolutions.com">bcoens@icsolutions.com</a>
<b>Level Three</b>	<b>Brendan Philbin</b> Vice President, Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: <a href="mailto:bphilbin@icsolutions.com">bphilbin@icsolutions.com</a>	<b>Brad Coens</b> Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 <a href="mailto:bcoens@icsolutions.com">bcoens@icsolutions.com</a>
<b>Level Four</b>	<b>Tim McAteer</b> President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: <a href="mailto:tmcateer@icsolutions.com">tmcateer@icsolutions.com</a>	<b>Brad Coens</b> Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 <a href="mailto:bcoens@icsolutions.com">bcoens@icsolutions.com</a>

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.

## Video Visitation Escalations

ICSolutions' video visitation technician is added to the above list as the first escalation point to assign tickets to the Video support team. The VVS technician is dedicated solely to supporting our VVS software, VVS clients, and escalated VVS support tickets.

## Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. Your current technician, Harland Gardner, will continue to provide support and maintenance for your inmate communications system. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. Technicians located in Oakland and Macomb Counties will be available as backups throughout the life of the contract.

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.



**LOCAL Repair  
Technicians + Spare  
Parts Storage =  
FAST RESPONSE**

## Regular Account Reviews

Your Regional Account Manager, Mr. Brad Coens, 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 your expectations, demonstrate new applications and more. These regular face-to-face meetings will enable Mr. Coens to continuously improve and adapt ICSolutions' service to maximize your satisfaction throughout the contract term.



## Proposed Staffing Plan

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 the ENFORCER® inmate calling system and the Visitor™ video visitation system; 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, Brad Coens**, 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 and the Visitor™ video visitation system. The professional team involved in the aforementioned duties and ongoing management of service for Livingston County comprises the same experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams who support the County today, including your Project Manager. Full résumés for these key personnel have also been included in **EXHIBIT D**.

### Client Services

**Mike Kennedy**  
**Vice President of Sales**  
**& Marketing**

**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.

**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.

**Brad Coens**  
**Regional Account  
Manager**

***Responsibilities***

As Regional Account Manager, Brad 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 Brad 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***

Brad graduated from the University of Kansas in 1985 with a Degree in Interpersonal and Organizational Communications. While at KU, Brad was a four year letterman on the Swim Team, a Big 8 Swimming Champion, Team Captain, and 1984 Olympic Trial Qualifier. He was also a Left-Handed Pitcher on the 1983-84 KU Baseball Team.

His leadership and pursuit of excellence continues today with nearly 35 years of experience in meeting customers' needs, with 30 of those years focused in the field of telecommunications and information technology. His communications career includes sales, sales management, Branch Management, and Region Management with the majority of his time spent at industry leaders, such as SIEMENS Corporation. His recommendation for success is hands-on involvement, continuous open communication, and providing excellent customer care.

**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 / Training  
Department

***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 / Training  
Department

***Responsibilities***

Don works directly with the facility to provide initial training during installation and ongoing refresher training throughout the life of the contract. Mr. Newsome delivers training on all services 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 more than 30 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.

**Melissa Mitchell**  
Project Manager

**Responsibilities**

Melissa will be responsible for managing the installation, including development of the Facility’s project plan and overall management of the installation. Melissa brings her in-depth knowledge and expertise of project management to carry out smooth and efficient implementations from conception through completion.

**Qualifications**

Ms. Mitchell has held leadership positions in project management and service coordination since 2002. Before joining ICSolutions, Melissa was the Project Manager at GTL, where she coordinated numerous simultaneous projects through to successful completion. Melissa is an integral part of every installation at ICSolutions – big or small. She has coordinated countless complex projects and is proficient at anticipating, identifying and addressing the unique circumstances each facility may have.

**Jamie Klingner**  
Project Manager, PMP

**Responsibilities**

Ms. Klingner is a subject matter expert on The ENFORCER® and The Visitor™ user interface and Video Relay Services. She collaborates with engineers to prioritize and manage product development for improved user experience. As a PMP-certified Project Manager, Ms. Klingner is instrumental in analyzing the contract to determine necessary software development and developing project plans in Microsoft Project Gantt charts.

**Qualifications**

Ms. Klingner is a seasoned professional with more than 20 years of experience in project management, account management, business development, advertising and public relations, with a focus on the corrections industry since 2014. Ms. Klingner has a proven ability to develop and lead teams and execute multi-disciplined projects and programs from initiation to project completion including the managing of project costs, efficiencies, compliance, and timelines. Jamie came to ICSolutions in 2016 from Praeses, LLC, where she managed contracts for correctional facilities to ensure contractual compliance. She has a Bachelor of Arts in communication from Denison University.

**Jim Chapman**  
Regional Field Service  
Manager

**Responsibilities**

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

**Qualifications**

Jim has more than 30 years' experience providing installation, maintenance, and repair of telecommunications equipment. Jim has worked for ICSolutions since 2008 and is highly knowledgeable about the equipment and solutions provided to our customers. Jim's many years of experience and strong analytical and troubleshooting skills enable him to diagnose problems and develop workable solutions.

**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 Shieldes**  
Director of  
Information  
Technology

**Responsibilities**

Mr. Shieldes 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.